



Notice of Changes to the Agent Reporting Agreement (ARA)

Following ARC's consultation with travel agency representatives, ARC's board of directors has approved a number of updates to the Agent Reporting Agreement (ARA), including the following. These updates reflect changes in ARC's products and services, and they better align with ARC's current operations and industry standards.

Summary of Changes

Name Change: "Travel Agency Service Fee" to "ARC Pay"

In August, ARC announced the rebranding of Travel Agency Service Fee (TASF) to become part of ARC's payment processing platform called "ARC Pay." The name change reflects ARC's evolution to continuously support agencies' payment acceptance needs. ARC is updating references to the TASF Agreement in the ARA and associated Industry Agent Handbook (IAH) sections to reflect the new name. Therefore, the references to TASF will be removed and updated with "ARC Pay."

Modification of ARA Section 30.7 – Assignment of CD

ARA section 30.7 is updated to conform to ARC's current operations. Currently, Section 30.7 permits an assignment of a certificate of deposit (CD) to ARC for a 30-day period following a lapse in bond or letter of credit coverage, in order to avoid interruption in an agency's operations, including inhibition of ticketing. This section, which has been in the ARA for many years, pre-dates the introduction of the ARC cash security deposit (CSD) program that allows agents to satisfy the financial instrument requirement by funding a CSD. Subsequent to the availability of the CSD option, the CD assignment has not been used and ARC has determined that it is no longer needed. As a result, the section will be updated.

Example of Fraudulent Situation or Activity

Section F of the IAH will be updated to include an additional example of a situation or activity that is, or appears to be, fraudulent, and for which ARC may take action under Section 13 of the ARA. This example addresses situations involving the manipulation or misuse of the IAR system to issue tickets for non-existent or non-bona fide customers.

To review the ARA changes in more detail, [click here](#).

These changes will take effect on November 25, 2019. Please note that, in accordance with Section 5 of the ARA, your continued participation with ARC after November 25, 2019, serves as your acceptance of the amendments.

If you have any questions, please contact ARC's Customer Care Center at 855-816-8003 or ccchelp@arccorp.com.