

Exception Transaction Procedures

Transactions that cannot be processed electronically via IAR are called exception transactions and must be settled directly with the validating carrier. Exception transactions received by ARC will be returned to the travel agency. Since all exception reports must be mailed to the validating carrier by the standard Tuesday, 11:59 p.m. Eastern Time deadline, any delay may result in the validating carrier issuing an unreported sale debit memo.

For exception transactions, Agents must comply with carrier policies and the ARC Agent Reporting Agreement. Individual carrier credit card acceptance policies are published in the [Industry Agents' Handbook \(IAH\)](#), Section 6 under Credit Card Acceptance and Chargeback Information.

Note: Individual carriers may provide specific or additional instructions for submitting exception transactions. Please contact the validating carrier directly for questions regarding exception transactions,

The most common exception transactions that cannot be reported using IAR are:

- refunds or exchanges of documents issued more than 13 months ago
- exchanges between two different unassociated travel agencies
- exchanges between two different carriers

What follows is a checklist for submitting exception transactions to the validating carrier:

- Print a copy of the attached Exception Transaction Processing Form. This form provides an example of how to calculate a net remit amount for a cash and credit card form of payment.
- Complete one Transaction Processing Form for each individual validating carrier.
- For each transaction submitted, assemble and bind the necessary documents with a paper clip.
- Attach all transactions to the Exception Transaction Processing Form, placing the Exception Transaction Processing Form on top.
- Include payment (Net Remit), if applicable, made payable to the validating carrier.
- Place the Exception Transaction Processing Form, with attachments and payment, in an envelope. Do not send loose documents in the package.
- Tape the envelope closure in addition to sealing it.
- Prepare a separate mailing for each validating carrier. Note: Do not combine documents to multiple carriers; each carrier will only accept documents validated on their carrier code.
- Obtain a "Proof of Mailing" certificate from the post office or an air bill tracking number from an express delivery service. Carrier mailing contacts are included in the Industry Agents' Handbook, Section 1, Carrier Participants at www.arccorp.com/iah
- All exception transactions must be mailed directly to the validating carrier for processing no later than Tuesday, 11:59 p.m. Eastern Time following the close of the Period Ending Date (PED). When Monday or Tuesday is an ARC-recognized holiday, you will have until Wednesday, 11:59 p.m. Eastern Time to mail the exception transactions to the validating carrier.

Note: Submitting a credit card transaction to the carrier without a UCCCF (Universal Credit Card Charge Form) may prohibit the carrier from completing the charge transaction, exposing your agency to a chargeback. Travel agents should obtain the following items on a Universal Credit Card Charge Form (UCCCF) for all transactions that are paid with a credit card and sent directly to the carrier:

1. Credit card imprints
2. Cardholder signatures
3. A valid authorization/approval code

Following this procedure for all credit card sales – including sales initiated via the Internet or telephone – will offer the best protection in the event of a credit card chargeback. Carriers receiving documents directly from your organization, that are not settled via the ARC report, may be unable to initiate a charge to a passenger's credit card without a UCCCF (this includes exchanges). Please check with each carrier for their specific documentation policy as it relates to credit card charges.

EXCEPTION TRANSACTION FORM

Submit Exception Transactions directly to the Validating Carrier.*

Agency Code Number	<input style="width: 95%;" type="text"/>	Validating Carrier Name	<input style="width: 95%;" type="text"/>
Report Period Ending Date	<input style="width: 95%;" type="text"/>	Carrier Code	<input style="width: 95%;" type="text"/>
Agency Name	<input style="width: 95%;" type="text"/>	Contact Name	<input style="width: 95%;" type="text"/>
Address	<input style="width: 95%;" type="text"/>	Telephone	<input style="width: 95%;" type="text"/>
Address	<input style="width: 95%;" type="text"/>	Email Address	<input style="width: 95%;" type="text"/>
City/State/Zip	<input style="width: 95%;" type="text"/>		

List the total amount of each transaction being sent to the validating carrier and total the Cash, Credit, and Commission amount, if any, on the bottom of the respective columns:

Ticket Number	Credit Total	Cash Total	Commission Amount
Total:			

	Net Cash Total	<input style="width: 95%;" type="text"/>	.	<input style="width: 95%;" type="text"/>
Net Commission Amount of cash and credit card transactions (-)		<input style="width: 95%;" type="text"/>	.	<input style="width: 95%;" type="text"/>
Net Remit Amount (=)		<input style="width: 95%;" type="text"/>	.	<input style="width: 95%;" type="text"/>

If the Net Remit Amount is a positive number, submit applicable payment to the validating carrier along with all the exception transaction documents.

* Transactions should be sent to the validating carrier’s address shown in the Industry Agents’ Handbook, Section 1, Carrier Participants at www.arccorp.com/iah.

Please contact the validating carrier directly for questions regarding exception transactions