

Dear Travel Professional:

PED 07/09/06

Below are several important news items from ARC:

- 1) Eos Airlines Has Joined ARC
- 2) IAR 2.0 Quick Reference Card Now Available
- 3) ARC Document Order Notification Process
- 4) Registering Your Agency for IAR 2.0
- 5) ATB Stock Alternatives - e-ticket Transactions

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1) Eos Airlines Has Joined ARC

Eos Airlines (646/E0) has joined ARC as a participating carrier, effective immediately.

Offering premium business class service between New York's JFK and London's Stansted airports, Eos runs a fleet of Boeing 757 aircraft that accommodate up to 48 guests each. Increased passenger comfort and non-standard amenities, including lie-flat seat beds and gourmet food, are part of the Eos service offering.

As Eos Airlines has elected the General Concurrence method of agent appointment, all ARC-accredited agencies and corporate travel departments are automatically appointed as agents of the carrier. In addition to cash, the carrier accepts American Express, Diners Club, Discover, MasterCard and Visa. For inquiries, reservations, or sales information, contact the following:

Eos Airlines  
287 Bowman Avenue  
4<sup>th</sup> Floor  
Purchase, NY 10577  
[travelmanager@eosairlines.com](mailto:travelmanager@eosairlines.com)  
[www.eosairlines.com](http://www.eosairlines.com)

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2) IAR 2.0 Quick Reference Card Now Available

Another new resource for IAR 2.0 has been made available on ARC's Corporate Web site. The IAR 2.0 Quick Reference Card, which encompasses directions for completing frequently used tasks, can now be found online within the IAR 2.0 Resource Center at [www.arccorp.com/products/prod\\_fin\\_IAR20\\_documentation.html](http://www.arccorp.com/products/prod_fin_IAR20_documentation.html).

The IAR 2.0 Resource Center ([www.arccorp.com/products/prod\\_fin\\_IAR20.html](http://www.arccorp.com/products/prod_fin_IAR20.html)) offers detailed information and various support tools designed to assist users in operating IAR 2.0.

The new IAR 2.0 Quick Reference Card resides within the Documentation section of the Resource center, along with an excellent Online Help section and the more-detailed Quick Reference Guide. Again, all three can be found at [www.arccorp.com/products/prod\\_fin\\_IAR20\\_documentation.html](http://www.arccorp.com/products/prod_fin_IAR20_documentation.html).

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### 3) ARC Document Order Notification Process

Please be advised that when you place an order for traffic documents, you will ultimately receive four status messages pertaining to your ticket stock order. The following is a list of the four notifications that you will receive:

1. When your faxed or mailed order is initially received by ARC, you receive an email notification, stating that your document order has been received.
2. Once your document order has been processed, you will receive a second email Notification which includes your order summary and states that your order has been processed. NOTE: THIS PROCESSED DOCUMENT ORDER NOTIFICATION IS ALSO CONFIRMATION THAT THE ORDER HAS BEEN PAID.
3. Once your order ships from the warehouse facility, you will receive a third email notification, stating that your order has shipped. This notification will include your UPS tracking number, as well as your order summary.
4. Seven to ten days after your order is shipped, you will receive, via USPS an invoice memo from Moore Wallace (ARC's new Warehouse Facility Service Provider). THIS INVOICE MEMO IS NOT A BILL - you have already paid upon the processing of your order. This fourth notification is only an order summary that includes the total pricing for your shipment, and is sent for you to retain for your records. If you have not received your invoice memo within seven to ten business days after delivery of your documents, call ARC at (703) 816-8003 option 5 and request a copy.

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### 4) Registering Your Agency for IAR 2.0

If you are scheduled to transition to IAR 2.0 and have not yet completed the registration process, please accept this invitation to contact the Customer Support Center so that we can assist with your registration. By having all USER NAMES, USER ROLES and PASSWORDS created before your transition, you

will ensure a smooth transition for your organization. Your office will be fully prepared and able to submit your weekly sales report without delay upon transition.

The Customer Support Center can be reached at (703) 816-8003, Monday through Friday, from 9:00am to 9:00pm EST. In order to avoid the hold times that occur on Mondays and Tuesdays, we recommend calling Wednesday through Friday for assistance in registering your office. We will gladly give you a tour of IAR 2.0 to explain its features and benefits, and are sure you will enjoy using this new Web-based product. Ease of use is one of its greatest benefits!

If you have any questions or wish to complete the registration process, please contact the Customer Support Center at (703) 816-8003.

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#### 5) ATB Stock Alternatives - e-ticket Transactions

Some GDSs can print to blank card stock or 8 1/2 x 11 paper, while other GDSs have the ability to provide an email and fax version of passenger receipt coupons.

Please use the following GDS information pages to investigate non-ATB stock alternatives for coupons associated with e-tickets.

Amadeus:

HEITR GGAMAUSNEWS

Galileo:

HELP VIEWPOINT  
HELP ENHANCE-SUPPRESS PSGR RECEIPT

Sabre:

[www.virtuallythere.com](http://www.virtuallythere.com)  
Formatfinder tjrf0111

Worldspan:

INFO COUPON  
INFO EZEL

If the number of paper transactions you issue is very small and you do not have a dual bin printer, you can replace the ATB stock in the single bin printer with blank stock (stock type 8212 or 3426 only) for these rare occasions. ARC offers Mini

Itins that can be used for this purpose. Please go to [www.arccorp.com/itins](http://www.arccorp.com/itins) for further information.

For additional questions, please contact ARC's Customer Support Center at 703-816-8003 or [csc@arccorp.com](mailto:csc@arccorp.com).

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