

Dear Travel Professional:

PED 05/28/06

Below are several important news items from ARC:

- 1) ARC Holiday Schedule Available Online
- 2) Passwords for IAR 2.0 and ARC Document Retrieval Service

- 1) ARC Holiday Schedule Available Online

Please remember that ARC's 2006 Holiday Schedule matrix is available online at www.arccorp.com. To find the schedule, go to 'Customer Service' on the red navigation bar then go to the 'Help Library'; the matrix is one of several information options in the help library. An alternative path is to enter '2006 Holiday Schedule' at Search in the upper right corner, click Go, and then click on the result 'Microsoft Word - ARC 2006 Holiday Void Schedule.'

The matrix shows all the ARC-observed holiday dates along with the extensions of the void/modification window.

If you have questions, contact the Customer Support Center at 703-816-8003.

- 2) Passwords for IAR 2.0 and ARC Document Retrieval Service

To best secure your client's information, it is important to not share User IDs and Passwords for IAR 2.0 and the ARC Document Retrieval Service (DRS). IAR Administrators and DRS Security Managers should create individual User IDs for each employee.

When signing into either IAR 2.0 or DRS, it is essential that the Password be entered accurately. Passwords are case-sensitive and you will lock yourself out of either system if you have three unsuccessful sign-in attempts. If you have been locked out and are an individual user, you then need to contact your agency's IAR Administrator or DRS Security Manager. IAR Administrators or DRS Security Managers who are locked out need to contact ARC at (703) 816-8003, Option 1.

Please review these IAR and DRS Password regulations:

For IAR the password can be 7-14 characters in length; for DRS it can be 7-8 characters in length.

For both programs, the password:

- must contain at least one lowercase letter

- must contain at least one uppercase letter
- must contain at least one number
- must contain a special character (! @ # \$ % ^ *)
- may not contain spaces
- will expire (and need to be changed) every 60 days
- cannot be the same as the last 4 passwords.

The Customer Support Center may be contacted via email at cshelp@arccorp.com.

ARC Customer Support Center
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Please distribute the ARC Travel Agency Communication (TAC) among staff and colleagues.