ARC

VERIFIED TRAVEL CONSULTANT (VTC)

Program Handbook

Effective April 8, 2022

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Introduction

The VTC Handbook (or Handbook) is published and maintained by ARC on its corporate website - www.arccorp.com. The Handbook includes general information and operational requirements from ARC, as well as instructions supplied by ARC and suppliers (all referred to here as Content). We recommend that you and your staff become familiar with all Content in the Handbook.

If you have questions about the Handbook or its Contents, please contact ARC's Customer Care Center at +1 855.816.8003 or ccchelp@arccorp.com.

The latest version of the Handbook on ARC's website is incorporated by reference and made part of your VTC Program Agreement.

The Handbook may be changed by ARC at any time. The changes will be posted in on ARC's website and will be effective on the date of posting.

Effective April 8, 2022

Section 1 – Overview

The Handbook includes, among other things, a summary of ARC services and ARC Tools and online services that may be available to the VTC.

The VTC Program may include:
- Access to a variety of ARC Tools including ARC Memo Manager (AMM) and Interactive Agent Reporting (IAR) which provide the VTC with options for issuance and payment of ARC Pay Transactions
- Access to ARC's on-line Accreditation Tool which allows VTCs to make certain profile, ownership and status changes electronically.
- Usage of the VTC Mark in accordance with its usage guidelines https://www2.arccorp.com/support-training/arc-vtc-mark/.

Industry supplier recognition

All participating VTCs are included in the ARC Agency List, and are recognized by suppliers as travel industry professionals. Not all suppliers subscribe to the Agency List, and for those that do not, the supplier can verify the current VTC status through the ARC Check tool, available on the ARC website at https://www2.arccorp.com/support-training/arc-check-results/ . The VTC can also reach out to prospective suppliers to verify their information and ARC number on file to be recognized as eligible for any commissions, incentives, or other forms of remuneration, if any, provided by the supplier to the VTC. Matters of commissions and incentives are solely between suppliers and the VTC.

Annual Fee

Each VTC will pay an annual fee which will be assessed annually in January for the start of that new year and drafted from the VTC's designated bank account. ARC will notify VTCs in advance of the date and amount of the draft.

Terms used throughout this Handbook are defined in Section 7 of this Handbook.

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Section 2 – ARC Information

ARC Web Site

https://www2.arccorp.com/

https://www2.arccorp.com/products-participation/travel-agencies/vtc-participation/

VTCs can access application forms, the latest version of the VTC Agreement, this VTC Handbook, press releases, and other items of interest at their convenience through this site.

ARC Training and Support

Have a question or need help? Check to see if we can provide you with assistance through self-paced training videos and reference guides.

These short videos are designed to quickly help answer questions you may have around specific subject matter.

https://www2.arccorp.com/support-training/travel-agencies/training-videos/

Reference guides are available to you on various ARC tools. In addition, we provide reference materials that are provided by ARC's participating carriers, Global Distribution Systems (GDSs) and other partners.

https://www2.arccorp.com/support-training/travel-agencies/reference-guides/

Events

Find a full listing of industry events ARC is attending, ARC events, webinars and training and certification opportunities.

https://www2.arccorp.com/about-us/events/

ARC Systems Status

Shows status of ARC's system such as IAR and ARC Pay Hub when systems are operational or offline planned scheduled maintenance

https://arccorp.statusdashboard.com/

ARC Customer Care Center

(T) +1 855.816.8003

cchelp@arccorp.com

M-T 9 am - 9 pm ET

W-F 9 am - 7:30 pm ET

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Section 3 – Recommended Computer Security Practices and Fraud Prevention

ARC recognizes that many travel agencies may have their own carefully planned internal Information Security Policies. The information stored in an Agent's computer system is obviously sensitive to the agency, its customers, ARC, individual carriers, credit card companies, and others. Agencies should protect such sensitive information from external and internal intrusion.

For agencies that currently do not have an Information Security Policy, ARC strongly recommends that one be developed.

A Security Policy has two (2) purposes: 1) protecting the Agency from inappropriate resource use, security risks, and legal liabilities; and 2) ensuring the Agent's employees efficiently and effectively use resources for appropriate applications.

A Security Policy should be clear and specific in detailing the guidelines that should be followed.
Some of the more commonly included areas within an Information Security Policy include:

- Network Acceptable Use guidelines
- Logging and reporting (such as significant events, all user accesses, etc.) Virus
- protection requirements
- Access restrictions (such as inbound and outbound, specific applications or protocols, etc.)
- Protecting proprietary and sensitive information (such as encryption, integrity, usage and disclosure issues, data ownership, etc.)
- Support resources (such as who authorizes usage/access, internal problem reporting, etc.)
- The use of layered security to protect your agency's data is essential. Layered security protects your key network access points and protects against multiple types of attacks. Also, if one layer of security is penetrated, the other layers should continue to protect your sensitive data. Types of security layers include:
- Using current antivirus software, properly configured and updated daily
- Using a software-based personal firewall
- Employing a router/firewall device for your Internet connection Updating your operating system with security updates Updating your applications with security patches

When developing an information security policy, or just securing your network, ARC recommends reviewing information on the following web sites as a starting place.

- Center for Internal Security (CIS) : https://www.cisecurity.org/cybersecurity-best-practices
- SANS Institute: https://www.sans.org/security-resources/
- National Institute of Standards and Technology (NIST): https://csrc.nist.gov/
- Payment Card Industry Data Security Standard (PCI DSS) for ARC and ARC Agents: www2.arccorp.com/pci-data-security-standards/.

Fraud Prevention

As a trusted source of fraud prevention education and investigative support to the travel industry, ARC's team of fraud analysts work in partnership with travel agents, airlines, law enforcement and global distribution systems to mitigate financial losses.

As part of ARC's commitment to provide our customers with up-to-date fraud prevention solutions and best practices to minimize losses due to fraud, our fraud prevention area on ARC's website, includes valuable resources, best practices, and training programs to help support our customer efforts to make the U.S. travel agency sales channel a safe and secure place to shop and do business. Please check out ARC's Fraud Prevention area at https://www.arccorp.com/support/fraud-prevention.jsp.

A good way to reduce an agency's exposure to credit card fraud is to establish best practices when dealing with new or existing customers. Fraudsters are very creative when it comes to thinking up new ways to deceive agents and having established procedures in place can help both new agents and veteran agents identify fraud schemes. Researching new customer information (refer to our Free Internet Tools and Digitally Altered Images) may help quickly spot a potential fraudster before tickets are issued.

Section 4 – VTC Access to ARC Tools and Online Services

My ARC is ARC's web portal to various ARC Tools including, ARC's Accreditation Tool, Interactive Agent Reporting (IAR), ARC Pay Hub, ARC Memo Manager (AMM), and the Internet Sales Summary system (ISS).

My ARC Primary Administrator - Roles and Responsibilities

As noted above, many of ARC's Tools are accessible via ARC's web portal, My ARC. Each VTC must designate a My ARC Primary Administrator who will administer your users' access to ARC Tools in My ARC. Upon approval of the VTC application, the My ARC Primary Administrator will have access to most of the ARC Tools available via My ARC including the transactions and data included in those Tools by ARC or the VTC.

Please be aware that any communication or business transaction with ARC through an ARC Tool (including, for example, authorization of a sales report in IAR, submission of an application form or a change of status request in the Accreditation Tool) by the My ARC Primary Administrator or any individual who has been granted access to an ARC Tool by your My ARC Primary Administrator or Tool Administrator, will be deemed to have been submitted and authorized directly by the VTC. Those submissions and transactions will have the same force and effect as if they were submitted and/or signed (as applicable) directly by an owner or officer of the VTC.

As a best practice, you should continually review all individual and staff roles with your company that relate to ARC, including the My ARC Primary Administrator, to ensure that the appropriate individuals fill those positions.

User Account Creation

All new users of My ARC, regardless of organization, user, or administrator type, are required to navigate the same activation and first-time login process. To begin the activation process:

1. Request a *My ARC* account from your organization's *My ARC* Primary Administrator.
2. After the account is created, a system generated e-mail is sent to you to begin the account activation from 'My ARCsupport@arccorp.com'.
3. Click the *My ARC* Activation link (shown in the e-mail) to open the *My ARC* Activation Login screen and begin the activation process.
   a. If your e-mail service prevents you from clicking the link, copy the entire link address and paste it into your browser's address bar.
4. The login screen will now allow a user to create a password, as well as answers to security questions used if a password reset is needed.

User Administration

In *My ARC*, Administrators have the ability to create and/or manage a user's account information. In addition, administrators have the ability to manage a user's access to tools and approve or deny a user's request for access to a tool. There are four classifications of administrators in *My ARC*:

- *My ARC* Primary Administrator – The main administrator for the account. Can complete all administrative functions.
- *My ARC* and Tool Administrator – Can compete all administrative for regular users. Cannot create or edit other administrators
- *My ARC* Administrator – Can complete administrative functions for non admin users except for granting or revoking tool access.
- *My ARC* Tool Administrator – Can only grant or revoke tool access.

	My ARC Primary Admin	*My ARC & Tool Admin*	*My ARC Admin*	*Tool Admin*	*User*
Create User Admins or Tool Admins	X				
Add/delete users	X	X	X		
Reset Passwords	X	X	X		
Unlock/inactivate accounts	X	X	X		
Edit user Profile	X	X	X		X
Approve edits to User profiles	X	X	X		
Grant/Revoke tool access	X	X		X	

ARC reserves the right, at its sole discretion, to grant or prohibit any individual from any type of access described above.

ARC Pay Hub

ARC Pay Hub is an ARC Tool accessible via My ARC. It is an easy to use web-based tool that provides VTCs with a cost-effective solution, for processing travel –related credit card transactions through ARC. Read more on the benefits of using ARC Pay Hub: https://www2.arccorp.com/products-participation/products/arc-pay/

Access to ARC Pay is governed by a separate agreement which can be found at https://www2.arccorp.com/globalassets/forms/doc114.pdf

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Document Retrieval Service (DRS)

ARC DRS is a paperless record-keeping system that provides online access to approximately three years of transactional data.

VTCs can:

- View credit card and service fee transactions issued in the past 39 months. Display them one by one — with their entire history — or grouped by Period Ending Date (PED).
- ARC DRS is the secure, paperless record-keeping system that delivers immediate online access to more than three years of ARC data.

At the discretion of the VTC, the DRS account can be linked to a My ARC account. Users with an active DRS account to link or unlink that access to their active My ARC account. A "Link/Unlink" header displayed at the top of the DRS page allows you to link or unlink your accounts. Once linked, you can select "Document Retrieval System" from your My ARC tool list and immediately launch DRS. This DRS/My ARC account linking process is completely optional and allows you to link or unlink accounts at any time. Existing DRS users without a My ARC account may continue to access DRS separately without creating a My ARC account. Users with a My ARC account and individual DRS accounts may choose to keep those accounts separate.

Note – DRS Administration is not currently supported with the link/unlink feature. DRS Security Managers will continue to login to the DRS Administration tool using their DRS credentials to manage DRS users, even if they have linked their account to their My ARC account.

Interactive Agent Reporting (IAR)

IAR is ARC's electronic sales reporting Tool accessible via My ARC. VTCs may use this tool to report and settle ARC Pay transactions. Credit card and service fee transactions are transmitted from ARC Pay to IAR. IAR collects the credit card/service fee and commission data and electronically prepares a weekly ARC sales report containing the daily information. IAR will review each transaction, as it is received, and notify the VTC of errors.

VTCs may review, correct, and make any necessary changes to their IAR Sales Report prior to the Submission Deadline. ARC will automatically authorize the VTC's sales report on the Submission Deadline unless the VTC has submitted it before that time.

For more information, please visit ARC's online IAR Resource Center at: https://www2.arccorp.com/support-training/iar/ or contact the Customer Support Center.

ARC Memo Manager (AMM)

ARC's Memo Manager Tool is also accessible via My ARC. ARC Memo Manager Tool enables VTCs to review credit memos and debit memos issued to them. -

For more information, please visit ARC's online AMM user guide at:
https://www2.arccorp.com/globalassets/forms/memo-manager-user-guide-travel-agents.pdf

Accreditation Tool

ARC's Accreditation tool is a tool that allows the VTC's to electronically update their profile and submit requests for changes such as ownership & officer information, participation type and status. Each request type has varied requirements, and a VTC shall review the form and checklist to ensure all requirements are met for the change request submitted.

Section 5 – General Reporting and Settlement Responsibilities

1. If the VTC elects to submit its weekly Sales Report,

2. The VTC shall submit all reports to ARC via IAR by the Submission Deadline, in the form prescribed by ARC and pursuant to such instructions as ARC may publish or otherwise provide the VTC. The IAR report shall account for and include all transactions issued on ARC Traffic Documents (using ARC document numbers) during the sales report period. The VTC should confirm the accuracy of data included in the report.

   a. If the VTC does not submit the Sales Report by the Submission Deadline, VTC acknowledges, authorizes, and agrees that ARC will automatically submit the sales report (and draft the VTC's designated bank account for the amounts owed, if any.) VTC will indemnify and hold harmless ARC; ARC's offices, employees, and representatives from any and all damages, losses, or claims resulting from ARC's Submission of VTC's Sales Reports.

3. If ARC determines that there are no transactions included in the VTC's IAR report, VTC hereby authorizes ARC to submit the VTC's report as a no sales report.

4. Together with each report, the VTC shall authorize a settlement amount reflecting the maximum amount, if any, to be drawn by ARC from the VTC's designated account. Such amount shall be based upon the VTC's calculation of the transactions contained in each report, together with any other amounts due and owing pursuant to this agreement.

5. All transactional data may be reviewed by ARC at any time during or after the report period. Throughout the report period the Transactional Data included in the report, will be made available to the suppliers to which such data pertains. VTC acknowledges that the Transactional Data may be used by ARC and the suppliers for processing transactions and for any other lawful purpose.

6. Upon VTC's submission of the sales report, ARC shall generate a confirmation number for the report, and transmit this confirmation number to the VTC location. The confirmation shall appear on the IAR computer screen, and the VTC can print a paper copy of this confirmation screen for its records.

7. The VTC may, at any time before the Submission Deadline, recall a report which it has already submitted, in order to correct data contained therein. However, the VTC may not recall a previously submitted report after the Submission Deadline for that report, and any report recalled prior to the submission deadline must be resubmitted by the submission deadline.

8. Based upon the report submitted by the VTC, ARC shall determine the amount owed for the report period, if any, and will draw payment for such amount from the VTC's designated account.

9. ARC will notify the VTC if it has failed to include in its report all transactions issued on ARC Traffic Documents through the close of the report period or has included transactions which have been improperly reported.

10. The VTC shall designate a bank account and make appropriate arrangements to permit ARC to draw checks upon such account for payment and/or settlement for amounts owed, if any, under this VTC Agreement. The VTC shall provide advance written notice in the form prescribed by ARC of its intention to change bank accounts.

Section 6 – Voluntary Cancellation of VTC Participation

VTCs that wish to voluntarily cancel the VTC Agreement must submit a Cancel Participation request within the Accreditation Tool under My ARC,

Section 7 – General Definitions

My ARC Primary Administrator

An authorized individual designated by the VTC to perform administrative functions for VTC's users and Administrators of My ARC and Tools accessible via My ARC

ARC Agency List

The list owned and maintained by ARC, which includes, among other things, the name, address, and ARC number(s) used to identify each Location that has been approved by ARC.

ARC Number

ARC's 8-digit identifier of each VTC location

ARC Traffic Document

All industry standard forms and documents that ARC may provide to the VTC, in trust, and for which the VTC is responsible. This term includes Carrier's own traffic documents provided to ARC for processing reporting, settlement, and administration under this Agreement.

ARA (Agent Reporting Agreement)

Agreement between an ARC Accredited Ticketing Agent and ARC (Airlines Reporting Corporation) on behalf of the Carriers that are parties to the ARC Carrier Services Agreement which appoint the Agent under the ARA

Credit Memo

Written or electronic transmission from ARC to a VTC authorizing the deduction by the VTC of a specified dollar amount from the VTC's sales report.

Debit Memo

Written or electronic transmission from ARC to a VTC for payment of any obligation arising under this VTC agreement (or in the case of a reclassified VTC, any obligation arising under the Agent Reporting Agreement (ARA).

Location

A place of business operated by the VTC that is both approved by ARC and on the ARC Agency List.

Sales Report

(Also referred to as Transaction Report or IAR Report or Report)

The VTC's IAR report that incorporates all transactions issued pursuant to this VTC agreement during the report period.

Sales Report Period

(Also referred to as Report Period, period ending date or PED)

The seven-day period beginning Monday through the following Sunday during which transactions are issued and validated. Sunday is the ending date of the report period.

Security Manager

 Person designated by the VTC to perform administrative functions for the VTC's users of the Document Retrieval Service (DRS).

Submit or Submission

The submission of the transactions issued and validated during the report period which are to be included in the report and the authorization of the settlement amount. If the VTC does not submit a sales report by the Submission Deadline, VTC agrees that ARC will automatically authorize the sales report.

Submission Deadline

Is 11:59 p.m., Eastern Time, on the Tuesday following the close of the sales report period, or on the Wednesday following the close of the sales report period if Monday or Tuesday is a holiday designated in writing by ARC.

Transaction or Transactional Data

The data and other information included in the Sales Report.

Unreported Sale

The VTC's use or issuance of an ARC traffic document or documents, which document has not been included by the VTC in the IAR sales report as required by this agreement.

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