

Travel Agent Communication (TAC) – PED 03/25/07

Dear Travel Professional

Below are several important news items from ARC:

- 1) Reporting Damage Ticket Stock
- 2) Tip of the Week - Online Help

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#### 1) Reporting Damage Ticket Stock

Upon receipt of your ticket stock order, please check each box immediately for damage.

Promptly contact ARC's Document Service Department at 703-816-8003 option 2 concerning any damage to your ticket stock shipment.

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#### 2) Tip of the Week - Online Help

When working in the ARC Document Retrieval Service (DRS) or IAR 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
- look up a term in the Glossary

To access the different features, click on the 'Table,' 'Index,' 'Search,' or 'Glossary' buttons in 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. 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. Type the topic you want to view, click on 'Go' and then click on the topic from the results list on the left side bar.

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 phrases 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.

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