



## Updates to the Corporate Travel Department Reporting Agreement (CTDRA): Effective January 4, 2021

### **Part II, Section 8.3.5**

8.3.5 The name of CTD is not the same as, or misleadingly similar to, a Carrier's name unless authorized by the Carrier to do so. **This includes any name involving the terms "ARC" or "Airline(s)."**

### **Part I, Section 6**

6.6. Upon termination and ARC's request, CTD must return to ARC all supporting documents listed in Section C of the IAH that are less than or equal to **39 months 2-years** of age as of the date of termination. Until returned or destroyed in a secure manner, all supporting documentation containing personal data, such as credit card information, must be maintained in a secure and confidential manner.

### **Part II, Section 8**

8.3.6.3 Document Retrieval Service (DRS) Security Manager who will perform administrative functions for CTD's DRS users, **including but not limited to creating and terminating individual DRS user accounts**, in accordance with instructions provided by ARC; and

### **Part II, Section 12**

12.1 CTD must retain copies of the documents listed in Section C of the IAH for a period of at least **2-years39 months** from Submission Deadline for those documents.

### **Part II, Section 13**

13.1.3 Notify System Providers to inhibit the issuance of ARC Traffic Documents, **in paper and electronic format**, by all of CTD's Locations and all CTDs under Common Control with CTD.

### **Part III, Section 23**

~~23.1. Upon CTD's proper request and payment of fees, ARC will supply CTD with paper format ARC Traffic Documents.~~

23.1. The terms governing CTD's security of ARC Traffic Documents and the manner in which ARC Traffic Documents may be issued and must be accounted for are set forth under this Agreement, instructions provided by ARC, and in Section B of the IAH.

23.2. All ARC Traffic Documents supplied to CTD must be held in trust for ARC by CTD until issued to CTD's clients, or until otherwise accounted for to ARC or Carriers, and must be surrendered to ARC upon demand pursuant to this Agreement.

23.3. This Agreement does not confer upon CTD, nor will CTD otherwise be deemed to have, any ownership interest in any ARC Traffic Documents, or any other Transactional information or data supplied to CTD under this Agreement.



23.4. ARC Traffic Documents (paper format) supplied for issuance at a specified Location covered by this Agreement must not be filled out or validated at any other Location.

23.5. CTD will not accept custody of, or deliver, blank, pre-validated, or partially written ARC Traffic Documents not previously assigned to CTD under this Agreement. Should CTD be approached by another CTD to distribute blank, pre-validated, or partially written ARC Traffic Documents, or to distribute ARC Traffic Documents not provided to CTD through the System Provider (electronic format), CTD must immediately notify the ARC Fraud Prevention Department.

#### **Part IV, Section 30**

30.4.1. Remove ARC Traffic Documents (~~paper format~~), and notify System Providers to inhibit the issuance of ARC Traffic Documents by CTD and all CTD Locations; and

30.5.2. Notify System Providers to inhibit issuance of ARC Traffic Documents ~~in paper and electronic format~~ by CTD and all of CTD's Locations.

#### **Part V, Section 33**

33.5.1.3. Notify System Providers to inhibit the issuance of ARC Traffic Documents (~~paper and electronic format~~) by such CTD and Locations.

36.3. Unless CTD is determined not to be liable under Subsection 36.4, CTD will be liable for (and will indemnify and hold harmless Carrier; and Carrier's officers, agents, and employees from) any and all damage, expense, or loss incurred on account of the loss, misapplication, theft, forgery, or unlawful use of ARC Traffic Documents (~~paper or electronic format~~), or other supplies furnished by or on behalf of the Carrier to CTD.

#### **Part VII, Section 36**

36.4.2. CTD has exercised reasonable care for the protection of ARC Traffic Documents (~~paper and electronic format~~);

36.9. If ARC uses legal counsel to (i) enforce its right to repossess ARC Traffic Documents (~~paper format~~) because CTD failed or refused to surrender them upon demand made pursuant to this Agreement, and/or (ii) otherwise obtain compliance by CTD with the provisions of this Section, CTD shall also be liable to ARC for any and all attorney's fees, and also for any additional costs actually incurred by ARC for the collection for costs of this action, if ARC's action is adjudicated or otherwise resolved in ARC's favor. If ARC's action is adjudicated or otherwise resolved in favor of CTD, ARC must reimburse CTD for all costs incurred, and for the reasonable fees of CTD's attorneys, in defending itself against ARC's action. The term "costs" as used here includes, but is not limited to, court costs, litigation bond premiums, private investigator fees incurred in attempting to locate ARC Traffic Documents, and locksmith fees.

#### **Part IX, Section 39**

39.7. ARC TRAFFIC DOCUMENT means all industry standard forms and documents (~~paper and electronic~~) that ARC may provide to CTD, in trust, and for which CTD is responsible. This term



includes Carriers' own traffic documents provided to ARC for processing reporting, settlement and administration under this Agreement.

## Section B of the IAH

### Section B: Security Guidelines for ARC Traffic Documents

#### ARC Traffic Documents (Paper Format)

**The printing and distribution of paper format ARC Traffic Documents (Automated Ticket/Boarding Pass (ATB) accountable document stock) will cease effective December 17, 2020. After this date, agencies may no longer order new supplies of paper format ARC Traffic Documents.**

The security guidelines outlined below apply to ~~the following ARC Traffic Documents (also known as "accountable documents"): Automated Ticket/Boarding Passes (any remaining supplies of ATBs) accountable document stock. All other documents supplied by ARC are considered "non-accountable documents" and are not subject to the security rules.~~

#### 1. Total Inventory

CTDs may maintain a 3-month supply of ARC Traffic Documents, for each Location, based on past usage and shipment history. ~~If, as a result of extraordinary circumstances (e.g., physical damage to the Traffic Documents held in inventory, the planned movement of a large tour group, etc.) you require additional inventory, contact the ARC Customer Care Center.~~

#### ~~3. Quantity per Order~~

~~When ordering ARC Traffic Documents, the maximum allowable order quantity will be automatically determined by the ARC Document Ordering System and made available to CTDs upon accessing the System.~~

#### 3. Storage Requirements

ARC Traffic Documents must be secured in a metal safe, metal filing cabinet or other metal container, under your exclusive control, which possesses the following security features: (a) a weight (when empty) of 200 or more pounds or permanent attachment to the floor or wall(s) of the location; and, (b) a locking device meeting UL classification 768 (combination/time locks).

#### General Security of the Travel CTD's Approved Location and Operations

- B. All automated tickets not in use in a printer should be locked up in the metal safe or container described above, ~~as well as all manual tickets~~, except those that are being issued. All automated ticket printers must be either (a) locked, or (b) housed in a locked container.

## Section C

39.36. As required by Section 12 of the ARA, CTD must retain copies of documents, included, but not limited to, the following for a period of at least ~~2 years~~ **39 months** from the Submission Deadline for those documents:



- 39.36.1. Voided Traffic Documents
- 39.36.2. Completed Universal Credit Card Charge Forms (UCCCFs), which include cardholder signature, credit card imprint, and authorization code.
- ~~39.36.3. PTA Refund Documents~~
- 39.36.4. Discount Certificates and Vouchers
- 39.36.5. Debit and Credit Memos
- 39.36.6. Value Coupons associated with refunds, exchanges
- 39.36.7. Other supporting documentation as may be required by ARC or Carriers
- ~~39.36.8. Original paper agent coupons for tickets issued on manual ARC Traffic Documents (4 flights)~~

#### Section F of the IAH

- 1.1. Failure to include in a report all ARC Traffic Documents ~~(paper or electronic format)~~ issued through the close of the Sales Report Period, even though payment was subsequently made upon demand
- 1.4. Permitting alteration, omission, or other falsification ~~on coupons~~ of original ARC Traffic Documents ~~(paper or electronic format)~~ or on any reissue

#### Section K of the IAH

- 3.1.3. Notify System Providers to inhibit the issuance of ARC Traffic Documents ~~(paper and electronic format)~~ by such CTD and all agents and locations under Common Control with the CTD.
- 4.3.1. CTD has ~~surrendered all ARC Traffic Documents (paper format) and has~~ ceased ~~to issue issuance of~~ ARC Traffic Documents in electronic format and, on or before such 31st calendar day;