



**Updates to the Agent Reporting Agreement (ARA)
Effective November 25, 2019**

- **ARA Section 3 and IAH Section F – Name Change: “Travel Agent Service Fee” to “ARC Pay”**

Agent Acknowledges and Agrees:

3.6 That, if the Agent voluntarily elects to use the **ARC Pay TASF** program by issuing an **ARC Pay TASF** Transaction on an ARC Traffic Document using carrier code 890, the Agent will be bound by the latest version of the **TASF ARC Pay** Agreement.

IAH Section F: Examples of Breaches by Agent

1. Examples of situations where it appears to ARC that there may be or has been fraudulent conduct on the part of the Agent include:
 - 1.2 Issuance of ARC Traffic Documents (including Traffic Documents issued for **ARC Pay transactions Travel Agent Service Fees (TASFs)** and other transactions) against a credit card without the cardholder's authority, or against a stolen or otherwise fraudulent credit card

- **ARA Section 30.7 – Assignment of CD**

30.7. To avoid actions under Subsections 30.4 and 30.5 of this Agreement, Agent may ~~assign~~ submit a ~~Certificate of Deposit~~ Financial Instrument in the form and amount required by ARC. ~~for the Financial Instrument.~~

30.7.1. The effective date and ARC's acceptance ~~of the assignment~~ of the ~~Certificate of Deposit~~ new Financial Instrument must be no later than the date of cancellation of the lapsed Financial Instrument.

~~**30.7.2.** ARC will accept the assignment of a Certificate of Deposit as a substitute for no more than 30 calendar days from the date of the cancellation.~~

- **Section F.1.13 of Industry Agents' Handbook - Example of Fraudulent Situation or Activity**

Section F.1. Examples of situations where it appears to ARC that there may be or has been fraudulent conduct on the part of the Agent include:

1.13. Misuse or manipulation of IAR and ARC Traffic Documents. This may include, for example, issuance, refund and/or exchange of tickets that are not intended for travel or for use by a bona fide passenger.