



Instructions for Travel Agency Service Fee Transactions

The parties to the Travel Agent Service Fee Agreement (“Agreement”) agree to be bound by these Instructions for Travel Agency Service Fee Transactions (“Instructions”), which are incorporated into the Agreement by reference. The purpose of these Instructions is to provide the rules by which Agent submits a Travel Agent Service Fee (“TASF”).

Section 1: TASFs, Generally

1. **Types of Cards Accepted:** Agent may submit TASFs for processing on the following cards: Air Travel Card UATP (TP), American Express (AX), Carte Blanche (CB), Diners Club (DC), Discover Card (DS), MasterCard (CA), Visa (VI), and JCB Intl. Credit Card (JC).
2. **Total Value of a TASF:** Agent may submit a per TASF amount up to \$10,000.
3. **Disbursement of TASF Proceeds:** TASFs will be processed as part of your weekly sales report and funds will be disbursed according the schedule set forth in your Reporting Agreement (e.g., ARA, CTDRA).
4. **Consent of the Account Holder:** All TASFs must have the consent of the account holder prior to submitting the TASF to ARC. Consent must include notice of the service fee Agent intends to charge, whether the TASF is refundable (Agent’s option – note: even a non-refundable TASF can be charged back by Agent’s client), and that the following information may appear on the account holder’s statement: (1) a descriptor of “Agent Fee”, (2) a 13 digit TASF number, and possibly, (3) the Agency Name.
5. **Refund of a TASF:** An Agent may choose to refund a TASF. Agent must maintain a fair and uniform refund policy. Agent’s refund policy cannot treat American Express less favorably than other brands. The amount returned to ARC by the Agent will be the total amount of the TASF.
6. **Void of a TASF:** An Agent may from time-to-time void a TASF. ARC, in its sole discretion, may charge a processing fee on a voided TASF – generally reserved for excessive voids.
7. **Cash Advance:** An Agent may not use TASF for a cash advance, loan, or any other advance of money.
8. **Issue Date:** An Agent must not ever change the issue date of a TASF.
9. **No Surcharges on TASF:** Agent must not surcharge a client for using a credit card instead of cash to pay for a TASF.
10. **Chargeback:** A chargeback may result from a variety of reasons, a few examples include: a client disputing a TASF, a client does not recognize a TASF, an Agent processing error such as an invalid approval code or no approval code, the account holder is over his/her limit, the card is expired, or the account number is listed on a lost or stolen bulletin. Reminder: the Agent is financially responsible for all chargebacks.
11. **Discrimination:** An Agent must not discriminate among credit card brands. Agent must equally honor all brands accepted by ARC.



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Section II: Card Acceptance and Submission Procedures:

12. Agent must use the following process to accept a card for a TASF Transaction when using its service provider (e.g., Sabre):
 - 12.1. Disclose the terms of sale (i.e., deadlines, penalties, or fees for canceling or refunding) related to a TASF.
 - 12.2. Determine if ARC accepts the card provided by Agent's client.
 - 12.3. Obtain an authorization code from the service provider.
 - 12.4. Validate the card expiration date and effective date, when applicable. If the card is expired, Agent must not use that card to submit the TASF.
 - 12.5. Submit the TASF within 14 days through the system provider via the Agent's regular sales report using the automated Miscellaneous Charges Order ("MCO") method, and include, the card number, client name, authorization number, amount, card expiration (and effective, if available) date.

Section III: Additional Rules

13. Recovery of Cards: If an authorization center instructs Agent to recover a card used by Agent's client, the Agent must use reasonable and peaceful means to obtain possession of the card.
14. Restricted Card List: ARC or credit card companies may provide Agent restricted card lists and Agent must cooperate with ARC, credit card companies, or banks to use reasonable methods to recover cards listed on the restricted card lists.
15. Cash Refunds: Agent must not give cash refunds in connection with a TASF refund or adjustment, except to the extent required by law. If requested by ARC, Agent must give ARC evidence of any cash refund.
16. Visa and MasterCard Rules and Regulations: Agent must comply with all applicable Visa and MasterCard operating regulations communicated to it by ARC. Agent must not submit TASFs for Visa or MasterCard cards if Agent appears on the "Combined Terminated Merchant File" published by or for MasterCard.
17. Help: If Agent has questions regarding TASF, Agent should call (703) 816-5105 or send an email to tasf@arccorp.com. If the Agent has system provider questions regarding the automated MCO for TASF, Agent can type: in Amadeus GGAMAUSSVC; in Galileo/Apollo HELP SERVICE FEES; in Worldspan: HELP SFMCO, and for Sabre, Agent can use the online help system Format Finder.