

Dear Travel Professional:

PED 08/06/06

Below are several important news items from ARC:

- 1) Credit Card Payments for Ticket Stock Orders
- 2) ATB Usage Fee Effective October 1, 2006
- 3) Kingfisher Airlines Joins ARC as a Participating Carrier
- 4) This Week's Helpful Hint - Using the ARC Document Retrieval Service Online Help

1) Credit Card Payments for Ticket Stock Orders

As of January 2006, ARC's ticket fulfillment services changed from ARC to a new warehouse service provider, Moore Wallace. As a result, when you place an order for ticket stock, ARC continues to process your ticket stock order requests; however, Moore Wallace fulfills and ships your ticket stock to your agency location.

When you use a credit card as a form of payment for the shipping and handling fees, Moore Wallace actually charges your credit card. Moore Wallace's name displays as the merchant's name on your monthly credit card billing statement. If Moore Wallace fails to collect payment for fulfillment services provided, they will attempt to collect by recharging your credit card.

If you have additional questions, please contact ARC's Customer Support Center at 703-816-8596 or send an email to cschelp@arccorp.com

2) ATB Usage Fee Effective October 1, 2006

As was first proposed in our email of January 26, ARC will implement an ATB Usage Fee. Effective October 1, 2006, this fee will be of \$12.50 dollars per box of 1,000 tickets. Today, 90% of all tickets processed through ARC are electronic (non-paper) while the majority of ATB coupons printed are for non-traffic documents such as passenger receipts. While the ability to print passenger receipts on ATB stock will not be inhibited, travel agents can now choose whether to continue printing passenger receipts on ATB stock, or explore other electronic passenger receipt options provided by their GDS.

- The fee of \$12.50 per box of 1,000 will be effective on October 1, 2006
- ARC will regularly evaluate the usage of ATB stock for non-traffic documents and reserves the right to adjust the ATB Usage Fee as needed

- ARC Mini Itins can be used with some GDSs to print passenger receipts and itineraries (www.arccorp.com/products/prod_sal_VI.html)
- Consult with your GDS provider for additional information on electronic passenger receipt alternatives
- ARC's Document Retrieval Service is available free of charge to agents to print copies of tickets as well.

3) Kingfisher Airlines Joins ARC as a Participating Carrier

Kingfisher Airlines (090/IT) has joined ARC as a participating carrier effective with sales starting Monday, July 31, 2006 (PED 08/06/06).

Headquartered in Mumbai, India, Kingfisher Airlines operates 100 flights daily, connecting more than 20 cities in India, with a fleet of eleven Airbus A320s and 4 ATR72-500 aircrafts. Non-stop flights from India to several locations in the United States are scheduled for launch in the 3rd quarter of 2007.

As Kingfisher 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. At this time, the carrier accepts cash as the only form of payment. For inquiries, reservations, or sales information, contact the following:

Kingfisher Airlines
113 Pavonia Avenue
Suite 203
Jersey City, NJ 07310
201.377.2282
www.flykingfisher.com

4) This Week's Helpful Hint - Using the ARC Document Retrieval Service Online Help

When working in the ARC Document Retrieval Service (DRS) you can find help online.

To access the online help, click on 'Help' in the upper right corner of the main blue-gray area. This will open up a new window with the first topic relevant to that screen. If the task you want to perform is not listed, click 'Show' in the upper left corner for the entire Help File listing.

Once you open the expanded view, you can browse the Table of Contents, search an index of keywords, perform a general search, or look up a term in the Glossary. To access the different features, click on 'Table,' 'Index,' 'Search,' or 'Glossary' buttons on the upper left corner.

To browse the Table of Contents, click on the 'Table' button. On the left side bar, click on the page or book icon to view topic.

To search the Index, click on the 'Index' button and then type topic you want to view. Click on topic from the list on the left side bar to view topic.

To perform a general Search, click on the 'Search' button and then type topic you want to view. Click on 'Go.' Click on topic from the list on the left side bar to view topic.

To look up a definition of a word or phrase in the Glossary, click on the 'Glossary' button. Scroll through the list of terms and phrase to locate the one that you want. Click on the term that you want defined. The definition is located in the bottom window of the left side bar.

Please remember when viewing any transaction in the DRS that if you forget what a column heading or a code means, you can click on the column heading and it will give both the explanation and example of any code.

ARC Customer Support Center
(703) 816-8003; fax (703) 816-8039
csc@arccorp.com
Corporate Communications
Tel. (703) 816-8525; fax (703) 816-8168
corpcom@arccorp.com
www.arccorp.com

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