



## **Industry Agents' Handbook**

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## Terms of Use

The Industry Agents' Handbook (also called Handbook or simply IAH) is published and maintained by ARC on its Corporate website at [www2.arccorp.com](http://www2.arccorp.com). The Handbook includes general information, operational requirements from ARC and rules and instructions supplied by Carriers (all referred to here as Content). The Handbook provides information about ARC and the Carriers that will help you operate your business and comply with industry instructions and rules. 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. Verified Travel Consultants (VTCs), which do not issue or report tickets, have a separate Handbook.

ARC has several different classifications for ARC-Accredited Entities, including:

- ARC-Accredited Agents (also called Ticket Reporting Agents or TRAs)
- Corporate Travel Departments (CTDs)
- Sovereign Entity Agents (SEAs)
- Sovereign Entity Corporate Travel Departments (SECTDs)

For ease of use, unless we note otherwise, the terms "ARC-Accredited Entity," "ARC-accredited Agent," and/or "Agent" may each be used as an "umbrella" term throughout the Handbook to refer not only to TRAs, but also to CTDs, SEAs and SECTDs.

Also, unless noted otherwise in the IAH, the terms "Agent Reporting Agreement," "ARA" and "Agreement" are used as umbrella terms for the following:

- Agent Reporting Agreement (ARA)
- Corporate Travel Department Reporting Agreement (CTDRA)
- Sovereign Entity Agent Reporting Agreement (SEARA)
- Sovereign Entity Corporate Travel Department Reporting Agreement (SECTDRA)

These agreements are collectively referred to as "ARC Reporting Agreements" or "Reporting Agreements."

Please note that unless otherwise stated in the IAH, the Content published in the numbered sections of the IAH applies to all ARC-Accredited Entities stated above.

The sections of the IAH designated with a letter (sections A-O) are associated with specified Reporting Agreements. Therefore, you should refer to those sections that are applicable to your specific Reporting Agreement.

Certain sections of the ARA/CTDRA and associated sections of the Handbook are not appropriate for review by the JAB-ARA for competition law reasons, e.g., standards to accreditation. To the extent that such restrictions do not apply, the ARA/CTDRA and associated Handbook sections are subject to review by the JAB-ARA and ARC's Board of Directors.

The lettered sections for the SEARA and SECTDRA will not be published in the IAH but will be sent to those entities separately.



The latest version of the IAH on ARC's website is incorporated by reference and part of the Reporting Agreement that applies to your ARC-accredited Entity.

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## Data Usage Statement

"ARC currently has the right to utilize the data it receives and processes via the Carrier Services Agreement (CSA), which is the contract all participating Airlines have with ARC. This right has been a part of the CSA for many years and is the basis on which ARC may include certain information in its data products.

In the interest of transparency, a similar provision has been made a part of the revised Agent Reporting Agreement (ARA) to ensure a parallel understanding of ARC's rights in both the Carrier and Agent agreements.

The requirement of "lawful purpose" in that provision provides substantial protection to the agent that ARC will not (other than in response to a subpoena or an official law enforcement request) produce any transactional data which would reveal personally identifiable information (e.g., passenger name, credit card number) to any party which is not connected to the actual ticket. ARC will not make available any information that could implicate antitrust or competition concerns (e.g., Agency A would not receive Agency B's data). Because ARC products are based on ticket-face information rather than PNR data, customer-specific data will not be included in ARC data products.

ARC's Board of Directors is committed to promoting competition in the provision of airline data intelligence products, which have been available only from the global distribution systems (GDSs). ARC's data release policy protects sensitive data that ARC processes, settles or is otherwise in receipt of, and allows ARC to continue to provide data products that are competitive with the data products already available through GDSs and others. The data release policy provides internal guidelines which have been reviewed and endorsed by privacy, SEC and antitrust counsel. The essence of the policy is that ARC will only release transactional (i.e., ticket-face) data to entities that are connected to, and necessary to the fulfillment of, the contract of carriage - specifically, Agent, Carrier and Credit Card company (if not a cash sale), or to other parties when competition and privacy concerns are adequately met. Any release to a third party (e.g., a convention or visitors bureau) will be in aggregated form only - combined with other data elements so no sensitive, ticket-face data can be identified.

These specific measures are intended to assure the agency community that data interests will be protected, and that no data will be released in any unlawful manner.



## Section 1: Airline Participants in Agent's Standard Ticket & Area Settlement Plan

All ARC participating airlines have specified their method of agent appointment as **General Concurrence** or **Specific Appointment**.

**General Concurrence:** The airline appoints all agents that appear on the ARC Agency List unless the airline notifies both ARC and the agent of a decision not to appoint the agent or agency location.

**Specific Appointment:** The airline appoints specific agents appearing on the ARC Agency List and will do so by delivering to each appointed agent a written Certificate of Appointment. Under these terms, ticketing using an airline's validation code is not permissible unless done under the specific appointment of the validating airline. Agents seeking a Certificate of Appointment from an airline should seek such a Certificate directly from the airline.

### ARC Participating Airlines

ARC provides an [Airline Participation tool](#) which is a concise listing of each ARC participating airline, their policies and processes related to ARC settlement (including payment acceptance, refund/exchange processing validity, IAR ET Edifact support, and Airline Direct participation). To use, select an airline or scroll through the list and then view the airline detail by clicking the + in the right corner of the display.

Information in this tool, as provided by each airline, includes:

- Airline name
- 2-character airline designator
- 3-digit airline numeric code
- Contact information
- Refund and Exchange processing validity
- ET EDIFACT support (formerly known as the Airline Ticket Matrix)
- Accepted Payments as provided by that Airline (formerly known as the Payment Acceptance chart)

As a courtesy to the industry, this list includes hyperlinks, as optionally provided by that Airline, which lead users to the airline's website that may include ticketing, booking, refunds, exchange and schedule change rules. These hyperlinks are subject to change without notice. ARC uses reasonable care in compiling and presenting the hyperlink, but ARC gives no guarantee that the content behind the hyperlink is complete, accurate, error or virus free or up to date. Please note, the information contained behind the hyperlink is not the sole source of information from the airline and may not include all fare rules/ticketing rules. ARC recommends that travel agents read all information published by the airline and all rules for the fares being booked and/or ticketed.



## Section 2: ARC Financial Instruments

### General Information

An Agent's<sup>1</sup> Financial Instrument (e.g., bond, letter of credit, cash security deposit) is used after the termination of the Agent's ARA in order to cover, among other things, amounts owed by Agent to Carriers and ARC for Transactions issued on ARC Traffic Documents supplied in trust to the Agent. This includes, but is not limited to, all amounts owed for Transactions that have been used but not reported or paid for, amounts owed for dishonored drafts and amounts owed as a result of the loss, misapplication, theft, forgery, or unlawful use of ARC Traffic Documents, unless the Agent has been relieved of liability for such under the ARA. Please review Sections 30 and D of the applicable Reporting Agreement for Financial Instrument requirements and procedures.

You must maintain a Financial Instrument in the form and amount required by ARC for the joint and several benefit of Carriers and ARC. At no time will the Financial Instrument be less than \$10,000 or more than \$70,000, unless you have Associate Branches or become subject to the additional operating requirements under Section 34 of the Agent Reporting Agreement, the parties otherwise agree, or the Travel Agent Arbiter (TAA) so directs. See below section 14 Office of TAA Rules of Practice and Procedure. Entities with one or more Associate Branches have a minimum instrument requirement of \$70,000 with a maximum of \$150,000. See Section N of the IAH for detailed instrument instructions for this classification type. *Please note, Associate Branch requirements are only applicable to Ticket Reporting Agents (TRAs).*

<sup>1</sup>[NOTE: Sovereign Entity Agents (SEAs) and Sovereign Entity CTDs (SECTDs) should review their respective Sovereign Entity Reporting Agreements for applicable information about Financial Instruments forms and procedures. Please contact ARC's Accreditation Services Department at +1 855-816-8003 if you have any questions about Sovereign Entity procedures or applications.]

### Types of Financial Instruments: ARC Bond, Irrevocable Letter of Credit and Cash Security Deposit

The ARC Bond is a performance or financial guaranty type of bond. The Irrevocable Letter of Credit (LOC) is a guarantee of payment issued by a federally insured lending institution. The Cash Security Deposit (CSD) is a cash deposit made directly to ARC as a voluntary alternative to a bond or a letter of credit. You can download forms from the [Accreditation Forms Catalog](#). You are not permitted to change the content of these forms.

### New Agency and CTD

Any Entity desiring ARC accreditation must submit a Bond, LOC, or CSD in the minimum amount of \$20,000 before the agency may be included on the ARC Agency List. The amount of the Bond, LOC, or CSD may not be reduced below \$20,000 until the Agent has been included on the List for two years, at which time, the amount may be decreased to a minimum of \$10,000, subject to the formula described in section 30 of the ARA and section D of the IAH.

### Branches

Unless applying for an Associate Branch, an Agent on the ARC Agency List who files an application for an additional Branch is not required to submit an additional ARC Financial Instrument because the branch is covered by the Financial Instrument held by the home office. To receive ARC approval for an additional Branch however, the Agent



must have the coverage as required under Sections 30 and D of the Agent Reporting Agreement. The combined cash sales from all the Agents' Locations determines the amount required for the financial instrument.

### **Submission of Forms**

*ARC must have signed ORIGINALS of the Bond, the LOC, or the LOC Certification letter. Bond riders and LOC amendments must also be submitted IN THE ORIGINAL FORM. All bonds and bond riders must be accompanied by a valid power of attorney and all letters of credit by a certification letter.*

### **Change of Ownership involving Non-Accredited Entity**

Non-accredited entities seeking approval for the acquisition of an ARC-Accredited Agency \* (Type 5) must provide a NEW Financial Instrument reflecting the legal name of the proposed new Entity. The Financial Instrument should be submitted at the time the application is submitted or as soon as possible after submission of the application. An application is not complete until all required information, including a valid Financial Instrument, is received. The amount of the Financial Instrument will not be less than the amount of the Financial Instrument held by the transferring Agent prior to the approval of the ownership change OR \$20,000, whichever amount is greater. This requirement will be in effect for two years from the date of the approval of the application unless the Financial Instrument is required to be higher as provided in the Reporting Agreement. If the acquisition includes an Associate Branch the amount of the Financial Instrument will be as stated in Sections D and N of the IAH.

*[\*Note: CTDs should review Section 16 of the CTDR for applicable information about CTD Ownership Changes and Transfers]*

### **Other Ownership Changes**

In other ownership changes (Types 1, 2, 3 and 4), the amount of the Financial Instrument will not be less than the amount required of the Agent prior to approval of the ownership change. In a Type 3 ownership change application, the Agent must provide a rider, amendment or new Financial Instrument, as applicable, reflecting the new legal name.

### **Multiple Financial Instruments**

You may provide the required Financial Instrument coverage through more than one Bond or LOC, or a combination of Cash Security Deposit Agreement, Bond or LOC. The acceptance of multiple Financial Instruments and the order of claims or draws on such Financial Instruments will be solely at ARC's discretion.

### **Where to Obtain the Financial Instrument Forms**

The United States Treasury Issues Circular 570, "Surety Companies Acceptable on Federal Bonds." You may access the Circular 570 at [U.S. Treasury Circular 570](#). Unless otherwise noted, any surety on the current revision of Circular 570 is acceptable to ARC.

ARC will accept an LOC using the ARC required format and language (See [Forms Catalog](#)) issued by any federally insured lending institution (FDIC or NCUA) or, at ARC's discretion, a state-chartered lending institution. All Letters of Credit MUST be accompanied by a certification letter.



Go to the [Forms Catalog](#), and then click on Forms 300-309. The Cash Security Deposit (CSD) application is in writeable PDF format. This format enables you to complete the application online, print it, and then save the application to your PC. Alternatively, you can save the application to your PC and then complete and print it. The CSD application is a one-time process that does not require any additional documents (financial statement, credit report) or annual renewals to complete.

## Calculations and Maintenance

### Computing the Amount Required for Your Bond, Irrevocable Letter of Credit or Cash Security Deposit

The Agent Reporting Agreement requires that a bond, letter of credit (LOC), or Cash Security Deposit (CSD) be in an amount at least equal to the average monthly net cash remittance as determined for the 12-month period ending on the last sales period ending date of the fifth month prior to the anniversary date of the Agent's bond, LOC, or CSD. Unless otherwise required under the Agreement or by the TAA, the Financial Instrument amount determined may not be lower than the prescribed minimum-either \$10,000 or \$20,000 as applicable, and need not exceed the prescribed maximum, \$70,000.

Alternatives to the cash sale standard remittance schedule, styled Variable Remittance options are described in Section L of the IAH. The only Variable Remittance option, which is included in the Financial Instrument calculation, is the Variable Payment with Consolidated Check (PC) option. Therefore, when verifying your average monthly net cash remittance, you must include PC sales, if applicable, with the net remittance for regular cash sales. If you do not have the PC option, you can determine the monthly average by simply using the amount shown for net remittance on your weekly sales summary.

The following chart may help you ascertain the applicable net remittance period based upon the anniversary month of your bond, LOC or CSD:

Anniversary	Calculation Date	90 Day Notice Period
Jan. 2023	10/22	09/21-08/22
Feb 2023	11/22	10/21-09/22
Mar 2023	12/22	11/21-10/22
Apr 2023	01/23	12/21-11/22
May 2023	02/23	01/22-12/22
Jun 2023	03/23	02/22-01/23
Jul 2023	04/23	03/22-02/23
Aug 2023	05/23	04/22-03/23
Sept 2023	06/23	05/22-04/23
Oct 2023	07/23	06/22-05/23
Nov 2023	08/23	07/22-06/23



Anniversary	Calculation Date	90 Day Notice Period
Dec 2023	09/23	08/22-07/23

For example, if your instrument's anniversary date is in July 2023, you would use the cash sales during the entire month of March for the preceding year through the entire month of February of the current year (March 2022 to February 2023) to compute the bondable amount.

If, for any reason when computing the required amount, the Agent has fewer than twelve months of sales, the amount shall be at least equal to the average monthly net cash remittance of the preceding months ending on the last sales period ending date of the fifth month prior to the anniversary date of the Agent's bond, LOC or CSD. As noted above, such amount must be between the minimum and maximum provided.

### **Bond/LOC/CSD Coverage**

If the agent has one or more branch or other locations, the bond, LOC or CSD must cover all locations, and computation must be based on the total net cash remittance of all locations.

### **Periodic Adjustment of the Bond, LOC or CSD Amount**

Each Agent must maintain a bond, LOC or CSD consistent with the computation described in the ARA. *Accordingly, any required adjustment of the bond or LOC to provide coverage in excess of the minimum must be made each time the Financial Instrument is renewed (e.g., anniversary date), reinstated or replaced.* This means, the Agent must review its Financial Instrument coverage at least once each year, unless ARC, in its sole discretion, determines to temporarily suspend the annual review (and adjustment) due to unforeseen events (e.g., global emergency) or other similar exigencies. Following suspension for these reasons, any required increase should be provided within 20 business days of ARC's notice.

Another example of an exception to the annual review is if the Agent submits an application for a branch office. In that case, the Agent's bond, LOC or CSD must be in the proper form and amount before ARC can approve the application.

Unless otherwise required by the Agreement or provided in subsection, ARC will monitor Financial Instrument amounts at minimum once a year and will advise agents 90 days in advance of the anniversary date of the Financial Instrument of amount of any increase required.

Except as noted above or in the Agreement, *Agents are required to make the necessary adjustments to their bond, LOC or CSD on or before the anniversary date, or when a Bond or LOC is reinstated or replaced.*

If the required amount of increase is greater than \$10,000, the agent may increase the bond, LOC or CSD 25% of the total amount required but in no instance less than \$10,000. Each increase must be made every ninety days beginning with the anniversary date of the bond or letter of credit.

The consequence of a failure to maintain proper Financial Instrument coverage in the required form and amount is governed by Sections 30 of the Agent Reporting Agreement, and section D of the IAH.





## **Bond Cancellation**

It is extremely important to maintain a Financial Instrument in the required form and amount at all times. Failure to maintain a Bond, LOC or CSD will result in the inhibition of your ticketing, if a proper replacement Financial Instrument is not received, and the termination of your ARC Agreement (see Section 30 of the ARA and Section D of the IAH).

## **Important Aspects of Bonds, Letters of Credit and Cash Deposits**

This section outlines the three types of Financial Instruments and how they work. This information may be useful if the Agent has reason to substitute one type of Financial Instrument for another type.

### **Effective Date: BOND**

A bond has an effective date outlined in the first paragraph. This date is so framed that it clearly establishes the precise starting point at which the Surety assumes responsibility and liability. Any debt incurred prior to the stated effective date of a bond would not be covered by that bond, even though the discovery of the debt was made subsequent to the bond's effective date.

### **Effective Date: LETTER OF CREDIT**

A letter of credit also provides space for the insertion of a date. In this case, however, the date serves no more purpose than merely establishing the date on which the letter of credit was issued. Upon issuance, the issuer immediately assumes full responsibility up to the limit of the instrument for any debt of the Agent to ARC under the Agreement, regardless of when the debt was incurred. This is the first major difference between the Bond and LOC.

### **Effective Date: CASH SECURITY DEPOSIT**

The Cash Security Deposit (CSD) effective date is established by the issue date of the cashier's or certified funds check that the agent or applicant provides with its CSD application and agreement. This date is also the anniversary date which governs the computation period used to determine the amount of coverage each agent must maintain (see Section 30 of the Agreement).

### **Cancellation and Effect: BOND**

The bond is continuous and does not expire on its own terms. A bond may be canceled only upon a prior written 30-day notice from the Surety to ARC. Even an Agent's failure to pay the bond premium does not, in and of itself, cancel the bond. In that case, the Agent's failure may cause the Surety to send its 30-day cancellation notice to ARC. Only the Surety can cancel its bond and only with 30 days advance written notice to ARC.

Once canceled, the Surety, nevertheless, remains liable for any claims against the bond for a period of six months. However, the debts must have been incurred while the bond was in effect, and ARC must notify the Surety within 90 days of discovery. The six-month period of continuing liability is important to note as it explains why a Surety probably will not release your collateral during that period, even though the bond has been canceled.



## **Cancellation and Effect: LETTER OF CREDIT**

An important feature of the Letter of Credit (LOC) is the automatic extension provision. This provides that the letter will automatically be extended without amendment for an additional year from the present and each future expiration date (described earlier) unless the issuer has advised ARC by certified or couriered letter, return receipt requested, of its intent not to extend the letter. Such notice of intent must be received by ARC not less than 60 days before such expiration date. ARC will not accept a LOC if it does not contain such a provision.

The LOC notice requirement is twice as long as the cancellation notice requirements for a bond. Unlike a Surety, the bank's liability for the letter of credit ceases immediately upon the expiration of its LOC unless, of course, ARC has drawn against the LOC with the bank on a timely basis, i.e., before the expiration date. Therefore, a bank may release collateral or other pledges immediately following the expiration of an LOC where no ARC draw has been made upon the letter of credit. This is the second major distinction between the two types of instruments.

*ARC normally issues a sight draft against the canceled letter of credit ten days before the expiration date. This draw will not be rescinded except upon receipt of an acceptable replacement as explained below.*

## **Cancellation: CASH SECURITY DEPOSIT**

A Cash Security Deposit (CSD) is an ARC-generated instrument of financial coverage. It is not "issued" in the sense that a surety Bond or Letter of Credit (LOC) is issued. Because of this distinction, once accepted by ARC, a CSD remains in force as long as the funds are available without the necessity of being renewed or reinstated until the agent replaces coverage with a Bond or LOC.

## **Replacements and Substitutions of all Three Types of Instruments**

*Keeping in mind the features and effects of Bonds, LOCs and Cash Security Deposits described above, this section summarizes how these features may impact requested changes in your Financial Instrument coverage.*

### **Replacement of a Bond with Another Bond**

The replacement bond in the required form and amount must be received by ARC and effective no later than the cancellation date of the bond being replaced.

Since the replacement bond will not cover any debts incurred prior to its effectiveness, ARC will not release the previous Surety from liability. The replaced bond will run its course in accordance with its terms.

### **Replacement of a Bond with a Letter of Credit**

ARC must receive the replacement letter of credit in the required form and amount on or before the cancellation date of the bond.

Provided there is no change of ownership (acquisition of agency branch or existing agency with new owners), ARC will release the Surety from liability upon receipt of a written request from the Agent or the Agent's Surety. Such release from liability is effective on the issue date of the replacement letter of credit. In this case, you should contact the Surety directly regarding releasing any collateral being held in connection with the bond.



### **Replacement of Letter of Credit with another Letter of Credit**

A replacement LOC in the required form and amount must be received by ARC at least 15 days prior to the expiration date of the LOC being replaced. If this overlap is not provided, ARC may draw down on the current LOC while it is still in effect to protect ARC's interest. If ARC has issued a draft and the funds have not been received, ARC will not cancel its draw until an LOC in the form and amount required has been received. If ARC has received the funds, they will be released after receipt of the required LOC.

### **Replacement of a Bond with a Cash Security Deposit**

ARC must receive a complete CSD application, including a cashier's or certified funds check for the full amount of required coverage on or before the cancellation date of the bond.

The procedures and time frame to release the Surety from liability once the Bond is replaced by a CSD are identical to the procedures and time frame employed by ARC when a Bond is replaced by an LOC as described above.

### **Replacement of a Letter of Credit with a Cash Security Deposit**

If a replacement of the LOC is being made for a reason other than expiration, ARC will return the replaced letter of credit to the issuing bank upon receipt of a complete and accurate CSD application and agreement, including funds for the required amount and a written request from either the agent or the issuing bank.

### **Replacement of Letter of Credit with a Bond**

If the letter of credit is being replaced because it is going to expire, the effective date of the bond must be the same as or earlier than the expiration date of the letter of credit, *and ARC must receive the bond before that expiration date. PLEASE NOTE, however, that since the replacement bond will not cover any transactions before its effective date, ARC will draw on the letter of credit and hold the funds for up to 100 days after the bond's effective date.* This is done as a protective measure to provide a limited period during which ARC and the carriers can determine if any unpaid transactions occurred before the bond became effective. The funds will be released before 100 days if no unpaid transactions have been found.

If the replacement is not due to the expiration of the letter of credit, but merely as a replacement with a bond due to the agent's preference, the letter of credit will be returned to the issuing bank, provided no debts arise and remain unpaid during that period. As an adjunct to the immediately preceding circumstance the agent, as an alternative, may elect to provide a bond with an effective date of 100 days PRIOR to the letter of credit anniversary date. This would entail dual coverage for that period, but would ensure that the letter of credit, provided no default occurred in the interim, would be released to the bank after the 100th day from the bond's effective date.

### **Replacement of a Cash Security Deposit with a Bond**

If a CSD is replaced with a Bond, ARC will hold the CSD funds for up to 100 days from the effective date of the required replacement Bond and, following receipt of a notarized request from the signatory of the CSD Agreement, ARC may issue a refund check to that individual absent any discovery of any claims that were incurred prior to the effective date of the Bond.



## **Voluntary Cancellation of the Reporting Agreement**

Following voluntary cancellation of the Agreement, an agent may request either the release of the Surety's liability under the bond, the return of the letter of credit or the refund of the CSD funds. One reason such requests are made is so that collateral can be returned. The fact is that these instruments simply do not work that way.

If the agent voluntarily cancels its Agreement, a letter of credit is in effect with no expiration pending, and no debts arise and remain unpaid during that period. ARC will return the letter of credit to the issuing bank up to 100 days from the effective date of the voluntary deletion or up to 100 days from a satisfactory accounting of all ARC obligations, whichever occurs later.

If, however, the voluntary cancellation of the Agreement occurs at the same time as the expiration of the letter of credit, ARC will draw down on the letter of credit. The funds will be released to this issuing bank after 60 days, but up to 100 days, from the date of a satisfactory accounting of all ARC obligations and provided no debts arise and remain unpaid during that period.

If the Agent has a bond, the Surety may issue a notice of cancellation. Even so, the Surety remains liable under the terms of the bond for any debts which were incurred during the bond's effectiveness. That period runs for six months, during which time the Surety may elect not to release any collateral.

If the agent is covered by a CSD, those funds will be refunded to the signatory of the CSD Agreement following receipt of a notarized request from such individual, during which time no debts arise and remain unpaid: (1) 100 days after the effective date of the voluntary cancellation of the Agreement; or (2) up to 100 days from the date of a satisfactory accounting and payment of all obligations, whichever occurs later.

## **Replacement of a Letter of Credit, Bond or Cash Security Deposit (CSD) with a Letter of Credit or a CSD in Conjunction with an ARC Approved Complete Change of Ownership (acquisition of agency branch or existing agency with new owners)**

Liability for debts incurred prior to the effective date of certain ownership changes does not transfer to the new ARC-accredited entity (purchaser). Therefore, when the purchaser replaces the seller's letter of credit with its own letter of credit, bond or CSD, ARC will retain the seller's letter of credit or CSD funds for up to 100 days from the effective date of the approval of the ownership change to ensure that any debts that may arise which were incurred by the seller to ARC and the carriers will be covered by the seller's letter of credit or CSD funds.

Additionally, if, upon proper notice to ARC, the seller's letter of credit is canceled before the 100 days have elapsed, ARC will draw on the letter of credit. After receipt of the proceeds of the letter of credit, ARC will repay the issuing bank within 100 days any funds that may remain and exceed the total amount of claims paid by ARC to carriers for unpaid documents directly to the issuing bank.

## **Effects of Cancellation of either a Bond or a Letter of Credit**

Agents must always be covered by Bond, LOC or CSD. ARC will notify the Agent when it receives notice that a Bond or LOC is to be canceled or will expire. If a replacement Financial Instrument in the required form and amount is not received prior to the cancellation or expiration date, ARC will notify the System Providers to inhibit ticketing and take action as required in the ARA.



Sureties rarely ask that their original bonds be returned once they are canceled. Banks, on the other hand, frequently request the return of the original letters of credit after cancellation once all ARC provisions for the release of the same have been met. The issuing bank may request in writing that the letter of credit be returned to the bank. An agent may also request in writing that the letter of credit be returned to the bank.

### **Reclassification of an Agent to Verified Travel Consultant Status**

The LOC of an Agent seeking to reclassify as a Verified Travel Consultant (VTC) must remain in effect for a minimum of 100 days following the effective date of ARC's written approval of the VTC Reclassification Request.

The bond of an Agent seeking to reclassify as a VTC must remain in effect for a minimum of six months following the effective date of ARC's written approval of the VTC Reclassification Request.

ARC will take no action if a reclassifying agent is covered by a Bond, and the Bond has not been canceled at the reclassification effective date. If the Bond has been canceled on or before the effective date of the reclassification, ARC will not provide the issuing Surety a Release of liability prior to the expiration of the six months date following the bond cancellation date.

If the reclassifying agent is covered by a LOC and the LOC has not been canceled during the 60 days prior to the VTC reclassification effective date, ARC will, upon written request from either the agent or the issuing bank, release any remaining LOC proceeds to the issuing bank up to 100 days after the effective date of ARC's written approval of the reclassification request absent any outstanding debts to carriers or to ARC.

If the LOC has been canceled and the cancellation date falls within 100 days of the reclassification effective date, ARC will request that the LOC be extended to cover that 100-day period or require the agent to provide another form of Financial Instrument or Financial guarantee acceptable to ARC. Alternatively, if the agent is unwilling or unable to extend or renew the LOC, ARC will draw on the full amount and hold the funds until a period of up to 100 days has elapsed, at which time they will be returned to the issuing bank, absent any outstanding debts to carriers or to ARC.

If the reclassifying agent is covered by a CSD and if there is no money owed to carriers or to ARC, ARC will return any remaining CSD funds up to 100 days after the effective date of ARC's written approval of the reclassification, upon written request from the signatory of the CSD Agreement.

## **Tips**

### **Here are a few tips to assist you:**

- Please ensure that you, your bank and your surety company use the correct ARC number (agency code number) on all correspondence to ARC. This is critical in avoiding delays in handling your bond or letter of credit.
- When your surety or bank requests further information and/or payments of a premium or fees, respond promptly to avoid canceling your bond or LOC.
- ARC does not cancel bonds; therefore, we cannot reinstate or extend the cancellation date. Reinstatements and extensions of bond cancellation dates must be received by ARC from your surety, in writing, prior to the date of cancellation.
- If your bond or LOC is canceled, contact your insurance agent, surety, or bank, to resolve the matter OR obtain a replacement bond or LOC prior to the effective date of the cancellation.



- Don't wait until the last minute to take care of bond/LOC cancellations or increases. It takes time for your surety/bank to process your request.
- The ARC bond is continuous until canceled by the surety. When changing sureties or switching to an LOC, notify your old surety to cancel your bond after you have submitted the new bond or letter of credit.
- You may want to consider the relative costs of obtaining one type of Financial Instrument versus another.
- When replacing your bond with an LOC or a CSD, the LOC or CSD must be approved and accepted by ARC before your bond is canceled.
- When replacing your LOC with a bond, the Agent's owner or officer must submit a request in writing for the return of the LOC to the issuing bank. In the case of CSD, the Agent must provide a notarized request from the signatory of the CSD Agreement for a refund of the CSD funds). After 100 calendar days from the effective date of the bond, the LOC or CSD funds may be returned if there are no outstanding debts.
- Changes to the bond, (i.e., amount, name or location) may be made by your surety executing a "rider" to your present bond on file with ARC. Your surety has standard forms of riders that may be submitted. All riders must have the attorney-in-fact signature and surety seal and be in a form and amount acceptable to ARC. ARC no longer accepts continuation certificates.
- Changes to your letter of credit (in amount, name or location) are made by your bank executing a written amendment to your letter of credit on file with ARC. The original amendment must be provided to ARC.
- Changes, other than ownership, to your CSD should be made by submitting the appropriate miscellaneous change form (see Agency Forms Catalog) to the Bond Department.
- Always submit the original signed bond or LOC and/or riders and amendments to ARC.
- Photocopies of the bond or letter of credit forms in the Forms Catalog may be used by your surety or bank if they bear original seals and signatures and are otherwise filled out as original documents.
- If you have not already done so, you should carefully review all of this section.



## Section 3: My ARC

### What Is My ARC?

ARC provides various online services through which Agents can communicate or transact business with ARC and Carriers. These services are known as "ARC Tools" and include, for example, Interactive Agent Reporting (IAR), ARC Pay Hub, and Memo Manager. My ARC is your centralized access point to ARC tools and resources. It uses a single sign-on that enables a user to have a single username and password for every application behind My ARC. Once a tool is available through My ARC, you will be required to use My ARC to access that tool. Document Retrieval Service (DRS) is the only ARC tool that is not available through My ARC. DRS requires a separate login from My ARC. More information on [DRS](#), [DRS FAQs](#), and information on how to link your My ARC and DRS accounts is available on the ARC corporate website.

Agent's use of and access to ARC Tools are subject to the terms of the Reporting Agreement, the My ARC terms of use and the tool's terms of use.

### My ARC Security Features

- Every account has a unique username and a strong password.
- ARC is a PCI-compliant company. Due to security reasons and PCI compliance rules, we can only allow 15 minutes of idle time within our systems, including My ARC. Once your account has reached the 15-minute limit with no activity, it is a security requirement that a new login is needed to access your session
- Content is targeted for specific customer types (i.e., Agency, Airline, Third-Party vendor). Concurrent logins are not allowed (i.e., sharing and disclosure of username/password is prohibited per the terms of your Reporting Agreement and PCI compliance requirements).
- Delegated administration: Agency's My ARC administrators have full responsibility for the action of their users' self-service: My ARC users reset their own passwords without going through ARC's secure e-mail service (Authentica) or calling ARC's Customer Care Center.
- Any My ARC account with access to sensitive data is suspended when it has not been used after 120 consecutive days and is deleted from the system after 150 days, along with access to all My ARC tools. If your My ARC account only has access to tools with non-sensitive data, your password will not expire, and you are not subject to the 15-minute activity expiration time limit; however, your My ARC account will be automatically deleted if you do not log in for two consecutive years.

### 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.
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.
4. If your email service prevents you from clicking the link, copy the entire link address and paste it into your browser's address bar.



## **User Administration**

In *My ARC*, administrators can manage a user's account information. In addition, administrators can 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
- *My ARC* and Tool Administrator
- *My ARC* Administrator
- *My ARC* Tool Administrator

## **My ARC Primary Administer - Roles and Responsibilities**

Please be aware that any communication or business transaction with ARC through an ARC Tool (i.e., authorization of a sales report in IAR, submission of an application form or a change of status request in the Accreditation Tool, etc.) by 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 Agent. 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 Agent.

Because of the responsibility, functions and activities of the *My ARC* Primary Administrator, and those they assign, it is important that you designate the appropriate individual within your company for the *My ARC* Primary Administrator position.

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

## **Useful Communication Resources**

It is important for you to have a method of contacting ARC should the need arise.

The TAC (Travel Agent Communication) message is available to you on a weekly basis via e-mail. In addition, the TAC message is posted on ARC's Corporate Website at <https://www2.arccorp.com>. Please ensure the agency's appropriate person(s) reads the TAC for important ARC information.

## **Online HELP**

Online HELP is available in *My ARC*. After signing into *My ARC*, access HELP by clicking on the global HELP header from any *My ARC* screen. Online HELP will display step-by-step instructions on how to perform tasks.

## **ARC's Web Page**

Visit the ARC Corporate website at <https://www2.arccorp.com> or *My ARC* login for information about other ARC-related topics.





## **Contact Us**

ARC's Customer Care Center (CCC) is available to assist you with any My ARC or ARC-related issue or question. Our CCC operates Monday and Tuesday from 9 a.m. - 9 p.m., and Wednesday through Friday from 9 a.m. - 7:30 p.m. ET. You may reach the CCC at +1 855-816-8003. If you prefer a Spanish speaking option, please call +1 800-328-0032. You can also reach us via email at [CCCHelp@arccorp.com](mailto:CCCHelp@arccorp.com).



## Section 4: Ticketing

### Reservations

When making a reservation, it is required you follow the specific rules established by individual airlines. Be sure to make the reservation with the airline that is validating/issuing the ticket/document. When making a reservation, you are required to follow the validating airline's rules, policies, and procedures.

A System Provider, also known as a Global Distribution System (GDS) is used by most travel agencies to provide immediate information about available seats on a particular flight. When you make a reservation for a customer through a System Provider, all the information the airline possesses about the passenger has been supplied by you, so it is important that the data be as accurate and detailed as possible.

Generally accepted reservation practices require the following itinerary and passenger information to be given to the airline at the time the reservation is made.

#### Itinerary Information

- Airline/Carrier
- Fare Basis
- Status (confirmed, waitlisted, infant)
- Originating City
- Destination City
- Date and Time of Departure
- Number of Seats Desired
- Class of Service

#### Passenger Information

- **Name of passenger(s)**  
(Last name, first name or initials, title)  
If passengers with different last names travel together, both names must be listed. Be sure to verify the correct spelling of names and that the name used matches the passenger's official government-issued identification.
- **Contact Number**  
A telephone contact is required for each passenger, preferably both a home number and a business number, if applicable. An agent should obtain as many contact numbers as possible in case it is necessary to contact the customer while on their trip.
- **Received From Information**  
The name and contact information (phone number, if applicable) of the agent handling the information. Most airlines require that any changes made to a reservation have a Received From entry to ascertain who made or authorized changes.

This itinerary and passenger information is generally required by all airlines to create an acceptable reservation; however, it is important to check with each individual airline for specific requirements. Failure to provide this information may result in a passenger being denied boarding at the individual airline's discretion.



## Recommended Reservations Practices

To facilitate consistent handling of reservations and to protect the traveling public, agents and airlines, the following simple recommended reservations practices should be followed at all times:

1. ***Avoid duplicate reservations***

Never make a duplicate or multiple reservations for the same passenger on the same flight.

2. ***Avoid impossible or illogical reservations***

Never make impossible or illogical reservations for the same person. This includes:

- Reservations on separate flights that operate during the same period.
- Multiple reservations from the same origin or destination on the same day (e.g., a passenger is booked to fly from New York to Los Angeles on the 3 p.m., 4 p.m. and the 6 p.m. flights).
- Reservations with connections that depart before the arrival of the inbound flight.

3. ***Avoid inventory churning***

Inventory "churning" is a practice whereby an agent repeatedly creates and cancels reservations to circumvent ticketing time limits set by an airline. This practice ties up inventory. Because airlines wish to protect their inventory and minimize costs, they may track and bill agencies for perceived inventory churning.

4. ***Avoid improper canceling and changing of reservations***

When a passenger cancels a reservation, such canceled space should be released immediately. Unless the airline involved approves such a transfer, you must not use canceled space for another customer even though the other customer desires an identical itinerary.

5. ***Know Reservation Time Limits***

Individual airlines may set time limits on making reservations within a certain minimum timeframe before the flight departure. The time limits may be set by an airline on a system-wide basis or may be controlled by such criteria as cabin type, destination, or travel dates. For example, an airline may specify that no reservations be made for that airline within X hours of flight departure.

## Passenger Identification

Valid identification is required for air travel within the United States. Valid identification is also required for entry and exit to or from the United States. While various documents may be used for identification purposes, the name listed on that document must match the passenger's entire name as it appears in the reservation and the airline ticket.

## Transportation Security Administration (TSA)

The Transportation Security Administration (TSA) is an agency of the U.S. Department of Homeland Security (DHS) that has authority over the security of the traveling public in the United States. It is responsible for screening passengers and baggage at U.S. airports. TSA requires passengers to show a valid ID at a security checkpoint before boarding their flight. Valid forms of identification include passports from the U.S. or a foreign government, state-issued photo identification, or military ID. More information on TSA requirements can be found at: <https://www.tsa.gov/>.

## Secure Flight Program

TSA operates a mandatory program called Secure Flight, requiring travelers to provide additional information when booking reservations. Secure Flight is a risk-based passenger prescreening program that enhances security by identifying low and high-risk passengers before they arrive at the airport by matching their names against trusted traveler lists and watch lists.

To protect privacy, the Secure Flight program collects the minimum amount of personal information, such as:

- Full Name (as it appears on the passenger's government-issued ID)
- Date of Birth
- Gender
- Redress Number (if applicable)
- Known Traveler Number (if available)

Secure Flight transmits the screening instructions back to the airlines to identify low-risk passengers eligible for TSA Pre✓, individuals on the Selectee List who are designated for enhanced screening, and those who will receive standard screening. Secure Flight also prevents individuals on the No-Fly List and Centers for Disease Control and Prevention Do Not Board List from boarding an aircraft.

For detailed information on the TSA Secure Flight program, please refer to the TSA website at:

<https://www.tsa.gov/travel/security-screening#secureFlight>.

### **US State-Issued Driver's Licenses and Identification Cards**

The Real ID Act establishes minimum security standards for state-issued driver's licenses and identification cards. It prohibits TSA from accepting licenses and identification cards from states that do not meet these standards. If a driver's license or identification card does not have a star in the upper corner of the card, then that document is not Real ID compliant. Below is an illustration of a driver's license that meets these standards.



DHS has been phasing in the enforcement of the Real ID to give states time to become compliant with the rules and to begin issuing enhanced driver's licenses and ID cards. Currently, most states comply with the Real ID Act and are able to issue upgraded licenses and IDs. In addition to issuing compliant licenses and IDs, states may continue to issue non-compliant documents for individuals unable or unwilling to meet the federal verification requirements. Such non-compliant driver's licenses and identification cards may not be accepted by TSA for travel.

When a customer or passenger is planning to present a state driver's license or state identification card to TSA for identification, you may want to confirm with the customer that their identification document is Real ID compliant. The DHS website has a map showing the Real ID Act compliance by state at: <https://www.dhs.gov/real-id>. More information about obtaining a Real ID-compliant identification document can be found on each state's website.

### **Trusted Traveler Programs**

The DHS offers three programs: Global Entry, NEXUS and SENTRI. These programs help move frequent travelers journeying to international destinations through lines at airports or ports of entry. The identification cards issued by these programs are accepted as valid identification at TSA security checkpoints.



These programs provide modified screening for pre-approved members, improve security by being more efficient during screenings, and facilitate travel. Travelers must be pre-approved to participate in each program. All applicants undergo a rigorous background check and in-person interview as part of the enrollment process. While the goal of each program is to speed travelers through airport security, members may still be selected for further examination when entering or exiting the United States. You can suggest the following tool to help your customers to find the best DHS program for their travel needs: <https://www.cbp.gov/travel/trusted-traveler-programs>.

### **TSA Precheck**

The TSA's Precheck (TSA Pre✓) program allows selected passengers from a number of different airline frequent flyer programs, members of Global Entry, NEXUS, SENTRI and active duty members of the US military to receive expedited TSA screening for U.S. domestic and select international travel. More information on TSA Precheck can be found at: <https://www.tsa.gov/precheck>.

### **Global Entry**

The Global Entry program allows expedited clearance for travelers arriving in the United States. This program also includes TSA Precheck.

### **NEXUS**

The NEXUS program allows travelers expedited clearance when traveling between the United States and Canada. This program may also include TSA Precheck.

### **SENTRI**

The SENTRI program allows travelers expedited clearance when arriving in the United States from Mexico or Canada. This program may also include TSA Precheck.

## **Ticketing Introduction**

ARC standard traffic documents are those documents you are authorized to report through IAR on behalf of ARC airline participants. These standard traffic documents include:

1. Electronic Ticket (ET)
2. Automated Electronic Miscellaneous Document (EMD)
3. Automated Miscellaneous Charges Order (MCO)

Refer to 'Standard Accountable ARC Traffic Documents' in Section 10 of this Handbook for specific ticket series assigned to each standard traffic document type. The Standard Ticket is a contract between the airline(s) indicated in the ticket's itinerary and the passenger. Each flight coupon:

1. Authorizes passage between the points and by the routing indicated.
2. Serves as evidence of payment of the fare shown on the ticket.
3. Serves as evidence that an interline agreement exists between the airline named in the routing and the ticketing airline.



4. Contains all information necessary to allow proper handling of the online and interline customer and his baggage via the routing shown.
5. Contains a record of all conditions that must be known at the time of reissuance or refund.
6. Contains all information necessary for billing purposes between issuing and carrying the airline's revenue accounting departments. Value of Flight Coupon(s) is based upon the entry in the Fare Basis box and the fare construction/routing information applicable to transportation covered by the ticket.

Automated documents include ET, EMD and MCO. They are generated through an agency's GDS. The information that appears in IAR on these documents is not entered manually, but through the standard GDS formats and entries you use to create a reservation and issue the ticket. You should follow your GDS' specific instructions for generating automated documents.

The principles regarding the issuance and acceptance of tickets applies to all passenger tickets unless otherwise noted within the governing resolution of that specific ticket. Governing resolutions may be found in the Airlines for America (A4A) - Trade Practice Manual. For more information, please refer to the A4A website at: <https://www.airlines.org>.

## **Issuance and Acceptance of Passenger Tickets and Documents**

The following principles and instructions apply to the completion of all passenger tickets, except as otherwise provided within the governing resolution of a specific ticket document.

You must maintain a thorough knowledge of tariffs, routings, fares, etc. to effectively service the passenger's request.

Traffic documents must be issued and reported in strict numeric sequence on the date ticketing entries are made. Issue one complete ticket to cover the passenger's interline domestic and/or international air transportation. The Interline Passenger Ticket must not be used for supplemental services. Each ticket is required to cover transportation for only one passenger, unless an infant carried free of charge and not occupying a seat is included on the ticket of the accompanying adult with the notation "PLUS INF" following the name entry for the passenger.

Each ticket number can consist of up to four individual flights/segments. When more than four flight coupons are required on a single itinerary, the ticket will be a conjunction ticket consisting of two or more ticket numbers to cover the number of flights in the passenger's itinerary. Tickets issued in conjunction must be of the same form number and must be completed in numeric sequence. For example, an itinerary with six segments requires two ticket numbers. The maximum number of flight segments for an electronic ticket (ET) is sixteen, which equals four (4) ticket numbers. Flight segments/coupons will be honored only in the sequence as shown on the passenger itinerary.

ET refers to a method of selling air/rail transportation without the issuance of paper flight coupons to the passenger. Effective June 1, 2018, issuing and printing of airline tickets and coupons on Automated Ticket and Boarding Pass (ATB) paper stock was inhibited in GDSs and all airline tickets reported and settled through ARC's systems are electronic.

Originally, the elimination of paper airline tickets in 2018 excluded automated Miscellaneous Charge Orders (Auto MCOs). However, ARC eliminated the distribution of blank Automated Ticket and Boarding Pass (ATB) stock effective December 17, 2020. The printing and distribution of physical ATB stock for the sole purpose of printing MCO exchange coupons and passenger receipts is a non-essential capability that ARC, travel agencies, GDSs, and



airlines no longer needed. Consequently, the MCO is now considered to be a “paperless” document.

Please note: ARC continues to support the settlement of paperless MCOs for any airline that still requires this document. While the MCO remains crucial to conducting travel transactions, there is no longer value in the printing of the physical ATB coupons.

Agencies book and sell sales via their GDS which pass a ticketing message to update the airline's electronic ticket database, issue the ticket, and send the information to ARC to be added to the agency's weekly IAR sales report. The agency then reports the transaction in IAR along with its other transactions. Once issued, the ticket is maintained within the issuing airline's Electronic Ticketing Database. All refunds, exchanges, and voids are to be performed and initiated in the airline's electronic ticketing database. Typically, agents perform these functions in their issuing GDS, but agents are able to perform void and refund actions using ARC's Interactive Agent Reporting (IAR) system. IAR supports communication with airline electronic ticketing databases as long as those airlines support this electronic communication from IAR through Travelport's Worldspan which is ARC's ET Edifact messaging service provider.

In accordance with any applicable federal or national law or regulation, the Agency shall provide to the passenger an Itinerary Receipt(s). This document(s) shall include, but not be limited to the following:

- Passenger Name
- Airline Designator or Airline Name of Marketing Carrier
- Flight Number(s)
- Date of Flight(s)
- Flight Departure Time(s)
- Origin Airport/City Code(s)
- Destination Airport/City Code(s)
- Fare (Base Amount) (BT, IT when applicable)
- Equivalent Fare Amount (BT, IT when applicable)
- Ticket/Document Amount (BT, IT when applicable)
- Form of Payment Type/Account Number
- Tax/Fee/Charge Amount(s) (when applicable)
- Reservations Status Code(s)
- Ticketing Date of Issue
- Issuing Agency/Airline-Name and Place of Issue
- Ticket/Document Number(s)
- Endorsements/Restrictions (when applicable)
- Free Baggage Allowance (conditional)
- Additional Baggage Information (optional)
- Passenger Check-In Identification Type (FOID) (optional)

A notice with the following wording:

Where this document is issued for transportation, or services other than passenger air transportation, specific terms and conditions may apply. These terms and conditions may be provided separately or may be obtained from the issuing company or agent.

Data Protection Notice: Your personal data will be processed in accordance with the applicable carrier's



privacy policy and, where your booking is made via a reservation system provider ("GDS"), with its privacy policy. These are available at <http://www.iatatravelcenter.com/privacy> or from the carrier or GDS directly. You should read this documentation, which applies to your booking and specifies, for example, how your personal data is collected, stored, used, disclosed and transferred.

"Carriage and other services provided by the carrier are subject to conditions of carriage, which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier. Passengers on a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that international treaties known as the Montreal Convention, or its predecessor, the Warsaw Convention, including its amendments (the Warsaw Convention System), may apply to the entire journey, including any portion thereof within a country. For such passengers, the applicable treaty, including special contracts of carriage embodied in any applicable tariffs, governs and may limit the liability of the carrier.

The carriage of certain hazardous materials, like aerosols, fireworks, and flammable liquids, aboard the aircraft is forbidden. If you do not understand these restrictions, further information may be obtained from your airline."

Check with your carrier for more information. This Itinerary/Receipt constitutes the "passenger ticket" for the purposes of Article 3 of the Warsaw Convention and the Montreal Convention, except where the carrier delivers to the passenger another document complying with the requirements of Article 3. (optional)

## **REMEMBER:**

A ticket is good for carriage for one year from date of issue, except as otherwise provided in the ticket, in airline's tariffs, conditions of carriage, or related regulations. You are required to provide the applicable Notice of Incorporated Terms with all passenger sales.

A ticket may be refunded or exchanged in your IAR sales report up to a standard period of 13 months after the date of issue. However, some airlines have extended their ticket processing validity policies beyond this standard 13-month period (up to 60 months). If those airlines have informed ARC of an extension option, those refunds and exchanges may be processed in your IAR sales report. Please be aware of the refund/exchange policy of the issuing airline. ARC provides an [Airline Participation tool](#) which is a concise listing of each ARC participating airline, their policies and processes related to ARC settlement

## **Selection of the Ticketing Airline**

### **General Rule**

- A. Use the ticketing identification of one of the ARC airlines scheduled to participate in the transportation.
- B. In the event ticketing identification of an airline scheduled to participate in the transportation is not available, use the identification of any other ARC airline who has provided authorization for such use.

### **Clarification of "Ticketing Identification"**

- A. For preparation of an automated ARC traffic document through your GDS, either with or without interface to an airline's E-ticket database, ticketing identification will be:
  - 1. The designation of any ARC airline scheduled to participate in the transportation that also:
    - a. A signatory to the airline industry's automated ticketing agreement, which authorizes a ticket to





be generated in the name of a signatory airline. (A record of such signatories is maintained by the servicing airline's GDS).

- b. Allows the Agent to issue the ticket by general concurrence or specific appointment.
- 2. If no such airline has authorized use of its name, you may instruct the servicing airline to issue an ARC traffic document in the name of a specific ticketing airline party to the airline industry's automated ticketing agreement, on behalf of another airline not a party to that agreement, provided such authorization has previously been given to the servicing airline by the specific ticketing airline. (A record of such authorization is maintained by the servicing airline's computer system).

### **Code-Share Services**

When a ticket involves code-share services, you must identify the transporting airline by its corporate name or any other name under which that service is held out to the public in any schedules that you publish to passengers, any oral communications with passengers during the sales transaction, and in an itinerary provided to the passenger confirming the ticket transaction.

Additionally, when the ticket involves code-share services, a notice must be included in any itinerary sent to the passenger, or, if no itinerary is sent, in a separate written notice provided to the passenger at the time of ticketing as in this example:

**IMPORTANT NOTICE: Service between XYZ City and ABC City will be operated by Jane Doe Airlines d/b/a QRS Express.**



## Section 5: Interactive Agent Reporting

### What is Interactive Agent Reporting?

Interactive Agent Reporting (IAR) is the electronic sales reporting system developed, owned, and operated by the Airlines Reporting Corporation (ARC). The original IAR reporting system was introduced in January 1997 and, at that time, contained the functionality for reporting straight sales, debit memos, credit memos, and Recall Commission Statements using “green screen” technology via the GDSs. In 1998, refunds, exchanges, and Agent Automated Deductions (AADs) were added to the IAR reporting system. In mid-2005, IAR was upgraded to a web-browser based version that takes advantage of web technology, making the system very intuitive, easy to use and more secure.

### IAR Security Features

ARC is strongly committed to ensuring that IAR is a secure system and only available to those users who are authorized to view and/or access transactional data. Therefore, IAR is an ARC Tool that is accessible only from My ARC, which is a secured area of ARC's Corporate website and requires a My ARC account for access. My ARC serves as a portal to ARC tools providing users with a single sign in experience. Among other tasks, your agency's My ARC Primary Administrator creates and deletes IAR user accounts and IAR Administrators for your agency. My ARC is your centralized access point to ARC tools and resources, encompassing a single sign on experience. In addition, IAR uses industry standard web security and like all ARC systems is protected by firewalls and internal security controls. Please see Section 3 of this Handbook for information about My ARC.

### Data Security - Credit Card Masking

The functionality exists to mask the credit card numbers in the Form of Payment and Fare Calculation fields in both IAR and the Back Office System (BOS) file. The purpose of this function is to comply with the Payment Card Industry (PCI) standards, ARC's Corporate Security Guidelines and to better protect transactional data.

#### In IAR:

- Credit card numbers are masked by default for all users.
- All credit card numbers displayed in the Form of Payment and Fare Calculation fields are masked by changing the characters to asterisks except for the last 4 digits of the number.
- The alpha-character card type indicator is not masked. Example: AX\*\*\*\*\*1234.

#### In BOS files:

- Credit card numbers are unmasked by default for an agency entity.
- Credit card numbers displayed in the Form of Payment (FPAC) and Fare Calculation (FRCA) fields have the option of being masked. If masked, all characters will be changed to asterisks except for the last 4 digits of the credit card number.
- The alpha-character card type indicator is not masked. Example: AX\*\*\*\*\*1234

The masking of credit card numbers is managed by your agency's IAR Administrator. IAR Administrators are able to turn the credit card masking feature on and off by username for IAR and by organization for BOS files.



In addition to credit card masking, the IAR User Administration functionality allows IAR Administrators to modify the user profiles of their authorized users as well as for themselves. Users with a BOS user role are able to download BOS files.

## **How is an ARC Report Processed?**

ARC's processing week is Monday through Sunday, with the period ending date (PED) being the Sunday date. Although agents submit their sales reports every week, ARC supplies transactional data to the airlines throughout the sales week. Transactional data may be reviewed by ARC or by the Airline at any time during or after the sales week.

Each Global Distribution System (GDS), also known as System Provider, provides ARC with daily data files called System Provider Reporting Files (SPRF) that contain data for transactions (i.e., sales, refunds, exchanges, voids, etc.) issued by agents on ARC Traffic Documents. These files are loaded into IAR the day after the agent issues the GDS sale or transaction. The agent has until the next business day after the date of issue to void or modify the transactions in IAR. After the void/modify window has passed agents can no longer void or modify the transactions in IAR.

Data relating to sale, exchanges and refund transactions will be available to airlines one day after the next business day void/modify window has closed. For example, the data relating to transactions issued on Monday and Tuesday are available for output to the airline on Thursday. Wednesday issued transactions are output on Friday, etc. All other transactions (i.e., Miscellaneous Charges Orders, and Carrier Adjustment Memos) are included with Sunday issued transactions and output at the end of the sales week.

In addition:

1. Commission on an error-free transaction cannot be modified after the void/modification window has closed.
2. In the case of an exception transaction that cannot be submitted through IAR, the agent must report the transaction directly to the validating airline and not to ARC.
3. A transaction that contains an uncorrected error will automatically move, or roll over, to the next open sales report. Be sure to correct all errors so the transaction is reported in the correct sales period. This ensures proper reporting and avoids airline debit memos.
4. Error transactions in a sales report that has been authorized/submitted will roll over to the next open sales report. Errors cannot be corrected in the authorized sales report and must be corrected after they move into the next open sales report.
5. Transactions received from the GDSs will be loaded into the sales report PED in which they were issued even if that sales report has been authorized early prior to the authorized deadline.
6. Transactions loaded into a sales report that has been authorized prior to the authorized deadline may result in a shortage in the authorized net remittance. To avoid this result, the agent may reverse the authorization of the sales report and re-authorize it by end of day Tuesday.

## **How ARC Communicates with You**

It is important for you to have a method of contacting ARC should the need arise. The following sections are useful communication tools and contain important numbers and resources available to you.



## **Travel Agent Communication (TAC)**

The TAC (Travel Agent Communication) is a weekly informational digest for travel agents that contains important ARC information including operational updates, events, news, and useful tips. The TAC is published on ARC's corporate website at: <https://www2.arccorp.com> under the Communications tab under [Travel Agent Communications \(TAC\)](#). Here you will also find an archive of past TAC messages.

Please ensure that the appropriate person(s) in the agency regularly reads the TAC for important information. You may prefer to register for e-mail notification when each TAC message is published by completing an ARC Communication E-Mail Profile at: <https://www2.arccorp.com/articles-trends/newsletter-subscription/>.

## **ARC's Web Page**

Visit the ARC Corporate website at <https://www2.arccorp.com> to learn more about ARC and services that are offered.

## **ARC's Customer Care Center (CCC)**

ARC's Customer Care Center (CCC) is available to assist you with any IAR or ARC related issue or question. Our Customer Care Center operates Monday and Tuesday from 9 a.m. – 9 p.m. ET and Wednesday through Friday from 9 a.m. - 7:30 p.m. ET. You may reach the CCC at +1 855-816-8003. If you prefer a Spanish speaking option, please call +1 800.328.0032. You can also reach the CCC via email at [CCCHelp@arccorp.com](mailto:CCCHelp@arccorp.com).

## **ARC Status Dashboard**

Notification of any scheduled maintenance or system outage that impacts availability of ARC's systems is scheduled and communicated via the ARC Status Dashboard. A link to the ARC Status Dashboard is available at the bottom of the My ARC home page under [ARC System Status](#).

The ARC Status Dashboard is always available, even in the unlikely event that all ARC systems are down. You can view the current status of ARC tools, as well as any upcoming planned maintenance, any active incidents and the resolution of incidents. You can also sign up to receive advance email notification of upcoming ARC scheduled system maintenance and real time email alerts when ARC's systems encounter unexpected delays or outages.

To register for notifications, select Subscribe to Alerts from the [ARC Status Dashboard](#) home page. You will be prompted to enter your email address and to select the services for which you would like to receive email alert notifications.

## **IAR Resources**

For more information about IAR, log in to My ARC, then from the RESOURCES link under YOUR TOOLS, select the [IAR Resources](#) tab. Here you will find a wide variety of IAR reference tools, guides, and FAQs.

## **Online IAR HELP**

Online HELP is available directly in IAR. After logging in to My ARC and launching IAR, click HELP that appears



on the global header at the top of any IAR screen. Online HELP displays step-by-step instructions on how to perform typical IAR tasks and entries.

### **Error Message Display**

IAR displays an error status code of “E” on IAR lists as well as a detailed error message within a transaction when a condition occurs that cannot be processed. These detailed error messages are clearly visible (in red). The messages are written so that you can easily understand the error and know which steps are needed to fix the error.

### **IAR Back-Office System File Reconciliation**

Many agencies use a back-office accounting system (BOS) to receive and store transaction information from their GDS (Global Distribution System) for accounting and reporting purposes. Although agencies are not required to have a BOS in order to use IAR, ARC offers an optional BOS tool through IAR that can be used as a reconciliation tool to identify discrepancies between data in IAR and data contained in your back-office accounting system. The data in the IAR BOS file is provided in a double delimited ASCII format designed to be read by computer systems. Please check with your agency's BOS vendor to ensure they can translate the IAR BOS file data.

For more information about IAR's BOS process, click the Support tab and select IAR Resource Center. There you will find the [IAR BOS File User Guide](#) as well as other helpful information.

## **ARC Document Types and Their Usage in IAR**

### **Electronic Ticket**

Electronic Ticketing (E-Ticket or ET) refers to a method of issuing airline tickets without the need to print paper flight coupons to the passenger. Effective June 1, 2018, issuing and printing of airline tickets on Automated Ticket and Boarding Pass (ATB) paper stock was inhibited in GDSs and all airline tickets reported and settled through ARC's systems are electronic.

An E-ticket is created at the time of sale and the transactional data relating to the E-ticket is maintained in the ticketing airline's database. All E-ticket transactions are issued using a GDS. The E-ticket is issued electronically with an accountable ARC ticket number. The GDS sends that E-ticket information overnight to ARC; it is available in IAR the following day. In most cases, voiding an E-ticket directly in IAR also updates the airline's electronic ticket database. The data for ET transactions may also be manually entered into IAR if for some reason that information is not received from the GDS.

### **Electronic Miscellaneous Document (EMD)**

An Electronic Miscellaneous Document (EMD) is a newer document type created to support the industry's efforts to go paperless. It is designed to be an electronic replacement of the remaining Miscellaneous Charges Order (MCO) which is the only remaining paper document. Each EMD may consist of four (4) coupons and can be conjunctive (up to 16 segments like an E-ticket). Each EMD coupon provides a service to a passenger.

There are two types of EMDs: an EMDS (Standalone EMD) which is used independently of a ticket for services such as ground transportation, deposits and residual value; and an EMDA (Associated EMD) which must reference



an E- ticket issued in connection with the EMDA. Each EMDA coupon is linked to one flight coupon of a ticket and is considered used once the associated ET flight coupon is used. Prior to issuing an EMD is your GDS, please verify that the ticketing airline supports agency issued EMDs and that your GDS can support issuance of these transactions.

EMDs can be issued via your GDS. The EMD is issued electronically with an accountable ARC ticket number. Each GDS sends EMD data along with other transactions each evening to ARC where it is made available in IAR the following day. At this time, EMDs may not be manually entered into IAR. At this time, IAR displays the EMD in IAR using the same screens used for the ET and the unique data elements associated with the EMD are not displayed in IAR or output on the BOS file

### **ARC Automated Miscellaneous Charges Order (MCO)**

An Automated Miscellaneous Charges Order (MCO) is a document issued for miscellaneous uses other than air travel. All GDSs have the functionality to issue automated MCOs. The MCO is issued electronically with an accountable ARC ticket number. The MCO transactional information is sent overnight from the GDS to ARC where it is made available in IAR the following day. The data from automated MCOs may also be manually entered into IAR.

ARC eliminated the distribution of blank Automated Ticket and Boarding Pass (ATB) stock effective December 17, 2020. The printing and distribution of physical ATB stock for the sole purpose of printing MCO exchange coupons and passenger receipts is a non-essential capability that ARC, travel agencies, GDSs, and airlines no longer needed. Consequently, the MCO is now considered to be a “paperless” document.

Please note: ARC continues to support the settlement of paperless MCOs for any airline that still requires this document. While the MCO remains crucial to conducting travel transactions, there is no longer value in the printing of the physical ATB coupons. A three-year analysis of agency issued MCOs showed that over 98% of these documents are used internally within the travel agency. The small remaining percentage of documents are either not used at all or are used externally for unknown purposes. ARC has consulted with representatives from our board member airlines, and they have each given their support to ARC’s elimination of ATB ticket distribution services.

### **ARC Pay (formerly TASF)**

The ARC Pay (formerly known as TASF – Travel Agent Service Fee) program provides ARC-accredited agents the ability to generate additional revenue by accepting credit cards as the form of payment for travel-related charges, including professional fees. ARC Pay transactions can be issued via your GDS (ARC Pay GDS), which are all equipped to issue automated ARC Pay documents. The ARC Pay transaction is issued electronically with an accountable ARC ticket number. The data pertaining to an ARC Pay transaction is sent each evening to ARC where it is made available in IAR the following day.

ARC Pay transactions may also be issued in ARC Pay Hub. These transactions will also be issued electronically with an accountable ARC ticket number. ARC Pay transactions issued through ARC Hub are available in IAR the following day.

ARC Pay transactions may also be manually entered into IAR in the rare event the document is not received from ARC Pay GDS or ARC Pay Hub.

An ARC Pay document is treated like an MCO in IAR and is displayed using the MCO Information screen.



Currently ARC Pay documents are issued with a ten-digit ticket number beginning with 0 (zero). For information on how to issue ARC Pay transactions in the GDS using ARC Pay GDS, please check the Help pages in your GDS system. More information on [ARC Pay](#) and [ARC Pay Hub](#) are available on ARC's Corporate website.

## **Other ARC Support Documents**

### **Universal Credit Card Charge Form**

ARC no longer produces or prints the paper Universal Credit Card Charge Form (UCCCF). Alternatively, agents may purchase credit card sales slips from local or online office supply stores that can be used to capture card imprints and customer signatures. A [PDF version](#) of the UCCCF is available in Section 10 of this handbook.

Although a credit card charge form no longer provides a remedy for a card-present fraud chargeback, a signed credit card charge form can be provided as “compelling evidence” in an attempt to reverse the chargeback. Therefore, it is still considered a best practice in a card-present environment when the ability to obtain a magnetic stripe read or chip card read is unavailable.

For additional information about payment card acceptance and risk management, please refer to Section 6 (Payment Card Acceptance Procedures, Chargeback Management Procedures, and Best Practices) of this handbook. You may also contact the ARC Credit Card Services team at [creditcardservices@arccorp.com](mailto:creditcardservices@arccorp.com).

### **Government Transportation Request**

A Government Transportation Request (GTR) is a U.S. Government form that is used for authorizing official government travel. Federal policy restricts government agencies from purchasing air transportation from an agent unless under the terms of a specific contract. The policy for acceptance of a GTR as a form of payment or remuneration is individually administered by each validating airline. In IAR, regardless of whether the reimbursement is directly from the government or from the airline, a GTR must be processed as a cash transaction.



## Refund/Exchange Notice

The physical Refund/Exchange Notice (REN) document became obsolete when the industry moved from paper settlement to electronic settlement using IAR in 2005. Originally, the REN was designed to support the manual reporting of refunds and exchanges in the old paper weekly sales reporting process. Prior to IAR, each refund or exchange was required to be submitted with an accompanying REN. Now that IAR has automated the sales report settlement process, the REN document is no longer required for ARC settlement. An electronic version of the REN is available, along with electronic versions of the auditor and agent coupons, is available in the Document Retrieval System (DRS) available in the **YOUR TOOLS** section after you log into My ARC. Note: More information on [DRS](#), [DRS FAQs](#), and information on how to link your My ARC and DRS accounts is available on the ARC corporate website.

ARC no longer produces the paper REN but a [PDF version](#) is included in Section 10 of this handbook for reference purposes. A copy of the REN may also be used to submit a manual exception transaction directly to an airline for a transaction that cannot be settled via IAR. For example, if a document to be refunded or exchanged was issued beyond the ticket processing validity date for that airline, typically 13 months from date of issue, that refund or exchange must be settled directly with the airline.

Note: Exceptions to the standard 13-month ticket processing validity may be accommodated through IAR when an airline advises ARC of their extended ticket processing validity policy. Setting a ticket processing validity policy beyond the standard 13 months is entirely voluntary and at each airline's discretion. Airlines that choose to exercise this option will communicate their policy to agencies and to GDSs. For information about airlines' ticket processing validity, please refer to [ARC's Airline Participation tool](#).

Unless the airline has informed ARC of their extended ticket processing validity policy, those older documents must be settled directly with the airline. Any transaction that cannot be processed in IAR must be reported directly to the validating airline for handling. Individual airline policies and addresses can be accessed via the [ARC Airline Participation tool](#) link in Section 1 of this handbook.

## Carrier Documents

### Carrier Support Documents

The marketing of airline transportation includes a variety of airline-issued certificates and vouchers. These documents can be used for a variety of purposes and come in a wide range of formats and appearances. For IAR processing purposes the two basic types of carrier support documents are:

#### Type A Certificates

A Type A Certificate is an airline-generated certificate giving authorization to issue a ticket at a reduced fare. It is processed through IAR as a regular sale (straight sale) - not as an exchange. When the sale is issued, the certificate number should be included in the endorsements/restrictions field using the proper GDS format to ensure that the transaction can be automatically loaded to the IAR Sales Report with the certificate information.

If the airline instructions printed on your certificate indicate the transaction should be handled as a Type A certificate, then it is included as a regular sale and should not be treated as an exchange. The transaction should be issued as a sale and the certificate number should be included in the endorsements/restrictions field using the proper GDS format to ensure that IAR can accurately include the certificate in the transaction. For more information,





refer to the "Type A Certificates Screen" later in this section.

### **Type B Vouchers**

A Type B Voucher is an airline-generated document which carries a specific monetary value. It is authorization from the airline to apply that document value as partial payment on a new ticket. The new ticket is issued as an exchange with the Type B voucher serving as the old document.

ARC recommends that you write the new ticket number issued from that Type A certificate or Type B voucher onto the face of those carrier support documents which should then be retained for your records. This will assist you in documenting the transaction if ARC or the airline inquires about the transaction. A facsimile copy of the agent's coupon for each transaction is available in the ARC Document Retrieval Service (DRS). Please note: an airline's document retention requirement may differ from ARC's document retention requirements.

### **Airline Adjustment Documents**

#### **Agent Automated Deduction**

An Agent Automated Deduction (AAD) allows an agent to correct a monetary discrepancy submitted in a previous IAR sales report, up to a maximum of \$25.00, in a subsequent IAR sales report. An AAD can only be processed when the discrepancy occurred within the previous 12-week period. In addition, a separate AAD is required for each discrepancy and only one AAD can be applied to a transaction. You may manually create an AAD directly in IAR. See 'Manually Adding an AAD' later in this section.

#### **Credit Memo**

A Credit Memo is an airline-generated document transmitted from an airline to a travel agency authorizing a deduction (credit) by the Agent in their IAR sales report of a specified dollar amount. The Credit Memo can reference up to 14 individual supporting ticket numbers.

Most airlines participate in ARC Memo Manager which provides an easy way for ARC participating travel professionals and airlines to electronically process and settle memos. This application allows processing of all debit memos, credit memos, and recall commission statements. Memo Manager provides a two-way communication between the airline and the agent and supports electronic payments through IAR. For more information on [ARC Memo Manager](#), click the Products tab on ARC's corporate website, and then select View All, then select **Memo Manager**.

You may also manually enter a Credit Memo directly in the IAR sales report.

#### **Debit Memo**

A Debit Memo is an airline-generated document transmitted from an airline to a travel agency for payment of an obligation. The Debit Memo can reference up to 14 individual supporting ticket numbers.

Most airlines participate in ARC Memo Manager which provides an easy way for ARC participating travel professionals and airlines to electronically process and settle memos. This application allows processing of all debit memos, credit memos, and recall commission statements. Memo Manager provides a two-way communication between the airline and the agent and supports electronic payments through IAR. For more information on [ARC](#)



[Memo Manager](#), click the Products tab on ARC's corporate website, and then select View All, then select **Memo Manager**.

You may also manually enter a Debit Memo directly in the IAR sales report.

### **Recall Commission Statement**

A Recall Commission Statement is an airline-generated document issued to a travel agency as a means of recovering commission claimed by the agency. A recall commission statement can be submitted directly to an airline through IAR and the document can reference up to 14 individual supporting ticket numbers.

Most airlines participate in ARC Memo Manager, which provides an easy way for ARC participating travel professionals and airlines to electronically process and settle memos. This application allows processing of all debit memos, credit memos, and recall commission statements. Memo Manager provides a two-way communication between the airline and the agent and supports electronic payments through IAR. For more information on [ARC Memo Manager](#), click the Products tab on ARC's corporate website, and then select View All, then select **Memo Manager**.

You may also manually enter a Recall Commission Statement directly in the IAR sales report.

### **Sales Summary Adjustment Request**

The Sales Summary Adjustment Request (SSAR) is a non-ARC document that agents may use to correct a discrepancy in a previously submitted sales report. Unlike an AAD, the sum of the discrepancy may be greater than \$25.00 and may be used when the claim is from a sales period greater than within the previous 12-week period.

A SSAR is strictly between the agent and the airline and is handled outside of the IAR settlement process. ARC cannot be involved in the processing or resolution of a SSAR claim. If you wish to pursue such an adjustment directly with the airline, complete a SSAR form and submit directly to the Agent Audit section of the Revenue Department of the airline used to validate the ticket in question. A [PDF version](#) of the SSAR is included in Section 10 of this handbook for reference purposes.

## **Information on Voiding Transactions**

**Note: The timetables for voiding and modifying transactions are subject to change or modification without notice.**

### **When Voiding a Credit Card Sale**

Cash and credit card sales transactions may be voided any time prior to the end of the next business day after document issuance. However Electronic Credit Card Billing (ECCB) procedures apply to transactions issued with a credit card form of payment.

The following rules apply to voids of credit card sales transactions:

- Any credit card sale must be voided on the date of sale to avoid a daily credit card billing to the customer's credit card statement. This means a sale issued in the GDS must be voided in the GDS on the same day as the sale.



- If the same day void is not possible, the transaction can be voided the next business day by 11:59 p.m. local time in the GDS or by 11:59 p.m. Eastern Time in IAR, which will create a credit reversal that is sent to the credit card contractor. Your customer will see both a charge and a credit for that charge on their statement.

## **GDS Voids**

When a transaction must be voided, ARC recommends that agents perform that void action directly in their GDS. This ensures that the both the GDS record, and the airlines' E-Ticket database are properly updated and reflect the void status of the transaction. The GDS void action for a sales transaction must be performed in the GDS by 11:59 p.m. local time one business day following the date of issue. If a transaction is issued on a Friday, Saturday, or Sunday, it must be voided in the GDS by 11:59 p.m. local time on Monday. When a Monday or Tuesday falls on an ARC-recognized holiday, agents have one extra day to issue the void in their GDS.

The next-business day GDS void window applies to all sales transactions except ARC Pay (TASF) documents. For airlines that support the void of exchange and/or refund transactions, the void must typically be performed the same day the exchange or refund is issued.

Straight sale, exchange and refund transactions become non-modifiable in IAR after the void window closes because that is when those transactions are reported to the airline. However, modifications may be made to the following transaction types until the sales report submission deadline: MCOs, ARC Pay, AADs and Adjustment Memos (Debit Memos, Credit Memos and Recall Commission Statements).

## **IAR Voids**

Although ARC recommends that agents perform voids directly in their GDS, it is understood that occasionally a void must be performed directly in IAR. When it becomes necessary to void a transaction loaded into IAR from the GDS, that void action must be performed by 11:59 p.m. Eastern Time on the first business day following the issuance of the sale. This is the same void timeframe that applies to voids performed in the GDS. When a Monday or Tuesday falls on an ARC-recognized holiday, agents have one extra day to perform the void in IAR. The void of any transaction that was manually entered into IAR must be performed by 11:59 p.m. Eastern Time of the same day the transaction is manually added into IAR.

In most cases, a void of an E-ticket sale performed directly in IAR also updates the airline's ET database. When an agent voids an E-ticket sale in IAR, ARC sends a real-time message to the ticketing airline's ET database requesting permission to void the E-ticket. The airline determines whether the E-ticket can be voided. If the E-ticket can be voided, the airline sends a confirmation message back to ARC, along with an Electronic Settlement Authorization Code (ESAC), verifying that the E-ticket has been voided in the airline's database and displays a void confirmation message back to the agent in IAR. If the E-ticket cannot be voided, the airline denies the request in a response message and a message is displayed back to the agent in IAR that the E-ticket cannot be voided.

This IAR E-ticket void functionality helps maintain synchronization between IAR and the airline's ET database and decreases the number of debit memos issued by airlines that occur because of the E-ticket status was not properly updated. ARC recommends that the safest and most effective way to void an E-ticket is to use the void procedures established by your GDS. Voids performed in your GDS will be sent to IAR overnight and may be viewed in your IAR sales report the next day.

For a full list of airlines and their support policies, please refer to ARC's [Airline Participation tool](#), which provides a concise list of each ARC participating airline, their policies and processes related to ARC settlement (including



payment acceptance, refund/exchange processing validity, IAR ET EDIFACT support, and Airline Direct participation). The tool can be found in [Section 1](#) of this handbook.

## Daily Reconciliation of your IAR Sales Report

ARC strongly recommends that the IAR sales report be reconciled on a daily basis. A final reconciliation should also be performed prior to sales report authorization/submission. The final net remittance of the report is the amount ARC will draft to or from your bank account.

The following daily IAR sales report checks will facilitate this process:

- Verify that all documents and voids are correctly listed.
- Verify that all transactions were legitimately issued by your agency (to guard against unauthorized ticketing).
- Correct any errors.
- Verify all commission amounts.
- Verify that all refund transactions are accurate and that their values include any penalty information or waiver code (if applicable).
- Verify that all exchange transactions are accurate and that their values include any penalty information or waiver code (if applicable).
- Verify that all residual value MCOs/EMDs are properly linked to their associated exchange transaction as companion exchanges.
- Verify that all other companion exchanges (exchange which involves more than one new document) have all additional new documents correctly linked.
- Verify any GDS void of a companion exchange transaction has been processed in IAR. IAR rejects void requests of either document once linked into a companion exchange transaction. The void of either document is only allowed when the companion link is manually broken by removing/unhooking the second new document from the transaction within the next business day after issuance.
- Verify all IAR modifications and voids are completed prior to the expiration of the transaction's next business day window date.
- Verify cash and credit totals.
- Verify the net remit amount.

## Error Correction

Transaction errors and discrepancies in your IAR report should be corrected every day, and definitely prior to the sales report is authorized/submitted for processing. IAR identifies transactions with specific errors and lists them in an error list with an Error status code of "E" on IAR list displays. If the error is not corrected within the sales period in which the sale is issued, the transaction automatically moves or rolls to the following week's sales report. If errors are not resolved in the required time frame, ARC will take action as appropriate. Such transactions will be updated in the IAR sales report with a dual status code of "OE" representing a status of both Out of Period and Error.

## Authorizing and Submitting the Sales Report

Once you have verified and reconciled the report, you may authorize and submit it. The ability to authorize/submit the sales report is reserved only for those agents with an IAR User Role that includes access to the authorize/submit function. The IAR Sales Report must be authorized and submitted no later than 11:59 p.m. ET Tuesday following the sales reporting period ending date (PED). When a Monday or Tuesday is an ARC-



recognized holiday, the report should be submitted no later than 11:59 p.m. ET Wednesday (subject to change).

Once the Sales Report is authorized and submitted, IAR displays a confirmation screen back to the authorizing agent that lists the date and time of authorization/submission as well as the sales report confirmation number. Agents are required to maintain a record of this confirmation of the Sales Report. Agents shall comply with all ARC and individual airline rules and instructions concerning the submission and retention of supporting paper documentation for each sales report as communicated to the agent by ARC or the airline. Electronic receipt of the authorized sales report allows ARC to draft the agency's bank account for the net remit amount. The agency's bank account is debited or credited five days after the PED.

### **Recalling a Submitted Sales Report**

An IAR sales report that has been authorized and submitted may be recalled up until the sales report submission deadline. Once the submission deadline has passed, a submitted sales report can no longer be retrieved. If for any reason you did not authorize by the submission deadline and then authorize/submit, that sales report may not be recalled or reversed.

### **Authorizing an IAR "No Sales" Report**

When an agency IAR Sales Report does not contain any transactions (no activity) and has not been authorized/submitted by the standard 11:59 p.m. ET Tuesday deadline, or 11:59 p.m. ET Wednesday during a week with an ARC- recognized Monday or Tuesday holiday, ARC will automatically submit a "No Sales" report on your behalf.

#### **Note:**

- Auto-Authorization for will only occur when the agency IAR Sales Reports for previous PEDs which did contain a transaction have already been authorized and submitted. All financial information on the Authorize and Submit screen of a "No Sales" report will reflect \$0.00.
- ARC automatically submits all IAR Sales Reports for Verified Travel Consultant (VTC) program participants, with or without activity.

### **Exception Transactions**

Exception transactions are transactions that IAR cannot process. This includes refund or exchange documents issued beyond the ticket processing validity supported by that airline (the standard for most airlines is 13 months from date of the issue) and exchanges or refunds of documents issued from a non-affiliated travel agency, etc.

Note: Exceptions to the standard 13-month ticket processing validity may be accommodated through IAR when an airline advises ARC of their extended ticket processing validity policy. Setting a ticket processing validity policy beyond the standard 13 months is entirely voluntary and at each airline's discretion. Airlines have the option to extend their ticket processing validity period to 18, 24, 30, 39, 48 or 60 months from ticketing date of issue. Airlines may modify their policy at any time and are responsible for communicating any change to agencies and System Providers. These extended ticket processing validity options apply only to ARC settlement processes as the System Providers or airlines may have their own limitations. For information about airlines' ticket processing validity, please refer to [ARC's Airline Participation tool](#).

Unless the airline has informed ARC of their extended ticket processing validity policy, those older documents must



be settled directly with the airline. Any transaction that cannot be processed in IAR must be reported directly to the validating airline for handling. Individual airline policies and addresses can be accessed via [ARC's Airline Participation tool](#) in Section 1 of this handbook.

## Document Storage and Retention Procedures

Paper airline tickets issued on ATB stock became obsolete on June 1, 2018. Originally, the elimination of paper airline tickets in 2018 excluded automated Miscellaneous Charge Orders (Auto MCOs). However, ARC eliminated the distribution of blank Automated Ticket and Boarding Pass (ATB) stock effective December 17, 2020. The printing and distribution of physical ATB stock for the sole purpose of printing MCO exchange coupons and passenger receipts is a non-essential capability that ARC, travel agencies, and airlines no longer needed. Consequently, the MCO is now consider a "paperless" document.

Please note: ARC continues to support the settlement of paperless MCOs for any airline that still requires this document. While the MCO remains crucial to conducting travel transactions, there is no longer value in the printing of the physical ATB coupons. A three-year analysis of agency-issued MCOs showed that over 98% of these documents are used internally within the travel agency. The small remaining percentage of documents are either not used at all or are used externally for unknown purposes. ARC has consulted with representatives from our board member airlines, and they have each given their support to ARC's plan to eliminate ATB ticket distribution services.

Ticketing data, including refunds and exchanges and other transactional data included in the IAR sales report are accessible in IAR and in the ARC Document Retrieval Service (DRS) for up to 60 months. Agent coupon facsimiles are accessible via DRS for up to 60 months.

The following list details storage requirements for older paper documents and other paper non-ARC supporting documents. In most cases, you must retain the listed document for at least 39 months from the date upon which the weekly sales report was due to be submitted to ARC. NOTE: Other entities (e.g., governmental or tax authorities, etc.) may require documents and records to be maintained for longer periods of time.

Document Type	Storage
<b>Miscellaneous Support Documents</b> <ul style="list-style-type: none"><li>• WV - Waiver</li><li>• LT - Lost Ticket Application</li><li>• DE - Death Certificate</li><li>• DR - Doctor's Note</li></ul>	<ul style="list-style-type: none"><li>• Retain any original paper copies for at least 39 months</li><li>• Record the associated ticket/document number on the document on the miscellaneous support document</li></ul> <b>To prevent unauthorized use or re-issuance, invalidate by:</b> <ul style="list-style-type: none"><li>• Drawing a diagonal line from the bottom left corner to the top right corner</li><li>• Writing the word "USED" along the diagonal line</li></ul>
<b>Type A Certificates</b>	<ul style="list-style-type: none"><li>• Retain original paper copies for at least 39 months</li><li>• Because such documents can potentially be used for airline transportation and ancillary services, it is recommended that you exercise caution in storing and permitting access to these documents</li></ul> <b>To prevent unauthorized use or re-issuance, invalidate by:</b>

Document Type	Storage
	<ul style="list-style-type: none"> <li>• Drawing a diagonal line from the bottom left corner to the top right corner</li> <li>• Writing the word "USED" along the diagonal line</li> <li>• Record the associated ticket number on the Type A document</li> </ul>
<b>Type B Vouchers</b>	<ul style="list-style-type: none"> <li>• Retain original paper copies for at least 39 months</li> <li>• Because such documents can potentially be used for airline transportation and ancillary services, it is recommended that you exercise caution in storing and permitting access to those documents</li> </ul> <p><b>To prevent unauthorized use or re-issuance, invalidate by:</b></p> <ul style="list-style-type: none"> <li>• Writing the word "EXCHANGE" across the voucher or coupon</li> <li>• Record the associated ticket number on the Type B voucher</li> </ul>
<b>Airline Adjustment Memos:</b> <ul style="list-style-type: none"> <li>• Debit Memos</li> <li>• Credit Memos</li> <li>• Recall Commission Statements</li> </ul>	<ul style="list-style-type: none"> <li>• Retain original paper copies for at least 39 months</li> </ul>

## Sales Report Storage and Retention Requirements

In the past, it was recommended that the sales report confirmation number for each authorized IAR Sales Report be retained for at least two years as proof of Sales Report authorization. However, IAR now stores up to 60 months of sales report data, so access to the confirmation number and authorization detail is available directly in IAR.

If you still prefer to have a paper record of each submission, you have several options, including:

- Print/Save the Authorize Submit Confirmation screen.
- Print/Save the LS - Financial Summary page which shows the authorized sales report(s) information, including the sales report confirmation number and date/time stamp of authorization.
- A Home Office Location can print/save the LS-Financial Summary page with the ARC # qualifier of "ALL" to create a list showing the sales report information, including the sales report confirmation number for each location.

Note: DRS displays the sales report confirmation number on the Ticket Detail and document facsimile images.

## Accessing IAR - Getting Started

To access IAR,

- Open your browser and navigate to the ARC Corporate website at [www.arccorp.com](http://www.arccorp.com).
  - Click the "My ARC" login button on the top right side of the screen
  - Enter your My ARC Username and Password in the appropriate text boxes.



- Click the **login** button.
- The My ARC Home page displays.
- In the **YOUR TOOLS** section on the left side of the page, click the IAR link to launch the **IAR** application.

## IAR Home Page Screen

Upon successful login to IAR, the first screen that displays is the IAR Home page screen. This screen shows the Sales Reports for the ARC number you are authorized to access. While the default view displays the three (3) most recent sales reports, you may view any IAR sales report in the ARC database for the past 60 months.

The default view includes the following three sales reports:

- The current Sales Report that has not yet been submitted.
- The previous week's Sales Report that is being reconciled for authorization/submission.
- The oldest submitted Sales Report already past the submission deadline.

To view an older sales report, you may enter the date of the PED you wish to display using the format of DDMMYY. You may also check the "Begin With" checkbox along with a valid PED to list all sales reports beginning with the requested PED up to the current PED.

Ln	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	49564956	A	06MAR22	0.00	0.00	0.00	030622638360	ARCautoauth	08MAR22	2359	0	R
2	49564956	A	13MAR22	0.00	0.00	0.00	031322647986	ARCautoauth	15MAR22	2359	0	R
3	49564956		20MAR22	0.00	0.00	0.00						

## Online Help

Once logged into IAR, online help is readily available. To access online help, click on the global Help header. Online Help will open in a separate pop-up window. The global Help header is located at the top right corner of the page on every IAR screen. When you exit online HELP, IAR returns you to the last screen where you made the Help entry.



**Global Headers**

Administration
Home
BOS
Help

[Close IAR](#)

IAR Home
Welcome: Philip
Today is: Wednesday, Mar 16, 2022

Access Group  
Standard

☐ Begin With:

ARC #  
49564956

PED

Sales Report Status

List Type  
LS-Financial Summary

Results  
20

Printable List

CREATE LIST

PRINT/SAVE

AUTH/SUBMIT

**FINANCIAL SUMMARY**

Ln	<input checked="" type="checkbox"/>	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	<input type="checkbox"/>	49564956	A	06MAR22	0.00	0.00	0.00	030622638360	ARCautoauth	08MAR22	2359	0	R
2	<input type="checkbox"/>	49564956	A	13MAR22	0.00	0.00	0.00	031322647986	ARCautoauth	15MAR22	2359	0	R
3	<input type="checkbox"/>	49564956		20MAR22	0.00	0.00	0.00						

## Closing IAR

When your work in IAR is completed, you should terminate your session by clicking the **Close IAR** link located at the top corner of the IAR Home page screen or the Sales Report screen.

## IAR Administration

### Controlling Access to IAR

The Administration function allows IAR Administrators to control user access to specific locations, functions and/or financial data within the IAR system by using User Roles and ARC# Access Groups. To access Administration, click on the global Administration header.

### Access Rights

The term 'Access Rights' is used to describe a user's right to access specific Sales Reports and the IAR Administrator's rights to manage those users.

### Standard IAR Sales Report Access

The default access to IAR is the Standard access group which follows ARC's Family Hierarchy structure.

If the user profile is created at a Home Office Location (HOL):

- Users at the HOL lever that have Standard access can view the Sales Reports of all branches and locations (ARC#s) in the family structure.
- To view all locations under an HOL, you can enter the word **ALL** in the ARC# field on the IAR Home page.

If the user profile is created at a Branch:



- Users at the Branch level can only access their own location.
- Branch-level users cannot view the HOL or any other branch locations within the family hierarchy.

### **Standard ARC# Access Group**

When a user is granted access to IAR, they are assigned to the Standard ARC# Access group. Standard access is the default access group which means the user has access to the sales report of the ARC# under which the user's My ARC profile was created. The standard ARC# access group follows the ARC family hierarchy structure where an IAR user's access to Sales Reports and the Administrator's authority to manage other users will be based upon the IAR username, its associated ARC# as well as the ARC#'s position in the existing hierarchy.

For single-location agencies, users only have access to that single location. For Home Office Locations with multiple branch locations, users at the HOL level have access to their location plus any subordinate (branch locations). For Branch locations, users only have access to that single branch location, but not to any other branch locations across or to the HOL.

### **Custom ARC# Access Groups**

HOL IAR administrators are able to create custom groups of ARC# locations that differ from the standard IAR default access. Users can be assigned to these custom groups and then be allowed flat access to only the Sales Reports of the ARC# locations in the group. Custom ARC# Access Groups provide users with access to sales reports outside of the limitations of the Standard ARC# group. The Custom Access Group setting also provides select administrators with the ability to manage user profiles outside of these limitations.

**NOTE:** Custom ARC# Access Groups are not applicable to BOS file creation or retrieval.

### **User's ARC# Group Assignment**

When a user has been assigned to one or more custom ARC# Access Groups, a dropdown box on the IAR Home page indicates the groups to which they are assigned. Once selected, the IAR Home Page then displays Sales Reports for the selected ARC# group. To view another assigned custom ARC# access group's Sales Reports, the user must change their drop-down selection.

### **IAR Administrator's Ability to Manage Users**

An Administrator's ability to manage IAR users is dependent upon whether they are a part of a HOL or a Branch.

If the Administrator profile is created at the HOL:

- The Administrator has access to IAR User Administration and can manage the users of all offices below them in the family hierarchy.
- HOL Administrators are the only administrator type that can create or modify ARC# Access groups. HOL Administrators are the only administrator type that can assign users to ARC# Access groups.

If the Administrator profile is created in a Branch:

- Branch Administrators have access to the IAR User Administration function.



- Branch Administrators can only view and manage the users of their own location.
- Branch Administrators cannot view or manage the users of any other offices within the family hierarchy.
- Branch Administrators can view a user's assignment to the Standard or Custom ARC# Access Group but cannot modify the assignment.
- Branch Administrators can view the contents of an ARC# Access Group.

The HOL Administrator is the only administrator type that can create or modify ARC# Access Groups and the only administrator type that can assign users to ARC# Access Groups.

Note: The standard default view for Branch Administrators is read-only. The default view for HOL Administrators is read/modify and allows for the modification of groups.

## **Controlling User Rights and Access within IAR**

### **User Profiles**

Each individual IAR user will have a user profile which identifies each user's role and Sales Report access group. If you do not have access to the functionality necessary to fulfill your role and responsibilities, please contact your agency's IAR Administrator.

### **IAR User Roles**

In IAR, user rights groups are assembled into pre-defined user roles. The IAR Administrator must assign each user to a role. Functionality is pre-set for each role, and those settings apply to all users that are members of that user role. Based upon a user's role, certain fields in IAR are displayed or hidden from view. In this way, a user is only able to access data and functionalities authorized for the user role to which the user is assigned.

In IAR, user roles control what a user can do in a Sales Report. Every user is assigned to one and only one user role. Based upon a user's role, fields in IAR are active, disabled, or hidden. In this way, a user will only be able to perform actions to which they have the rights to perform.

### **Access User Profiles**

#### **The Administration IAR Users Tab - Default View**

\*\*\*IAR Administrator Only\*\*\*

The IAR User tab default view list shows, in alphabetical order, all IAR users assigned to the Administrator's own ARC# if they are members of the Standard ARC# Access group. If the administrator is assigned to a Custom ARC# Access group, the initial list displays, in alphabetical order, the users belonging to the one or many custom group(s).

### **Search and View User Lists**

In IAR the Administrator is able to search and view lists of users. By accessing the global Administration header, an alphabetical list of users is displayed in order by last name and then the first name:

- If the user is assigned to the Standard Group, the first 20 users are in the Administrator's ARC#.



- If the user is assigned to one or more Custom ARC# Groups, the first 20 users of that group(s).

The instructions for searching and viewing a user list are located in IAR Online Help. To access the instructions at the IAR Home page screen:

1. Click the global Help header.
2. Once selected, the online help system displays.
3. Under the table of contents, click Working with User Accounts, IAR Users Tab, Search and View User Lists.
4. Once selected, the instructions will be displayed.

**Note:** If no results are found, the IAR User screen redisplay with a message that no results were found.

### **Update a User Profile**

To update a user profile the user's name must be displayed on the default IAR Users tab. To access the user's profile, click on the EDIT button associated with the user's name and the User Profile screen displays. Make any necessary corrections, edit, or changes and click the Submit button to process the changes.

**Note:** The use of the Close button on the User Profile screen will close the screen and take you back to the IAR User tab but it will not save any edits.

### **Mask Credit Card Numbers by User**

By default, credit card numbers are masked for all IAR users and unmasked for all BOS file users. The IAR Administrator has the ability to turn the credit card masking feature on and off for users. The IAR Administrator also has the ability to turn the credit card masking feature on or off for all BOS files created by users within the agency. The instructions for masking or unmasking the ability to view a credit card number are located in IAR Online Help.

### **Browsing a User Role's Rights**

To view a user's rights to perform tasks in IAR, access the User Roles screen and use the up (↑) or down (↓) arrow keys located in the Rights section of the screen.

### **Move ARC#**

To change to another ARC#, enter a new ARC# into the View ARC#: box and click the GO button. The user roles, number of user members, and access rights of each user for the specified ARC# displays.

### **Viewing Users Assigned a Specific Role**

To view a list of users assigned to a specific IAR role, click the # of IAR Users link associated with the role. A list of users displays. To move to the next page of list results, click the Next link. To return to the previous page of list results, click the Previous link. Results can be shown in a list of 20, 50, 100 or 200 usernames per page. To reset the list, select the CLEAR button at the bottom of the list.

### **Controlling Sales Report Access - ARC# Access Tab**



In IAR, HOL Administrators are able to create custom groups of ARC#s to which users can be assigned to provide those users with access to the Sales Reports for that group of ARC#s.

### Search and View Lists for a Group

\*\*\*HOL Administrator Only\*\*\*

The HOL Administrator has the ability to view ARC# Access group information in IAR. To search and view the group information, the Administrator must be logged onto IAR, have accessed IAR User Administration, and have accessed the ARC# Access tab. Upon entry to the ARC# Access tab, the Show Results dropdown default is set to 20 which will display the first 20 ARC# Access groups in a list in alphabetical order by group name:

- To search the list, the Administrator enters criteria in the Find box and selects either Group Name or Modified By in the drop-down box.
- If a Group Name is selected, any alpha numeric entry can be made in the Find box.
- If Modified By is selected, any alphanumeric entry can be made in the Find box.
- Select from the Show Results drop down box the number of results to list (the Show Results drop down contains the values 20, 50, 100 and 200).
- Click the **GO** button.
- A list of ARC# Access Groups matching the search and show results criteria displays.
- If there are no results, the ARC# Access tab screen redisplay with a message that no results were found.

Note: The CLEAR button will "reset" the list to the original (default) list display.

### Add a New ARC# Access Group

\*\*\*HOL Administrator Only\*\*\*

The HOL Administrator has the ability to add new custom ARC# Group(s) in IAR. To add a group, the Administrator must be logged onto IAR, have accessed IAR User Administration, and have accessed the ARC# Access tab showing a group list.

To add a new custom ARC# Access Group, from the ARC# Access tab screen:

1. Click the **ADD GROUP** button.
2. The ARC# Access Group Profile screen displays.
3. Type a group name (required).
4. Add an ARC# to the group (at least one is required).
5. Click the **Submit** button to add the ARC# Access Group to the organization.
6. Click the **Cancel** button to return to the ARC# Access tab screen.
7. The ARC# Access screen displays showing the new group.

### Edit an ARC# Access Group Profile

\*\*\*HOL Administrator Only\*\*\*

The HOL Administrator has the ability to edit ARC# Access groups in IAR. To edit a group, the Administrator must be logged into IAR, have accessed IAR User Administration, and have accessed the ARC# Access tab showing a



group list.


To edit an ARC# Access group, from the ARC# Access tab screen:

1. Click the **EDIT** button.
2. The ARC# Access Group Profile screen displays.
3. Rename the group and/or add/remove ARC#s from the group.
4. Click the **Submit** button to process the changes.
5. Click the **Close** button to close the screen and go back to the IAR User Tab screen. The use of the Close button will not save any edits.
6. Click the **Cancel** button to undo/ignore any changes you may have made and return to the ARC# Access Group Profile.

### Delete an ARC# Access Group Profile

The HOL Administrator has the ability to delete ARC# Group(s) in IAR. To delete a group, the Administrator must be logged into IAR, have accessed IAR User Administration, and have accessed the ARC# Access Group tab showing a group list. For detailed instructions on deleting a group, please see IAR Online Help.

To delete an ARC# Access group, from the ARC# Access tab screen:

1. Click the group's **Trash Can**  icon.
2. The ARC# Access Group Profile confirmation screen displays with the message: "You are about to delete this access group. Are you sure?"
3. Click the **Yes** button to process the deletion.
4. The ARC# Access Group is removed and returns to the ARC # Access screen which no longer displays the group name.
5. Click the **NO** button to cancel and return to the ARC# Access screen.

Note: The **Standard** group cannot be deleted.

### Newly Accredited ARC Locations

All newly accredited entities are automatically assigned to the Standard group. To use the ARC# in a Custom Group, the HOL Administrator must make the change to the user's access rights.

### Inactivated ARC# Groups

All inactivated (closed) ARC# locations are automatically removed from the Standard and custom ARC# Access groups starting with the appropriate PED.

## Navigating in IAR

### What is Navigation?

Navigation is the term used to describe the process of 'moving around' in IAR. There are two distinct ways to navigate through IAR - within a screen (transaction) and between screens. Navigating within screens is simply having the ability



to point and click through the screen. If you are on one field and need to move to the next, simply point your cursor on the new field and click. You can use the keyboard Tab button to move between fields.

The second method of navigation in IAR is moving between screens. In this area, IAR utilizes Global Headers, Global Footers and Navigation Buttons.

- Global Headers are a set of main links that appear on every page of the application and allow the user to access the main sections of IAR quickly and easily.
- Global Footers, like Global Headers, are another set of main links that allow a user to access information concerning ARC's [Privacy Policy](#), [IAR 2.0 Terms of Use](#), [IAR Resource Center](#), and [Contact Us](#).
- Navigation buttons allow a user to move between screens as well as view data that is not displayed on a single screen. The navigation buttons are Next, Previous, Move Top and Move Bottom.

### **Screen and Transaction Navigation**

By taking advantage of web browser-based technology, IAR relies on point and click functionality, drop down boxes, buttons and other controls that allow a user to easily navigate through the screens necessary to complete a Sales Report. In IAR, a straight sale transaction comprises two screens and an exchange transaction comprises four screens. Note that all navigation logic is determined by document type.

#### **Straight Sale Transactions**

E-Ticket and EMD Default Navigation Screens

1. Financial Details
2. Itinerary/Endorsements

MCO Default Navigation Screens

1. Financial Details
2. MCO Information

#### **Exchange Transactions**

E-Ticket and EMD Exchange Default Navigation Screens

1. Financial Details
2. Itinerary/Endorsements
3. Exchange Support
4. Exchange Summary

MCO Exchange Default Navigation Screens

1. Financial Details
2. MCO Information
3. Exchange Support
4. Exchange Summary

#### **Refund Transactions\***

1. Refund Details



## 2. Refund Application

\* The Itinerary/Endorsements screen and associated fields does not apply to refunds.

### Internet Browsers and Browser Navigation

A browser is a software program that helps you navigate the Web and access text, graphics, hyperlinks, videos, and other multimedia. Browser navigation refers to the standard ability for users to move around in a web-based browser application.

#### Forward Button

The Forward button navigates to the next location in the browser history. If no history exists, then no forward navigation takes place.

#### Back Button

The Back button returns you to the previous page you visited. In a newly added transaction that has not been saved using the **ET** button, if you use the Back button to go to the Sales Report screen and add any data, the newly added transaction will be ignored.

#### Refresh Button

The refresh button re-loads the IAR screen you are currently viewing.

### File, New Window - IAR DOES NOT SUPPORT THIS FUNCTIONALITY

Web browsers allow a user to open a second browser window from the screen that was originally opened (or first screen accessed). IAR does not support this type of functionality because opening multiple windows has the potential to cause data synchronization errors and other system issues. IAR accepts data from the window you are working in, so if you are in a transaction and you press the ET button, the transaction will be closed. If you try to modify the transaction that appears to still be open in a second window, IAR will display an error message.

#### Print/Save

On the IAR Home page and Sales Report screens, IAR supports printing of lists formatted to fit a standard 8.5"x 11" page. Other IAR pages can also be printed by using the browser's print button. However, if the browser's print button is used, you will need to use the browser page setup functionality to manage the printing format. IAR cannot format browser printing.

To print or save in IAR, navigate to the IAR Home page screen and then:

1. Click the drop-down box displaying the default **Printable List** textbox.
2. Click the desired print or save option (Printable List, Save List in Spreadsheet Format or Save List in Text Format).
3. The print/save option selected displays in the Printable List textbox.
4. Click the **PRINT/SAVE** button.





## General Screen Navigation Functionality

- When a transaction retrieved from the Sales Report contains an error the first default navigation screen containing the field in error is displayed.
- When a transaction retrieved from the Sales Report is error-free, the first default navigation screen is displayed. All entered data will be retained unless the transaction is ignored, or a time-out occurs. Exception: If non-stored data is entered then all navigation is cancelled, and the current screen is re-displayed with the field in error.
- When an End Transaction (ET) button is clicked, the transaction is saved and written to the database either as an error or error-free based upon all required edits.
- If data is entered in both the **Add New Document** and **Add Old Document** fields of the Financial Detail Screen, then the **Add Old Document** data takes precedence.
- Accessing a document from the New Documents list on the Financial Detail Screen will result in the current transaction being closed and the requested document being opened.
- In an exchange, new document errors will take precedence over old document errors.

## Enter Key

Using the enter key on your keyboard allows you to:

- Activate buttons in focus.
- Edit all data fields within a transaction.
- If the screen contains no errors, then the Enter key will follow default navigation for that transaction.
- If you are on the last default navigation screen, pressing Enter will redisplay that screen with a message to select "ET" or "IGNORE".
- Activate buttons (Financial Details screen) - If old or new documents have been added to the appropriate fields then pressing "Enter" will activate the "add document" button.
- When adding an old document in an exchange, pressing "Enter" will move you to the Exchange Support screen.

## Tab Key

The Tab key on your keyboard moves the cursor forward, left to right, and between fields on a screen.

## Screen Tabs

Screen Tabs are located at the top of each screen and allow a user to move to another screen. By using the screen tabs, you can:

- Go directly to the indicated screen.
- Override all conditions except:
  - Non-stored data fields errors.
  - Data entered on either the Add New Document or Add Old Document fields.
  - The current screen will be redisplayed for data correction or removal.
- Retain all data entered on exited screen.
- The Exchange Support and Exchange Summary screen tabs are not available for straight sale transactions.



## Ignore Button

When the **IGNORE** button is used:

- A confirmation of the intent to ignore (Are you sure you want to IGNORE? YES or NO) is displayed.
- The transaction is returned to the database in the same state as when it was initially retrieved.
- When adding a new transaction, pressing the IGNORE button means that the transaction will not be added to the Sales Report.

## ET Button

When the **ET** button is clicked:

- A confirmation of the intent to save (Are you sure you want to End Transaction? YES or NO) will be displayed.
- Selecting YES saves and closes the transactions.
- Selecting NO takes you to the last displayed transaction screen.
- Transactions containing error conditions will be saved and closed with an error status.

## Next Button

Click the Next button to move to the next transaction page. Note that:

- When the **NEXT** button is used within a transaction it follows the default navigation of one page to the next page. Clicking NEXT will not override any error conditions. If errors are found, then the current screen is redisplayed with a descriptive error message.
- Any data entered into a field on a screen will be retained once the screen has been exited.
- On the Financial Details screen, if data is entered in either the Add Old or Add New Document fields, then the Add Old Document data will take precedence over the Add New and be processed. The data entered in the Add New Document field will however be retained. The New Document data must then be either processed or removed from the field.
- The NEXT page link is not available on the last default transaction screen.

## Previous

Click the Previous button to move to the previous transaction page. Within a transaction the Previous button:

- Follows the default navigation in reverse order.
- Pressing the Previous button will not override any error conditions. If errors are found, then the current screen will be redisplayed with a descriptive error message.
- Any field data entered on the exited screen will be retained.
- On the Financial Details screen, if data has been entered in either the Add Old or Add New Document fields, then the Add Old data will take precedence and be processed. The data entered in the Add New Document field will however be retained. The New Document data must then be processed or removed from the field.
- The Previous button is not available on the first default transaction screen.



## Cancel

Click the Cancel button to end a transaction and not save any changes made. Also note that:

- Pressing the Cancel button on the Exchange Support screen will navigate back to the Financial Details screen without adding an old document.
- Pressing the Cancel button on the Additional Certificates screen will navigate back to the Financial Details screen without adding any new certificates in positions 5-50.
- Pressing the Cancel button on the Old Doc Duplicate screen will cancel the old document additional screen and return you to the Financial Details screen.
- Pressing the Cancel button on the Duplicate Tickets: Sale screen will cancel the sale document addition and return you to the Sales Report screen.

## Global Headers

The four global headers in IAR include: Administration, Home, BOS and Help. To access any of the global headers at any IAR screen, click on one of the headers and the first screen of the associated link displays.

**Note:** Only users assigned to the IAR Administrator role will see the Administration header button. Clicking on this button opens User Administration in the same browser window and displays the IAR Users tab.

## Global Footers

IAR utilizes global footers that serve as links to important information. The footers appear at the bottom of every IAR screen so the information can be easily accessed. The global footers include information on [Privacy Policy](#), [IAR 2.0 Terms of Use](#), [IAR Resource Center](#), and [Contact Us](#).

To access any of the global footers, click on the footer link and the first screen of the associated link displays.

The screenshot displays the IAR Home interface. At the top, the ARC logo is on the left, and the 'Global Headers' section contains links for 'Administration', 'Home', 'BOS', and 'Help', which are highlighted with a red box. Below the headers, the 'IAR Home' section includes a 'Welcome: Philip' message and the date 'Today is: Wednesday, Mar 16, 2022'. A search bar with various filters (Access Group, ARC #, PED, Sales Report Status, List Type, Results) and buttons for 'CREATE LIST' and 'PRINT/SAVE' is present. Below the search bar, there is a 'FINANCIAL SUMMARY' table with columns for Ln, ARC #, Status, PED, Net Cash, Net Credit, Net Remit, Confirm #, User, Date, Time, Trans, and Rev A/S. The table contains three rows of data. At the bottom, the 'Global Footers' section includes links for 'Privacy Policy', 'IAR 2.0 Terms of Use', 'IAR Resource Center', and 'Contact Us', which are also highlighted with a red box. The footer text at the very bottom reads: '© Copyright 2022 Airlines Reporting Corporation (ARC). All rights reserved.'


Ln	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	49564956	A	06MAR22	0.00	0.00	0.00	030622638360	ARCautoauth	08MAR22	2359	0	R
2	49564956	A	13MAR22	0.00	0.00	0.00	031322647986	ARCautoauth	15MAR22	2359	0	R
3	49564956		20MAR22	0.00	0.00	0.00						



## Navigation Buttons

Navigation buttons allow a user to move between screens as well as view data that is not displayed on a single screen. The navigation buttons are Next, Previous, Move Top, and Move Bottom.

- Move Top - Moves to the top of a page.
- Previous - Moves to the previous screen.
- Next - Moves to the next screen.
- Move Bottom - Moves to the bottom of a page.



AdministrationHomeBOSHelp

[Close IAR](#)

IAR Home

Welcome: PhilipToday is: Wednesday, Mar 16, 2022

Access Group  
Standard

☒ Begin With:

ARC #  
49560744

PED  
31OCT21

Sales Report Status  
[Dropdown]

List Type  
LS-Financial Summary

Results  
20

CREATE LIST

Printable List [Dropdown]

PRINT/SAVE

AUTH/SUBMIT

Navigation Buttons

NEXTMOVE BOTTOM (MB)

FINANCIAL SUMMARY

Ln	<input checked="" type="checkbox"/>	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	<input type="checkbox"/>	49564956	A	31OCT21	0.00	0.00	0.00	103121465312	ARCautoauth	02NOV21	2359	0	R
2	<input type="checkbox"/>	49564956	A	07NOV21	0.00	0.00	0.00	110721475115	ARCautoauth	09NOV21	2359	0	R
3	<input type="checkbox"/>	49564956	A	14NOV21	0.00	0.00	0.00	111421484814	ARCautoauth	16NOV21	2359	0	R
4	<input type="checkbox"/>	49564956	A	21NOV21	0.00	0.00	0.00	112121494547	ARCautoauth	23NOV21	2359	0	R
5	<input type="checkbox"/>	49564956	A	28NOV21	0.00	0.00	0.00	112821504225	ARCautoauth	30NOV21	2359	0	R
6	<input type="checkbox"/>	49564956	A	05DEC21	0.00	0.00	0.00	120521513777	ARCautoauth	07DEC21	2359	0	R
7	<input type="checkbox"/>	49564956	A	12DEC21	0.00	0.00	0.00	121221523464	ARCautoauth	14DEC21	2359	0	R
8	<input type="checkbox"/>	49564956	A	19DEC21	0.00	0.00	0.00	121921533052	ARCautoauth	21DEC21	2359	0	R
9	<input type="checkbox"/>	49564956	A	26DEC21	0.00	0.00	0.00	122621542562	ARCautoauth	28DEC21	2359	0	R
10	<input type="checkbox"/>	49564956	A	02JAN22	0.00	0.00	0.00	010222552045	ARCautoauth	04JAN22	2359	0	R
11	<input type="checkbox"/>	49564956	A	09JAN22	0.00	0.00	0.00	010922561663	ARCautoauth	11JAN22	2359	0	R
12	<input type="checkbox"/>	49564956	A	16JAN22	0.00	0.00	0.00	011622571349	ARCautoauth	18JAN22	2359	0	R
13	<input type="checkbox"/>	49564956	A	23JAN22	0.00	0.00	0.00	012322580884	ARCautoauth	25JAN22	2359	0	R
14	<input type="checkbox"/>	49564956	A	30JAN22	0.00	0.00	0.00	013022590379	ARCautoauth	01FEB22	2359	0	R
15	<input type="checkbox"/>	49564956	A	06FEB22	0.00	0.00	0.00	020622599920	ARCautoauth	08FEB22	2359	0	R
16	<input type="checkbox"/>	49564956	A	13FEB22	0.00	0.00	0.00	021322609568	ARCautoauth	15FEB22	2359	0	R
17	<input type="checkbox"/>	49564956	A	20FEB22	0.00	0.00	0.00	022022619186	ARCautoauth	22FEB22	2359	0	R
18	<input type="checkbox"/>	49564956	A	27FEB22	0.00	0.00	0.00	022722628782	ARCautoauth	01MAR22	2359	0	R
19	<input type="checkbox"/>	49564956	A	06MAR22	0.00	0.00	0.00	030622638360	ARCautoauth	08MAR22	2359	0	R
20	<input type="checkbox"/>	49564956	A	13MAR22	0.00	0.00	0.00	031322647986	ARCautoauth	15MAR22	2359	0	R

Navigation Buttons

NEXTMOVE BOTTOM (MB)



## List Navigation

You may view lists of transactions at any time while working in IAR. Viewing these lists, especially prior to submitting a report to ARC, can provide you with information about the transactions that are in the Sales Report. The ability to look at transaction lists in IAR is contained in the Sales Report screen's list tab function. All available transaction qualifiers are located on this screen. By selecting qualifiers, users can create custom lists of Sales Report transactions.

### IAR Home Page List Type Drop Down Boxes

Four list types can be selected from the IAR Home page screen:

- **Financial Summary** - Shows financial summary information for a specific Sales Report or group of Sales Reports that a user can access. This is the default list view.
- **Financial Detail** – Shows summarized detail financial information for a specific Sales Report or group of Sales Reports that a user can access.
- **List Counts** - Shows a count of transaction types for a specific Sales Report or group of Sales Reports that a user can access.
- **Total Counts** - Shows a summarized total count for each transaction type for a specific Sales Report or group of Sales Reports that a user can access.

When used in conjunction with the ARC# Access GROUP and Sales Report Status drop down boxes, the List Type drop-down box allows a user to narrow a search for specific information.

To select a List Type:

At the IAR Home Page screen:

1. Click on the **List Type** drop down box.
2. Click the desired list type.
3. The list type selected displays in the List Type textbox.
4. Click the **CREATE LIST** button.
5. The requested list displays.



**ARC** Administration Home BOS Help  
[Close IAR](#)

IAR Home Welcome: Philip Today is: Wednesday, Mar 16, 2022

Access Group: Standard Begin With: ☐ ARC #: 49564956 PED: Sales Report Status: List Type: LS-Financial Summary Results: 20  
**CREATE LIST** **PRINT/SAVE**

LC-List Counts  
p LF-Financial Detail  
LS-Financial Summary  
TC-Total Counts

**AUTH/SUBMIT**

**FINANCIAL SUMMARY**

Ln	<input checked="" type="checkbox"/>	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	<input type="checkbox"/>	49564956	A	06MAR22	0.00	0.00	0.00	030622638360	ARCautoauth	08MAR22	2359	0	R
2	<input type="checkbox"/>	49564956	A	13MAR22	0.00	0.00	0.00	031322647986	ARCautoauth	15MAR22	2359	0	R
3	<input type="checkbox"/>	49564956		20MAR22	0.00	0.00	0.00						

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## List Results

A user can view a list of 20, 50, 100, 250 or 500 results per page. To select the number of results shown per page:

1. Click the **Results** drop down box to display count options.
2. Select a count.
3. The count will display in the textbox.
4. Click the **CREATE LIST** button.

## Print /Save List

On the IAR Home Page and Sales Report screens, IAR provides a means to print and save lists which are formatted to fit a standard 8.5" x 11" page. Other IAR pages can also be printed by using the browser's print button. However, if the browser's print button is used, you will need to use the browser page setup functionality to manage the printing format. IAR cannot format browser printing.

**ARC** Home BOS Help  
**Select number of results per page** [Close IAR](#)

IAR Home Welcome: Philip Today is: Wednesday, Mar 16, 2022

Access Group: Standard Begin With: ☐ ARC #: 49564956 PED: Sales Report Status: List Type: LS-Financial Summary Results: 20  
**CREATE LIST** **PRINT/SAVE**

Printable List  
Printable List  
Save List in Spreadsheet Format  
Save List in Text Format

**AUTH/SUBMIT**

**FINANCIAL SUMMARY**

Ln	<input checked="" type="checkbox"/>	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	<input type="checkbox"/>	49564956	A	06MAR22	0.00	0.00	0.00	030622638360	ARCautoauth	08MAR22	2359	0	R
2	<input type="checkbox"/>	49564956	A	13MAR22	0.00	0.00	0.00	031322647986	ARCautoauth	15MAR22	2359	0	R
3	<input type="checkbox"/>	49564956		20MAR22	0.00	0.00	0.00						

To print or save in IAR navigate to the IAR Home page screen and then:

1. Click the drop-down box displaying the default **Printable List** textbox.
2. Click the desired print or save option (Printable List, Save List in Spreadsheet Format or Save List in Text Format).
3. The print/save option selected displays in the Printable List textbox.
4. Click the **PRINT/SAVE** button.

## **Working with Other Sales Reports within Your Organization**

### **Move to another Sales Report Period**

IAR gives a user the ability to move to another sales report Period Ending Date (PED). The default view for Sales Reports when using this functionality displays:

- The current Sales Report that has not yet been submitted.
- The previous week's Sales Report that is being reconciled for authorization/submission.
- The oldest submitted Sales Report already past the submission deadline.

After moving to a different PED, you may perform all normal IAR functions assigned to you as long as the ARC submission deadline for the Sales Report has not passed. Users may move to any IAR sales report PED from the past 60 months by entering the desired Sunday date in the PED field, or by selecting a date using the pop-up virtual calendar that automatically appears in the PED field.

To move to another Sales Report PED at the IAR Home page screen:

1. Type a valid Sales Report PED into the **PED** textbox, or use the pop up visual calendar to select a PED.
2. Click the **CREATE LIST** button.
3. The Sales Report screen displays with the List tab displayed.
4. A list of transactions for the entered PED displays.

**Note:** A valid PED is entered in a DDMMYY format and must be a Sunday date. You may also type in the word "PED" to display a list of all active sales reports for a location, which will display the sales reports for the three most recent PEDs.

**ARC** Home Help [Close IAR](#)

Today is: Wednesday, Oct 19, 2022

IAR Home

Access Group: Standard ☒ Begin With: ARC #: 18511851 PED: 09OCT22 Sales Report Status: List Type: LS-Financial Summary Results: 20

**1** Type a valid PED or Select a date from the visual calendar

**2** Click the Create List button

**CREATE LIST** **PRINT/SAVE**

**AUTH/SUBMIT**

**FINANCIAL SUMMARY**

Ln	<input checked="" type="checkbox"/>	ARC #	Status	PED	Net Cash
1	<input type="checkbox"/>	18511851		09OCT22	0.00
2	<input type="checkbox"/>	18511851		16OCT22	0.00
3	<input type="checkbox"/>	18511851		23OCT22	0.00

User	Date	Time	Trans	Rev A/S

### Move to another ARC location's Sales Report (Move ARC#)

The functionality to move to another ARC location's Sales Report allows an agency to 'move' into a subordinate or branch agency's Sales Report to view their sales activity as well as add or modify transactions. You can also move to another ARC number when you need to perform IAR functions in another ARC number, such as for a branch. Note that you may only access other ARC locations if you have access rights to that group. For detailed instructions on moving to another ARC# location, please see IAR Online Help.

To move to another ARC location, navigate to the IAR Home page screen and then:

1. Type a valid 8-digit ARC location number into the **ARC #** textbox.
2. Click the **CREATE LIST** button.
3. The Sales Report screen displays with the List tab displayed.
4. A list of sales reports for the requested ARC# displays.

The ARC# field also allows an agency with multiple locations to view more than a single location. The default on initial entry to the IAR Home page displays the sales report for the three most recent PEDs of your assigned ARC location. However, if you are located at a Home Office Location (HOL), you may type in the word "ALL" in the ARC # text box instead of an 8-digit ARC location number. Use of "ALL" displays a list of the active sales reports for all locations associated with your assigned location. The "ALL" option works in conjunction only with the List Type options of LS - Financial Summary or LC- List Counts and can be combined with the PED text box to list all sales reports for all PEDs or all sales reports for a single PED.



ARC

Administration Home BOS Help

[Close IAR](#)

IAR Home

Welcome: Philip Today is: Wednesday, Mar 16, 2022

Access Group

Standard

☐ Begin With:

ARC #

49564956

PED

Sales Report Status

List Type

LS-Financial Summary

Results

20

Printable List

CREATE LIST

PRINT/SAVE

Enter a valid ARC#

AUTH/SUBMIT

FINANCIAL SUMMARY

Ln	<input checked="" type="checkbox"/>	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	<input type="checkbox"/>	<a href="#">49564956</a>	A	06MAR22	0.00	0.00	0.00	030622638360	ARCautoauth	08MAR22	2359	0	<a href="#">R</a>
2	<input type="checkbox"/>	<a href="#">49564956</a>	A	13MAR22	0.00	0.00	0.00	031322647986	ARCautoauth	15MAR22	2359	0	<a href="#">R</a>
3	<input type="checkbox"/>	<a href="#">49564956</a>		20MAR22	0.00	0.00	0.00						

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## Move to a Different Custom ARC# Group

For agencies with multiple locations, moving to another custom ARC # group allows you to move into a different group and take on the IAR sales report access rights of that group. This provides a way to create groupings of ARC locations to organize and assign work. You would move to another ARC# custom group when you need to perform IAR functions in that group.

To move to a different custom ARC# Access group, navigate to the IAR Home page screen and then:

1. Select a custom group from the **Access Group** drop down box.
2. Once selected, the group name moves to the top of the box.

ARC Administration Home BOS Help [Close IAR](#)

IAR Home Welcome: Philip Today is: Wednesday, Mar 16, 2022

Access Group: Standard ☐ Begin With: ARC #: 49564956 PED: Sales Report Status: List Type: Results: 20 [CREATE LIST](#) [PRINT/SAVE](#)

Select an ARC Access Group (if applicable)

[AUTH/SUBMIT](#)

**FINANCIAL SUMMARY**

Ln	<input checked="" type="checkbox"/>	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	<input type="checkbox"/>	49564956	A	06MAR22	0.00	0.00	0.00	030622638360	ARCAutoauth	08MAR22	2359	0	<a href="#">R</a>
2	<input type="checkbox"/>	49564956	A	13MAR22	0.00	0.00	0.00	031322647986	ARCAutoauth	15MAR22	2359	0	<a href="#">R</a>
3	<input type="checkbox"/>	49564956		20MAR22	0.00	0.00	0.00						

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## Sales Report Tabs

The tabs on the Sales Report screen allow a user to access the screens necessary to complete a Sales Report. tabs include:

- **List** - Displays the screen necessary to allow a user to create lists of transactions using IAR qualifiers.
- **Modify** - Contains the screens necessary to allow a user to modify and make changes to a transaction(s).
- **Add** - Contains the screens necessary to allow a user to add transactions to the Sales Report.
- **Refund** - Contains the screens necessary to allow a user to refund transactions.
- **Void** - Contains the screens necessary to allow a user to void transactions.
- **View Only** - Contains the screen necessary to allow a user to view transactions but make no modifications to those transactions

**Note:** Each one of these tabs is explained in further detail in the appropriate and corresponding chapter in this section of the handbook.

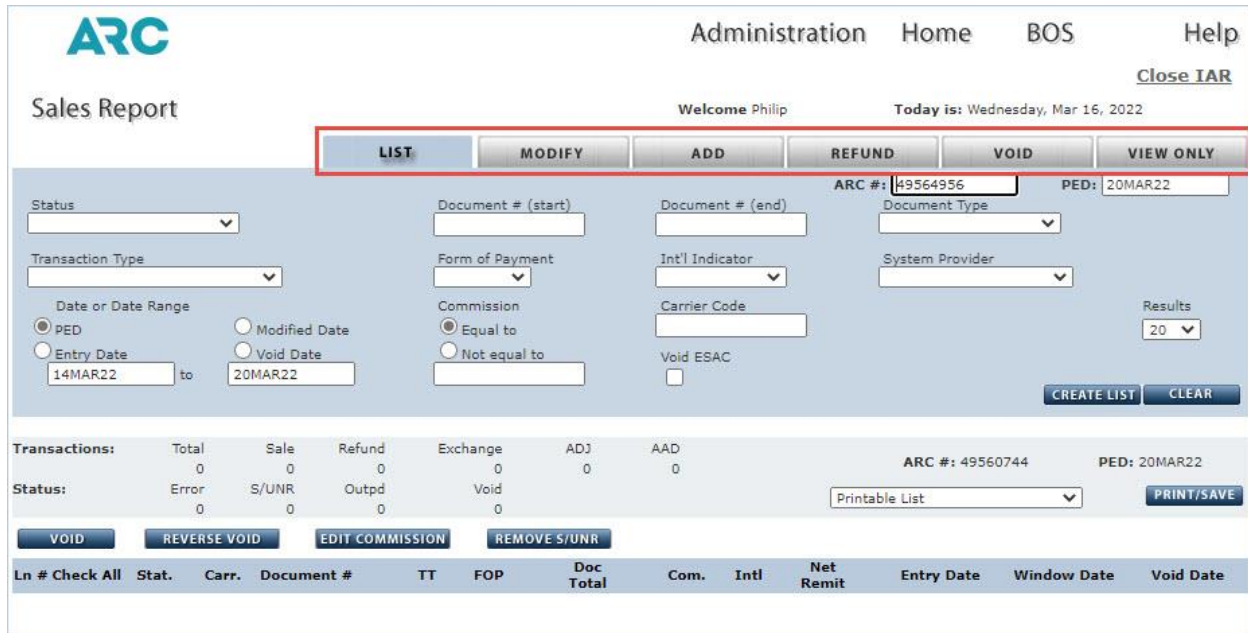
### List Tab

The List tab on the Sales Report screen contains all the transaction list qualifiers available for use in IAR. By selecting qualifiers, users can create custom lists of Sales Report transactions.

To access the List tab, navigate to the IAR Home page screen and then:

1. Click an ARC# link to access a Sales Report.

2. The default Sales Report screen displays set to the **List** tab.
3. On the **List** tab, select the desired qualifiers.
4. Click the **CREATE LIST** button.
5. The Sales Report screen re-displays and shows a list of transactions that meet the criteria set by the chosen qualifier.
6. Click the **CLEAR** button to clear the qualifier fields on the List tab.



## Displaying and Working with Transaction Lists


Displaying a list of transactions provides a user with information about document numbers, transaction types, forms of payment, document totals, commissions and net remittance amounts. A one-line summary of each transaction from the Sales Report is shown on a List Transactions display.

The List Transactions display gives you the ability to review your Sales Report prior to submitting it to ARC for settlement. You may request a List Transactions display whenever you wish to view transactions within a specific Sales Report PED and/or subordinate ARC number.

You also have the ability of using qualifiers to pinpoint certain transaction attributes and narrow the number of transactions shown on a list. A list transaction display is available for any unsubmitted Sales Report, any submitted Sales Report not past the Tuesday 11:59 p.m. submission deadline, or the last submitted Sales Report that is past the submission deadline.

To view a list of transactions, navigate to the IAR Home page screen and then:

1. Click the ARC# link to access a Sales Report.
2. The Sales Report screen displays a list of all transactions for the current PED and selected ARC#.



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Sales Report

Welcome Philip

Today is: Wednesday, Mar 16, 2022

[Close IAR](#)

[LIST](#)
[MODIFY](#)
[ADD](#)
[REFUND](#)
[VOID](#)
[VIEW ONLY](#)

Status

Transaction Type

Date or Date Range

☒ PED

☐ Entry Date

20MAY19 to 26MAY19

Document # (start)

Form of Payment

Commission

☒ Equal to

☐ Not equal to

Document # (end)

Int'l Indicator

Carrier Code

Void ESAC ☐

ARC #: 49564956

PED: 26MAY19

Document Type

System Provider

Results 20

Transactions: Total 20 Sale 20 Refund 0 Exchange 0 ADJ 0 AAD 0

Status: Error 0 S/UNR 0 Outpd 0 Void 1

ARC #: 49564956 PED: 26MAY19

Printable List

[CREATE LIST](#) [CLEAR](#)

[VOID](#)
[REVERSE VOID](#)
[EDIT COMMISSION](#)
[REMOVE S/UNR](#)

### List of Transactions

[NEXT](#)
[MOVE BOTTOM \(MB\)](#)

Ln	Stat.	Carr.	Document #	TT	FOP	Doc Total	Com.	Intl	Net Remit	Entry Date	Window Date	Void Date
1	<input type="checkbox"/>	001	<a href="#">7287590468</a>	ET	TP	382.60	0.00		0.00	21MAY19	21MAY19	
2	<input type="checkbox"/>	016	<a href="#">7287590469</a>	ET	AX	10461.53	0.00	I	0.00	21MAY19	21MAY19	
3	<input type="checkbox"/>	006	<a href="#">7287590470</a>	ET	TP	794.00	0.00		0.00	21MAY19	21MAY19	
4	<input type="checkbox"/>	001	<a href="#">7287590471</a>	ET	TP	472.50	0.00		0.00	21MAY19	21MAY19	
5	<input type="checkbox"/>	006	<a href="#">7287590472</a>	ET	TP	254.00	0.00		0.00	22MAY19	22MAY19	
6	<input type="checkbox"/>	001	<a href="#">7287590473</a>	ET	TP	212.50	0.00		0.00	22MAY19	22MAY19	
7	<input type="checkbox"/>	001	<a href="#">7287590474</a>	ET	TP	532.60	0.00		0.00	22MAY19	22MAY19	
8	<input type="checkbox"/>	001	<a href="#">7287590475</a>	ET	TP	351.60	0.00		0.00	22MAY19	22MAY19	
9	<input type="checkbox"/>	016	<a href="#">7287590476</a>	ET	TP	422.60	0.00		0.00	22MAY19	22MAY19	
10	<input type="checkbox"/>	V 016	<a href="#">7287590477</a>	ET	TP	0.00	0.00		0.00	22MAY19	22MAY19	23MAY19
11	<input type="checkbox"/>	016	<a href="#">7287590478</a>	ET	TP	461.60	0.00		0.00	23MAY19	23MAY19	
12	<input type="checkbox"/>	001	<a href="#">7287590479</a>	ET	TP	1428.00	0.00		0.00	23MAY19	23MAY19	
13	<input type="checkbox"/>	001	<a href="#">7287590480</a>	ET	TP	1428.00	0.00		0.00	23MAY19	23MAY19	
14	<input type="checkbox"/>	016	<a href="#">7287590481</a>	ET	TP	1224.60	0.00		0.00	23MAY19	23MAY19	
15	<input type="checkbox"/>	001	<a href="#">7287590482</a>	ET	TP	282.30	0.00		0.00	23MAY19	23MAY19	
16	<input type="checkbox"/>	016	<a href="#">7287590483</a>	ET	TP	326.30	0.00		0.00	23MAY19	23MAY19	
17	<input type="checkbox"/>	006	<a href="#">7287590484</a>	ET	TP	218.30	0.00		0.00	24MAY19	24MAY19	
18	<input type="checkbox"/>	001	<a href="#">7287590485</a>	ET	TP	218.30	0.00		0.00	24MAY19	24MAY19	
19	<input type="checkbox"/>	016	<a href="#">7287590486</a>	ET	TP	451.30	0.00		0.00	25MAY19	28MAY19	
20	<input type="checkbox"/>	001	<a href="#">7287590487</a>	ET	TP	464.60	0.00		0.00	25MAY19	28MAY19	

[VOID](#)
[REVERSE VOID](#)
[EDIT COMMISSION](#)
[REMOVE S/UNR](#)

[NEXT](#)
[MOVE BOTTOM \(MB\)](#)

## List Qualifiers

IAR can assemble more specific data in a transaction list if a qualifier is used. A qualifier is an entry that customizes a list so that only specific transactions are displayed. IAR allows a transaction list to be assembled in IAR using the following qualifiers:

- ARC#
- Carrier Code
- Commission
- Date Range
- Document Number Range
- Document Type
- Electronic Settlement Authorization Code (ESAC)
- Form of Payment
- International Indicator PED



- System Provider
- Transaction Status
- Transaction Type

### Transaction List by ARC#

An authorized user may create a list of transactions for any valid ARC# they are authorized to access. To create a list of transactions for a specific ARC#, type the ARC# into the ARC# text box on the Sales Report screen and click **CREATE LIST**. A list of transactions for that ARC# displays. Used in conjunction with the other qualifiers shown on the Sales Report screen, it allows the user to narrow down the list of transaction search results.

### Transaction List by PED

A list of transactions by specified period ending date (PED) can be created in IAR. To create a list of transactions by PED, type a PED into the PED text box on the Sales Report screen and click the **CREATE LIST** button. A list of transactions for that PED displays. Used in conjunction with the other qualifiers and qualifier combinations shown on the Sales Report screen, it allows the user to narrow down the list of transaction search results.

### Transaction List by Transaction Status

Transaction Status indicates the condition of the document. For purposes of IAR system functionality, the following statuses may be used as qualifiers:

- **O - Out of Period** – Creates a list view of only those transactions which are being reported in a sales reporting period other than in which it was originally issued. Appears in list displays with a status of “o.”
- **E - Error** – Creates a list view of only those transactions which have one or more IAR-identified errors in its data. Appears in list displays with a status of “E.”
- **V - Void** – Creates a list view of only those transactions that have been voided. Appears in list displays with


a status of "V."

- **S – System Unresolved** – Obsolete and is no longer used.
- **MDA - Modified** – Creates a list view of only those transactions that have had some type of manual modification in IAR. Not a displayable code.
- **MCD - Commission Modified** - Creates a list view of only those transactions that have changed the commission amount. Not a displayable code.
- **MDP - Pricing Modified** – Creates a list view of only those transactions that were originally auto-priced by a GDS and had a change to a pricing data element. Not a displayable code.
- **MDN - Non-pricing Modified** - Creates a list view of only those transactions that had a change to a non-pricing data element. Not a displayable code.

When two transaction status types apply, a dual status (two codes) is displayed in the transaction list. If more than two apply, the first two codes are displayed along with an asterisk (\*) to indicate more status codes apply than can be displayed.

To create a list of transactions by status, start at the List tab on the Sales Report screen and then:

1. Click the arrow located to the right of the **Status** combo box to display a list of available statuses, or type the first letter of the qualifier in the box to bring it to the top.
2. Select a **Status**.
3. Click the **CREATE LIST** button or press the **Enter** key.
4. A list of transactions by the selected status displays.
5. To reset the List tab selections, click the **CLEAR** button.



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[Close IAR](#)

**Sales Report**

Welcome Philip

Today is: Wednesday, Mar 16, 2022

**LIST**

MODIFY

ADD

REFUND

VOID

VIEW ONLY

Status  


- E - Error
- V - Voided
- O - Out Of Period
- S - System Unresolved
- MDA - All Modified
- MDC - Commission Modified
- MDN - Non-pricing Modified
- MDP - Pricing Modified

Document # (start)

Document # (end)

ARC #: 49564956  
 PED: 26MAY19

Form of Payment

Int'l Indicator

Document Type

System Provider

Commission  
☐ Equal to  
☐ Not equal to

Carrier Code

Void ESAC  
☐

Results

CREATE LIST

CLEAR

**Transactions:**

Total  
20

Sale  
20

Refund  
0

Exchange  
0

ADJ  
0

AAD  
0

**Status:**

Error  
0

S/UNR  
0

Outpd  
0

Void  
1

ARC #: 49564956  
 PED: 26MAY19

Printable List

PRINT/SAVE

VOID

REVERSE VOID

EDIT COMMISSION

REMOVE S/UNR

NEXT

MOVE BOTTOM (MB)

Ln	Stat.	Carr.	Document #	TT	FOP	Doc Total	Com.	Intl	Net Remit	Entry Date	Window Date	Void Date
1	<input type="checkbox"/>	001	<a href="#">7287590468</a>	ET	TP	382.60	0.00		0.00	21MAY19	21MAY19	
2	<input type="checkbox"/>	016	<a href="#">7287590469</a>	ET	AX	10461.53	0.00	I	0.00	21MAY19	21MAY19	
3	<input type="checkbox"/>	006	<a href="#">7287590470</a>	ET	TP	794.00	0.00		0.00	21MAY19	21MAY19	
4	<input type="checkbox"/>	001	<a href="#">7287590471</a>	ET	TP	472.50	0.00		0.00	21MAY19	21MAY19	
5	<input type="checkbox"/>	006	<a href="#">7287590472</a>	ET	TP	254.00	0.00		0.00	22MAY19	22MAY19	
6	<input type="checkbox"/>	001	<a href="#">7287590473</a>	ET	TP	212.50	0.00		0.00	22MAY19	22MAY19	
7	<input type="checkbox"/>	001	<a href="#">7287590474</a>	ET	TP	532.60	0.00		0.00	22MAY19	22MAY19	
8	<input type="checkbox"/>	001	<a href="#">7287590475</a>	ET	TP	351.60	0.00		0.00	22MAY19	22MAY19	
9	<input type="checkbox"/>	016	<a href="#">7287590476</a>	ET	TP	422.60	0.00		0.00	22MAY19	22MAY19	
10	<input type="checkbox"/>	V 016	<a href="#">7287590477</a>	ET	TP	0.00	0.00		0.00	22MAY19	22MAY19	23MAY19
11	<input type="checkbox"/>	016	<a href="#">7287590478</a>	ET	TP	461.60	0.00		0.00	23MAY19	23MAY19	
12	<input type="checkbox"/>	001	<a href="#">7287590479</a>	ET	TP	1428.00	0.00		0.00	23MAY19	23MAY19	
13	<input type="checkbox"/>	001	<a href="#">7287590480</a>	ET	TP	1428.00	0.00		0.00	23MAY19	23MAY19	
14	<input type="checkbox"/>	016	<a href="#">7287590481</a>	ET	TP	1224.60	0.00		0.00	23MAY19	23MAY19	
15	<input type="checkbox"/>	001	<a href="#">7287590482</a>	ET	TP	282.30	0.00		0.00	23MAY19	23MAY19	
16	<input type="checkbox"/>	016	<a href="#">7287590483</a>	ET	TP	326.30	0.00		0.00	23MAY19	23MAY19	
17	<input type="checkbox"/>	006	<a href="#">7287590484</a>	ET	TP	218.30	0.00		0.00	24MAY19	24MAY19	
18	<input type="checkbox"/>	001	<a href="#">7287590485</a>	ET	TP	218.30	0.00		0.00	24MAY19	24MAY19	
19	<input type="checkbox"/>	016	<a href="#">7287590486</a>	ET	TP	451.30	0.00		0.00	25MAY19	28MAY19	
20	<input type="checkbox"/>	001	<a href="#">7287590487</a>	ET	TP	464.60	0.00		0.00	25MAY19	28MAY19	

NEXT

MOVE BOTTOM (MB)

## Transaction List Document Number Range

The default for all lists begins with the first document number of the PED. However, the document number start and end qualifiers may be used to assemble a list beginning with a specific document number and ending with a specific document number.



To create a list of transactions by document number range start at the List tab on the Sales Report screen and then:

1. Type the beginning 10-character document number in the **Document# (start)** textbox.
2. Type the ending 10-character document number in the **Document# (end)** textbox.
3. Click the **CREATE LIST** button or press the Enter key.
4. A list of transactions by specified document numbers displays.
5. To reset the List tab selections, click the **CLEAR** button.

### Transaction List by Document Type

Document type refers to the type of ticket or document used for a transaction. This entry is used to narrow the scope and range of the list display thus making it easier to pinpoint specific documents.

To create a list by document type, start at the List tab on the Sales Report screen and then:

1. Click the **arrow** located to the right of the Document Type combo box to display a list of available document types or type the first letter of the qualifier in the box to bring it to the top.
2. Select a **Document Type**.
3. Click the **CREATE LIST** button or press the **Enter** key.
4. A list of transactions by specified document type displays.
5. To reset the List tab selections, click the **CLEAR** button.



Administration   Home   BOS   Help

[Close IAR](#)

Welcome Philip   Today is: Wednesday, Mar 16, 2022

## Sales Report

LIST

MODIFY

ADD

REFUND

VOID

VIEW ONLY

Status

Transaction Type

Date or Date Range

☒ PED  
☐ Entry Date

☐ Modified Date  
☐ Void Date

Document # (start)

Form of Payment

Commission

☒ Equal to  
☐ Not equal to

Document # (end)

Int'l Indicator

Carrier Code

Void ESAC ☐

ARC #:

Document Type

ET-E-ticket

EM-EMD

MC-MCO

AG-Agent Entered

DM-Debit Memo

CM-Credit Memo

RC-Recall Commission

PED:

Results

CREATE LIST

CLEAR

Transactions:	Total	Sale	Refund	Exchange	ADJ	AAD
	0	0	0	0	0	0

ARC #: 49564956   PED: 20MAR22

Printable List

VOID

REVERSE VOID

EDIT COMMISSION

REMOVE S/UNR

Ln #   Check All   Stat.   Carr.   Document #   TT   FOP   Doc Total   Com.   Intl   Net Remit   Entry Date   Window Date   Void Date

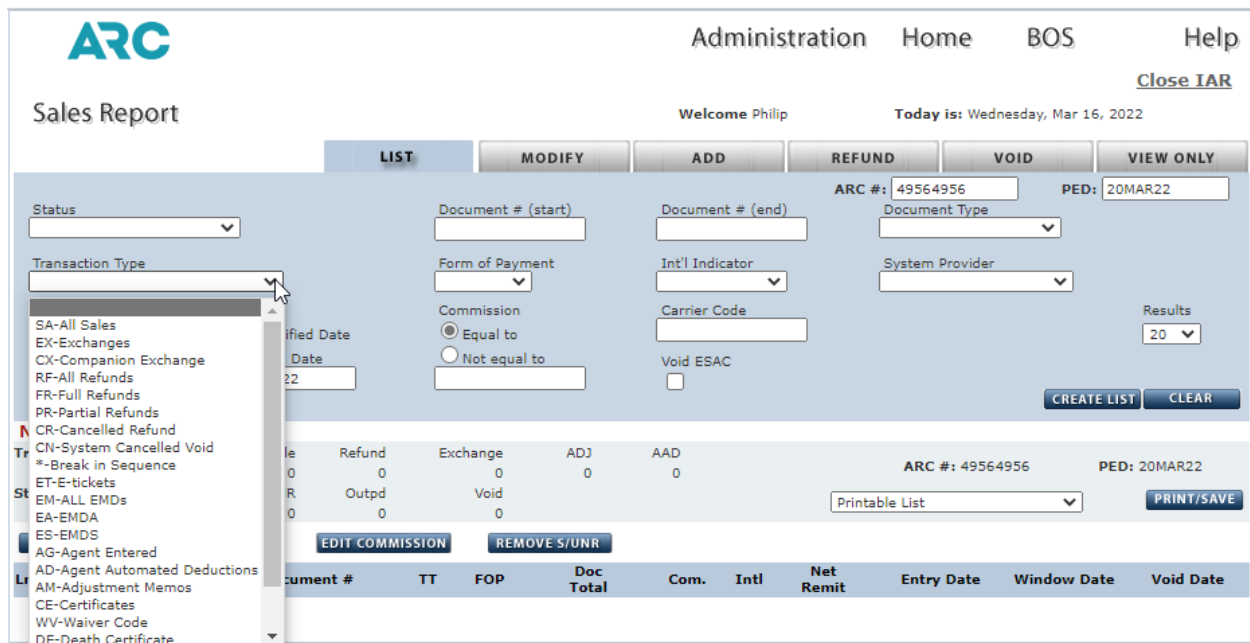
PRINT/SAVE

## Transaction List by Transaction Type

Transaction Type qualifier codes refer to the type of transaction that appears in a list display. This entry is used to narrow the scope and range of a list display making it easier to pinpoint specific transaction types.

To create a list by transaction type, start at the List tab on the Sales Report screen and then:

1. Click the arrow located to the right of the **Transaction Type** box to display a list of available transaction types or type the first letter of the qualifier in the combo box.
2. Select a **Transaction Type**.
3. Click the **CREATE LIST** button or press the **Enter** key.
4. A list of transaction by selected type displays.
5. To reset the List tab selections, click the **CLEAR** button.



The screenshot shows the ARC Sales Report interface. At the top, there are navigation links: Administration, Home, BOS, and Help. Below these, the user is logged in as Philip, and the date is Wednesday, Mar 16, 2022. The main section is titled "Sales Report" and has tabs for LIST, MODIFY, ADD, REFUND, VOID, and VIEW ONLY. The LIST tab is selected. On the left, there is a "Transaction Type" dropdown menu that is open, showing a list of transaction types including SA-All Sales, EX-Exchanges, CX-Companion Exchange, RF-All Refunds, FR-Full Refunds, PR-Partial Refunds, CR-Cancelled Refund, CN-System Cancelled Void, \*-Break in Sequence, ET-E-tickets, EM-ALL EMDs, EA-EMDA, ES-EMDS, AG-Agent Entered, AD-Agent Automated Deductions, AM-Adjustment Memos, CE-Certificates, WV-Waiver Code, and DE-Death Certificate. The main form area contains various input fields for filtering the list, including Status, Document # (start), Document # (end), ARC # (49564956), PED (20MAR22), Document Type, Form of Payment, Int'l Indicator, System Provider, Commission (Equal to/Not equal to), Carrier Code, Void ESAC, and Results (20). There are buttons for CREATE LIST and CLEAR. Below the form, there is a table with columns: Document #, TT, FOP, Doc Total, Com., Intl, Net Remit, Entry Date, Window Date, and Void Date. The table shows a single row of data with values 0, 0, 0, 0, 0, 0, 0, 0, 0, 0. There are also buttons for EDIT COMMISSION and REMOVE S/UNR.

## Transaction List by Form of Payment

The transaction list by form of payment allows a user to display a list of transactions by the form of payment listed on the document. Forms of payment include cash or credit card.

To create a list by form of payment, start at the List tab on the Sales Report screen and then:

1. Click the arrow located to the right of the Int'l Indicator box.
2. Click the arrow located to the right of the Form of Payment combo box.
3. Select a Form of Payment (CA-Cash or CC-Credit Card).
4. Click the **CREATE LIST** button or press the **Enter** key.
5. A list of transactions by the specified form of payment displays.
6. To reset the **List tab** selections, click the **CLEAR** button.

ARC Administration Home BOS Help

Sales Report **Click the drop down box** Welcome Philip Today is: Wednesday, Mar 16, 2022 [Close IAR](#)

LIST MODIFY ADD REFUND VOID VIEW ONLY

ARC #: 49564956 PED: 20MAR22

Status  Document # (start)  Document # (end)  Document Type

Transaction Type  Form of Payment  Int'l Indicator  System Provider

Date or Date Range ☐ PED ☐ Modified Date ☐ Entry Date ☐ Void Date

14MAR22 to 20MAR22

CA-Cash  
CC-Credit  
Not equal to

Carrier Code  Void ESAC ☐

Results 20

CREATE LIST CLEAR

Transactions:	Total	Sale	Refund	Exchange	ADJ	AAD
	0	0	0	0	0	0

ARC #: 49564956 PED: 20MAR22

Status: Error 0 S/UNR 0 Outpd 0 Void 0

Printable List  PRINT/SAVE

VOID REVERSE VOID EDIT COMMISSION REMOVE S/UNR

Ln #	Check All	Stat.	Carr.	Document #	TT	FOP	Doc Total	Com.	Intl	Net Remit	Entry Date	Window Date	Void Date
------	-----------	-------	-------	------------	----	-----	-----------	------	------	-----------	------------	-------------	-----------

## Transaction List by International Indicator

This qualifier allows a user to display a list of international transactions or domestic transactions.

To create a list by international or domestic indicator, start at the List tab on the Sales report screen and then:

1. Click the arrow located to the right of the **Int'l Indicator** box.
2. Select either **I-International** or **D-Domestic** or type the first letter of the qualifier (I or D).
3. Click the **CREATE LIST** button or press the **Enter** key.
4. A list of transactions with International or Domestic indicators displays.
5. To reset the **List tab** selections, click the **CLEAR** button.

**Click the drop down box**

ARC # 49564956 PED: 20MAR22

Int'l Indicator

CREATE LIST CLEAR

Transactions:	Total	Sale	Refund	Exchange	ADJ	AAD
	0	0	0	0	0	0

Status:	Error	S/UNR	Outpd	Void
	0	0	0	0

VOID REVERSE VOID EDIT COMMISSION REMOVE S/UNR

Ln #	Check All	Stat.	Carr.	Document #	TT	FOP	Doc Total	Com.	Intl	Net Remit	Entry Date	Window Date	Void Date
------	-----------	-------	-------	------------	----	-----	-----------	------	------	-----------	------------	-------------	-----------

## Transaction List by System Provider

This qualifier allows a user to display a list of transactions by system provider.

To create a list by system provider, start at the List tab on the Sales report screen and then:

1. Click the arrow located to the right of the System Provider box to display a list of system providers or type the first digit of the 4-digit system provider code to bring it to the top.
2. Select a **System Provider**.
3. Click the **CREATE LIST** button or press the **Enter** key.
4. A list of transactions by specified system provider displays.
5. To reset the List tab selections, click the **CLEAR** button.

## Transaction List by Date Range

This qualifier allows you to display a list of transactions by a specified date range. Date ranges used can be PED, entry date, modified date or void date.

To create a list by date range, start at the List tab on the Sales Report screen and then:

1. Click the **radio button** associated with the type of date range for the list (PED, Entry Date, Modified Date or Void Date).
2. Type the **start date** in the first box (on the left).
3. Type the end date in the second box (on the right).
4. Click the **CREATE LIST** button or press the **Enter** key.
5. A list of transactions will display a specified date range.
6. To reset the List tab selections, click the **CLEAR** button.

## Note:

When viewing a Sales Report, the default dates are the start and end of the PED. The following formats for PED dates are supported by IAR:

- Slashes in the following formats:
  - Date is in format MM/DD/YY or MM/DD/YYYY or M/DD/YY or MM/DD/YY or MM/D/YY or MM/DD/YYYY or M/DD/YYYY or M/D/Y
- Dashes in the following formats:
  - Date is in format MM-DD-YY or MM-DD-YYYY or M-DD-YY or MM-DD-YY or MM-D-YY or MM-DD-YYYY or M-DD-YYYY or M/D/Y
- Formats without slashes or dashes:
  - Date is in format DMON
  - Date is in format DDMON

- Date is in format DDMONYY
- Date is in format DDMONYYYY
- IAR does not support the formats of DDMMYYYY or DDMMYY
- You may also select a date using the pop-up visual calendar

**Enter a start date/end date or  
Select a date from the visual calendar**

Today is: Thursday, Oct 27, 2022

ARC # 18517553 PED: 30OCT22

LIST MODIFY ADD REFUND VOID VIEW ONLY

Status: [Dropdown]  
Transaction Type: [Dropdown]  
Date or Date Range: ☐ PED ☒ Entry Date  to  ☐ Modified Date

Document # (start): [Text] Document # (end): [Text]  
Form of Payment: [Dropdown] Int'l Indicator: [Dropdown]  
Commission: ☒ Equal to ☐ Not equal to  
Carrier Code: [Text] Void ESAC: ☐

Document Type: [Dropdown] System Provider: [Dropdown]  
Results: 20 [Dropdown]

CREATE LIST CLEAR

October 2022

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Exchange ADJ AAD  
0 0 0  
Void 0

ARC #: 18517553 PED: 30OCT22  
Printable List [Dropdown] PRINT/SAVE

REMOVE S/UNR

FOP	Doc Total	Com.	Intl	Net Remit	Entry Date	Window Date	Void Date

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## Transaction List by Commission Amount

Allows you to narrow a search by commission dollar amount or commission percentage equal to a certain amount or not equal to a certain amount.

To create a list by commission amount equal to, start at the List tab on the Sales Report screen and then:

1. Click the **Equal To** radio button.
2. Type commission amount or percentage into the text box.
3. Click the **CREATE LIST** button or press the Enter key.
4. A list of transactions by commission amount equal to a specified amount or percentage displays.
5. To reset the List tab selections, click the **CLEAR** button.

To create a list by commission amount not equal to, start at the List tab on the Sales Report screen and then:

1. Click the **Not Equal To** radio button.
2. Type commission amount or percentage in the box.
3. Click the **CREATE LIST** button or press the **Enter** key.
4. A list of transaction by commission amount not equal to a specified dollar amount or percentage displays.
5. To reset the List tab selections, click the **CLEAR** button.

**ARC** Administration Home BOS Help [Close IAR](#)

Sales Report Welcome Philip Today is: Wednesday, Mar 16, 2022

**LIST** MODIFY ADD REFUND VOID VIEW ONLY

Status:  Document #: (start)  Document #: (end)  ARC #: 49564956 PED: 26MAY19

Transaction Type:  Form of Payment:  Int'l Indicator:  Document Type:  System Provider:

Date or Date Range: ☐ PED ☐ Modified Date ☐ Entry Date ☐ Void Date

Commission: ☒ Equal to ☐ Not equal to

Results: 20

CREATE LIST CLEAR

Transactions:	Total	Sale	Refund	Exchange	ADJ	AAD
Status:	20	20	0	0	0	0
Error	0	0	0	1		

ARC #: 49564956 PED: 26MAY19

Printable List  PRINT/SAVE

### Transaction List by Carrier Code

Allows the user to display a list of transactions by the three-digit carrier code.

To create a list by carrier code, start at the List tab on the Sales Report screen and then:

1. Type the 3-digit carrier code in the **Carrier Code** text box.
2. Click the **CREATE LIST** button or press the **Enter** key.
3. A list of transactions by specified carrier code displays.
4. To reset the List tab selections, click the **CLEAR** button.

**ARC** Administration Home BOS Help [Close IAR](#)

Sales Report Welcome Philip Today is: Wednesday, Mar 16, 2022

**LIST** MODIFY ADD REFUND VOID VIEW ONLY

Status:  Document #: (start)  Document #: (end)  ARC #: 49564956 PED: 26MAY19

Transaction Type:  Form of Payment:  Int'l Indicator:  Document Type:  System Provider:

Date or Date Range: ☐ PED ☐ Modified Date ☐ Entry Date ☐ Void Date

Commission: ☒ Equal to ☐ Not equal to

Carrier Code:

Results: 20

CREATE LIST CLEAR

Transactions:	Total	Sale	Refund	Exchange	ADJ	AAD
Status:	20	20	0	0	0	0
Error	0	0	0	1		

ARC #: 49564956 PED: 26MAY19

Printable List  PRINT/SAVE

### Transaction List by Void ESAC

When an E-ticket is voided through the GDS, the airline's ET database is updated with a status of void and an Electronic Settlement Authorization Code (ESAC) is assigned by the airline. The ESAC is automatically loaded into



the IAR Sales Report with the void transaction.

To create a list of transactions with an ESAC, start at the List tab on the Sales Report screen and then:

1. Click the **VOID ESAC** checkbox.
2. Click the **CREATE LIST** button or press the **Enter** key.
3. A list of transactions with ESAC codes displays.
4. To reset the List tab selections, click the **CLEAR** button.

The screenshot shows the ARC Sales Report interface. At the top, there are navigation links: Administration, Home, BOS, and Help. Below these is a 'Close IAR' link. The main header area includes 'Welcome Philip' and 'Today is: Wednesday, Mar 16, 2022'. The 'Sales Report' title is on the left. The 'LIST' tab is selected, with other tabs being MODIFY, ADD, REFUND, VOID, and VIEW ONLY. The filter section contains several dropdown menus and checkboxes: Status, Transaction Type, Date or Date Range (with radio buttons for PED, Entry Date, Modified Date, and Void Date), Document # (start/end), Form of Payment, Int'l Indicator, System Provider, Commission (with radio buttons for Equal to and Not equal to), Carrier Code, and a 'Void ESAC' checkbox which is highlighted with a red box. A red text overlay says 'Check box to view ESACs for voids'. There are 'CREATE LIST' and 'CLEAR' buttons. Below the filters is a summary table with columns: Transactions, Total, Sale, Refund, Exchange, ADJ, and AAD. The table shows values for Total (20), Sale (20), Refund (0), Exchange (0), ADJ (0), and AAD (0). There is also a 'Status' row with values for Error (0), S/UNR (0), Outpd (0), and Void (1). On the right, there are fields for ARC #: 49564956 and PED: 26MAY19, and a 'Results' dropdown set to 20. At the bottom right, there is a 'Printable List' dropdown and a 'PRINT/SAVE' button.

## Qualifier Combinations

Qualifier types can be combined. One qualifier from each category (status, document number, document type, transaction type, form of payment, international indicator, system provider, date range, commission and carrier code) can be selected to create very specific list results. IAR will allow you to enter an illogical qualifier combination, but the resulting list will be empty. If you are not receiving the results you expect, verify you have selected the correct qualifiers.

## Break in Ticket Number Sequence

The List Transactions display begins with the first document of the current day, selected day or PED. Documents are displayed in a sequential ascending ticket number order, from the first document number to the last.

When this normal sequential document number flow is interrupted, IAR flags the break in sequence with an asterisk (\*). The asterisk appears to the right of the out-of-order document. Another type of break in the normal sequential document number order occurs when two or more documents legitimately receive the same ticket number. Duplicate ticket numbers are also identified with an asterisk. The presence of these skips or breaks in ticket number sequence does not necessarily indicate an error. The asterisk is provided to visually call your attention to the document and to serve as a checkpoint for you.

Breaks in ticket sequence are only noted on sales transactions within List Transactions displays; that is, asterisks will not be displayed alongside refunds, adjustment memos or system cancelled voids (voids with a transaction





code of "CN").

### Display of Conjunction Documents

Conjunction documents occur when a transaction contains more than four segments of itinerary and therefore span more than one document number. The first document number in the conjunction is the primary document. The subsequent secondary document numbers immediately follow the primary number. The primary document and its associated conjunction documents are considered to be a single transaction set.

All pertinent ticket information for the transaction set is only listed on the first line of display with the primary document. The secondary document information lines are left blank except for the conjunction document number and the transaction type (TT) code of "CJ". The 3-digit carrier code is also suppressed from the display. Lines 15 and 16 in the example below show a conjunction set for ticket numbers 7287590388 - 389.

Administration Home BOS Help

Close IAR

Sales Report

Welcome Philip Today is: Wednesday, Mar 16, 2022

LIST

MODIFY

ADD

REFUND

VOID

VIEW ONLY

Status

Transaction Type

Date or Date Range

ARC #: 49564956

PED: 21JAN19

Document # (start)

Document # (end)

Document Type

Form of Payment

Int'l Indicator

System Provider

Commission

Carrier Code

Void ESAC

Results

20

CREATE LIST

CLEAR

Transactions:

Total

Sale

Refund

Exchange

ADJ

AAD

ARC #: 49564956

PED: 26MAY19

Status:

Error

S/UNR

Outpd

Void

Printable List

PRINT/SAVE

VOID

REVERSE VOID

EDIT COMMISSION

REMOVE S/UNR

NEXT

MOVE BOTTOM (MB)

Ln	Stat.	Carr.	Document #	TT	FOP	Doc Total	Com.	Intl	Net Remit	Entry Date	Window Date	Void Date	
1		027	7287590374	ET	TP	378.30	0.00		0.00	15JAN19	15JAN19		
2		016	7287590375	ET	TP	335.00	0.00		0.00	15JAN19	15JAN19		
3		016	7287590376	ET	TP	632.60	0.00		0.00	15JAN19	15JAN19		
4		016	7287590377	ET	TP	719.30	0.00		0.00	16JAN19	16JAN19		
5		001	7287590378	ET	TP	378.30	0.00		0.00	17JAN19	17JAN19		
6		016	7287590379	ET	TP	6793.63	0.00	I	0.00	17JAN19	17JAN19		
7		016	7287590380	ET	TP	607.60	0.00		0.00	17JAN19	17JAN19		
8		016	7287590381	ET	TP	134.30	0.00		0.00	17JAN19	17JAN19		
9		016	7287590382	ET	VI	6991.63	0.00	I	0.00	18JAN19	18JAN19		
10		001	7287590383	ET	TP	612.43	0.00	I	0.00	18JAN19	18JAN19		
11		001	7287590384	ET	TP	612.43	0.00	I	0.00	18JAN19	18JAN19		
12		016	7287590385	ET	TP	371.10	0.00		0.00	18JAN19	18JAN19		
13		016	7287590386	ET	VI	739.90	0.00		0.00	18JAN19	18JAN19		
14		001	7287590387	ET	TP	411.60	0.00		0.00	19JAN19	21JAN19		
15		V	016	7287590388	ET	TP	0.00	0.00	I	0.00	19JAN19	21JAN19	19JAN19
16			016	7287590389	CJ						21JAN19		
17		016	7287590390	ET	TP	4265.93	0.00	I	0.00	19JAN19	21JAN19		
18		016	7287590391	CJ							21JAN19		
19		001	7287590392	ET	TP	508.50	0.00	I	0.00	19JAN19	21JAN19		
20		016	7287590393	ET	TP	816.63	0.00	I	0.00	19JAN19	21JAN19		

NEXT MOVE BOTTOM (MB)



## Document Processing

### Viewing, Modifying and Adding Transactions in the Sales Report

You may view or add transactions to the IAR Sales Report at any time prior to the Tuesday 11:59 p.m. Eastern Time submission deadline. This includes E-tickets, EMDs, MCOs, adjustment memos, AADs, refunds, and exchange transactions. You may also modify transactions prior to the close of the next business day void/modify window.

IAR provides the capability of modifying and adding documents to the Sales Report with easy-to-use point and click functionality and fill-in entry screens. These screens will be reviewed in this section with the exception of the fill-in screens for AADs, Refunds, and Exchanges. These will be reviewed in the sections that pertain to the specific document and transaction types.

You may view details of a transaction without making any changes to it by using the List Detail option on the View Only tab. The List Detail option is used to view the details of a transaction in any of the following Sales Reports:

- Any un-submitted Sales Reports.
- Any submitted Sales Report not past the Tuesday submission deadline.
- The last submitted Sales Report that is past the submission deadline.

Certain financial and informational fields on transactions may not be changed unless those fields contain an IAR-identified error. Because a Sales Report should not be submitted until it is error-free, errors should be corrected using the Transaction Modify command option on the Modify tab. Any changes made using the Transaction Modify command will update the document and the Sales Report as soon as the transaction has successfully completed.

This section provides information on:

- Navigating through the various transaction processing screens.
- Viewing a transaction in the Sales Report.
- Modifying a transaction in the Sales Report. Adding a transaction in the Sales Report.
- Processing duplicate document numbers.

### Screen Navigation

You will navigate through a series of screens when you are viewing, modifying or adding transactions in IAR. While navigating you will note that there are two types of IAR screens: Mandatory and Conditional.

- Mandatory screens are required to be completed as they contain mandatory document information.
- Conditional screens are required only if the conditions exist for additional mandatory information.
- For example, if you are using a certificate as a form of payment for a ticket, the certificate data on the Financial Details screen will be required to record the certificate information which supports the reduction in fare. However, if you do not have a certificate to enter, the certificate screen is not mandatory.

### View Only Tab - Viewing a Transaction

The View Only tab on the Sales Report screen allows you to view documents in a read-only mode, view when a document was originally settled, research a document's use in refunds or exchanges, view if the document has been

modified, or determine whether a transaction was voided in the GDS or directly in IAR.

The View Only tab contains three view options: LD - List Transaction Detail, LM - Last Modified and LO – Find Old/Used Document.

To access the View Only tab, navigate to the IAR Home Page screen and then:

1. Click the **ARC#** link to access a Sales Report.
2. The default Sales Report screen displays set to the List tab.
3. Click the **VIEW ONLY** tab
4. Select the desired View Only type.
5. Type a document number into the **10-character Document#** text box.
6. Click the **GO** button.

**ARC** Administration Home BOS Help

Welcome Philip Today is: Wednesday, Mar 16, 2022

**Sales Report**

Select radio button

LIST MODIFY ADD REFUND VOID **VIEW ONLY**

Click GO to process request

Enter 10-Character Document # 7287590388 GO

Transactions: Total Sale Refund Exchange ADJ AAD

Status: Error S/UNR Outpd Void

ARC #: 49564956 PED: 20MAR22

Printable List PRINT/SAVE

VOID REVERSE VOID EDIT COMMISSION REMOVE S/UNR

Ln #	Check All	Stat.	Carr.	Document #	TT	FOP	Doc Total	Com.	Intl	Net Remit	Entry Date	Window Date	Void Date
------	-----------	-------	-------	------------	----	-----	-----------	------	------	-----------	------------	-------------	-----------

Using the View Only tab:

- From within any sales report PED, select “LO-Find Old/Used Document” option to view where any document was reported, and if applicable, was used in an exchange or refund.
- From a specific sales report, select the “LM-Last Modified” option to see the last modification made to a document in that sales report.
- From a specific sales report, select the “LD-List Detail” option to display a document in that sales report.

### List Transaction Detail

IAR allows a user to view a transaction using the List Transaction Detail option on the View Only tab. This option gives the user a "View Only" of all the details that support a specific transaction as recorded in IAR. You may use the List Transaction Detail entry when you wish to quickly review the passenger's name and itinerary on a particular document or to review a transaction after you have manually added it to IAR. The List Transaction Detail option may be made only from within the specific sales report PED in which the desired transaction is located.

**Note:** You may not change information displayed on the List Detail screen. Any changes you wish to make to a document can only be done using the Transaction Modify command on the Modify tab or by clicking the ticket



hyperlink from the main IAR Sales Report page.

This view is used only when you wish to look at specific information without making changes to a transaction.

To view the details of a transaction in a read-only mode, navigate to the View Only tab on the Sales Report screen and then:

1. Click the **LD-List Transaction Detail** radio button.
2. Type a document number in the 10-character Document# textbox.
3. Click the **GO** button.
4. The transaction's Financial Details screen displays.
5. Click the **ET** button to end transaction and exit the screen.

### Last Modified

IAR allows a user to view the source of a transaction and whether it was modified in IAR using the Last Modified option on the View Only tab. This view is available to assist you to verify and reconcile voids within the available void window and to view if anyone has made manual changes to a transaction once it was loaded to IAR. The List Transaction Detail option may be made only from within the specific sales report PED in which the desired transaction is located.

To search for the last modification made to a transaction, navigate to the View Only tab on the Sales Report screen and then:

1. Click the **LM - Last Modified** radio button.
2. Type the document number in the **10-character Document#** textbox.
3. Click the **GO** button.
4. The list redisplay with the last modified document with the column headings changed to show the document use information.

Last Modified example of a ticket that was modified. Shows the modification date, time and username:

Ln #	Stat	Void in IAR	Void ESAC	Carr	Document #	TT	Source	Rec Loc	Last Updated	Time	Modified by
1				001	7694929492	EX	SPRF	RXVRXV/AA	09MAR22	19:46	RXV19SY



## Find Old/Used Ticket

IAR allows the user to search for any document from within any IAR sales report PED using the List Old/Used Document option on the View Only tab. You may search for any document from the past 60 months, not just those that have been refunded or exchanged.

You do not need to know the original issue date or PED of the requested transaction. The List Old/Used document option performs a search across all sales report PEDs, and across all other branches within your agency organization, if applicable. Once displayed, you will have the PED information needed to move to the sales report PED and then view information related to that document, such as the issue date or original form of payment.

The following conditions apply to the Find Old/Used Ticket function:

1. If the document was reported, but not refunded or exchanged, the transaction will be displayed with a "F" indicator for each open coupon, with a dollar amount of the sale, the settled ARC#, settled PED and sales summary reference number. A message will be displayed indicating that the refund or exchange usage was not found within IAR.
2. If the document was refunded or exchanged, two lines will be displayed. The first line represents the original sale and will display an "R" indicator for each refunded or exchanged coupon, with a dollar amount of the sale, the settled ARC#, settled PED and sales summary reference number. The second line represents the refund or exchange and will show the number of the coupon(s) being refunded or exchanged. Also displayed are the PED, ARC#, amount of the refund/exchange, and where that refund/exchange usage occurred.
3. If the document requested is not found in IAR, an error message is displayed. If an invalid document number is requested, an error message is displayed.
4. If a duplicate transaction exists, then a duplicate selection screen is displayed for you to select the appropriate transaction.
5. If the document requested was used in an exchange that has companion tickets, then only the primary ticket is listed. If the primary ticket has been settled, then a "C" is displayed to the right of the primary ticket number (- New Number) along with an informational message. The "C" code only appears if the primary ticket is a settled document.

### To search for an old or used ticket:

1. At the View Only tab on the Sales Report screen,
2. Click the **LO-Find Old/Used Document** radio button.
3. Type the document number in the 10-character Document# textbox.
4. Click the **GO** button.
5. The list redisplay with the old or used ticket listed. The column headings of the list will change to show the document use information.

Find Old/Used Document example of a ticket that was reported, but not refunded or exchanged:

The message "**Refund / exchange usage not found**" is displayed when the requested ticket was reported in IAR but has not been refunded or exchanged.

ARC

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[Home](#)
[BOS](#)
[Help](#)

[Close IAR](#)

Sales Report

Welcome Philip
Today is: Wednesday, Mar 16, 2022

LIST

MODIFY

ADD

REFUND

VOID

VIEW ONLY

☐ LD - List Transaction Detail
☐ LM - Last Modified
☒ LO - Find Old/Used Document

Enter 10-Character Document #

GO

Refund / exchange usage not found

Transactions:

Total

Sale

Refund

Exchange

ADJ

AAD

547

87

125

12

23

0

Status:

Error

S/UNR

Outpd

Void

0

0

0

6

ARC #:25512551

PED:30JUN19

Ln #

Old Document#

CPUi

Amount

TT

ET

Settled ARC #

PED Settled

Set. SUMR

Issuing ARC#

PED Used

New Document#

Companion

1

7371347134

FFVV

1295.23

ET

E

25512551

30JUN19

790651

25512551

NEXT

MOVE BOTTOM (MB)

NEXT

MOVE BOTTOM (MB)

Find Old/Used Document example of a ticket that was refunded:

The first line represents the sale of the transaction, and the second line represents when and where the transaction was refunded.

ARC

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[Close IAR](#)

Sales Report

Welcome Philip
Today is: Wednesday, Mar 16, 2022

LIST

MODIFY

ADD

REFUND

VOID

VIEW ONLY

☐ LD - List Transaction Detail
☐ LM - Last Modified
☒ LO - Find Old/Used Document

Enter 10-Character Document #

GO

Transactions:

Total

Sale

Refund

Exchange

ADJ

AAD

157

73

72

9

3

0

Status:

Error

S/UNR

Outpd

Void

0

0

0

1

ARC #:25512551

PED:05MAY19

Ln #

Old Document#

CPUi

Amount

TT

ET

Settled ARC #

PED Settled

Set. SUMR

Issuing ARC#

PED Used

New Document#

Companion

1

7350455045

RRVV

652.94

ET

E

25512551

21APR19

790432

25512551

2

7350455045

12

652.94

RF

E

25512551

21APR19

Y 790432

25512551

05MAY19

NEXT

MOVE BOTTOM (MB)

NEXT

MOVE BOTTOM (MB)

Find Old/Used Document example of a ticket that was exchanged:

The first line represents the sale of the transaction, and the second line represents when and where the transaction was exchanged.



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Sales Report

Welcome Philip
Today is: Wednesday, Mar 16, 2022

LIST

MODIFY

ADD

REFUND

VOID

VIEW ONLY

☐ LD - List Transaction Detail
☐ LM - Last Modified
☒ LO - Find Old/Used Document

Enter 10-Character Document #

GO

Transactions:

Total

Sale

Refund

Exchange

ADJ

AAD

Status:

Error

S/UNR

Outpd

Void

15

14

0

1

0

0

0

0

0

2

ARC #:49564956

PED:20MAR22

Find Old/Used Document example of a debit memo:

Searching for a memo may result in multiple documents being displayed since all airlines use the same memo number range. These numbers may repeat across airlines, or within the same airline, at any time.

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[BOS](#)
[Help](#)

[Close IAR](#)

Sales Report

Today is: Thursday, Mar 10, 2022

LIST

MODIFY

ADD

REFUND

VOID

VIEW ONLY

☐ LD - List Transaction Detail
☐ LM - Last Modified
☒ LO - Find Old/Used Document

Enter 10-Character Document #

GO

Refund / exchange usage not found

Transactions:

Total

Sale

Refund

Exchange

ADJ

AAD

Status:

Error

S/UNR

Outpd

Void

52

40

6

6

0

0

4

0

0

3

ARC #:10551055

PED:13MAR22

NEXT

MOVE BOTTOM (MB)

## Modifying a Sales Transaction

When the IAR system detects missing or inaccurate data the transaction is flagged with an "E" error status. Because a Sales Report should not be submitted until it is error-free, IAR has the functionality to allow for error corrections. These corrections are made using the Modify tab or by clicking the ticket hyperlink from the IAR Sales Report page. Modifying a transaction permanently updates the IAR record of the document, which is reflected in the submitted Sales Report.

The Modify function may be used to modify information contained in the Sales Report including documents automatically received from the GDS and documents manually added to IAR. This includes MCOs, EMDs, Adjustment Memos, AADs, Refunds and Exchanges. If a transaction has been manually added to IAR, any modifiable field can be changed or modified until 11:59 p.m. ET the day the transaction was added to IAR.



When a transaction has been automatically loaded from the GDS, only certain fields may be modified on an error-free transaction. For an E-ticket straight sale or a refund, only seven fields are open for modification by an agent:

1. Commission
2. Tour Code
3. Ticket Designator
4. Certificate Number
5. Miscellaneous Support
6. Waiver Code
7. Back Office Remarks

Modifications to transactions in IAR must be performed within the next business day IAR modification window:

1. Sales, exchanges and refund transactions loaded into IAR from the GDS may be modified by 11:59 p.m. ET through the first business day after the issuance of the sale.
2. Sales, exchanges and refunds transactions manually entered into IAR may only be modified by 11:59 p.m. ET of the same day of entry into IAR.

Modifications to MCOs, ARC Pay (TASF), Debit Memos, Credit Memos, Recall Commission Statements, and Agent Automated Deduction (AAD) transactions may be made until the IAR sales report submission deadline of 11:59 p.m. ET on Tuesday after the sales report PED.

At the Sales Report screen:

1. Click the **Modify** tab.
2. Click the **TM-Transaction** button.
3. Type the document number in the **10-Character Document #**textbox.
4. Click the **GO** button.
5. The Financial Details screen displays.
6. Make any necessary modifications.
7. Click the **ET** button to end transaction and save any changes.
8. Click the **IGNORE** button to move to the Ignore Transaction confirmation screen. If the **YES** button is used, all changes are lost.

**Note:** The document hyperlinks listed on the Sales Report go to the transactions in modify mode unless:

1. It is past the void/modify window date.
2. The Sales Report is already submitted.
3. The user does not have access rights to modify the transaction.

### Modifying a Commission

IAR allows the user to change the commission amount or commission percentage on an error-free non-exchange sale if the void/modification window has not passed. Once the void/modification window has closed, no modifications to commissions can occur.

The business rules for modifying commission are:



1. Commissions on GDS-issued sales transactions may be modified in IAR by 11:59 p.m. ET through the first business day after the issuance of the sale.
2. Commissions on sales transactions manually entered into IAR may be modified only by 11:59 p.m. ET of the same day of entry into IAR.
3. Commission may not exceed the base fare, whether entered as either a dollar amount or commission percentage.

The commission can be modified by using either the Modify tab, by using the **EDIT COMMISSION** button on the Sales Report screen or by clicking the transaction link on the Sales Report page and moving to the commission field.

To modify the commission percentage claimed on a transaction using the Modify tab, navigate to the Sales Report screen and then:

1. Click the **Modify** tab.
2. Click the **CM - Commission** radio button.
3. Enter the new percentage into the **CM - Commission** textbox as a numeric value plus the letter "P" to indicate percentage, for example 5P, 3.6P, or 3.65P (Do not use the "%" symbol). Commission percentage rates may be entered in 1/100<sup>th</sup> percentage increments. When changing a commission by percentage, the maximum value that may be entered is 40P.
4. Enter the **10-character document** number.
5. Press the **GO** button to process the request.

The screenshot shows the ARC Sales Report interface. At the top, there are navigation links: Administration, Home, BOS, and Help. Below these, the user is logged in as Philip, and the date is Wednesday, Mar 16, 2022. The main section is titled 'Sales Report' and has several tabs: LIST, MODIFY, ADD, REFUND, VOID, and VIEW ONLY. The MODIFY tab is selected. Below the tabs, there are three radio buttons: 'TM - Transaction', 'SR - Remove "S" System Unresolved', and 'CM - Commission'. The 'CM - Commission' radio button is selected. To the right of the radio buttons, there is a text box labeled 'Enter Commission Percentage or Amount' with the value '5P' entered. To the right of this text box, there is another text box labeled 'Enter 10-Character Document #' with the value '7696506965'. To the right of this text box is a 'GO' button. Below these fields, there is a table showing transaction details. The table has columns for Transactions, Total, Sale, Refund, Exchange, ADJ, and AAD. The table also shows the status of the transaction, including Error, S/UNR, Outpd, and Void. At the bottom of the screen, there are several buttons: VOID, REVERSE VOID, EDIT COMMISSION, REMOVE S/UNR, MOVE TOP (MT), and PREVIOUS. Red annotations are present: a red box around the 'CM - Commission' radio button with the text 'Select radio button'; a red box around the 'Enter Commission Percentage or Amount' text box with the text 'Enter Commission Percentage or Amount'; and a red box around the 'GO' button with the text 'Click GO to process request'.

To modify the commission percentage using a Sales Report transaction list, navigate to the Sales Report screen and then:

1. Click the **check box** associated with the transaction(s) to modify.
2. Click the **EDIT COMMISSION** button.
3. The Edit Commission screen displays.
4. Enter the new percentage in the textbox as a numeric value plus the letter "P" to indicate percentage, for example 5P, 3.6P, or 3.65P (Do not use the "%" symbol). Commission percentage rates may be entered in 1/100<sup>th</sup> percentage increments. When changing a commission by percentage, the maximum value that may be entered is 40P.
5. Click **UPDATE** to update the commission on the transaction(s) and return to the original list of transactions on the Sales Report screen.

- Click **CANCEL** to clear the changes and return to the original list of transactions on the Sales Report screen.

The commission dollar amount can be modified by using either the Modify tab or by clicking a document link from a Sales Report transaction list.

To modify the dollar amount of commission on a transaction using the Modify tab, navigate to the Sales Report screen and then:

- Click the **Modify** tab.
- Click the **CM - Commission** radio button.
- Enter the new commission dollar amount as a numeric value into the **CM - Commission** textbox (do not use the "\$" symbol), for example 10.00 or 10.0.
- Enter the **10-character document** number.
- Click the **GO** button.

To modify the dollar amount of commission using a Sales Report Transaction List, navigate to the Sales Report screen and then:

- Click the **check box** associated with the transaction(s) to modify.
- Click the **EDIT COMMISSION** button.
- The Edit Commission screen displays.
- Click the **Commission** radio button.
- Enter the new commission dollar amount as a numeric value in the text box (do not use the "\$" symbol).
- Click **UPDATE** to update the commission on the transaction(s) and return to the original list of transactions on the Sales Report screen.
- Click **CANCEL** to clear the changes and return to the original list of transactions on the Sales Report screen.

**ARC** Administration Home BOS Help

Welcome Philip Today is: Wednesday, Mar 16, 2022

**Sales Report** Close IAR

**LIST** MODIFY ADD REFUND VOID VIEW ONLY

ARC #: 49560744 PED: 20MAR22

Status: [Dropdown] Document # (start): [Text] Document # (end): [Text] Document Type: [Dropdown]

Transaction Type: [Dropdown] Form of Payment: [Dropdown] Int'l Indicator: [Dropdown] System Provider: [Dropdown]

Date or Date Range: ☒ PED ☐ Modified Date ☐ Entry Date ☐ Void Date

14MAR22 to 20MAR22 Commission: ☒ Equal to ☐ Not equal to Carrier Code: [Text] Void ESAC: ☐ Results: 20 [Dropdown]

CREATE LIST CLEAR

Transactions:	Total	Sale	Refund	Exchange	ADJ	AAD	ARC #:	PED:
Status:	12	12	0	0	0	0	49560744	09DEC18
Error	0	S/UNR	Outpd	Void				
	0	0	0	0				

Printable List [Dropdown] PRINT/SAVE

VOID REVERSE VOID **EDIT COMMISSION** REMOVE S/UNR MOVE TOP (MT) PREVIOUS

Ln	Stat.	Carr.	Document #	TT	FOP	Doc Total	Com.	Intl	Net Remit	Entry Date	Window Date	Void Date
1	<input checked="" type="checkbox"/>	006	7691986986	ET	AX	1370.77	0.00	I	0.00	16MAR22	16MAR22	
2	<input type="checkbox"/>	006	7691987987	ET	AX	1268.26	0.00		0.00	16MAR22	16MAR22	

Edit Commission

Enter Commission Percentage or Amount,  
then select Update button

Enter New Commission Amount or Percentage:

UPDATE

CANCEL

## Manually Adding a Transaction

Nearly all transactions can be issued and processed electronically and must be included in the IAR Sales Report. However, ARC recognizes that there may be some transactions that must be manually added to the Sales Report.

By manually entering a ticket into the system, IAR instantly records the document and automatically includes it in the Sales Report. Listed below are the document types that can be manually entered into IAR:

- Automated documents which were not received from the GDS as part of the daily transmission
- Miscellaneous Charges Orders (MCOs)
- Agent Automated Deductions (AAD)
- Adjustment Memos - Credit Memo, Debit Memo, Recall Commission Statement

These documents may be added to the IAR Sales Report by using fill-in entry screens. These screens are used to capture document-related information, such as fare and tax information, ticketing endorsements, conjunction information, certificates etc. The information added to these screens is included in your IAR Sales Report like other transactions that were added to the report electronically.

In rare instances, some automated documents may fail to load to IAR, either because the information was not sent by the GDS or there was some other issue. You can use manually add these transactions in to your IAR Sales Report. The screens you will encounter in IAR when you add a transaction to the Sales Report will differ depending on the document type entered. What will stay constant is that for each transaction added, the first screen that needs to be completed is the Financial Details screen.

You may add a transaction to the open Sales Report by selecting the Add tab at the top of the Sales Report screen. By adding a transaction, IAR records the sale of the document and includes it with the weekly Sales Report for submission to ARC.

Here are the basic steps you use on the Add tab to add a document to the Sales Report, navigate to the IAR Home page screen and then:

1. Click the **ARC#** link to access a Sales Report.
2. Click the **ADD** tab.
3. The ADD tab default screen displays.
4. Select an **ADD** type radio button.
5. Type the issue date into the **Date of Issue** textbox and the document number into the **13-Character Document#** textbox.
6. Click the **GO** button.
7. The Financial Details screen displays.

ARC

Home BOS Help

[Close IAR](#)

Sales Report

LIST MODIFY ADD REFUND VOID VIEW ONLY

Select GO to process request

Select Radio Button

TA - Document  
TD - AAD

Date of Issue Enter 13-Character Document # GO

Transactions: Total Sale Refund Exchange ADJ AAD  
0 0 0 0 0 0

Status: Error S/UNR Outpd Void  
0 0 0 0

ARC #: 18517553 PED: 22MAR20

Printable List PRINT/SAVE

VOID REVERSE VOID EDIT COMMISSION REMOVE S/UNR

Ln #	Check All	Stat.	Carr.	Document #	TT	FOP	Doc Total	Com.	Intl	Net Remit	Entry Date	Window Date	Void Date
------	-----------	-------	-------	------------	----	-----	-----------	------	------	-----------	------------	-------------	-----------

**Note:** The same process is used to add any automated document that IAR may not have received from a GDS, even though you issued the transaction through a GDS. The screens you encounter when adding transactions will differ with each document type (such as the screen displayed for an E-ticket screen will be different than the screen displayed for an MCO document).

## Financial Details Screen

The first screen that displays each time you add a transaction to the open Sales Report is the **Financial Details** screen. This mandatory screen must be completed for each transaction added to the report. If another screen is required to complete the transaction, you can access it by clicking the **Next** link on the Financial Details screen or by clicking on any additional screen tabs shown on the Financial Details screen.

## ARC

### Financial Details

Help

FINANCIAL DETAILS
ITINERARY/ENDORS.

Document# 001 7417604212 thru 
Tran Type: ET Status: ARC#: 18517553 PED:22MAR20

Date of Issue: 19MAR20
Entry Date: 08JUN20

E-Ticket: ☒ Currency: USD
Void ESAC:

#### FARE, TAXES & COMMISSION

Currency Code	Amount	Tax Code	Amount	Tax Code	Amount	Tax Code	Amount
Base Fare:	<input type="text"/>	Tax 1:	<input type="text"/>	Tax 2:	<input type="text"/>	Tax 3:	<input type="text"/>
Equiv Amt:	<input type="text"/>	Tax 4:	<input type="text"/>	Tax 5:	<input type="text"/>	Tax 6:	<input type="text"/>
Bank Rate:	<input type="text"/>	Tax 7:	<input type="text"/>	Tax 8:	<input type="text"/>	Tax 9:	<input type="text"/>
Tax Total:	<input type="text"/>	Tax 10:	<input type="text"/>	Tax 11:	<input type="text"/>	Tax 12:	<input type="text"/>
Total:	<input type="text"/>	Tax 13:	<input type="text"/>	Tax 14:	<input type="text"/>	Tax 15:	<input type="text"/>
Commission:	<input type="text"/>	Tax 16:	<input type="text"/>	Tax 17:	<input type="text"/>	Tax 18:	<input type="text"/>
		Tax 19:	<input type="text"/>	Tax 20:	<input type="text"/>	Tax 21:	<input type="text"/>

PFC: 
[MORE TAXES](#)

#### PAYMENT: CASH OR CREDIT

Form of Payment:   
Approval Code:   
Extended Pay:

Misc Support:   
Type A Certificates:  
Certificate 1:   
Certificate 3:   
Total Certificates = 0

Waiver Code:   
Certificate 2:   
Certificate 4:   
[MORE CERTIFICATES](#)

#### EXCHANGES: OLD DOCUMENTS

Add 13-digit Old Document#: 
Exchange All: ☐ [ADD](#)

#### ADDITIONAL TICKETING INFORMATION

Service Carrier ID:   
Self Sale/Intl Cd:   
Intl Sale Ind:

Fare Calculation:

ET
IGNORE
NEXT

## Itinerary/Endorsements Screen

The Itinerary/Endorsements screen is a mandatory screen for each straight sale transaction (that is not an MCO or EMD). This screen captures segment-level itinerary information as well as information on endorsements/restrictions and Back Office Remarks.

Itinerary/Endorsements

Playground Internal

[Help](#)

FINANCIAL DETAILS

ITINERARY/ENDORS.

Document# 001 7417604212 thru

Date of Issue: 19MAR20

E-Ticket: ☒

Tran Type: ET

Entry Date: 08JUN20

Void ESAC:

Status:

ARC#: 18517553

PED: 22MAR20

ITINERARY

Passenger Name:

Tour Code:  Number of Passengers:  Rec Loc:

	x/o	From	To	Carrier	Flight	Class	Date	Time	Fare Basis	Ticket Designator
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Document # 7417604212

ENDORSEMENT REMARKS

Issuing Agt ID:

Endorsements/Restrictions:

Back Office Remarks:

ET

IGNORE

PREVIOUS

## Manually Adding a Miscellaneous Charges Order (MCO) document

To manually add an MCO to the Sales Report you must complete the **Financial Details** screen and the **MCO Information** screen.

To add the MCO, navigate to the Sales Report screen and then:

1. Click the **ADD** tab.
2. Click the **TA - Document** radio button.
3. Type the issue date into the **Date of Issue** textbox and the document number into the **13-Character Document#** textbox.
4. Click the **GO** button.
5. The Financial Details screen displays.
6. For instructions on completing the Financial Details screen see the section entitled **Completing the Financial Details Screen**.
7. Click the **MCO Information** tab or the **Next** link.
8. The MCO Information screen displays.
9. For instructions on completing the MCO Information screen, see the section entitled **Completing the MCO Information Screen**.
10. Click the **ET** button to end the transaction and save the document to the Sales Report.
11. Click the **IGNORE** button to close the transaction and cancel adding the document to the Sales Report.

ARC

MCO Information

Help

FINANCIAL DETAILS

MCO INFORMATION

Document#: 001 5050123456

thru

ARC#: 18517553

PED: 22MAR20

MCO INFORMATION

Passenger Name:

Issued in Conn:

Rec Loc:

Tour Code:

Type of Service:

To/AT:

Issuing Agt ID:

Endorsements/Restrictions:

Back Office Remarks:

(Enter carrier code, 10-digit doc number and check digit.)

Type MCO Information details

ET

IGNORE

PREVIOUS

Click to return to Financial Details page

## Manually Adding an Agent Automated Deduction

An Agent Automated Deduction (AAD) is a request for reimbursement from an airline for an error in a transaction that was reported in a previous Sales Report. It may be used to correct a mistake on a transaction in the Sales Report (i.e., overpayment on a transaction, incorrect commission, etc.). To use an AAD, the transaction in which the mistake was made must have been reported in an IAR Sales Report within one of the last 12 PEDs. An AAD is included in the IAR Sales Report as a credit to the agency and information concerning the AAD is transmitted to the appropriate airline through the ARC report settlement process.

An AAD can only be manually added to IAR because these documents cannot be issued through a GDS. An agent may claim up to \$25.00 on an ARC settled document but is limited to one AAD per document. Each refund, exchange and AAD transaction relies on information that was reported in a previous or current Sales Report. ARC will process AADs that are included in an IAR Sales Report; however, the agent is responsible for researching and verifying the circumstances of the transaction. Entering the AAD in IAR does not imply that the airline agrees with the amount or circumstances surrounding the AAD.

ARC stores detailed data from Sales Reports that were authorized and submitted. When an AAD is included in the Sales Report, the IAR system searches the stored data for the fare, tax, total, commission and net remittance found on the original transaction to which the AAD relates.

To manually add an AAD to IAR, navigate to the Sales Report screen and then:

1. Click the **ADD** tab
2. Click the **TD-AAD** radio button
3. Type the document number in the **13-digit Document#** field. (It is not necessary to add Date of Issue for Memos.)
4. Click the **GO** button.
5. The AAD screen displays.
6. Click the **ET** button to end transaction and save the document to the Sales Report.
7. Click the **IGNORE** button to close the transaction and cancel adding the document to the Sales Report.



## Manually Adding an Adjustment Memo

Adjustment memos are issued by airlines regarding issues with previously reported transactions. Most airlines participate in ARC's Memo Manager service which provides an automated way for ARC participating travel professionals and airlines to electronically process and settle memos. ARC Memo Manager is one of the applications in the suite of My ARC tools and is free of charge.

Memo Manager allows two-way communication between agencies and airlines, eliminates the need to manually enter memo data into IAR and provides immediate access to memo status and information. Use of Memo Manager is not mandatory; however, it is recommended especially since an airline may only distribute their memos through Memo Manager.

If you need to settle an airline adjustment memo that was not generated through Memo Manager, you must manually enter it into the IAR Sales Report.

There are four types of adjustment memos:

- **Debit Memo** - Airline claim for the amount owed by the agent (e.g., amount claimed for an unreported sale). It appears in the Sales Report as a debit amount (positive amount).
- **Credit Memo** - Statement of amount payable by an airline (or supplier) to an agent. It appears in the Sales Report as a credit amount (negative amount).
- **Recall Commission Statement** - Statement of the amount payable to the airline for a return of commission on a ticket previously issued. It appears in the Sales Report as a debit (positive amount).
- **Ticket Resolution Services (TRS)** - TRS memos are debit memos issued by an airline for an airline-identified unreported sale, flown and refunded, or a credit card chargeback transaction.

## Manually Adding a Debit Memo or TRS Memo

A Debit Memo represents funds owed to the airline on a previous sale or for an unreported sale. It appears in the Sales Report as a debit amount (positive amount).

To add a Debit Memo to IAR, navigate to the Sales Report screen and then:

1. Click the **ADD** tab.
2. Click the **TA-Document** radio button.
3. Type the document number in the **13-digit Document#** field. (It is not necessary to add the Date of Issue for Memos.)
4. Click the **GO** button.
5. The Debit Memo screen displays.
6. Click the **ET** button to end the transaction and save the document to the Sales Report.
7. Click the **IGNORE** button to close the transaction and cancel adding the document to the Sales Report.



ARC

Debit Memo

Help

Document#

001 8960123456

Tran Type:

DM

Status:

ARC#:

18517553

PED:

22MAR20

Entry Date:

08JUN20

MEMO INFORMATION

Original Memo Date:

Issued to ARC Number:

18517553

< - If memo was issued to a location other than this sales report, enter that ARC# here

Amount Due To/From:

Remarks:

DOCUMENTS

Enter Debit Memo information

ET

IGNORE

## Manually Adding a Credit Memo

A Credit Memo represents money due to the travel agency on a previous sale or for another reason. It appears in the Sales Report as a credit amount (negative amount).

To add a Credit Memo to IAR, navigate to the Sales Report screen and then:

1. Click the **ADD** tab.
2. Click the **TA-Document** radio button.
3. Type the document number in the **13-digit Document#** field. (It is not necessary to add the Date of Issue for Memos)
4. Click the **GO** button.
5. The Credit Memo screen displays.
6. Click the **ET** button to end the transaction and save the document to the Sales Report.
7. Click the **IGNORE** button to close the transaction and cancel adding the document to the Sales Report.

ARC

Credit Memo

Help

Document#

001 8970123456

Tran Type:

CM

Status:

ARC#:

18517553

PED:

22MAR20

Entry Date:

08JUN20

MEMO INFORMATION

Original Memo Date:

Issued to ARC Number:

18517553

<- If memo was issued to a location other than this sales report, enter that ARC# here

Amount Due To/From:

Remarks:

DOCUMENTS

Document #	Value	Document #	Value

Enter Credit Memo information

ET IGNORE

## Manually Adding a Recall Commission Statement

A Recall Commission Statement is a statement of the amount payable to the airline for the return of commission on a ticket previously issued and reported. In order to report the recall commission statement, it must be added as a transaction to the Sales Report.

To add a Recall Commission Statement to IAR, navigate to the Sales Report screen and then:

1. Click the **ADD** tab.
2. Click the **TA-Document** radio button.
3. Type the document number in the **13-digit Document#** field. (It is not necessary to add the Date of Issue for Memos.)
4. Click the **GO** button.
5. The Recall Commission Statement screen displays.
6. Click the **ET** button to end the transaction and save the document to the Sales Report.
7. Click the **IGNORE** button to close the transaction and cancel adding the document to the Sales Report.

Help

### Recall Commission Statement

Document#	001 8980123456	Tran Type:	RC	Status:	ARC#:	18517553	PED:	22MAR20
		Entry Date:	08JUN20					

**MEMO INFORMATION**

Original Memo Date:

Issued to ARC Number:

Amount Due To/From:

<- If memo was issued to a location other than this sales report, enter that ARC# here

Remarks:

**DOCUMENTS**

Document #	Value	Document #	Value
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Type in Recall Commission Statement Information

## Type A Certificates Screen

A 'Type A' Certificate is an airline-issued certificate giving authorization to issue a ticket at a reduced fare. It is processed through IAR as a regular sale (straight sale) - not as an exchange. When the sale is issued, the certificate number should be included in the Endorsements/Restrictions field using the following codes to identify the data (this includes other waiver types as well).

- CE - Type A Certificate
- LT - Lost Ticket Application
- DE - Death Certificate
- WV - Waiver Code
- DR - Doctor's Note

Each certificate or code must be preceded and followed by one of the following special characters:

- / (Slash)
- (Dash)
- \* (Asterisk)
- , (Comma)

Examples:

```

/CE9991234567890/
*WV123456789012345*
*CE0060691111111*
/CE0123456789012/WV98765432/
,DR987654321098765,CE0123456789012,
    
```

If certificate information is not received from the GDS (not included when issuing the ticket or in the wrong format), you will need to manually enter the certificate into IAR.



It is recommended that you write the new ticket number on the face of that certificate and retain it for your records. This documentation will assist you in the event that ARC or the airline inquires about the transaction. A copy of the agent's coupon for each transaction is available in the ARC Document Retrieval Service (DRS). Please note: an airline's document retention requirement may differ from ARC's document retention requirements.

If you receive an unnumbered airline certificate, you must still enter the certificate into IAR to advise the airline that the fare shown on the ticket was calculated using a discount certificate. You will need to enter the three-digit carrier code as the first three numbers of the certificate, followed by up to eleven (11) alphanumeric characters to describe the coupon.

Example: 005ENTRCPNBOOK

IAR supports the use of up to 50 old Type A certificates in a single transaction. Since your GDS cannot support the transmission of this many certificates to IAR, you would add the additional certificates using the **More Certificates** link on the **Financial Details** screen (up to 4 certificates can be entered on the Financial Details screen). To add additional Type A Certificates to IAR:

At the Financial Details screen,

1. Click the **More Certificates** link.
2. The Type A Certificates screen displays.
3. Enter up to 50 certificates on this screen.
4. Click the **OK** button to save entries.
5. Click **CANCEL** to return to the Financial Details screen and not save any entries.

**Note:** *The first three digits of a certificate number must be the carrier code followed by up to eleven numbers or characters to describe the coupon.*

Help

Financial Details

FINANCIAL DETAILS
ITINERARY/ENDORS.

Document# 001 7417604212 thru

Tran Type: ET Status: ARC#: 18517553 PED:22MAR20

Date of Issue: 19MAR20

Entry Date: 08JUN20

E-Ticket: ☒ Currency: USD

Void ESAC:

FARE, TAXES & COMMISSION

Currency Code	Amount	Tax Code	Amount	Tax Code	Amount	Tax Code	Amount
Base Fare:	<input type="text"/>	Tax 1:	<input type="text"/>	Tax 2:	<input type="text"/>	Tax 3:	<input type="text"/>
Equiv Amt:	<input type="text"/>	Tax 4:	<input type="text"/>	Tax 5:	<input type="text"/>	Tax 6:	<input type="text"/>
Bank Rate:	<input type="text"/>	Tax 7:	<input type="text"/>	Tax 8:	<input type="text"/>	Tax 9:	<input type="text"/>
Tax Total:	<input type="text"/>	Tax 10:	<input type="text"/>	Tax 11:	<input type="text"/>	Tax 12:	<input type="text"/>
Total:	<input type="text"/>	Tax 13:	<input type="text"/>	Tax 14:	<input type="text"/>	Tax 15:	<input type="text"/>
Commission:	<input type="text"/>	Tax 16:	<input type="text"/>	Tax 17:	<input type="text"/>	Tax 18:	<input type="text"/>
		Tax 19:	<input type="text"/>	Tax 20:	<input type="text"/>	Tax 21:	<input type="text"/>

PFC: 
[MORE TAXES](#)

PAYMENT: CASH OR CREDIT

Form of Payment:   
Approval Code:   
Extended Pay:

Misc Support:    
Type A Certificates:  
Certificate 1:   
Certificate 2:   
Certificate 3:   
Certificate 4:   
Total Certificates = 0

Waiver Code:   
[MORE CERTIFICATES](#)

EXCHANGES: OLD DOCUMENTS

Add 13-digit Old Document#:

Exchange All: ☐ ADD

ADDITIONAL TICKETING INFORMATION

Service Carrier ID:    
Self Sale/Intl Cd:    
Intl Sale Ind:

Fare Calculation:

ET
IGNORE
[NEXT](#)

Click the  
ADD button

## Adding Other Documents

### Adding a Document not received from a GDS

In the rare event that a ticket is not received via the data transfer from the GDS, you will need to manually enter the transaction and its associated data into the IAR Sales Report.

**Note:** IAR functionality does not yet support the manual entry of an automated EMD. In the rare event that a GDS-issued EMD is not received from the GDS and loaded into IAR, that document must be manually reported to the airline. Full EMD functionality in IAR is planned for a future date.

### Adding a Government Transportation Request (GTR) - Payable to Agent

Many federal government agencies purchase air transportation under the terms of a specific contract between the government agency and the agent. Some contracts require the use of a Government Transportation Request (GTR) as a form of payment and/or payment of commission for transactions. The terms of these contracts and the policies for use of GTRs are individually administered by the airline.

It is important to remember that all GTRs must be reported in the IAR Sales Report as cash transactions.

To process a GTR payable to the agent, navigate to the Sales Report screen and then:

1. Click the **ADD** tab.
2. Click the **TA - Document** radio button.
3. Type the issue date into the **Date of Issue** textbox and the document number into the **13-Character Document#** textbox.
4. Click the **GO** button.
5. The Financial Detail screen displays.
6. Type **Cash** in the Form of Payment field.
7. Click the **Next** link or click the **Itinerary/Endors** screen tab to move to the Itinerary/Endorsements screen.
8. Type **Gov't Travel - Refundable by agency only, GR'** and the **GTR number** in the Endorsement Restrictions textbox.
9. Click the **ET** button to end the transaction and save the document to the Sales Report.
10. Click the **IGNORE** button to close the transaction and cancel adding the document to the Sales Report.

**Note:** Commission on a GTR is claimed in the same way as a normal cash sale. Handle the GTR coupon as agreed between the government agency and the agent

### **Adding a Government Transportation Request (GTR) - Payable to Ticketing Airline**

To process a GTR payable to a ticketing airline, navigate to the Sales Report screen and then:

1. Click the **ADD** tab.
2. Click the **TA - Document** radio button.
3. Type the issue date into the **Date of Issue** textbox and the document number into the **13-Character Document#** textbox.
4. Click the **GO** button.
5. The Financial Detail screen displays.
6. Type **GR'** and **GTR number** in the Form of Payment field.
7. Click the **Next** link or **Itinerary/Endors** tab to access the Itinerary/Endorsement screen.
8. Click the **ET** button to end the transaction and save the document to the Sales Report.
9. Click the **IGNORE** button to close the transaction and cancel adding the document to the Sales Report.

### **Adding a Duplicate Ticket Number**

An agent should not attempt to manually add a ticket with the same document number as another ticket into the IAR Sales Report or to additional Sales Reports of multiple-location agencies.

When a ticket is manually added to the Sales Report the, IAR system checks all available Sales Report PEDs (including branch locations) for duplicate ticket numbers with the same date of issue. If an agent attempts to add a transaction (using the **Add** tab on the Sales Report screen) which already exists in an active status, IAR will display an error message that a duplicate exists and does not allow the duplicate ticket to be added.



Duplicates are considered to be transactions that are not voided and belong to the requesting agency or its related family agencies. Refunds and voids are not recognized as duplicates.

## Refunding a Transaction

A customer may request a refund for a transaction issued on any ARC traffic document that has been reported. The IAR system automatically accepts GDS-issued refunds that were generated using proper GDS formats. IAR also allows you to view, modify and manually enter refund transactions in the Sales Report.

There are two types of refunds:

1. **Full Refund** - A wholly unused original document with no usage of flight/value coupons is returned for a refund.
2. **Partial Refund** - A partially used original document where all remaining flight/value coupons are being returned for refund.

## Rules for Refunding

- A transaction issued on an ARC traffic document can only be refunded by the agency location that originally issued the document, or by any agency within that agency organization (the Home Office Location or any branch under that HOL).
- The refund can only be made to the original form of payment.
- The transaction can only be refunded to the person authorized to receive the refund.
- Before reporting a refund transaction in a sales report, you must ensure that the airline allows refunding (ticket is refundable with or without a penalty, ticket not expired, etc.). If unsure, check with the individual airline before issuing a refund.
- Refund of an electronic ticket (ET) transaction requires a valid Electronic Settlement Authorization Code (ESAC).
  - An ESAC is an acknowledgement by the airline of coupon availability and verification that the unused coupons are closed out to prevent unauthorized use.
  - An ESAC is automatically generated when an E-ticket is refunded in the GDS.
  - An ESAC is also automatically generated when an E-ticket is manually entered into IAR for any airline that supports IAR's ET refund functionality.
- When refunding a transaction, you are required to comply with any additional rules or instructions regarding refund transactions that may be provided by the airline or ARC.
- It is recommended that agents process refunds directly in their GDS rather than adding the refunds directly in IAR to ensure that the GDS has a record of the refund in the PNR, that the airline ET database is updated, and that the refund is sent to IAR. Manual entry of refunds in IAR is a valid option; however, if the airline does not support IAR ET refunds, the IAR refund does not update the GDS record nor the airline's ET database.
- If the airline supports IAR ET refunds, IAR and the airline's ET database will be in synch, but the GDS record is not included in the update. In most instances, when a refund cannot be processed in the GDS, it is not available for refund. It is recommended to check the coupon status in the electronic record (ETR) prior to processing the refund to ensure the coupon status is "OPEN." If the refund is still not allowed, you may need to contact the airline to determine the reason the refund request is being rejected.
- Refunds of electronic tickets for airlines that support IAR ET EDIFACT refund functionality cannot be voided



unless the airline supports Cancel Refund functionality. If an airline supports Cancel Refunds, that refund can only be canceled the same day the refund was issued.

- For a full list of airlines and their policies, please refer to ARC's [Airline Participation tool](#), which provides a concise list of each ARC participating airline, their policies and processes related to ARC settlement (including payment acceptance, refund/exchange processing validity, IAR ET Edifact support, and Airline Direct participation). The tool can be found in [Section 1](#) of this handbook.

*Please Note:*

*When you refund an electronic ticket (ET), the refund status cannot be reversed unless the carrier supports Cancel Refund functionality. If so, the void of the ET refund must take place the same day the refund was issued.*

*Otherwise, if you wish to reinstate a voided refund, you must contact the carrier to change the ET coupon status from RFND back to OPEN and then re-enter the refund request through your GDS or IAR.*

## Full Refund Entry

The following steps should be used to manually add a full refund in IAR.

Navigate to the Sales Report screen and then:

1. Click the **Refund** tab.
2. Click the **RF - Full Refund** radio button.
3. Type the document number to be refunded in the 13-character **Document#** textbox (3-character carrier code plus 10-character ticket number).
4. Click the **GO** button.
5. The Refund Details screen will be displayed with all original information and financials pre-populated.
6. Verify that the information is accurate and make any changes necessary.
7. Click the **ET** button to move to the Confirm End Transaction screen. Click **YES** to end the transaction and save all changes. Click **NO** to return to the Refund Details screen.
8. Click the **IGNORE** button to move to the Confirm Ignore screen. If you then select the **YES** button, all changes made will be ignored (lost).





ARC

Refund Details

Help

Document#: 001 7949589495 Currency: USD ARC#: 10551055 PED: 20MAR22 Status: Refund Type: FULL

REFUND INFORMATION

Passenger Name: ATEST/PASSENGER

Date of Refund: 16MAR22

System Entry Date: 16MAR22

Coupons 7949589495 1234

Fare: 721.15

+ Taxes: 101.29

Total: 822.44

Admin/Penalty:

Refund:

Commission: 18.08

Comm Admin/Penalty:

E-Ticket: ☒

ESAC:

Tax Code	Amount	Tax Code	Amount	Tax Code	Amount
Tax 1: XF	18.00	Tax 2: US	54.09	Tax 3: ZP	18.00
Tax 4: AY	11.20	Tax 5:		Tax 6:	
Tax 7:		Tax 8:		Tax 9:	
Tax 10:		Tax 11:		Tax 12:	
Tax 13:		Tax 14:		Tax 15:	
Tax 16:		Tax 17:		Tax 18:	
Tax 19:		Tax 20:		Tax 21:	

PFC: FAT4.5 DFW4.5 FSD4.5 DFW4.5 MORE TAXES

PAYMENT: CASH OR CREDIT

Form of Payment: AX\*\*\*\*\*0002

Misc Support:

Back Office Remarks:

Waiver Codes:

ET

IGNORE

## Partial Refund Entry

The following steps should be used to manually add a partial refund in IAR:

At the Sales Report screen:

1. Click the **Refund** tab.
2. Click the **RP - Partial Refund** radio button.
3. Type the document number to be refunded in the **13-character Document#** box.
4. Click the **GO** button.
5. The Refund Details screen will be displayed with all information pre-populated except for the financial detail.
6. Verify that the information is accurate and enter the financial values of the unused coupon(s). Be sure to include the base fare, tax breakdown, total, commission and any penalty or waiver code if applicable,
7. Click the **ET** button to move to the Confirm End Transaction screen. Click **YES** to end the transaction and save all changes. Click **NO** to return to the Refund Details screen.
8. Click the **IGNORE** button to move to the Confirm Ignore screen. If the **YES** button is used, all changes are ignored and cannot be recovered.

For a complete listing of all IAR field names and definitions, see the glossary at the end of this section.

## Refund Application

The Refund Application is automatically generated and displayed to you upon successful completion of an error-free refund. The Refund Application serves as both confirmations that the refund has been processed in your



sales report and as a customer receipt if needed. All information on the Refund Application screen is pre-populated and summarizes the refund transaction. Note that "**Refund Subject to Carrier Audit**" appears on the Refund Application because the refund may be verified by the carrier for validity and accuracy.

At any time after the refund has been created, the Refund Application screen can be redisplayed for a manually entered refund, or for a refund that was loaded to IAR from the GDS, by following these steps:

At the Refund Details screen:

- Click the Refund Application button located next to the **Status** field.
- The Refund Application screen displays showing a recap of the refund details.
- Click the **CLOSE** button to return to the Refund Details screen.

The screenshot shows the 'Refund Application' screen with the following details:

ARC #: 10551055		PED: 20MAR22
Today's Date: 16MAR22		
Issue Date: 16MAR22	ESAC:	001TY716390001
Document #: 001 7949589495	Total:	822.44
Passenger Name: ATEST/PASSENGER	Admin/Penalty:	-
Form of Payment: AX*****0002	Refund:	822.44

Refund Subject To Carrier Audit

**CLOSE**

### Refunding a Split Payment Exchange Transaction

When a client requests the refund of a split payment exchange transaction, it may not be possible to process the refund through the sales report. Electronic ticketing rules require that any refund request must action all remaining flight coupons in a single transaction. Industry resolutions also require that a refund be returned to the original form of payment. However, ARC's systems support only one form of payment in a single transaction so when more than one form of payment is involved, the refund may require special handling.

When a split payment exchange involves a cash form of payment and one credit card form of payment, the refund of that transaction will load to IAR with a form of payment error. It is not possible to clear the IAR error because the full refund amount cannot be returned to either cash or the credit card form of payment used in the exchange. Again, because ARC supports only one form of payment in a single transaction, refunding a split payment exchange to one cash and one credit card form of payment is not possible without assistance either from the airline or from ARC.

When a split payment exchange involved two credit card forms of payment, the GDS refund of that transaction will load to IAR error-free because IAR allows the refund amount to be returned to either of the two credit cards used in the exchange. When entering a refund for a split payment exchange into IAR manually, you will be prompted to enter a form of payment. Like the GDS-loaded refund, IAR will allow the refund amount to be returned to either of the two credit cards used in the exchange. However, industry resolutions require that any refund be returned to the original form(s) of payment, which means that refunding the full amount to just one credit card may result in the airline issuing a debit memo for your agency.



## **Recommended Practice for Refunding a Split Payment Exchange Transaction**

For the proper processing of the refund of a split payment exchange, ARC recommends that travel agents submit a refund request directly to the validating carrier so that the airline can return the correct refund amounts to each of the original forms of payment.

There are two alternative options to the above-recommended practice of submitting the refund of a split payment transaction directly to the airline; however, each has the risk that the airline may issue a debit memo to your agency.

## **Alternative Options for Refunding Split Payment Exchange Transactions**

### **Alternative 1**

The first alternative option for refunding a split payment exchange is to exchange that document for two new MCOs (or EMDs) and to then refund separately those two MCOs/EMDs, one to each original form of payment. Note: This method may not be supported by all airlines.

To proceed with this first alternative refunding option, follow these steps:

1. Issue a new MCO or EMD in exchange for the original split payment exchange document.
  - a. The new MCO should be issued in the amount being returned to the first form of payment used in the original split payment exchange.
  - b. The new MCO should use the first form of payment used in the original split payment exchange.
2. Issue a second MCO or EMD.
  - a. The second new MCO should be issued in the amount being returned to the second form of payment used in the original split payment exchange.
  - b. The second new MCO should use the second form of payment used in the original split payment exchange.
3. After those two new MCO or EMD transactions load to IAR the following day:
  - a. Manually link the second MCO as a new document to the first MCO exchange transaction.
  - b. The result should be an even exchange (the value of the two new MCOs equals the amount of the original split payment exchange).
4. The form of payment for an even exchange transaction must match the form of payment of the original document. While the words EVEN or CASH may also be used as the form of payment for a zero value even exchange transaction, use of the original FOP is preferred, especially if that FOP was a credit card. Use of the original FOP streamlines any future exchange or refund of the even exchange document.
5. After the even exchange has been successfully created, create two refunds, one for each new MCO or EMD.

### **Alternative 2**

The second alternative option for refunding a split payment exchange transaction is to request ARC's assistance. ARC's Customer Care Center staff will create two separate partial refund shells to process a refund to each original form of payment.

**NOTE:** This option requires that the split payment exchange must have more than one coupon that is being refunded.



- Two separate partial refund shells cannot be created if the document refunded is either a one-way ticket with only one segment (coupon) or a single unused coupon from a multi-segment itinerary.
- When only a single coupon is being refunded from a split payment exchange, that refund must be settled directly with the validating airline as an exception transaction.

To proceed with this second alternative refunding option, follow these steps:

1. Process the refund in your Global Distribution System (GDS).
  - a. When possible, use a GDS refund entry that does not send a refund message to IAR to close out the unused coupons in the airline's database.
  - b. When the unused coupons have not been flown or used, and the airline accepts the GDS refund request, the coupon status in the airline's ET database will be updated from "O" / "OPEN" to "R" / "Refund".
  - c. The airline will respond to the GDS refund request with an Electronic Settlement Authorization Code (ESAC), signifying acceptance of the refund.
2. Contact ARC's Customer Care Center the next business day after issuing the GDS refund to request ARC's assistance.
  - a. When a GDS entry is used that does not send a refund message to ARC, the refund will not appear in IAR.
  - b. When a GDS refund entry does send a refund message to IAR and the original exchange payment involved one cash and one credit card form of payment, it will appear in IAR with an error status and an error message that the refund value has been exceeded. ARC will void the refund transaction (in IAR only) and replace that voided refund with two partial refund 'shells,' one for each form of payment.
  - c. When ARC voids a refund on behalf of an agency, the void action occurs only in IAR and does not update the airline's ET Database, which retains the transaction's refund status. Note: Refunds manually entered by ARC on behalf of an agency that were not first refunded in the GDS will not update the carrier's ET Database and may result in a debit memo.
3. Each partial refund transaction shell created by ARC will be flagged with an IAR error status. You can clear that error by manually entering the following:
  - a. The refund values totaling the amount being returned to the form of payment in each partial refund shell.
  - b. The original form of payment for each partial refund shell.
  - c. The original airline issued ESAC (electronic settlement authorization code) from the GDS refund for each partial refund shell.
  - d. Any penalty amount or waiver code that may apply.

## Exchanging a Transaction

Exchanging transactions is the process used to issue new document(s) using an old document or documents as either full or partial payment. This process may be necessary when a customer requests a change in their airline schedule or itinerary or requires some other change that requires that a new document be issued.

The IAR system automatically accepts GDS-issued exchanges that were generated using proper GDS formats. IAR also allows you to view, modify and manually enter exchange transactions in the Sales Report. Reporting an exchange to IAR records the exchange transaction and includes it with the weekly Sales Report submission.

IAR allows exchanges to be viewed, modified, or added in the Sales Report using fill-in screens. These screens allow you to view, modify or add document-related information, such as fare, tax information, administrative penalty, and commission on administrative penalty into the IAR Sales Report.



There are two types of exchanges:

1. **Full Exchange** - A wholly unused original document with no usage of value coupons is presented for exchange for a new document.
2. **Partial Exchange** - A partially used original document where all remaining value coupons are being returned in exchange for a new document. It also includes non-ARC documents presented for exchange (such as a Type B voucher or carrier non-transport document) if allowed by the carrier.

Either type of exchange will result in one of the following exchange form payment types:

1. Additional Collection
2. Refund with Exchange
3. Even Exchange

### Rules for Exchanging

- A transaction issued on an ARC traffic document can only be exchanged by the agency location that originally issued the document or by any agency within the agency organization (the Home Office Location or any branch location under that HOL).
- A transaction issued on an ARC traffic document can only be exchanged for a new document issued on the same carrier as the original document.
- If the exchange results in a refund, the resulting refund value can only be made to the original form of payment.
- If the exchange results in an even exchange (\$0.00), the form of payment must match the form of payment of the original document. While the words EVEN or CASH may also be used as the form of payment for a zero value even exchange transaction, use of the original FOP is preferred, especially if that FOP was a credit card which will streamline future exchanges or refunds of the exchange document.
- Before reporting an exchange transaction in a sales report, you must ensure that the carrier allows the exchange (ticket is exchangeable with or without a penalty, ticket not expired, etc.). If unsure, check with the individual carrier before issuing the new exchange.
- Exchange of an electronic ticket (E-Ticket or ET) transaction requires a valid Electronic Settlement Authorization Code (ESAC).
  - An ESAC is an acknowledgement by the carrier of coupon availability and verification that the unused coupons are closed out to prevent unauthorized use.
  - An ESAC is automatically generated when an E-ticket is exchanged in the GDS
  - An ESAC is NOT automatically generated when an E-ticket is manually created in IAR. You must obtain the ESAC and enter it into IAR when creating the new exchange.
- When exchanging a transaction, you are required to comply with any additional rules or instructions regarding refund transactions that may be provided by the carrier or ARC.

### Full Exchange - Old Document

Exchanges load to IAR directly from the GDS. However, there may be times when you must add an old document to an existing sale transaction to complete a full exchange:

At the Sales Report screen:

1. Click the **Document#** to be modified into an exchange.
2. The Financial Details screen displays.
3. Move to the **Exchanges: Old Document** section of the screen.
4. Type the document number of the transaction to be exchanged (old document) in the **Add 13-character Old Document#** textbox.
5. Click the box next to the Exchange All field to indicate that all coupons are part of the exchange.

Help

### Financial Details

**FINANCIAL DETAILS**
ITINERARY/ENDORS.

Document# 001 7999999999 thru  Tran Type: ET Status: ARC#: 18517553 PED:10APR22  
 Date of Issue: 06APR22 Entry Date: 11APR22  
 E-Ticket: ☒ Currency: USD Void ESAC:

#### FARE, TAXES & COMMISSION

Currency Code	Amount	Tax Code	Amount	Tax Code	Amount	Tax Code	Amount
Base Fare: USD	400.00	Tax 1: XF	9.00	Tax 2: US	10.00	Tax 3:	
Equiv Amt:		Tax 4:		Tax 5:		Tax 6:	
Bank Rate:		Tax 7:		Tax 8:		Tax 9:	
Tax Total:	19.00	Tax 10:		Tax 11:		Tax 12:	
Total:	419.00	Tax 13:		Tax 14:		Tax 15:	
Commission:		Tax 16:		Tax 17:		Tax 18:	
		Tax 19:		Tax 20:		Tax 21:	

PFC: TPA4,5 SEA4,5 MORE TAXES

#### PAYMENT: CASH OR CREDIT

Form of Payment: AX\*\*\*\*\*0005 Misc Support:  Waiver Code:   
 Approval Code: 123456  
 Extended Pay:

Type A Certificates:  
 Certificate 1:  Certificate 2:   
 Certificate 3:  Certificate 4:   
 Total Certificates = 0 MORE CERTIFICATES

**EXCHANGES: OLD DOCUMENTS**
Add 13-digit Old Document#: 
Exchange All: ☐
**ADD**


#### ADDITIONAL TICKETING INFORMATION

Service Carrier ID: 7906-Amadeus  /   
 Self Sale/Intl Cd:   
 Intl Sale Ind:

**Fare Calculation:**  
 THIS FIELD IS REQUIRED

ET
IGNORE
NEXT

6. The Add Old Document screen displays.
7. Verify the financial figures auto-filled from IAR history. Add any penalty and any ESAC.
8. Click the ADD button to add the document as an exchange in IAR.


Help

## Add Old Document

New Document#: 001 799999999 2
ARC#: 18517553
PED: 10APR22

### EXCHANGE INFORMATION

Old Document#: 001 7999999900 E-Ticket: ☒
ESAC: 
Exchange Type: FULL

**Coupons**

7999999900

Old Fare:

+ Old Taxes:

-----

Old Total:

Old Commission:


Admin/Penalty:

Comm Admin/Penalty:

Tax Code	Amount	Tax Code	Amount	Tax Code	Amount
Tax 1: XF	9.00	Tax 2: US	10.00	Tax 3:	
Tax 4:		Tax 5:		Tax 6:	
Tax 7:		Tax 8:		Tax 9:	
Tax 10:		Tax 11:		Tax 12:	
Tax 13:		Tax 14:		Tax 15:	
Tax 16:		Tax 17:		Tax 18:	
Tax 19:		Tax 20:		Tax 21:	

PFC: TPA4.5 SEA4.5     MORE TAXES

- Once added, you may view the newly created Exchange Support screen.


Help

## Exchange Support

FINANCIAL DETAILS
ITINERARY/ENDORS.
EXCHANGE SUPPORT
EXCHANGE SUMMARY

New Document#: 001 799999999 2
ARC#: 18517553
PED: 10APR22

### EXCHANGES: OLD DOCUMENTS

Add 13-digit Old Document#: 
Exchange All: ☐

SELECT	Document #	Status	Passenger Name	Total	Commission	Issue Date
<input checked="" type="radio"/>	1	7999999900	TEST/TEST	419.00		01APR22

### EXCHANGE INFORMATION

Old Document#: 001 7999999900 E-Ticket: ☒
ESAC: 0018964TY8694
Exchange Type: FULL

**Coupons**

7999999900

Old Fare:

+ Old Taxes:

-----

Old Total:

Old Commission:

Admin/Penalty:

Comm Admin/Penalty:

Tax Code	Amount	Tax Code	Amount	Tax Code	Amount
Tax 1: XF	9.00	Tax 2: US	10.00	Tax 3:	
Tax 4:		Tax 5:		Tax 6:	
Tax 7:		Tax 8:		Tax 9:	
Tax 10:		Tax 11:		Tax 12:	
Tax 13:		Tax 14:		Tax 15:	
Tax 16:		Tax 17:		Tax 18:	
Tax 19:		Tax 20:		Tax 21:	

PFC: TPA4.5 SEA4.5     MORE TAXES

- To see a summary of the exchange transaction, click the Exchange Summary tab.
- Verify the accuracy of the Exchange Summary information.
- Click the **ET** button to end the transaction and move to the Confirm End Transaction screen. If the YES button is used, all changes are saved.
- Click the **IGNORE** button to move to the Confirm Ignore screen. If the Yes button is used all changes are lost.



ARC

Exchange Summary

Help

FINANCIAL DETAILS

ITINERARY/ENDORS.

EXCHANGE SUPPORT

EXCHANGE SUMMARY

New Document#: 001 7999999999 2ARC#: 18517553PED: 10APR22

EXCHANGE INFORMATION

New Document(s) Total:419.00

Old Document Total:419.00

New/Old Diff:0.00

Admin/Penalty Total:100.00

Adjustment:

Amount Due From Client:100.00

Old Fare Total:400.00

Old Tax Total:19.00

Exchange Type - ADD COLLECT

New Commission Total:0.00

Old Commission Total:0.00

Commission Penalty:0.00

=

Commission Due To/From:0.00

PAYMENT: CASH OR CREDIT

Form of Payment:AX\*\*\*\*\*0005

Approval Code:123456

Extended Pay:

ET

IGNORE

PREVIOUS





## Full Exchange - New Document

Exchanges load to IAR directly from the GDS. However, there may be times when you link another document into an exchange as a second new document (known as a companion exchange). This typically occurs when the exchange results in a residual value (old non-refundable document has a higher value than the new document) and the airline allows that residual value to be transferred to an MCO or EMD. To add a new document as part of an exchange:

At the Sales Report screen:

1. Click the **Document#** to be exchanged.
2. The Financial Details screen displays.
3. Move to the **Exchanges: New Document** section of the Financial Details screen.
4. Type the new document number in the **Add 10-character New Document#** box.
5. Click the box next to the **Exchange All** field to indicate that all coupons are part of the exchange.
6. Click the **ADD** button to add the new document to the exchange transaction.

Financial Details

Help

FINANCIAL DETAILS

ITINERARY/ENDORS.

EXCHANGE SUPPORT

EXCHANGE SUMMARY

Document# 001 7999999998 1 thru Tran Type: ET/EX Status: O ARC#: 18517553 PED:10APR22

Date of Issue: 08APR22 Entry Date: 11APR22

E-Ticket: ☒ Currency: USD Void ESAC:

FARE, TAXES & COMMISSION

Currency Code	Amount	Tax Code	Amount	Tax Code	Amount	Tax Code	Amount
Base Fare:	400.00	Tax 1: US	30.00	Tax 2:		Tax 3:	
Equiv Amt:		Tax 4:		Tax 5:		Tax 6:	
Bank Rate:		Tax 7:		Tax 8:		Tax 9:	
Tax Total:	30.00	Tax 10:		Tax 11:		Tax 12:	
Total:	430.00	Tax 13:		Tax 14:		Tax 15:	
Commission:		Tax 16:		Tax 17:		Tax 18:	
		Tax 19:		Tax 20:		Tax 21:	

PFC: MORE TAXES

PAYMENT: CASH OR CREDIT

See Exchange Summary

Misc Support:

Type A Certificates:

Certificate 1:

Certificate 3:

Total Certificates = 0

Waiver Code:

Certificate 2:

Certificate 4:

MORE CERTIFICATES

EXCHANGES: OLD DOCUMENTS

Add 13-digit Old Document#:

Exchange All: ☐

ADD

* R	Document #	Status	Passenger Name	Total	Commission	Issue Date
<input type="checkbox"/>	1 79999999901		TEST/TEST	537.50		02APR22

EXCHANGES: NEW DOCUMENTS

Add 10-digit New Document#:

ADD

ADDITIONAL TICKETING INFORMATION

Service Carrier ID: 7906-Amadeus /

Self Sale/Intl Cd:

Intl Sale Ind:

Fare Calculation:

THIS IS A REQUIRED FIELD

ET

IGNORE

NEXT

- The Financial Details page will redisplay showing that the New Document has been added.

Financial Details

Help

FINANCIAL DETAILS

ITINERARY/ENDORS.

EXCHANGE SUPPORT

EXCHANGE SUMMARY

Document# 001 7999999998 1 thru Tran Type: ET/EX Status: O ARC#: 18517553 PED:10APR22

Date of Issue: 08APR22 Entry Date: 11APR22

E-Ticket: ☒ Currency: USD Void ESAC:

FARE, TAXES & COMMISSION

Currency Code	Amount	Tax Code	Amount	Tax Code	Amount	Tax Code	Amount
Base Fare:	400.00	Tax 1: US	30.00	Tax 2:		Tax 3:	
Equiv Amt:		Tax 4:		Tax 5:		Tax 6:	
Bank Rate:		Tax 7:		Tax 8:		Tax 9:	
Tax Total:	30.00	Tax 10:		Tax 11:		Tax 12:	
Total:	430.00	Tax 13:		Tax 14:		Tax 15:	
Commission:		Tax 16:		Tax 17:		Tax 18:	
		Tax 19:		Tax 20:		Tax 21:	

PFC: MORE TAXES

PAYMENT: CASH OR CREDIT

See Exchange Summary

Misc Support:

Waiver Code:

Type A Certificates:

Certificate 1:

Certificate 2:

Certificate 3:

Certificate 4:

Total Certificates = 0

MORE CERTIFICATES

EXCHANGES: OLD DOCUMENTS

Add 13-digit Old Document#:

Exchange All: ☐

ADD

* R	Document #	Status	Passenger Name	Total	Commission	Issue Date
<input type="checkbox"/>	1 7999999901		TEST/TEST	537.50		02APR22

EXCHANGES: NEW DOCUMENTS

Add 10-digit New Document#:

ADD

* R	Document #	Status	Passenger Name	Total	Commission
<input type="checkbox"/>	1 8999999999		TEST/TEST	107.50	0.00

ADDITIONAL TICKETING INFORMATION

Service Carrier ID: 7906-Amadeus /

Self Sale/Intl Cd:

Intl Sale Ind:

Fare Calculation:


THIS IS A REQUIRED FIELD

ET

IGNORE

NEXT

- To see a summary of the exchange transaction, click the Exchange Summary tab.
- Verify the accuracy of the Exchange Summary information.



Exchange Summary

Help

FINANCIAL DETAILS
ITINERARY/ENDORS.
EXCHANGE SUPPORT
EXCHANGE SUMMARY

New Document#: 001 7999999998 1
ARC#: 18517553
PED: 10APR22

**EXCHANGE INFORMATION**

		Exchange Type - EVEN	
New Document(s) Total:	537.50	Old Fare Total:	500.00
Old Document Total:	537.50	Old Tax Total:	37.50
New/Old Diff:	0.00		
Admin/Penalty Total:	0.00		
Adjustment:	0.00		
No Amount Due.			
		=	New Commission Total: 0.00 Old Commission Total: 0.00 Commission Penalty: 0.00 Commission Due To/From: 0.00

**PAYMENT: CASH OR CREDIT**

Form of Payment:

Approval Code:

Extended Pay:

ET
IGNORE
PREVIOUS

10. Click the **ET** button to end the transaction and move to the Confirm End Transaction screen. If the YES button is used, all changes are saved.
11. Click the **IGNORE** button to move to the Confirm Ignore screen. If the YES button is used, all changes are lost.

## Exchange Summary Screen

The Exchange Summary screen is populated by the data received from the GDS or that you have entered into the IAR Sales Report. It is a final recap of the details involved in an exchange. Except for the Adjustment field and the Form of the Payment field, all other details on this screen are non-modifiable. The Adjustment field cannot be populated by a GDS entry. It is an IAR-only field that serves a shortcut and refund override to reduce the amount of a system-calculated refund. Entry of data in this field is only allowed when the exchange type is an Exchange with Refund. To access the Exchange Summary screen:

At the Financial Details screen for the document used in the exchange:

1. Click the **Exchange Summary** tab.
2. The Exchange Summary screen displays.
3. Click the **ET** button to end the transaction and move to the Confirm End Transaction screen. If the **YES** button is used, all changes are saved.
4. Click the **IGNORE** button to move to the Confirm Ignore screen. If the **YES** button is used, any changes are lost.

## ARC

### Exchange Summary

Help

FINANCIAL DETAILS
ITINERARY/ENDORS.
EXCHANGE SUPPORT
EXCHANGE SUMMARY

New Document#: 001 7999999998 1
ARC#: 18517553
PED: 10APR22

#### EXCHANGE INFORMATION

		Exchange Type - EVEN	
New Document(s) Total:	537.50	Old Fare Total:	500.00
Old Document Total:	537.50	Old Tax Total:	37.50
New/Old Diff:	0.00		
Admin/Penalty Total:	0.00		
Adjustment:	<input style="width: 50px;" type="text" value="0.00"/>		
No Amount Due.		=	New Commission Total: 0.00 Old Commission Total: 0.00 Commission Penalty: 0.00 Commission Due To/From: 0.00

#### PAYMENT: CASH OR CREDIT

Form of Payment:

Approval Code:

Extended Pay:

ET
IGNORE
PREVIOUS

## Remove a Document from an Exchange

There may be instances when an old or new document must be removed from an exchange transaction. Following are the steps for removing either an old or new document from an exchange transaction.

To remove an old document from an exchange transaction, at the Financial Details screen:

1. Move to the **Exchanges: Old Documents** section of the screen.
2. Click the box next to the **Document#** to be removed (this places a checkmark in the box).
3. Click the "R" box located next to the check box.
4. The document is removed as part of the exchange.

To remove a new document from an exchange transaction:

1. At the Financial Details screen,
2. Move to the **Exchanges: New Documents** section of the screen.
3. Click the box next to the **Document#** to be removed (this places a checkmark in the box).
4. Click the "R" box located next to the check box.
5. The document is removed as part of the exchange.

EXCHANGES: OLD DOCUMENTS				Add 13-digit Old Document#:		Exchange All:	<input type="checkbox"/>	ADD
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Document #	Status	Passenger Name	Total	Commission	Issue Date	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1 7999999901		TEST/TEST	537.50		02APR22	
EXCHANGES: NEW DOCUMENTS				Add 10-digit New Document#:		ADD		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Document #	Status	Passenger Name	Total	Commission		
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1 8999999999		TEST/TEST	107.50	0.00		



## Partial Exchange

Partially used documents and non-ARC documents (Type B voucher or an airline non-transport documents) can be used in a partial exchange.

To add a partially used old document or non-ARC document to a transaction and complete a partial exchange, start at the Sales Report screen and then:

1. Click the Document# to be exchanged.
2. Move to the **Exchanges: Old Document** section of the screen.
3. Type the document number in the Add 13-character Old Document# textbox.
4. Leave the box next to the **Exchange All** field blank.
5. Click the **ADD** button to add the document as an exchange.
6. The Exchange Support screen displays.
7. Click the **ET** button to end the transaction and move to the Confirm End Transaction screen. If the YES button is selected, all changes are saved.
8. Click the **IGNORE** button to move to the Confirm Ignore screen. If the YES button is selected, all changes are lost.

For a complete listing of all IAR field names and definitions, see the glossary at the end of this section.

## Exchanges with Non-Refundable Residual Value

An exchange with residual value is the result of exchanging an old non-refundable document for a new document that is of a lesser value than the old document. When the airline allows this leftover, or residual, difference to be transferred to an MCO or an EMD, IAR can systematically link that GDS-issued residual value document to its associated exchange transaction in the sales report. When an exchange has two new transactions, the resulting transaction is called a companion exchange and is identified in the IAR sales report with a transaction type code of "CX".

The IAR residual value document auto-linking feature reduces the manual effort required to identify and link residual value MCOs and EMDs to their associated exchanges and reduces the number of IAR exchange errors. The residual value document auto-linking feature applies only to residual value MCO or EMD received from the GDS. It does not apply to an MCO or EMD which was manually entered into IAR by a user.

The process required for IAR to perform the link is slightly different between a residual value MCO and a residual value EMD.

For IAR to auto-link a residual value MCO to its exchange transaction, you must do two things before issuing the MCO in the GDS:

1. Enter the new exchange document number in the "Issued in Connection With" (ICDN) field of the MCO.
  - The new exchange document number must be 13 digits (3-digit carrier code and 10-digit document number).
  - The 3-digit carrier code must match that of the exchange document number.
2. Enter the word "RESIDUAL" in the "Type of Service" or "Valid For" field on the MCO. In addition to the word RESIDUAL, Amadeus users may also enter the word "FUTURE" in the "Type of Service" or "Valid For" field



on the MCO. Using the word "FUTURE" in a different GDS will cause the MCO not to link to the exchange.

- Abbreviations or misspellings of the word "RESIDUAL" or "FUTURE" will cause the auto-linking feature to fail.
- Because the residual value of the old document is carrier over or transferred to the new residual value MCO, no Electronic Credit Card Billing (ECCB) is involved as long as the above two requirements are met. If the word "RESIDUAL" or "FUTURE" is not part of the new MCO, the value of the MCO will be charged to the credit card, as is done with other MCOs.
- Additional text may be entered in the Type of Service or Valid For fields in the GDS if desired, however, the IAR link will not occur unless the word RESIDUAL is included (preferably as the first word), or the word FUTURE is included for Amadeus users.

For IAR to auto-link a residual value EMD to its exchange transaction (implemented July 23, 2020), you must do two things before issuing the EMD in the GDS:

1. Enter the new exchange document number in the "Issued in Connection with Document Number" (ICDN) field of the EMD.
  - The new exchange document number must be 13 digits (3-digit carrier code and 10-digit document number).
  - The 3-digit carrier code must match that of the exchange document number.
2. Enter one of the following 3-character "Reason for Issuance Sub Codes" (RFIS) on the new EMD:
  - **99I** - Residual Value
  - **996** - Refundable Balance
  - **98E** - Non-refundable Amount

Automated linking of residual value documents is an IAR-only feature that works when a GDS-issued residual value MCO or EMD is sent to ARC. While the linking criteria are displayed on the MCO Information screen in IAR, the linking criteria is not displayed on the EMD transaction in IAR which currently uses the standard ET Itinerary/Endorsements screen. In either case, it is important that the linking criteria is present when the residual value MCO or EMD is issued in your GDS. While EMD-specific data elements are not yet displayed in IAR, ARC does support full EMD settlement.

When the linking criteria are not present when received from the GDS, or the linking criteria are incorrect, you will need to manually link the residual value MCO or EMD to the new exchange. If not linked to the new exchange transaction, your customer will be charged for the value of the residual value document instead of having that value for use as a credit for future travel.

**NOTE:** The next-day modification window applies to exchanges, so this means you have one business day to verify the accuracy of your exchanges, including linking any residual value exchange MCO or EMD to its associated exchange. Consequently, it is highly recommended that a residual value document should be issued the same day as the new exchange document. This is necessary so that IAR can automatically link the two documents together as a companion exchange before the new ticket in the exchange is locked down and reported to the airline.

Occasionally, the auto-link may fail due to unforeseen system issues. In such cases, you will need manually link the residual value MCO or EMD to its associated exchange transaction. When a residual value document is issued in a different sales week than the exchange from which it originated, neither an automated link nor a manual link is possible because the two documents must be in the same sales report PED.

**Note:** When a carrier does not allow any residual value resulting from an exchange to either be transferred to an MCO or EMD for future use or does not allow the residual value to be applied to any exchange administration fee/penalty, this is known as forfeited value or a "Use It or Lose It" exchange. However, before you issue the new ticket in this type of exchange situation, it is recommended that you increase the exchange penalty amount to include the residual value so that the new exchange interfaces to IAR for the correct exchange value. If you do not increase the penalty amount before issuing in your GDS, you will need to manually modify the exchange after it loads to IAR to remove the residual value from the exchange.

For example, if a carrier imposes a \$150 administrative fee (exchange penalty) and does not permit a residual value of \$200 to be issued to an MCO or applied to the \$150 penalty, you should invoice the exchange in your GDS with a penalty amount of \$350 so that the exchange interfaces correctly and error-free to IAR. If you do not do this, the exchange will load to IAR as an exchange with a refund value of \$50.00. You have one business day to verify the accuracy of all sale, refund, and exchange transactions.

## Split Payment Exchange Transactions

A split payment exchange transaction occurs when a client wants to charge one portion of an airline journey against one credit card and to charge the remaining portion either to another credit card or to cash or check. However, ARC's systems currently support only one form of payment in a single transaction.

To process two different forms of payment for a single journey, that trip must be processed as two separate transactions. The agent can collect one form of payment using an MCO (or EMD if supported by the airline) listing "Split Payment" as the reason for issuance or type of service. The second form of payment is collected by issuing a new add/collect exchange using the first MCO or EMD as the old document at the time the air portion of the journey is issued. Verify the MCO and EMD acceptance policy on the issuing airline before creating a split payment exchange transaction.



To refund a split payment exchange transaction, please see the section **Refunding a Transaction**.

**Note:** Use of a voucher, coupon, EMD or MCO in an exchange transaction towards the purchase of a ticket is not a split payment transaction. The value of a Type B voucher or carrier non-transport document is non-refundable.

## Voiding a Transaction

### Voiding a Transaction in the Sales Report on the Sales Report Screen

Transactions voided in your GDS will be reflected as voids in IAR the following day. You can also manually void documents directly in IAR for immediate review, although ARC highly recommends that all ticket activity be processed in your GDS to ensure that all information is correctly updated in both the PNR and electronic ticket record, and that the ticket's coupon status is correctly updated to VOID.

A document that has been voided will reflect a status code of "V" on both the List Transactions and List Voids screens. Because a void status takes precedence over all other status types, the "V" status code is displayed alone. Even though other transaction status types may apply to a document (such as "E" for error), these other transaction status codes are no longer displayed after it is voided. However, any status that exists when you void the document remains part of that transaction and is reinstated if you choose to reverse the void status.

**Note:** All voids of an electronic ticket require an Electronic Settlement Authorization Code (ESAC). When a travel agent successfully voids an E-ticket through a GDS, the carrier approves the void request, issues an ESAC and updates the status of the transaction in their E-ticket database to VOID. The carrier then communicates this information back through the GDS, which is then sent to IAR overnight and automatically loaded into the IAR Sales Report. This void process maintains synchronization between the GDS, the carrier's e- ticket database and IAR.

Conversely, if an agent voids an E-ticket sale in IAR only, IAR communicates with the carrier to request a void and obtain an ESAC (for participating Airlines) using EDIFACT messaging. If the void request from IAR is approved, the carrier issues an ESAC, updates the ticket status to void in their database and returns the void confirmation and ESAC to IAR. IAR then automatically updates the Sales Report.

As mentioned earlier, while most carriers support voids of E-ticket sales transactions performed directly in IAR, not all carriers support this method of the void. EDIFACT messaging does not support the void of E-ticket exchanges, so voids of exchanges performed directly in IAR do not update a carrier's database.





For a full list of airlines and their support policies, please refer to [ARC's Airline Participation tool](#), which provides a concise list of each ARC participating airline, their policies and processes related to ARC settlement (including payment acceptance, refund/exchange processing validity, IAR ET Edifact support, and Airline Direct participation). The tool can be found in [Section 1](#) of this handbook.

**Note:** If a carrier does not support IAR ET voids, it is the agent's responsibility to obtain approval from the carrier to void the transaction, as well as to obtain an ESAC from the carrier to enter into IAR. Failure to obtain a valid ESAC may result in the issuance of a debit memo from the validating carrier.

To void a transaction in IAR, at the Sales Report screen:

1. Click the **check box** associated with the transaction to void.
2. Click the **VOID** button.
3. The Void Confirmation screen displays.
4. IAR will obtain the ESAC on your behalf for E-tickets issued on carriers participating in IAR Edifact messaging. If the carrier does not participate, you will need to enter the ESAC in the "If the selected document is an E-ticket, please enter the ESAC:" textbox".
5. Click **Yes** to add the void status.
6. Click **No** to take no action and return to the previous screen.

Home BOS Help

Close IAR

Sales Report

Today is: Monday, Apr 11, 2022

LISTMODIFYADDREFUNDVOIDVIEW ONLY

Status

Transaction Type

Date or Date Range

ARC #: 08049804

PED: 03APR22

Document # (start)

Document # (end)

Document Type

Form of Payment

Int'l Indicator

System Provider

Commission

Carrier Code

Void ESAC

Results

20

CREATE LIST

CLEAR

Transactions:

Total

Sale

Refund

Exchange

ADJ

AAD

ARC #: 08049804

PED: 03APR22

Status:

Error

S/UNR

Outpd

Void

Printable List

PRINT/SAVE

VOID

REVERSE VOID

EDIT COMMISSION

REMOVE S/UNR

Ln	Stat.	Carr.	Document #	TT	FOP	Doc Total	Com.	Intl	Net Remit	Entry Date	Window Date	Void Date
1	<input type="checkbox"/>	V	001	7227847207	ET	TP	723.75	0.00	0.00	29MAR22	29MAR22	30MAR22
2	<input type="checkbox"/>	V	001	7227847208	EX	AX	212.00	0.00	I	0.00	30MAR22	30MAR22
3	<input type="checkbox"/>	V	001	7227847209	ET	AX	252.87	0.00	0.00	30MAR22	30MAR22	30MAR22
4	<input type="checkbox"/>		001	7227847210	ET	AX	4677.03	0.00	I	0.00	30MAR22	30MAR22
5	<input type="checkbox"/>		001	7227847211	ET	AX	0.00	0.00	0.00	31MAR22	31MAR22	
6	<input type="checkbox"/>		001	7227847212	ET	AX	624.36	0.00	0.00	28MAR22	28MAR22	
7	<input type="checkbox"/>		228	7227847213	ET	AX	213.30	0.00	I	0.00	28MAR22	28MAR22
8	<input type="checkbox"/>		006	7227847214	ET	AX	0.00	0.00	I	0.00	28MAR22	28MAR22
9	<input type="checkbox"/>		016	7227847215	ET	AX	10319.33	0.00	I	0.00	29MAR22	29MAR22
10	<input checked="" type="checkbox"/>		016	7227847216	CJ					29MAR22	29MAR22	
11	<input type="checkbox"/>		057	7227847217	ET	AX	87.40	0.00	I	0.00	29MAR22	29MAR22
12	<input type="checkbox"/>		016	7227847218	ET	TP	1097.07	0.00	0.00	29MAR22	29MAR22	
13	<input type="checkbox"/>		001	7227847219	ET	TP	1097.07	0.00	0.00	29MAR22	29MAR22	
14	<input type="checkbox"/>		001	7227847220	ET	AX	2907.53	0.00	I	0.00	29MAR22	29MAR22
15	<input type="checkbox"/>		016	7227847221	ET	AX	5958.33	0.00	I	0.00	29MAR22	29MAR22
16	<input type="checkbox"/>		001	7227847222	ET	AX	94.20	0.00	I	0.00	30MAR22	30MAR22
17	<input type="checkbox"/>		057	7227847223	ET	AX	7584.03	0.00	I	0.00	30MAR22	30MAR22



## Void Reversal of a Transaction on the Sales Report

In some cases, you may reinstate a voided transaction (unvoid) in the IAR Sales Report with the Void Reverse option. This option will reverse the void status of a document so that it is included back in the Sales Report. Most carriers do not support void reverse functionality for E-tickets.

For a full list of airlines and their support policies, please refer to [ARC's Airline Participation tool](#), which provides a concise list of each ARC participating airline, their policies and processes related to ARC settlement (including payment acceptance, refund/exchange processing validity, IAR ET Edifact support, and Airline Direct participation). The tool can be found in [Section 1](#) of this handbook.

**Note:** It is not possible to reverse the void of any exchange in IAR and a refund may only be reversed if a carrier supports Cancel Refund functionality, which must occur the same day as the refund.

To reverse a voided transaction, start at the Sales Report screen and then:

1. Click the **check box** associated with the transaction(s) to reverse the void.
2. Click the **Reverse Void** button.
3. The void status is removed from the transaction.

Cash and credit card transactions may be voided any time prior to the next business day void window deadline. However, Electronic Credit Card Billing (ECCB) procedures apply to transactions issued with a credit card form of payment.

The following rules apply to credit card voids:

- Any credit card sale must be voided on the date of sale to avoid a daily credit card billing to the customer's credit card.
- If the same-day void is not possible, the transaction must be voided within the next business day.

## Voiding a Transaction in the Sales Report using the Void Tab

The Sales Report screen's Void Tab contains the commands used to void or void reverse a transaction.

To access the Void tab, start at the IAR Home page screen and then:

1. Click the **ARC#** link to access a Sales Report.
2. The default Sales Report screen displays set to the List tab.
3. Click the **VOID** tab.
4. Select the desired Void type.
5. Type a document number into the **10-character Document#** textbox.
6. Click the **GO** button.

The screenshot shows the ARC Sales Report interface. At the top, there are links for Home, BOS, and Help, along with a 'Close IAR' link. The date is 'Monday, Apr 11, 2022'. Below the navigation bar are buttons for LIST, MODIFY, ADD, REFUND, VOID, and VIEW ONLY. The VOID button is highlighted. A red box labeled '1' points to the radio buttons for 'VA - Void' and 'VR - Void Reverse', with the text 'Select Radio Button' next to it. A red box labeled '2' points to the 'Enter 10-Character Document #' field, with the text 'Click GO to process' above it. A red box labeled '3' points to the 'GO' button. Below these fields is a summary table for Transactions and Status, and a row of action buttons: VOID, REVERSE VOID, EDIT COMMISSION, and REMOVE S/UNR.

Transactions:	Total	Sale	Refund	Exchange	ADJ	AAD
	3	0	3	0	0	0

Status:	Error	S/UNR	Outpd	Void
	0	0	0	0

ARC #: 03531500 PED: 17APR22

Printable List [v] [PRINT/SAVE]

[VOID] [REVERSE VOID] [EDIT COMMISSION] [REMOVE S/UNR]

## IAR Void/Modify Window

In most cases, a document may be voided or modified in IAR only through the next business day following document issuance.

The IAR Void/Modify window sets the time frame for when documents can be voided or modified, including:

1. Any sale, refund, or exchange document loaded into IAR from the GDS may be voided through the first business day after issuance. Ideally, a void should be completed in the GDS but may be performed manually in IAR.
2. Any sale, refund, or exchange document manually entered into IAR may be voided only on the same day it is entered into IAR.
3. Any sale, refund, or exchange document loaded into IAR from the GDS may be modified in IAR through the first business day after the issuance of the sale.
4. A sale, refund, or exchange document manually entered into IAR may be modified in IAR only the same day it is entered into IAR.
5. A commission on a GDS-issued transaction may be modified through the first business day after the issuance of the sale.
6. A commission on a transaction manually entered into IAR may be modified in IAR only on the same day it is entered into IAR.

Note: The void/modify window applies to sale, refund, and exchange documents. This includes all E-tickets, MCOs, and EMDs. The void of an exchange or refund can be done only if the carrier supports that exchange void or cancel refund functionality. If so, the void of the exchange or refund must typically take place the same day the exchange or refund was issued. The void/modify window does not apply to ARC Pay transactions or adjustment memos (debit memos, credit memos, recall commission statements), or AADs. Agents may void or modify ARC Pay or adjustment memos until the sales report authorization deadline.

The chart shown below provides basic information on the void/modify window for documents issued or invoiced through a GDS on a non-ARC holiday week. In the event of a holiday observed by ARC, the void/modify window is extended one business day.

Note: A void made in the GDS must be completed by 11:59 p.m. local time and a void or modification made in IAR must be completed prior to 11:59 p.m. Eastern Time. The timetable for voiding and/or modifying transactions is subject to change or modification.



Document Issued	IAR System Entry Date	Last Day to Void or Modify
Monday	Tuesday	Tuesday
Tuesday	Wednesday	Wednesday
Wednesday	Thursday	Thursday
Thursday	Friday	Friday
Friday	Saturday	Monday
Saturday	Sunday	Monday
Sunday	Monday	Monday

The chart below provides basic information on the void window for sale, refund, or exchange documents that are manually entered into the IAR Sales Report. The timetable for voiding and/or modifying transactions is subject to change or modification.

Document Entered into IAR	Last Day to Void or Modify
Monday	Monday
Tuesday	Tuesday
Wednesday	Wednesday
Thursday	Thursday
Friday	Friday
Saturday	Saturday
Sunday	Sunday

### Unapplied Voids (ARC Automated Refund)

An unapplied void is an unusual event that occurs when IAR is unable to apply a GDS-generated void to the corresponding Electronic Ticket sale. This can happen because the void message was received for a sale that has already been refunded or exchanged. It can also happen when a void message was received after the void window has already passed, and the sale was reported to the carrier.

In instances where the GDS void is received after the IAR void window has passed, ARC creates and processes an ARC Automated Refund whenever possible. An ARC Automated Refund is a full refund of the original sales ticket transaction and is displayed in IAR as a refund and sent to the validating ARC participating Airline. ARC provides an exception/error code of "A" to indicate that ARC generated the refund displayed on carrier output and in DRS.

The main reasons for unapplied voids are due to one or more of the following "timing" issues:



1. Time differences between the local time at the Agency and the local time at the GDS Data Center. The GDS cut-off time for outputting transactions on the daily System Provider Reporting File (SPRF) sent to ARC may be prior to 11:59 p.m. local time where the agency performed the void.
2. Timing of the receipt of SPRF files by ARC.

Agents may void a sales transaction until 11:59 p.m. local time the next business day after the sale was issued. GDS Data Centers create the System Provider Reporting File (SPRF) that is sent to ARC to load to IAR. These SPRFs contain all sales, void and refund activity performed in the GDS for that single day. Each GDS Data Center sends their SPRF file to ARC every evening. Some of these GDS data centers are located in time zones other than where their agency customers are located, which may cause a timing issue if the SPRF is sent to ARC prior to 11:59 p.m. local time where the agent may still be issuing sales, refunds and voids. This timing difference means that GDS activity is held an extra day before being sent to ARC.

While agents can issue GDS voids until 11:59 p.m. local time, the option of also performing the void in IAR is not possible when IAR is unavailable. Each night between 3 - 4 a.m. ET, IAR is taken offline in order to perform regular system maintenance and to load and process GDS SPRFs.

Example: On Tuesday at 11:30 p.m. Pacific Time, an agent located in California uses their GDS to void a sale transaction that was issued on Monday. That agency's GDS has a Data Center located in Oklahoma (Central Time), which had already sent their daily SPRF to ARC at 1 a.m. Central Time (11 p.m. Pacific, 2 a.m. Eastern). That void won't be sent to ARC until the following day (Wednesday), which is past the standard next business day void window which means the void message cannot be applied to the agent's IAR sales report. Instead, IAR will automatically create an ARC Automated Refund on Thursday for the voided sale.

The ARC Automated Refund is normally created in the same sales report PED as the original sale; however, there are times when the automated refund will be created in the following sales report PED. For example, when a GDS void is performed late Monday evening Pacific Time against the sale of a ticket issued the previous business day (Friday, Saturday or Sunday), that void may miss the GDS data cut-off window (varies by GDS). This means the GDS cannot deliver the void message to IAR until the following Tuesday evening for processing Wednesday morning. This is too late for ARC to apply the void or to create an automated refund in the same sales report as the original sale so that the automated refund will be created in the next open sales report.

An ARC Automated Refund is not created for the void of a refund or the void of an exchange if received from a GDS after the refund or exchange has already been reported to the carrier.

#### **ARC Automated Refund General Business Rules:**

1. An ARC Automated Refund cannot be modified or voided unless the transaction is in error.
2. The IAR Refund Details screen will display "**ARC created document**" to indicate the refund was generated by ARC as a result of an unapplied void.
3. The refund ESAC field will display the ESAC contained in the original void. If the original void message did not contain a void ESAC, the refund ESAC field will display, "**ARCAUTOREF**".



## Refund Details Screen with Original ESAC for an ARC Automated Refund

ARC

Refund Details

Help

Document#: 006 7613411341 Currency: USD ARC#: 07546546 PED: 10APR22  
Status: **REFUND APPLICATION**  
Refund Type: FULL

Document cannot be modified - ARC created document  
Document is being displayed as view only

**ARC Automated Refund Message Displayed**

**REFUND INFORMATION**

Passenger Name: WILSON/LISA  
Date of Refund: 08APR22  
System Entry Date: 09APR22

E-Ticket: ☒  
ESAC: 0060748177296

**Original ESAC  
from GDS Void**

Coupons 1234 7632601342 1

Fare: 295.58  
+ Taxes: 72.87  
Total: 368.45  
  
Admin/Penalty: 0.00  
Refund: 368.45  
  
Commission: 0.0  
Comm Admin/Penalty: 0.00

Tax Code	Amount	Tax Code	Amount	Tax Code	Amount
Tax 1: XF	18.00	Tax 2: US	22.17	Tax 3: ZP	21.50
Tax 4: AY	11.20	Tax 5:		Tax 6:	
Tax 7:		Tax 8:		Tax 9:	
Tax 10:		Tax 11:		Tax 12:	
Tax 13:		Tax 14:		Tax 15:	
Tax 16:		Tax 17:		Tax 18:	
Tax 19:		Tax 20:		Tax 21:	

PFC: PDX4.5 MSP4.5 JAX4.5 ATL4.5 MORE TAXES

**PAYMENT: CASH OR CREDIT**

Form of Payment: CASH  
Misc Support:   
Back Office Remarks:

Waiver Code:

ET

## Refund Details Screen with System Generated ESAC for an ARC Automated Refund

ARC

Refund Details

Help

Document#: 006 7613411341 Currency: USD ARC#: 07546546 PED: 10APR22  
Status: **REFUND APPLICATION**  
Refund Type: FULL

Document cannot be modified - ARC created document  
Document is being displayed as view only

**ARC Automated Refund Message Displayed**

**REFUND INFORMATION**

Passenger Name: WILSON/LISA  
Date of Refund: 08APR22  
System Entry Date: 09APR22

E-Ticket: ☒  
ESAC: ARCAUTOREF

**System  
Generated ESAC**

Coupons 1234 7632601342 1

Fare: 295.58  
+ Taxes: 72.87  
Total: 368.45  
  
Admin/Penalty: 0.00  
Refund: 368.45  
  
Commission: 0.0  
Comm Admin/Penalty: 0.00

Tax Code	Amount	Tax Code	Amount	Tax Code	Amount
Tax 1: XF	18.00	Tax 2: US	22.17	Tax 3: ZP	21.50
Tax 4: AY	11.20	Tax 5:		Tax 6:	
Tax 7:		Tax 8:		Tax 9:	
Tax 10:		Tax 11:		Tax 12:	
Tax 13:		Tax 14:		Tax 15:	
Tax 16:		Tax 17:		Tax 18:	
Tax 19:		Tax 20:		Tax 21:	

PFC: PDX4.5 MSP4.5 JAX4.5 ATL4.5 MORE TAXES

**PAYMENT: CASH OR CREDIT**

Form of Payment: CASH  
Misc Support:   
Back Office Remarks:

Waiver Code:

ET

120



## Preparing Your Sales Report for Authorization

The Sales Report contains all transactions issued and validated during the weekly sales report period. After you have verified that the data contained in your Sales Report is valid and correct, the final step is to authorize the report for submission to ARC.

You must authorize the Sales Report from the IAR Home Page screen. **The authorization deadline for the Sales Report is Tuesday at 11:59 p.m. Eastern Time (ET)** on the Tuesday following the close of the sales report period. When an officially recognized ARC holiday falls on a Monday or Tuesday, this regular authorization deadline is extended to Wednesday at 11:59 p.m. ET on the Wednesday following the close of the sales period.

Clicking the authorize command is your approval of the Sales Report and serves as your authorization of the settlement amount (net remittance amount) and of ARC's draft of that amount either to or from your bank account.

When you click the Auth/Submit button and type in your password to authorize your report, you have electronically advised ARC that your report is complete and accurate.

If you fail to authorize your sales report by Tuesday at 11:59 p.m. ET (or Wednesday at 11:59 p.m. ET for ARC recognized Monday or Tuesday holidays), any transactions in an error status are rolled (automatically moved) to the next open sales report. Consequently, these errors cannot be corrected in the current unauthorized sales report and must be corrected in the next open sales report.

**NOTE:** Carriers may charge late reporting fees for any transaction contained in a sales report that is authorized after Tuesday at 11:59 p.m. ET.

## Viewing Sales Report Totals

There are four different reports that summarize the transactions in your IAR Sales Report which are designed to help you review the sales report data prior to submission to ARC. These four reports are:

1. Financial Summary
2. Financial Detail
3. List Counts
4. Total Counts



[Home](#)
[BOS](#)
[Help](#)

[Close IAR](#)

**IAR Home** Today is: Wednesday, Apr 13, 2022

Access Group

☒ Begin With:

ARC #

PED

Sales Report Status

List Type

Results

**FINANCIAL SUMMARY**

Ln	<input checked="" type="checkbox"/>	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	<input type="checkbox"/>	18511851		03APR22	0.00	956.50	0.00						
2	<input type="checkbox"/>	18511851		10APR22	0.00	319.00-	0.00						
3	<input type="checkbox"/>	18511851		17APR22	0.00	0.00	0.00						

As with IAR's List Transaction functionality previously described, qualifiers can be used with these four reports to assemble more specific report lists. However, because working with Sales Reports is different than working with transactions, there are a few differences in the qualifier categories.

There are four qualifier categories that can be used for summarizing Sales Report data. The four qualifier categories are:

1. Access Group
2. ARC#
3. PED (Period Ending Date)
4. Sales Report Status

### Viewing a Sales Report with Transaction(s) in Error

To view a list of Sales Reports that contains transactions in error, at the IAR Home page screen:

1. Click the **Sales Report Status** drop down box.
2. Click **E - Error** or type the first letter of the qualifier in the combo box to bring it to the top.
3. The **E - Error** status displays in the Sales Report Status textbox.
4. Click the **CREATE LIST** button.
5. A list of only those Sales Reports that contain errors displays.
6. Click the **Print/Save** button to print or save the list.

### Viewing Authorized Sales Reports

To view a list of authorized Sales Reports, at the IAR Home page screen:

1. Click the **Sales Report Status** drop down box.
2. Click **A - Authorized** or type the first letter of the qualifier in the combo box to bring it to the top.
3. The **A - Authorized** status displays in the Sales Report Status textbox.
4. Click the **CREATE LIST** button.





5. A list of only those Sales Reports which have been authorized displays.
6. Click the **Print/Save** button to print or save the list.

### Viewing Unsubmitted Sales Reports

To view a list of unsubmitted Sales Reports, at the IAR Home page screen:

1. Click the **Sales Report** Status drop down box.
2. Click **W - Unsubmitted** or type the first letter of the qualifier in the combo box to bring it to the top.
3. The **W - Unsubmitted** status displays in the Sales Report Status textbox.
4. Click the **CREATE LIST** button.
5. A list of only those Sales Reports that have not been submitted (authorized) displays.
6. Click the **Print/Save** button to print or save the list.

### Viewing Sales Reports with No Activity

IAR allows for the viewing of a list of Sales Reports which have had no activity for that sales period.

To view a list of Sales Reports with no activity, at the IAR Home page screen:

1. Click the **Sales Report** Status drop down box.
2. Click **N - No Activity** or type the first letter of the qualifier in the combo box to bring it to the top.
3. The **N - No Activity** status displays in the Sales Report Status textbox.
4. Click the **CREATE LIST** button.
5. A list of only those Sales Reports which have no activity displays.
6. Click the **Print/Save** button to print or save the list.

### Viewing Sales Reports Counts - List Counts

Selection of the LC - List Counts option displays a list of specific transaction type counts for a location or locations. This can be used in conjunction with the Access Group, ARC# and/or Sales Report Status drop down boxes to create even more specific displays.

To select List Type - List Counts, at the IAR Home page screen:

1. Click the **List Type** drop down box.
2. Click **List Counts** or type the first letter of the qualifier in the combo box to bring it to the top.
3. The List Counts list type displays in the List Type box.
4. Click the **CREATE LIST** button.
5. Click the **Print/Save** button to print and/or save the list.

The screenshot shows the IAR Home page interface. At the top, there is a navigation bar with 'Home', 'BOS', and 'Help' links, and a 'Close IAR' button. Below this, the page title 'IAR Home' is displayed along with the date 'Today is: Wednesday, Apr 13, 2022'. The main form area contains several input fields: 'Access Group' (set to 'Standard'), 'Begin With' (checked), 'ARC #' (18511851), 'PED' (03APR22), 'Sales Report Status' (empty), 'List Type' (dropdown menu open showing 'LC-List Counts' selected), and 'Results' (20). There are 'CREATE LIST' and 'PRINT/SAVE' buttons. Below the form, there is a section titled 'AUTH/SUBMIT' and a table titled 'LIST COUNTS'. The table has columns: Ln, ARC #, Status, PED, Total, Sale, Refund, Exchange, Error, Adj, AAD, and Void. The first row shows data for ARC # 18511851 and PED 03APR22.

Ln	ARC #	Status	PED	Total	Sale	Refund	Exchange	Error	Adj	AAD	Void
1	18511851		03APR22	2	2	0	0	0	0	0	0



## Viewing Sales Reports Counts - Total Counts

Selection of the TC - Total Counts option displays a list of total counts for a location or locations. This can be used in conjunction with the Access Group, ARC# and/or Sales Report Status drop down boxes to create even more specific list displays.

To select a total counts list, at the IAR Home page screen:

1. Click the **List Type** drop down box.
2. Click **Total Counts** or type the first letter of the qualifier in the combo box to bring it to the top.
3. The Total Counts list type displays in the **List Type** box.
4. Click the **CREATE LIST** button.
5. Click the **Print/Save** button to print and/or save the list.

## Viewing the Financial Details of an Individual Sales Report

The financial details of the following types of Sales Reports can be viewed in IAR:

- Any unsubmitted Sales Report.
- Any submitted Sales Report not past the Tuesday submission deadline.
- The last submitted Sales Report already past the submission deadline.

To view the financial details of an individual Sales Report, at the IAR Home page screen:

1. Under the Financial Summary section of the screen, click the ARC# link associated with the Sales Report to view.
2. The financial details of the Sales Report display as the default view.
3. Click the Print/Save button to print and/or save the financial details of a single Sales Report.

ARC Home BOS Help  
Close IAR  
Today is: Wednesday, Apr 13, 2022

IAR Home

Access Group: Standard  
Begin With: ☐  
ARC #: 18511851  
PED: 03APR22  
Sales Report Status:   
List Type: LF-Financial Detail  
Results: 20  
CREATE LIST  
PRINT/SAVE

Printable List  
Printable List  
Save List in Spreadsheet Format  
Save List in Text Format

**Financial Detail**

**CASH**

Cash Sales:	0.00
Cash Refunds:	0.00
Net Adjustments:	0.00
AAD:	0.00
Net Cash:	0.00

**CREDIT**

Credit Sales:	956.50
Credit Refunds:	0.00
Net Credit:	956.50

**SALES**

Total Fares:	900.00
Total Taxes:	56.50
Total Penalties:	0.00
Total Exchange Adjustments:	0.00
Total Sales:	956.50

**NET REMITTANCE CALCULATION**

Net Cash:	0.00
- Total Commission:	0.00
= Net Remittance:	0.00

**STATUS**



## Viewing the Financial Details of Multiple Sales Reports

Agencies with multiple locations often need the ability to view the sales report financial details of each location in a single output. This can be done by selecting the Print/Save button on the LF-Financial Detail display. This gives agencies with multiple locations the option to create a report output that lists the individual sales report financial details for each of their locations. The Print/Save option on the LF-Financial Detail list type works just as it does for the LS-Financial Summary and LC-List Counts list types on the IAR home page.

The current LF-Financial Detail screen will continue to display the sales report financial details in a vertical view for a single location or a summarized total of all locations under a Home Office Location (HOL) or a branch host. Only the output delivered via the Print/Save button will produce a list of sales report financial details for multiple locations in a horizontal view in either a spreadsheet or text format.

To produce the output, follow these steps on the IAR home page:

1. Select the **LF-Financial Detail** option from the List Type drop-down box.
2. Enter **ALL** in the ARC# field and the specific PED date (i.e., 20NOV16) in the PED field.
3. Select either: **Save List in Spreadsheet Format** or **Save List in Text Format** option and then, press the **PRINT/SAVE** button.
4. A download pop-up will appear prompting you to either “Open” or “Save” the resulting file.

The LF-Financial Detail output will follow the standard hierarchy for agency family relationships associated with the active IAR user:

- Standard (Default view) – ability to view that location plus all subordinate branches
- Home Office Location (HOL) – ability to view just the HOL or the HOL plus all of its branches
- Branch – ability to view just that branch location
- Access Groups – ability to view agency-created ARC Number Access Groups of locations outside of the standard default view (ability to view only specific locations chosen by an IAR Administrator)

The resulting output will display the financial details for the selected locations in a horizontal list under the following column headers:

- ARC#
- Status
- PED
- Cash Sales
- Cash Refunds
- Net Adjustments
- AAD
- Net Cash
- Credit Sales
- Credit Refunds
- Net Credit
- Total Fares
- Total Taxes
- Total Penalties



Result Example:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
1		Sales Report Status - Cumulative List																		
2																				
3		Sorted By ARC Number and Date																		
4		ARC Number : ALL																		
5																				
6	ARC#	Status	PED	Cash Sales	Cash Refund	Net Adjust.	AAD	Net Cash	Credit Sales	Credit Refun	Net Credit	Total Fares	Total Taxes	Total Penal	Total Exchar	Total Sales	Net Cash	Total Comm	Net Remittance	
7	12345678	6-Nov-16		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
8	12345679	6-Nov-16		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
9	12345680	6-Nov-16		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
10	12345681	6-Nov-16		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
11	12345682	6-Nov-16		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
12	12345683	6-Nov-16		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
13	12345684	6-Nov-16		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
14	12345685	6-Nov-16		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
15	12345686	6-Nov-16		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
16																				
		DownloadData	(+)																	



## Viewing Financial Summaries of a Sales Report

You can view the financial summary totals of Sales Reports for one or more locations. Viewing the financial summaries of multiple locations can be done for only one PED at a time. If the financial summary is for a single ARC location, more than one PED can be shown. In this case, the financial summary display shows individual PED dates along with the net cash, net credit, sales, and net remittance totals for each PED.

To view the financial summary for a single ARC location, at the IAR Home page screen:

1. Click the **arrow** located next to the **Access Group** box to select the appropriate access group.
2. Type the **ARC# and PED** to view
3. Click the **List Type** drop down box.
4. Select **Financial Summary** or type the first letter of the list type in the combo box to bring it to the top.
5. The Financial Summary selection appears in the List Type box.
6. Click the **CREATE LIST** button.
7. The Financial Summary list for the selected ARC# displays.
8. Click the **Print/Save** button to print and/or save the financial summary.

The screenshot shows the IAR Home page with the following elements:

- ARC Logo** and navigation links: Home, BOS, Help, [Close IAR](#)
- Today is:** Wednesday, Apr 13, 2022
- Form Fields:**
  - Access Group:** Standard (dropdown)
  - Begin With:** ☐
  - ARC #:** 18511851
  - PED:** 03APR22
  - Sales Report Status:** (dropdown)
  - List Type:** LS-Financial Summary (dropdown)
  - Results:** 20 (dropdown)
  - Buttons:** CREATE LIST, PRINT/SAVE
  - Printable List:** (dropdown)
- AUTH/SUBMIT** button
- FINANCIAL SUMMARY** table:

Ln	<input checked="" type="checkbox"/>	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	<input type="checkbox"/>	18511851		03APR22	0.00	956.50	0.00						
2	<input type="checkbox"/>	18511851		10APR22	0.00	319.00-	0.00						
3	<input type="checkbox"/>	18511851		17APR22	0.00	0.00	0.00						

To view the Financial Summary for more than one ARC# location, at the IAR Home page screen:

1. Click the arrow located next to the **Access Group** drop down box to select the appropriate access group.
2. Type the beginning **ARC#** in the **Begin With** box.
3. Click the **List Type** drop down box.
4. Select **Financial Summary** or type the first letter of the list type in the combo box to bring it to the top.
5. The Financial Summary selection appears in the List Type box.
6. Click the **CREATE LIST** button.
7. The Financial Summaries for the selected ARC#s displays.
8. Click the **Print/Save** button to print and/or save the financial summaries.

**Note:** Only agents with access rights to view financial lists may access Financial Summary lists.



## Submitting a Sales Report

As mentioned previously, the Sales Report should not be submitted if it contains any errors; however, if an error cannot be corrected prior to the Tuesday 11:59 p.m. ET deadline, that error will be rolled (automatically moved) to the next open sales report. It will be flagged with the dual status of OE for Out of Period and Error. For information on correcting errors, see the section entitled Document Processing.

Once you determine that a Sales Report is complete and all errors that can be cleared are addressed, you must submit the report. The Sales Report submission deadline is Tuesday at 11:59 p.m. ET following the close of the Sales Report period.

To submit a Sales Report, at the IAR Home page screen:

1. Click the **check box** associate with the ARC# to authorize/submit.
2. Click the **AUTH/SUBMIT** button.
3. The Submit Sales Report screen displays.
4. Type your password in the **Enter Password** box.
5. Click the **SUBMIT** button to submit the report.
6. Click the **CANCEL** button to cancel the authorization and submission of the Sales Report and return to the Sales

**Note:** Only agents with access rights to both the Financial List and Authorize/Submit can authorize/submit the Sales Report.

The screenshot shows the ARC IAR Home page. At the top, there are links for Home, BOS, and Help, along with a 'Close IAR' link. The date 'Today is: Wednesday, Apr 13, 2022' is displayed. Below this is a search/filter section with fields for Access Group (Standard), Begin With (checked), ARC # (18511851), PED, Sales Report Status, List Type (LS-Financial Summary), and Results (20). There are buttons for 'CREATE LIST' and 'PRINT/SAVE'. A 'Printable List' dropdown is also present. Below the search section is a red-bordered button labeled 'AUTH/SUBMIT'. Underneath is a table titled 'FINANCIAL SUMMARY' with columns: Ln, ARC #, Status, PED, Net Cash, Net Credit, Net Remit, Confirm #, User, Date, Time, Trans, and Rev A/S. The table contains three rows of data. The first two rows have unchecked checkboxes, while the third row has a checked checkbox. Below the table, there is a red text prompt: 'Click the check box'.

Ln	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	18511851	A	03APR22	0.00	956.50	0.00	040322006553	pmyer	03APR22	1653	2	R
2	18511851	A	10APR22	0.00	319.00-	0.00	041022006554	pmyer	12APR22	1653	4	R
3	18511851		17APR22	0.00	0.00	0.00						

For travel agencies with multiple locations, the Authorize/Submit command may be used to authorize multiple sales reports in a single PED by clicking the applicable check boxes.



## Submit Sales Report

**Enter Password:**

**Note: Transactions in error will roll to the next Reporting Period.**

### Authorize/Submit Confirmation of Submission Screen

Upon your submission of the Sales Report, IAR automatically generates a unique confirmation number for the report which is displayed to the agent user who has authorized the report via the Authorize Submit Confirmation screen.

Along with the confirmation number, the Authorize/Submit Confirmation Submission Screen displays the location ARC#, sales report status, PED, username of the person authorizing the report, net cash, net credit and net remit totals.

ARC strongly suggests that this confirmation information be retained as proof of Sales Report authorization. You may choose to print the Authorize Submit Confirmation screen, or you may choose to print or save an electronic copy of the LS - Financial Summary page which can list all authorized sales reports and their associated detail.



### Authorize Submit Confirmation

The List Of Successfully submitted Sales Reports:

Ln	ARC #	Status	PED	User	Net Cash	Net Credit	Net Remit	Confirm #
1	18511851	A	17APR22	pmyer	0.00	0.00	0.00	041722006555

### Reversing an Authorized and Submitted Sales Report

Accuracy is a key component of the IAR Sales Report. If you discover that changes are needed to a Sales Report that has already been submitted, you may choose to use the Authorize Reverse command. The Authorize Reverse command allows you to electronically retrieve the Sales Report from ARC, opening it back up to perform any necessary changes. However, the Authorize Reverse command can only be used prior to the Tuesday at 11:50 p.m. ET sales report submission deadline.

Reversing the authorized status of a report restores your ability to add, modify, or delete transactions information that the report contains (provided the void/modify windows have not passed). Once an authorized sales report is reversed, it is no longer authorized. The old confirmation number will no longer be valid, and a new confirmation must be obtained by re-authorizing/re-submitting the Sales Report prior to the Tuesday at 11:59 p.m. ET submission deadline.




Although the Authorize/Submit command may be used to submit multiple Sales Reports, this option is not available with the Authorize Reverse command which requires that only one report may be reversed in a single command. The Authorize Reverse command applies only to a single ARC# and PED.

To reverse the authorization of a Sales Report prior to the submission deadline, at the IAR Home page screen:

1. Click the box associated with the ARC# to Reverse Authorize/Submit.
2. Click the "R" box located under the Rev A/S heading.
3. The Reverse Authorize Status screen displays.
4. Type the confirmation number received from the original Authorize/Submit in the Enter Confirmation Number textbox.
5. Type your password in the Enter Password textbox.
6. Click the SUBMIT button to submit the reverse authorize/submit of the Sales Report.
7. Click the CANCEL button to cancel the reverse authorize/submit of the Sales Report and return to the Sales Report screen.

**Note:** Only agents with access rights to both Financial List and Authorize/Submit can authorize/submit the Sales Report.

Home BOS Help  
Close IAR

IAR HomeToday is: Wednesday, Apr 13, 2022

Access Group  
Standard

☐ Begin With:

ARC #  
18511851

PED

Sales Report Status

List Type  
LS-Financial Summary

Results  
20

CREATE LIST

Printable List

PRINT/SAVE

**AUTH/SUBMIT**

**FINANCIAL SUMMARY**

Ln	<input checked="" type="checkbox"/>	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	<input type="checkbox"/>	18511851	A	03APR22	0.00	956.50	0.00	040322006553	pmyer	03APR22	1653	2	<input type="button" value="R"/>
2	<input type="checkbox"/>	18511851	A	10APR22	0.00	319.00-	0.00	041022006554	pmyer	12APR22	1653	4	<input type="button" value="R"/>
3	<input type="checkbox"/>	18511851	A	17APR22	0.00	0.00	0.00	041722006555	pmyer	13APR22	1707	0	<input type="button" value="R"/>

Click the "R" to reverse the authorization

## Reverse Authorized Status

Enter Password:

Note: Transactions in error will roll to the next Reporting Period.

SUBMIT

CANCEL





## Reference and Glossary Information

### IAR Screen Names and Descriptions

The following section describes each screen used in IAR along with a brief purpose of each screen.

Screen Name	Purpose of Screen
IAR Home	Default first page of the IAR application.
Submit Sales Report	Screen used to submit the Sales Report. A password is required to use this screen and submit this report.
Authorize/Submit Confirmation Submission Screen	Screen displays all the confirmation information back to the agent for a Sales Report that is submitted.
IAR Users	Default screen when the global Administration header is selected. Allows the Administrator to manage IAR user profiles by adding, deleting, activating/inactivating users. In addition, this is the screen where the Administrator assigns users to specific ARC# access groups or user roles.
User Roles	Screen shows a list of user roles, the number of user members for specific ARC# locations and the access rights of each role.
ARC# Access	Screen where the Administrator can create customized, more manageable location groups with an ARC "family". Also allows the Administrator to grant or restrict access to multiple locations for specific users.
ARC# Access Group Profile	Screen is used to manage ARC# Access Groups by creating new groups, editing existing groups or deleting groups.
Help	IAR Help System
Sales Report List (tab)	Default list screen appears when the List tab is selected. The List tab default screen is used to create lists of transactions using IAR qualifiers.
Sales Report Modify (tab)	Default modify screen appears when the Modify tab is selected. This is the screen where a user can modify a transaction and modify commission by dollar amount or percentage.
Sales Report Add (tab)	Default add document or AAD screen appears when the Add tab is selected.
Sales Report Refund tab	Default refund screen appears when the Refund tab is selected.
Sales Report Void (tab)	Default void screen appears when the Void tab is selected. This is the screen where a user can void or void reverse a transaction.
Sales Report View Only (tab)	Default View Only screen appears when the View Only tab is selected. This screen allows a user to view a detailed transaction list, determine when a transaction was last modified and find an old/used ticket. This screen does not allow a user to make any modifications to the transactions.

Screen Name	Purpose of Screen
Financial Details	Displays the financials of a transaction. Screen is used when adding or modifying a transaction.
Itinerary/Endorse	Screen used to add or modify the itinerary or endorsements of a transaction.
Edit Commission	Screen where a commission is modified by dollar amount or percentage.
Confirm Void	Screen used to allow a user to review the transactions that have been requested to void. If the YES button is clicked, the transactions are voided. If the NO button is pressed, the transactions are not voided.
Confirm End Transaction	Screen used to confirm that a user intends to end a transaction. If the YES button is clicked, the transaction is ended, and all changes are saved. If the NO button is clicked, the transaction is not ended and returns to the Sales Report screen.
Confirm Ignore	Screen used to confirm that a user intends to exit a screen. If the YES button is clicked, all charges are lost, and the user returns to the Sales Report screen. If the NO button is clicked.
MCO Information	Screen used in conjunction with the Financial Details screen to manually add a Miscellaneous Charges Order to the Sales Report.
Agent Automated Deduction	Screen used to manually add an Agent Automated Deduction to the Sales Report.
Debit Memo	Screen used to manually add a Debit Memo to the Sales Report.
Recall Commission Statement	Screen used to manually add a Recall Commission Statement to the Sales Report.
Refund Details	Displays the financials of a refund transaction. Screen is used when adding or modifying a refund transaction.
Refund Application	The Refund Application is generated after an error-free refund is submitted and acts as a confirmation that the refund has been accepted.
Exchange Support	Displays the financials of the exchange transaction. Screen is used when adding or modifying an exchange transaction.
Exchange Summary	Displays summary exchange transaction information. Included are the new and old document totals and the amount from the client.

### IAR Field Names and Definitions

This section describes the individual IAR field names, the IAR screen on which each appears, and a definition of the field.

Field Name	Screen	Definition
Enter Your ARC#	Administrator Contact Information	The unique 8-digit ARC location code identifying a specific travel office.

Field Name	Screen	Definition
Administrator	Administrator Contact Information	Name of the IAR Administrator.
Find...by	IAR User Administration - IAR Users tab	Search function used to find a user by last name, first name, username, ARC# or status.
ARC#	IAR User Administration - IAR Users tab	The unique 8-digit ARC location code identifying a specific travel office that is associated with a username.
Status	IAR User Administration - IAR Users tab	Status of the user. The status is either I - Inactive or A - Active.
ARC# Access	IAR User Administration - IAR Users tab	Links to the ARC# Access Group screen. Used to identify ARC# Access Groups.
IAR Role	IAR User Administration - IAR Users tab	Links to the IAR Role screen of the user. The IAR role refers to a user's rights to perform tasks.
View ARC#	IAR User Administration - Users Role tab	View an ARC location's list of user roles, the number of user members for a specific ARC location and the access rights of each role.
Roles	IAR User Administration - Users Role tab	Refers to the rights that are assigned to a user.
ARC#	IAR User Administration - Users Role tab	The unique 8-digit ARC location code identifying a specific travel office.
# of IAR Users	IAR User Administration - Users Role tab	Count of the number of users assigned to a specific role.
Rights	IAR User Administration - Users Role tab	Refers to a user's rights to perform activities within and upon a sales report(s) and an administrator's rights to manage users in IAR.
Show Results	IAR Use Administration - ARC# Access tab	When creating a list, a user can opt to view a list of 20, 50, 100, 250 or 500 results per page.
Find...by	IAR Use Administration - ARC# Access tab	Search function used to find a list of user roles, the number of user member for a specific ARC# location and the access rights of each user.

Field Name	Screen	Definition
ARC# Access	IAR Use Administration - ARC# Access tab	ARC#s assigned to a group name.
ARC#	IAR Use Administration - ARC# Access tab	The unique 8-digit ARC location code identifying a specific travel office.
# of IAR Users IAR User	IAR Use Administration - ARC# Access tab	Count of IAR users.
Modified by	IAR Use Administration - ARC# Access tab	Name of the Administrator who last made a modification to a group.
Group Name	ARC# Access Group Profile	Name of the ARC# Access group.
Available ARC#s	ARC# Access Group Profile	ARC numbers from the selected and custom groups that are available to be added to a new custom group.
Selected ARC#s	ARC# Access Group Profile	ARC#s from the selected and custom groups that are selected to make a new group.
Status	User Profile	Identifies the status of a user - either Inactive or Active.
Users ARC#	User Profile	The unique 8-digit ARC location code identifying a specific travel office associated with a specific user.
Last Name	User Profile	Last name (surname) of the user.
First Name	User Profile	First name of the user.
Email	User Profile	Email address of the user.
User Role	User Profile	Role assigned to the user.
Available Groups	User Profile	ARC numbers from the selected and custom groups that are available to be added to a new custom group.
Selected Groups	User Profile	ARC#s from the selected and custom groups that are selected to make a new group.
Access Group	IAR Home page	A collection of ARC#s.
ARC#	IAR Home page	The unique 8-digit ARC location code identifying a specific travel office.
PED	IAR Home page	The 5-character alphanumeric code that indicates the Sales Report period ending date. The format is DDMMM and it is always a Sunday date.
Sales Report Status	IAR Home page	The status condition of the Sales Report. The Sales Report is either A - Authorized, E - Error, N - No Activity or W - Unsubmitted.

Field Name	Screen	Definition
List Type	IAR Home page	Category of the list transaction report. Types include: LS - Financial Summary, LF - Financial Detail, TC - Total Counts, and LC - List Counts.
Results	IAR Home page	When creating a list, a user can opt to view a list of 20, 50, 100, 250 or 500 results per page.
Net Cash	IAR Home page	Sum total of cash sales less refunds, plus or minus adjustment memos and AADs.
Net Credit	IAR Home page	Sum of the credit sales less refunds equal the total net credit value.
Net Remit	IAR Home page	Sum of the net cash sales, minus commissions, plus or minus net adjustments.
Confirmation#	IAR Home page	Number returned by IAR as verification that the Sales Report was submitted.
User	IAR Home page	Name of the user who submitted the Sales Report.
Date	IAR Home page	Date the Sales Report was submitted to ARC.
Time	IAR Home page	Time the Sales Report was submitted to ARC.
Trans	IAR Home page	Number of transactions in the Sales Report.
ARC#	Sales Report	The unique 8-digit ARC location code identifying a specific travel office.
PED	Sales Report	The 5-character alphanumeric code that indicates the Sales Report period ending date. The format is DDMMM and it is always a Sunday date.
Status	Sales Report	IAR assigned the status condition of the sales report. Status conditions include: E - Error, A - Authorized, N - No Activity and W - Unsubmitted.
Document#	Sales Report	Number assigned to the document that includes the carrier code, document number and check-digit.
Document Type	Sales Report	Type of ticket or document. Examples of document types are: E-tickets, MCOs, debit memos and credit memos.
Transaction Type	Sales Report	Type of transaction. Examples of transaction types include: all sales, refunds, exchanges, E-tickets, adjustment memos, and waiver codes.
Form of Payment	Sales Report	The form of payment on a transaction; either a credit card number, cash or check.

Field Name	Screen	Definition
Int'l Indicator	Sales Report	Indicates whether the transaction is for International (I) or Domestic (D) travel. If left blank, IAR will assume domestic travel.
Date Range	Sales Report	Range of dates that can be used for creating a list of transactions. Selections include: PED, entry date, modified date and void date.
Commission	Sales Report	Total dollar value of monies owed by a ticketing carrier to an entity selling on its behalf.
Results	Sales Report	When creating a list, a user can opt to view a list of 20, 50, 100, 250 or 500 results per page.
Void ESAC	Sales Report	Electronic Settlement Authorization Code - When an agent voids an e- ticket through the GDS, the carrier's ET database is updated with a status of void and an ESAC is assigned by the carrier is automatically loaded into the IAR Sales Report with the void transaction. This void process keeps the carrier's ET database and IAR in sync. If an ESAC code is associated with the document, type the code in the ESAC textbox.
Transactions	Sales Report	Summary count of transaction statuses in a Sales Report
Printable List	Sales Report	Print/Save option in IAR. A user can print a list of transactions or save the list to either a spreadsheet or text file.
TT	Sales Report	Transaction Type. Type of transaction associated with a document number.
Form of Payment	Sales Report	The form of payment on a transaction; either a credit card number, cash or check.
Doc Total	Sales Report	Total dollar value of all flight coupons.
Comm	Sales Report	Total dollar value of monies owed by a ticketing carrier to an entity selling on its behalf.
Int'l	Sales Report	Identifies the transaction as either an International sale (I) or a Domestic sale (blank).
Net Remit	Sales Report	The amount due the carrier from the agent for a sale.
Entry Date	Sales Report	Date transaction was entered into IAR. Format is DDMMYY.
Window Date	Sales Report	Void window date associated with a transaction entry date.
Void Date	Sales Report	The calendar date when a transaction is voided.
Commission by Percent	Edit Commission	Total dollar value of monies owed by a ticketing carrier to an entity selling on its behalf. In this instance, allows a user to enter a new commission amount by percentage.

Field Name	Screen	Definition
Commission by Amount	Edit Commission	Total dollar value of monies owed by a ticketing carrier to an entity selling on its behalf. In this instance, allows a user to enter a new commission by dollar amount.
TA - Document	List tab	Command used to add a transaction to the sales report (TA - ticket add).
TD - AAD	List tab	Ticket Display - Agent Automated Deduction.
Document#	List tab	Number assigned to the document that includes the carrier code, document number and check-digit.
TM - Transaction	Modify tab	Select to modify a transaction (TM - transaction modify).
CM - Commission Amount	Modify tab	Total dollar value of monies owed by a ticketing carrier to an entity selling on its behalf. In this instance, select to modify the commission on a transaction. Enter either a dollar amount or a percentage.
Document#	Modify tab	Number assigned to the document that includes the carrier code, document number and check-digit.
TA - Document	Add tab	Select to add a transaction to an open Sale Report (TA - Transaction Add).
TD - AAD	Add tab	Ticket Display - Agent Automated Deduction.
Document#	Add tab	Number assigned to the document that includes the carrier code, document number and check-digit.
RF - Full	Refund tab	Select to refund an entire transaction (RF - Refund Full).
RP - Partial	Refund tab	Select to refund only a portion of a transaction (RP - Refund Partial).
Document#	Refund tab	Number assigned to the document that includes the carrier code, document number and check-digit.
VA - Void	Void tab	Select to void a transaction in the Sales Report (VA - Void Add).
VR - Void Reverse	Void tab	Select to reverse the void of the transaction in the sales report (VR - Void Reverse).
Document#	Void tab	Number assigned to the document that includes the carrier code, document number and check-digit.
Document#	Financial Details	Number assigned to the document that includes the carrier code, document number and check-digit.
Thru	Financial Details	The document number through range indicates a conjunction ticket. Type the last three digits of the ending conjunction document number in this field.

Field Name	Screen	Definition
Tran Type	Financial Details	Type of transaction. Examples of transaction types include: all sales, refunds, exchanges, E-tickets, adjustment memos, and waiver codes.
ARC#	Financial Details	The unique 8-digit ARC location code identifying a specific travel office.
PED	Financial Details	The 5-character alphanumeric code that indicates the Sales Report period ending date. The format is DDMMM and is always a Sunday date.
Date of Issue	Financial Details	The date the document was issued. The format is DDMMYY.
Entry Date	Financial Details	Date the document was entered into IAR.
E-Ticket	Financial Details	Click the box to indicate that the transaction is an E-ticket.
Void ESAC	Financial Details	Electronic Settlement Authorization Code - When an agent voids an e- ticket through the GDS, the carrier's ET database is updated with a status of void and an ESAC is assigned by the carrier is automatically loaded into the IAR Sales Report with the void transaction. This void process keeps the carrier's ET database and IAR in sync. If an ESAC code is associated with the document, type the code in the ESAC textbox.
Base Fare	Financial Details	The dollar value of the document excluding all taxes.
Equiv Amt	Financial Details	Equivalent Amount - The value of the ticket in the currency of payment collected. This field is only completed when travel originates outside of the US and the fare is issued in a currency other than USD.
Currency Code	Financial Details	The code that is equivalent to the currency collected for the payment of the ticket.
Bank Rate	Financial Details	The rate used to convert currency amount collected for payment of a ticket if other than USD.
Tax Total	Financial Details	Total of Tax 1 - Tax 99 taxes on the tax break down and MORE TAXES portion of the screen.
Total	Financial Details	The total dollar value of the document (fare plus taxes).
Commission	Financial Details	Total dollar value of monies owed by a ticketing carrier to an entity selling on its behalf. It may also be entered as a percentage.
Tax 1 - Tax 21	Financial Details	All of the individual taxes that apply to the transaction. The tax code textbox is for the 2-character tax code of each individual tax. The amount box is for the dollar amount of each individual tax.



Field Name	Screen	Definition
More Taxes	Financial Details	When there are more than 21 taxes, select the MORE TAXES option to view or add the additional tax codes and tax values. The total of all taxes will be displayed in the Tax Total field.
PFC	Financial Details	The individual Passenger Facility Charge that applies to the document. The format is to combine the 3-character airport code with the dollar amount.
Form of Payment	Financial Details	The form of payment on a transaction; either a credit card number, cash or check.
Approval Code	Financial Details	The approval code received from the credit card company when a credit card is used.
Extended Pay	Financial Details	Indicates the use of the extended payment option available for only American Express or Carte Blanche credit cards.
Misc Support	Financial Details	Miscellaneous Support - The conditional code used to indicate when specific miscellaneous documentation supports the transaction. Valid codes include: DE - Death Certificate, DR - Medical Doctor's Note, WV - Advance Purchase Waiver, and LT - Lost Ticket Application.
Waiver Code	Financial Details	Code assigned by an airline to a travel agent to waive a fee.
Type A Certificate	Financial Details	If a Type A Certificate is used in support of a document, type the certificate number in the Certificate-1 textbox. If more than four certificates are use, click MORE CERTIFICATES to access the Type A Certificates screen.
Exchange Old Document	Financial Details	Field used to add an old document(s) to an exchange. Click the Exchange All box to use all coupons in the exchange.
Exchange New Document	Financial Details	Field used to add a new document(s) to an exchange.
Service Carrier ID	Financial Details	The 4-digit code of the GDS providing the automated ticketing service. In addition to the Service Carrier ID, a 1-digit code indicating the method of ticketing must be used. Valid codes include: '/' - tickets issued from a GDS and X - Tickets issued from the agency's back office. Both fields must be left blank for manually added tickets.
Self-Sale/Int'l Code	Financial Details	A code that denotes a self-sale and/or International sale on a document. Valid codes include: X - International Sale, S - Self Sale, X/S - Self Sale International (S/X may be used), and ( ) - blank.
Int'l Sale Indicator	Financial Details	A 4-character code to indicate where the sale and the issuance of the ticket took place in relation to the country of commencement of international travel. Valid codes include SITI

Field Name	Screen	Definition
		- Sold In/Ticketed In, SITO - Sold In/Ticketed Out, SOTI - Sold Out/Ticketed In, SOTO - Sold Out/Ticketed Out, and ( ) - blank.
Fare Calculation	Financial Details	The details of the fare calculation exactly as it appears on the document or fare ladder.
Document#	Itinerary/Endorsements	Number assigned to the document that includes the carrier code, document number and check-digit.
Thru	Itinerary/Endorsements	The document number through range indicates a conjunction ticket. Type the last three digits of the ending conjunction document number are entered in this field.
Tran Type	Itinerary/Endorsements	Type of transaction. Examples of transaction types include: all sales, refunds, exchanges, E-tickets, adjustment memos, and waiver codes.
Status	Itinerary/Endorsements	Status of the transaction. Status can be O - Out of Period, V - Void, E - Error, MDA - Modified, MCD - Commission Modified, MDP - Pricing Modified, and MDN - Non-Pricing Modified.
ARC#	Itinerary/Endorsements	The unique 8-digit ARC location code identifying a specific travel office.
PED	Itinerary/Endorsements	The 5-character alphanumeric code that indicates the Sales Report period ending date. The format is DDMMM and is always a Sunday date.
E-ticket	Itinerary/Endorsements	Click the box to indicate the transaction as an E-ticket.
Void ESAC	Itinerary/Endorsements	Electronic Settlement Authorization Code - When an agent voids an E-ticket through the GDS, the carrier's ET database is updated with a status of void and an ESAC is assigned by the carrier is automatically loaded into the IAR Sales Report with the void transaction. This void process keeps the carrier's ET database and IAR in sync. If an ESAC code is associated with the document, type the code in the ESAC textbox.
Passenger Name	Itinerary/Endorsements	The passenger's name consisting of the surname, an oblique "/" and the first name or first initial.
Tour Code	Itinerary/Endorsements	The tour code that identifies the tour package or carrier special deal under which the document was issued. Not a valid field for refunded documents.
Rec Loc	Itinerary/Endorsements	The GDS record locator number for the associated passenger name record (PNR).
Coupon 1	Itinerary/Endorsements	Line identifier for the first itinerary segment.
Coupon 2	Itinerary/Endorsements	Line identifier for the second itinerary segment.

Field Name	Screen	Definition
Coupon 3	Itinerary/Endorsements	Line identifier for the third itinerary segment.
Coupon 4	Itinerary/Endorsements	Line identifier for the fourth itinerary segment.
X/O	Itinerary/Endorsements	A one-character field indicating the stopover code of the scheduled travel segment. Valid codes include: X - Connection, O - Stopover, V - Void, and ( ) - Blank.
From	Itinerary/Endorsements	The 3-character code of the itinerary segment origination.
To	Itinerary/Endorsements	The 3-character code of the itinerary segment destination.
Carrier	Itinerary/Endorsements	The 2-character code of the carrier providing the service for the itinerary segment.
Flight	Itinerary/Endorsements	The flight number of the itinerary segment (up to 5-digits).
Class	Itinerary/Endorsements	The 1 or 2-character code indicating the class of service for the itinerary segment.
Date	Itinerary/Endorsements	The date of travel for the itinerary segment (format is DDMMM).
Time	Itinerary/Endorsements	The time of departure for the itinerary segment (up to 5-digits). Either 12 or 24-hour clock formats may be used.
Fare Basis	Itinerary/Endorsements	The fare basis/ticket designator for the itinerary segment.
Ticket Designator	Itinerary/Endorsements	A series of characters defining the entitlement of the passenger based on the fare charged.
Issuing Agent ID	Itinerary/Endorsements	The identification or sign in of the agent issuing the document.
Endorsement/Restrictions	Itinerary/Endorsements	A free-form field to enter information when the fare carries any special information or restrictive conditions relating to the use of either the complete ticket or any of its coupons. Not a valid field for refunded documents.
Back Office Remarks	Itinerary/Endorsements	A free-form field to enter remarks for the agency back-office hand-off.
Document#	MCO Information	Number assigned to the document that includes the carrier code, document number and check-digit.
Thru	MCO Information	Ending document# in a string of document numbers.
ARC#	MCO Information	The unique 8-digit ARC location code identifying a specific travel office.
PED	MCO Information	The 5-character alphanumeric code that indicates the Sales Report period ending date. The format is DDMMM and is always a Sunday date.

Field Name	Screen	Definition
Passenger Name	MCO Information	The passenger's name consisting of the surname, an oblique "/" and the first name or first initial.
Issued in Conn	MCO Information	The related document number (including the carrier code and the check digit) against which an MCO was issued.
Tour Code	MCO Information	The tour code that identifies the tour package or carrier special deal under which the document was issued. Not a valid field for refunded documents.
Type of Service	MCO Information	The type of service for which an MCO was issued.
To/AT	MCO Information	To whom the MCO is being issued.
Issuing Agent ID	MCO Information	The identification or sign in of the agent issuing the document.
Endorsement/Restrictions	MCO Information	A free-form field to enter information when the fare carries any special information or restrictive conditions relating to the use of either the complete ticket or any of its coupons.
Back Office Remarks	MCO Information	A free-form field to enter remarks for the agency back-office hand-off.
Fare	Agent Automated Deduction	The correct fare dollar amount is entered in the 'Should Be' textbox associated with the Fare field.
Total Tax	Agent Automated Deduction	The sum of the individual taxes that match the document. The correct total tax dollar amount is entered in the 'Should Be' text box associated with the Total Tax field. IAR supports up to 99 taxes.
Total Sales	Agent Automated Deduction	Sum of base fares, all taxes and any penalties. The correct dollar amount of the total sale is entered in the 'Should Be' box associated with the Total Sales field.
Commission Amount	Agent Automated Deduction	Total dollar value of monies owed by a ticketing carrier to an entity selling on its behalf. In this instance, the correct commission dollar amount is entered in the 'Should Be' textbox associated with the Commission Amount field.
Net Remit	Agent Automated Deduction	The correct net remit dollar amount is entered in the 'Should Be' textbox associated with the Net Remit field.
Amount Due Agency	Agent Automated Deduction	The dollar amounts due to the agency.
Remarks	Agent Automated Deduction	A free-form field to enter remarks for the agency back-office hand-off.
Document#	Debit Memo	The document number of the original document to which the debit memo refers. The 3-digit carrier number is pre-formatted

Field Name	Screen	Definition
		and cannot be changed because it must match the carrier code of the debit memo.
Tran Type	Debit Memo	Transaction type on the debit memo screen defaults to DM. This field is non-modifiable.
Status	Debit Memo	The status condition of a document.
ARC#	Debit Memo	The unique 8-digit ARC location code identifying a specific travel office.
PED	Debit Memo	The 5-character alphanumeric code that indicates the Sales Report period ending date. The format is DDMMM and is always a Sunday date.
Entry Date	Debit Memo	Date debit memo is entered into IAR.
Original Memo Date	Debit Memo	The date the debit memo document was issued by the carrier. Format is DDMMYY.
Issued to ARC Number	Debit Memo	The ARC number to which the debit memo was issued.
Amount Due To/From	Debit Memo	The dollar amounts due on the debit memo issued by the carrier.
Remarks	Debit Memo	A free-form field to enter remarks for the agency back-office hand-off.
Document#	Debit Memo	Debit memo document number.
Value	Debit Memo	The dollar amount of the debit memo.
Document#	Credit Memo	The document number of the original document to which the credit memo refers. The 3-digit carrier number is pre-formatted and cannot be changed because it must match the carrier code of the credit memo.
Tran Type	Credit Memo	Type of transaction. Examples of transaction types include: all sales, refunds, exchanges, E-tickets, adjustment memos, and waiver codes.
Status	Credit Memo	The status condition of a document.
ARC#	Credit Memo	The unique 8-digit ARC location code identifying a specific travel office.
PED	Credit Memo	The 5-character alphanumeric code that indicates the Sales Report period ending date. The format is DDMMM and is always a Sunday date.
Entry Date	Credit Memo	Date credit memo is entered into IAR.

Field Name	Screen	Definition
Original Memo Date	Credit Memo	The date the credit memo document was issued by the carrier. Format is DDMMYY.
Issued to ARC Number	Credit Memo	The ARC number to which the credit memo was issued.
Amount Due To/From	Credit Memo	The dollar amounts due on the credit memo issued by the carrier.
Remarks	Credit Memo	A free-form field to enter remarks for the agency back-office hand-off.
Document#	Credit Memo	Credit memo document number.
Value	Credit Memo	The dollar amount of the credit memo.
Document#	Recall Commission Statement	The document number of the original document to which the recall commission statement refers. The 3-digit carrier number is pre-formatted and cannot be changed because it must match the carrier code of the recall commission statement.
Tran Type	Recall Commission Statement	Type of transaction. Examples of transaction types include: all sales, refunds, exchanges, E-tickets, adjustment memos, and waiver codes.
Status	Recall Commission Statement	The status condition of a document.
ARC#	Recall Commission Statement	The unique 8-digit ARC location code identifying a specific travel office.
PED	Recall Commission Statement	The 5-character alphanumeric code that indicates the Sales Report period ending date. The format is DDMMM and is always a Sunday date.
Entry Date	Recall Commission Statement	Date recall commission statement is entered into IAR.
Original Memo Date	Recall Commission Statement	The date the recall commission statement was issued by the carrier. Format is DDMMYY.
Issued to ARC Number	Recall Commission Statement	The ARC number to which the recall commission statement was issued.
Amount Due To/From	Recall Commission Statement	The dollar amounts due on the recall commission statement issued by the carrier.
Remarks	Recall Commission Statement	A free-form field to enter remarks for the agency back-office hand-off.
Document#	Recall Commission Statement	Recall commission statement document number.

Field Name	Screen	Definition
Value	Recall Commission Statement	The dollar amount of the recall commission statement.
Document#	Recall Commission Statement	The document number of the original document to which the recall commission statement refers. The 3-digit carrier number is pre-formatted and cannot be changed because it must match the carrier code of the recall commission statement.
Document#	Refund Details	Number assigned to the document that includes the carrier code, document number and check-digit.
ARC#	Refund Details	The unique 8-digit ARC location code identifying a specific travel office.
PED	Refund Details	The 5-character alphanumeric code that indicates the Sales Report period ending date. The format is DDMMM and is always a Sunday date.
Status	Refund Details	The status condition of the document. Statuses include: Out of Period, Error, Void, Modified, Commission Modified, Pricing Modified, and Non-Pricing Modified. The field is filled in by IAR and will be blank when adding a new document.
Refund Type	Refund Details	Used to describe whether the refund is full or partial.
Passenger Name	Refund Details	The passenger's name field consists of the surname, and oblique "/" and the first name or first initial.
E-Ticket	Refund Details	Used to indicate if a ticket is an electronic ticket or non-electronic ticket.
Date of Refund	Refund Details	Date the transaction is refunded.
ESAC	Refund Details	Electronic Settlement Authorization Code - When an agent voids an E-ticket through the GDS, the carrier's ET database is updated with a status of void and an ESAC is assigned by the carrier is automatically loaded into the IAR Sales Report with the void transaction. This void process keeps the carrier's ET database and IAR in sync.
System Entry Date	Refund Details	Date the transaction first enters IAR.
Coupons	Refund Details	Coupon(s) numbers for each ticket.
Fare	Refund Details	The dollar value of the document excluding all taxes and service charges.
Taxes	Refund Details	Total dollar value of the taxes associated with the refunded document. IAR supports up to 99 taxes.
Total	Refund Details	Total unused value of the document being refunded.

Field Name	Screen	Definition
Admin/Penalty	Refund Details	Administrative or penalty fee assessed by the carrier to process an exchange or refund.
Refund	Refund Details	Dollar value of the refunded ticket.
Commission	Refund Details	Total dollar value of monies owed by a ticketing carrier to an entity selling on its behalf. In this instance, it is the commission dollar amount of the document being refunded.
Comm Admin/Penalty	Refund Details	Collectable commission dollar amount on the administrative or penalty fee. Note: If your GDS does not send IAR the penalty commission amounts then you may manually add this to IAR by clicking the ticket hyperlink or by using the Modify tab, Transaction - TM command.
Tax 1-21	Refund Details	Tax breakdown for the document being refunded.
More Taxes	Refund Details	When there are more than 21 taxes, select the MORE TAXES option to view or add the additional tax codes and tax values. The total of all taxes will be displayed in the Tax Total field.
Tax Code	Refund Details	Code associated with the tax to be refunded.
Amount	Refund Details	Dollar value of the tax to be refunded.
PFC Code	Refund Details	Unused Passenger Facility Charge breakdown of the airport code and dollar amount.
Form of Payment	Refund Details	The form of payment on a transaction; either a credit card number, cash or check. In this instance, it is the original form of payment to which the refund is to be applied.
Misc Support	Refund Details	Miscellaneous Support - A descriptive code used to indicate when specific miscellaneous documentation supports the document. Valid codes include: DE - death certificate, WV - advance purchase waiver, LT - lost ticket form, and DR - doctor's note.
Waiver Code	Refund Details	Code assigned by an airline to a travel agent to waive a fee.
Back Office Remarks	Refund Details	A free-form field used to add remarks to interface with an agency's back-office system.
ARC#	Refund Application	The unique 8-digit ARC location code identifying a specific travel office.
PED	Refund Application	The 5-character alphanumeric code that indicates the Sales Report period ending date. The format is DDMMM and is always a Sunday date.
Today's Date	Refund Application	Current date as displayed in IAR.



Field Name	Screen	Definition
Issue Date	Refund Application	Date the refund was entered into IAR.
Document#	Refund Application	Number assigned to the document that includes the carrier code, document number and check-digit.
Passenger Name	Refund Application	The passenger's name field consists of the surname, and oblique "/" and the first name or first initial. In this instance it refers to the name of the passenger as shown on the refunded document.
Form of Payment	Refund Application	The form of payment on a transaction; either a credit card number, cash or check. In this instance, it is the original method of payment to which the refund was applied.
Total	Refund Application	Dollar amount of the refund plus any additional charges found in the administrative or penalty fee fields.
Admin/Penalty	Refund Application	Administrative or penalty fee assessed by the carrier to process an exchange or refund.
Refund	Refund Application	Total dollar amount of the refunded document.
New Document#	Exchange Support	A document number refers to the number assigned to the document that includes the carrier code, document number and check-digit. In this instance the field is pre-populated with the new number and is non-modifiable.
ARC#	Exchange Support	The unique 8-digit ARC location code identifying a specific travel office.
PED	Exchange Support	The 5-character alphanumeric code that indicates the Sales Report period ending date. The format is DDMMM and is always a Sunday date.
<b>Exchanges: Old Document Portion of the Screen</b>		
Add 13-Character Old Document#	Exchange Support	Old document number serving as a full or partial payment toward the new document(s).
Exchange All	Exchange Support	Information is pre-populated. Box is checked is all coupons are being exchanged (full exchange).
Document#	Exchange Support	A document number refers to the number assigned to the document that includes the carrier code, document number and check-digit. In this instance the document number is the old document number and is non-modifiable.
Status	Exchange Support	The status condition of the document. The field will be blank unless the document has one of the following conditions: The status condition of the document. Statuses include: Out of Period, Error, Void, Modified, Commission Modified, Pricing

Field Name	Screen	Definition
		Modified, and Non- Pricing Modified. This is a non-modifiable field.
Passenger Name	Exchange Support	The passenger's name on the old document. The passenger's name field consists of the surname, and oblique "/" and the first name or first initial.
Total	Exchange Support	Total dollar value of the old document. This is a non-modifiable field.
Commission	Exchange Support	Total dollar value of monies owed by a ticketing carrier to an entity selling on its behalf. In this instance, it is the commission dollar amount on the old document. This is a non-modifiable field.
Issue Date	Exchange Support	Date the document to be exchanged was issued. This is a non-modifiable field
Exchange Info Portion of the Screen		
Old Document#	Exchange Support	Information that is brought over from the Sales Report screen listing the document number to be exchanged.
Electronic Ticket	Exchange Support	A check in the box indicated that the ticket is an E-ticket.
ESAC	Exchange Support	Electronic Settlement Authorization Code - When an agent voids an E-ticket through the GDS, the carrier's ET database is updated with a status of void and an ESAC is assigned by the carrier is automatically loaded into the IAR Sales Report with the void transaction. This void process keeps the carrier's ET database and IAR in sync.
Exchange All	Exchange Support	A check mark in the Exchange All box indicates that the exchange is a full exchange.
Coupons Total	Exchange Support	Listing of coupon numbers for the document being exchange.
Old Fare	Exchange Support	The dollar value of the unused portion of the document being exchanged.
Old Taxes	Exchange Support	Total dollar value of the unused taxes from the old document.
Old Total	Exchange Support	The unused total to be exchanged from the old document.
Old Commission	Exchange Support	Total dollar value of monies owed by a ticketing carrier to an entity selling on its behalf. In this instance, it is the amount of commission based on the unused portion of the old document.
Admin/Penalty	Exchange Support	Administrative or penalty fee assessed by the carrier to process an exchange.

Field Name	Screen	Definition
Comm Admin/Penalty	Exchange Support	The carrier authorized collectable commission on the administrative or penalty fee. Note: If your GDS does not send IAR the penalty commission amounts then they must be manually added using the Modify tab, Transaction - TM commands.
Tax 1-21	Exchange Support	Tax breakdown for the document being exchanged.
Tax Code	Exchange Support	Codes associated with the tax breakdown for the document being exchanged.
Amount	Exchange Support	Dollar value of the taxes in the tax fields.
PFC	Exchange Support	Passenger Facility Charge breakdown of the airport code and charge amount on the document being exchanged.
New Document#	Exchange Summary	A document number refers to the number assigned to the document that includes the carrier code, document number and check -digit. In this instance the new document number refers to the number brought forward from the original agent input.
ARC#	Exchange Summary	The unique 8-digit ARC location code identifying a specific travel office.
PED	Exchange Summary	The 5-character alphanumeric code that indicates the Sales Report period ending date. The format is DDMMM and is always a Sunday date.
New Document(s) Total	Exchange Summary	The sum of the new document(s) individual total values.
Old Document Total	Exchange Summary	The sum of the old document(s) individual total values.
New/Old Diff	Exchange Summary	The difference between the total value of all new document(s) and total value of the old document(s). The difference may be positive or negative.
Admin/Penalty Total	Exchange Summary	Administrative or penalty fee assessed by the carrier to process an exchange. In this instance refers to the sum of individual admin/penalty values of all the old documents.
Adjustment	Exchange Summary	A refund amount override field to reduce the amount of a system calculated refund. Information can only be entered in this field if the exchange type is refund.
Amount Due From Client	Exchange Summary	The dollar amount owed by the customer for the transaction.
Old Fare Total	Exchange Summary	Total dollar value of the fare on the old document.
Old Tax Total	Exchange Summary	Total dollar value of the taxes on the old document.

Field Name	Screen	Definition
Total New Commission	Exchange Summary	Total dollar value of monies owed by a ticketing carrier to an entity selling on its behalf. In this instance, it is the sum of the individual commission amounts of all the new documents.
Total Old Commission	Exchange Summary	Total dollar value of monies owed by a ticketing carrier to an entity selling on its behalf. In this instance, it is the total dollar value of the commission on the old document.
Commission Penalty	Exchange Summary	The sum of the individual commission penalty amounts of all the old documents.
Commission Due To/From	Exchange Summary	The total commission amount owed to or due from the agency.
Form of Payment	Exchange Summary	The form of payment on a transaction; either a credit card number, cash or check. In this instance, it is the method of payment on the additional collection exchange or the payment to which the refund exchange is to be applied.
Approval Code	Exchange Summary	The approval code received from the credit card company when a credit card is used.
Extended Payment	Exchange Summary	Indicates the use of the extended payment option available for only American Express or Carte Blanche credit cards.
ARC#	Create BOS Internet File	The unique 8-digit ARC location code identifying a specific travel office.
PED	Create BOS Internet File	The 5-character alphanumeric code that indicates the Sales Report period ending date. The format is DDMMM and is always a Sunday date.
Summary File	Create BOS Internet File	A file containing a list of transactions that can be loaded into the user's back office.
Detail File	Create BOS Internet File	A file that is created for a single transaction.
BOS Internet File	Create BOS Internet File	A BOS file created by IAR and made available on the BOS tab within IAR.
Status	Create BOS Internet File	The status condition of the document. Statuses include: Out of Period, Error, Void, Modified, Commission Modified, Pricing Modified, and Non-Pricing Modified.
Document#	Create BOS Internet File	The 10-character document number excluding the check digit.
Document Type	Create BOS Internet File	Refers to the type of document. Document types include: Miscellaneous Charges Order (MCO), Manually Added. Document, Debit Memo, Credit Memo, Recall Commission, and Electronic Ticket.

Field Name	Screen	Definition
Transaction Type	Create BOS Internet File	Refers to the type of transaction. Transaction types include: All Sales, All Refunds, Full Refunds, Partial Refunds, Cancelled Refunds, Exchanges, Companion Exchanges, Adjustment Memos, Agent Automated Deductions and System Cancelled Voids.
Form of Payment	Create BOS Internet File	The form of payment on a transaction; either a credit card number, cash or check.
Int'l Indicator	Create BOS Internet File	Indicates whether the ticket is for International or Domestic travel.
System Provider	Create BOS Internet File	Name of the Global Distribution System (GDS) providing the automated ticketing service.
PED	Create BOS Internet File	The 5-character alphanumeric code that indicates the Sales Report period ending date. The format is DDMMM and is always a Sunday date.
Modified Date	Create BOS Internet File	Date the transaction was last modified in IAR.
System Entry Date	Create BOS Internet File	Date the transaction was entered in IAR.
Void Date	Create BOS Internet File	Date the transaction was voided in IAR.
Commission	Create BOS Internet File	The commission dollar amounts due on the transaction. It may also be entered as a percentage.
Carrier Code	Create BOS Internet File	Two-character code of the carrier providing the service for the itinerary.
<b>BOS Summary File Fields</b>		
Ticketing Airline Code	BOS Summary File	The 3-character numeric code of the validating carrier.
Document Number	BOS Summary File	The Standard Traffic Document (STD) number printed or pre-printed on the source document.
Check Digit	BOS Summary File	The check-digit routine is a device used to improve the accuracy of data input of a series of numbers. The Modulus 7 check-digit routine is used for Standard Traffic Document Ticket Numbers. The check-digit is calculated by dividing the numbered series by seven and declaring the remainder to be the check digit.
Date of Issue	BOS Summary File	The date the document was issued. The format is DDMMYY.

Field Name	Screen	Definition
Back Office Remarks	BOS Summary File	This is an 84-character free-form field that agents may use to send information back to their agency or BOS vendor or provider. This information is not sent to carriers, an example of use would be to record invoice number and/or client number for matching to the agency's BOS database or to convey information for the front office entered into IAR back to the agency's BOS.
Conjunction Ticket Indicator	BOS Summary File	A conjunction ticket is a continuation of the itinerary of the previous ticket. The indicator field is populated with the last 3-digits of the highest document number.
Error Status	BOS Summary File	A code that indicates that the transaction contains an IAR identified error.
Void Status	BOS Summary File	Code that indicates whether or not the transaction is in a void status. These transactions are not reported to ARC when the report is authorized/submitted.
Unresolved Status	BOS Summary File	An indicator that is currently not used in IAR.
Out of Period Status	BOS Summary File	Out of period status indicator that occurs when the date of issue is less than the beginning date of the PED.
Pending Status	BOS Summary File	An indicator that is currently not used in IAR.
Coupon Usage Indicator	BOS Summary File	Each document is comprised of a specific number of coupons; this indicator gives the status of each flight coupon in the document.
Ticket Document Amount	BOS Summary File	The total sale amount of the transaction as shown on the document. Total Tax Amount.
Total Tax Amount	BOS Summary File	The sum of the individual taxes that match the document.
Commission Amount	BOS Summary File	The commission dollar amounts due on the transaction.
Modified Data Indicator	BOS Summary File	An indicator that is assigned to automated transactions that come into IAR with an error status and the agent has to modify a specific field.
Form of Payment Indicator	BOS Summary File	Indicator showing the type of payment used for the document - either cash or credit card.
PNR Record Locator	BOS Summary File	The GDS record locator number for the associated Passenger Name Record (PNR).
Returned Coupon Usage	BOS Summary File	The field is populated as follows: F - Full Refund, P - Partial Refund, N - New Document in an Exchange, O - Old Document in an Exchange, M - Adjustment Memo, and D - Disputed Ticket.

Field Name	Screen	Definition
Cancellation Penalty Amount	BOS Summary File	A fee collected on documents that are returned for an exchange or refund based on the fare rule of the fare basis code.
Commission on Cancellation Penalty	BOS Summary File	The commission earned when a document is returned or exchanged when the ticketing carrier has imposed a penalty.
Primary Ticketing Airline	BOS Summary File	The 3-digit numeric carrier code number that validated the ticket.
Primary Document Number	BOS Summary File	The document number that IAR has assigned as the primary new doc of an exchange or refund.
Primary Document Number Check Digit	BOS Summary File	The check-digit of the primary document number of an exchange, refund, or adjustment memo.
Primary Conjunction Indicator	BOS Summary File	Indicates the last 3-digits of a new doc conjunction ticket in an exchange or returned document in a refund.
Returned Document Number	BOS Summary File	The document number being returned for an exchange/refund transaction.
Returned Conjunction Indicator	BOS Summary File	The indicator contains the last 3-digits of the returned document number in a conjunction ticket for an exchange/refund transaction.
Form of Payment Account	BOS Summary File	Account number associated with the form of payment.
STAT/ Self Sale Indicator - International	BOS Summary File	Code which denotes a self-sale and/or international sale on a document. Valid codes include: X - International Sale, S - Self Sale, X/S - Self Sale International (S/X may be used), and ( ) blank.
System Entry Date	BOS Summary File	The date the document entered IAR.
Coupon Usage Indicator	BOS Summary File	Each document is comprised of a specific number of coupons; this indicator gives the status of each flight coupon in the document.
Ticket Document Amount	BOS Summary File	The total sale amount of the transaction as shown on the document. Total Tax Amount.
Total Tax Amount	BOS Summary File	The sum of the individual taxes that match the document.
Commission Amount	BOS Summary File	The commission dollar amounts due on the transaction.
Modified Data Indicator	BOS Summary File	An indicator that is assigned to automated transactions that come into IAR with an error status and the agent has to modify a specific field.
Form of Payment Indicator	BOS Summary File	Indicator showing the type of payment used for the document - either cash or credit card.

Field Name	Screen	Definition
PNR Record Locator	BOS Summary File	The GDS record locator number for the associated Passenger Name Record (PNR).
Returned Coupon Usage	BOS Summary File	The field is populated as follows: F - Full Refund, P - Partial Refund, N - New Document in an Exchange, O - Old Document in an Exchange, M - Adjustment Memo, and D - Disputed Ticket.
Cancellation Penalty Amount	BOS Summary File	A fee collected on documents that are returned for an exchange or refund based on the fare rule of the fare basis code.
Commission on Cancellation Penalty	BOS Summary File	The commission earned when a document is returned or exchanged when the ticketing carrier has imposed a penalty.
Primary Ticketing Airline	BOS Summary File	The 3-digit numeric carrier code number that validated the ticket.
Primary Document Number	BOS Summary File	The document number that IAR has assigned as the primary new doc of an exchange or refund.
Primary Document Number Check Digit	BOS Summary File	The check-digit of the primary document number of an exchange, refund, or adjustment memo.
Primary Conjunction Indicator	BOS Summary File	Indicates the last 3-digits of a new doc conjunction ticket in an exchange or returned document in a refund.
Returned Document Number	BOS Summary File	The document number being returned for an exchange/refund transaction.
Returned Conjunction Indicator	BOS Summary File	The indicator contains the last 3-digits of the returned document number in a conjunction ticket for an exchange/refund transaction.
Form of Payment Account	BOS Summary File	Account number associated with the form of payment.
STAT/ Self Sale Indicator - International	BOS Summary File	Code which denotes a self-sale and/or international sale on a document. Valid codes include: X - International Sale, S - Self Sale, X/S - Self Sale International (S/X may be used), and ( ) blank.
System Entry Date	BOS Summary File	The date the document entered IAR.
Coupon Usage Indicator	BOS Summary File	Each document is comprised of a specific number of coupons; this indicator gives the status of each flight coupon in the document.
Ticket Document Amount	BOS Summary File	The total sale amount of the transaction as shown on the document. Total Tax Amount.
Total Tax Amount	BOS Summary File	The sum of the individual taxes that match the document.
Commission Amount	BOS Summary File	The commission dollar amounts due on the transaction.



Field Name	Screen	Definition
Modified Data Indicator	BOS Summary File	An indicator that is assigned to automated transactions that come into IAR with an error status and the agent has to modify a specific field.
Form of Payment Indicator	BOS Summary File	Indicator showing the type of payment used for the document - either cash or credit card.
PNR Record Locator	BOS Summary File	The GDS record locator number for the associated Passenger Name Record (PNR).
Returned Coupon Usage	BOS Summary File	The field is populated as follows: F - Full Refund, P - Partial Refund, N - New Document in an Exchange, O - Old Document in an Exchange, M - Adjustment Memo, and D - Disputed Ticket.
Cancellation Penalty Amount	BOS Summary File	A fee collected on documents that are returned for an exchange or refund based on the fare rule of the fare basis code.
Commission on Cancellation Penalty	BOS Summary File	The commission earned when a document is returned or exchanged when the ticketing carrier has imposed a penalty.
Primary Ticketing Airline	BOS Summary File	The 3-digit numeric carrier code number that validated the ticket.
Primary Document Number	BOS Summary File	The document number that IAR has assigned as the primary new doc of an exchange or refund.
Primary Document Number Check Digit	BOS Summary File	The check-digit of the primary document number of an exchange, refund, or adjustment memo.
Primary Conjunction Indicator	BOS Summary File	Indicates the last 3-digits of a new doc conjunction ticket in an exchange or returned document in a refund.
Returned Document Number	BOS Summary File	The document number being returned for an exchange/refund transaction.
Returned Conjunction Indicator	BOS Summary File	The indicator contains the last 3-digits of the returned document number in a conjunction ticket for an exchange/refund transaction.
Form of Payment Account	BOS Summary File	Account number associated with the form of payment.
STAT/ Self Sale Indicator - International	BOS Summary File	Code which denotes a self-sale and/or international sale on a document. Valid codes include: X - International Sale, S - Self Sale, X/S - Self Sale International (S/X may be used), and ( ) blank.
System Entry Date	BOS Summary File	The date the document entered IAR.
Modified Date	BOS Summary File	The date the document was last modified in IAR.

Field Name	Screen	Definition
Modified By	BOS Summary File	Three-character agent ID code used by the agent who modified the transaction.
Date Voided	BOS Summary File	The date the document was voided in IAR.
Transaction Code	BOS Summary File	Two-character code indicating the type of document being reported.
System Entry Code	BOS Summary File	System entry code is populated for sales and the new document of an exchange only. Valid codes include: R - Received from the GDS, M - Manually Entered into IAR, and Null - Old Document of an Exchange.
Void Entry Code	BOS Summary File	The void entry code must be used in conjunction with the void status code. If the transaction is void and this indicator is Y, the void was entered directly in IAR. If the status code is V and the void entry code is blank, then the void was received from the GDS.
ESAC Entry Code	BOS Summary File	This field is related to the Electronic Settlement Authorization Code (ESAC) and how IAR receives the ESAC. Valid codes include: A - Agent entered void in IAR, C - Carrier issued ESAC,
Electronic Settlement Authorization Code	BOS Summary File	This code indicates that the airline has authorized the agent to void, refund, or exchange the ticket.
Service Provider ID	BOS Summary File	A code to identify a System Provider's computer system used to make the reservation and print the ticket.
Tour Code	BOS Summary File	A code identifying tour travel.
Net Remit	BOS Summary File	The amount due the carrier from the agent for a sale.
Passenger Name	BOS Summary File	The passenger's name consisting of the surname, an oblique "/" and the first name or first initial.
ARC#	Create BOS Detail File	The unique 8-digit ARC location code identifying a specific travel office.
PED	Create BOS Detail File	The 5-character alphanumeric code that indicates the Sales Report period ending date. The format is DDMMM and is always a Sunday date.
Document Number	Create BOS Detail File	The 10-character document number excluding the check digit.
<b>BOS Detail File Fields</b>		
Amount Due To/From an Agency	BOS Detail File	The dollar amounts due to or from an agency in an exchange or refund transaction.

Field Name	Screen	Definition
Approval Code	BOS Detail File	A series of characters assigned by a Credit Card Company's authorization system to confirm the approval of an amount to be charged.
Authorized Amount	BOS Detail File	An amount received from a credit card company during a credit authorization. This amount is deducted from the customer's authorized credit limit.
Address Verification Code	BOS Detail File	A code received from a credit card company during credit authorization that indicates the quality of an address verification.
Booking Agent Identification	BOS Detail File	The 6-digit code of the booking agent entered on the ticket.
Bank Exchange Rate	BOS Detail File	This element contains the Bank Exchange Rate used to determine the amount to be collect in the currency of payment.
Carrier Code	BOS Detail File	A 2-digit alphanumeric code assigned to each carrier.
Ticket/Document Number Check-Digit	BOS Detail File	The check-digit routine is a device used to improve the accuracy of data input of a series of numbers. The Modulus 7 check-digit routine is used for Standard Traffic Document Ticket Numbers. The check-digit is calculated by dividing the numbered series by seven and declaring the remainder to be the check digit.
Certificate Number	BOS Detail File	Number for promotional, marketing, or discount certificates issued by an airline that reduces the fare and is not an accountable document or part of an exchange transaction.
Conjunction Ticket Indicator	BOS Detail File	A conjunction ticket is a continuation of the itinerary of the previous ticket. The indicator for a conjunction ticket is the last 3-digits of the highest number.
Conjunction Ticket Document Number	BOS Detail File	The 10-digit number of the last ticket in a conjunctive ticket set (excluding the ticket's check-digit).
Client Identification	BOS Detail File	A code issued by a credit card vendor to identify a customer.
Commission Amount	BOS Detail File	The commission dollar amounts due on a transaction.
Client Identification	BOS Detail File	A code issued by a credit card vendor to identify a customer.
Class of Service	BOS Detail File	A designator reflecting the class of service.
Commission Amount	BOS Detail File	The commission dollar amounts due on a transaction.
Commission Rate	BOS Detail File	The decimal percentage claimed by a travel agency as eligible commission.

Field Name	Screen	Definition
Coupon Use Indicator	BOS Detail File	Each document is comprised of a specific number of coupons; this indicator gives the status of each coupon in the document.
Credit Card Corporate Contract	BOS Detail File	An indicator identifying the existence of a corporate contract.
Customer File Reference	BOS Detail File	A number or code assigned by an airline, company or credit card contractor to track or uniquely identify a person, department, or project.
Currency of Fare	BOS Detail File	A 3-character ISO currency code.
Commission on Cancellation/Administrative Penalty	BOS Detail File	The commission earned by a travel agency when a document is returned or exchanged when the ticketing carrier has imposed a penalty.
Disputed Document Amount	BOS Detail File	The disputed amount being collected or returned depending on the adjustment memo type.
Destination Airport Code	BOS Detail File	The 3-digit airport or city code for the point of disembarkation of a segment.
Date Transaction Voided	BOS Detail File	The date a transaction was voided. This removes the document and its associated value from the Sales Report. The format is CCYYMMDD.
Endorsement/Restrictions	BOS Detail File	Remarks provided to ensure common understanding between the passenger and carrier when a fare is restricted as to time of travel, period of validity, voluntary rerouting, or where any other restricting conditions are applicable.
Equivalent Fare Paid	BOS Detail File	The amount collected in the currency of the country where the ticket was purchased.
ET Indicator	BOS Detail File	An indicator to determine the source of an E-ticket. Valid codes include: N - Ticket is not an electronic ticket and Y - Ticket is an electronic ticket.
Exchange Transaction Net Remit	BOS Detail File	The amount due the carrier from the agent for a sale. In this instance it is the net remit amount of an exchange transaction.
Extended Payment Code	BOS Detail File	A code to indicate whether the customer prefers an extended payment option if the form of payment is American Express.
Fare Amount	BOS Detail File	This amount is the base fare when added to the tax amounts. The fare is filed in the currency of travel.
Fare Basis/Ticket Designator	BOS Detail File	A series of characters defining the entitlement of the passenger based on the fare charged.

Field Name	Screen	Definition
Fare Calculation Mode Indicator	BOS Detail File	A code identifying how the ticket was priced.
Form of Payment Account Number	BOS Detail File	The method of payment the passenger used to purchase the transaction.
Form of Payment Amount	BOS Detail File	The value corresponding to the form of payment entry that is billed to a credit/debit card.
Form of Payment Type	BOS Detail File	A contrived field for credit card billing that shows the credit card code and the credit card contractor number.
Fare Calculation Area	BOS Detail File	Fare calculation details must be written to the record, line by line, exactly as they appear in the fare calculation are on the ticket. The number and length of print lines vary with the type of traffic document.
Flight Date	BOS Detail File	The scheduled flight departure date. Format is DDMMM.
Flight Departure Time	BOS Detail File	The local flight departure time as published in the airline's current schedule based on the 24-hour clock or express as A for AM and P for PM.
Flight Number	BOS Detail File	The flight number applicable to the leg or segment reserved or requested.
GTR/STR Indicator	BOS Detail File	An indicator identifying that the transaction's original form of payment was either a GTR or STR.
In Connection with Carrier Code	BOS Detail File	The airline code of the prime Standard Traffic Document with which a miscellaneous document is issued.
In Connection with Document Number	BOS Detail File	The form and serial number of the prime Standard Traffic Document with which a miscellaneous document is issued.
In Connection with Document Check Digit	BOS Detail File	The agent coupon check-digit of the document that is issued for air travel to use the ground service provided by the miscellaneous document.
International Sale Code	BOS Detail File	A code used to indicate where the sale and the issuance of a ticket took place in relation to the country of commencement of international transportation.
Modified Data Indicator	BOS Detail File	An indicator used to report agency changes to an automate ticket after the GDS issued the ticket.
New Ticket/Document Airline Code Number	BOS Detail File	The ticket/document airline code number of a new document in an exchange.
New Ticket/Document Number Check-Digit	BOS Detail File	The check-digit of the new document/ticket airline code number in an exchange.

Field Name	Screen	Definition
Number Check-Digit New Ticket/Document Number	BOS Detail File	The document number that has been issued and included in an exchange transaction.
Net Remit	BOS Detail File	The amount due the carrier from the agent for a sale.
Original Commission Amount	BOS Detail File	The original commission amount taken on a sale.
Original Commission Rate	BOS Detail File	The original commission percent taken on a sale.
Original Document Amount	BOS Detail File	Dollar amount of the old document being returned in an exchange.
Old Document Count	BOS Detail File	The total number of old documents used in an exchange transaction.
Original Fare Amount	BOS Detail File	The original fare taken on a document that is now having an ADD issued to claim lost commission.
Original Date of Issue	BOS Detail File	The original date of issue of a document in an exchange or refund transaction. Valid format is CCYYMMDD.
Original Issue Place Date	BOS Detail File	The ARC number of the agency that originally issued the ticket.
Original Memo Date	BOS Detail File	The date the carrier issued a debit memo. Valid format is DDMMYY.
Original Net Remit of the Settled Document	BOS Detail File	The amount due the carrier from the agent for a sale. In this instance it is the amount of the net remittance when the original ticket was settled.
Originating Airport Code	BOS Detail File	The airport code for the starting point of the flight segment.
Original Tax Amount	BOS Detail File	In an AAD, it is the amount of tax identified as "Listed As" tax.
PFC Amount	BOS Detail File	The dollar amount portion of the Passenger Facility Charge tax.
PFC Location	BOS Detail File	The airport code of the PFC tax.
PNR Reference and/or Airline Data	BOS Detail File	A string of characters representing the PNR reference and/or airline data as entered on the ticket.
Passenger Name	BOS Detail File	The passenger's name consisting of the surname, an oblique "/" and the first name or first initial.
Returned Airline Control Number	BOS Detail File	The validating carrier code number of the old document in an exchange or refund transaction.
Returned Authorization Code for an ET	BOS Detail File	The authorization code provided by the issuing carrier of an E-ticket.
Returned Commission Amount	BOS Detail File	The commission amount being returned in an exchange or refund.

Field Name	Screen	Definition
Returned Commission Percent	BOS Detail File	The commission percentage being returned in an exchange or refund.
Returned Coupon Number	BOS Detail File	Coupon numbers being returned in an exchange or refund transaction.
Returned Coupon Used	BOS Detail File	This field is populated for a F - Full Refund, P - Partial Refund, N - New Document in an Exchange, or O - Old Document in an Exchange.
Returned Document Amount	BOS Detail File	The dollar amount of the original document being returned.
Refund Amount Due	BOS Detail File	The dollar amounts due to the customer in a refund transaction.
Returned Fare Amount	BOS Detail File	The returned fare in an exchange or refund.
Reason for Issuance Description	BOS Detail File	Contains the contents of the type of service on an MCO.
Returned Tax Amount	BOS Detail File	The total dollar value of the taxes being returned in an exchange/refund transaction.
Source of Approval Code	BOS Detail File	When the form of payment is a credit card, this field contains a code to indicate how the approval code was obtained.
Servicing Airline/System Provider	BOS Detail File	A code to identify a system provider's computer system used to make the reservation and print the ticket.
Should Be Commission Amount	BOS Detail File	The dollar amount of the "Should Be" commission amount on an AAD.
Should Be Commission Percent	BOS Detail File	The percent of the "Should Be" commission amount on an AAD.
Should Be Document Amount	BOS Detail File	The dollar value of the "Should Be" document amount on an AAD.
Should Be Fare	BOS Detail File	The "Should Be" fare amount on an AAD.
Should Be Net Remit	BOS Detail File	The amount due the carrier from the agent for a sale. In this instance it is the "Should Be" net remit amount on an AAD.
Should Be Total Tax	BOS Detail File	The "Should Be" total tax amount on an AAD.
Self-Sale and International Code	BOS Detail File	An indicator denoting the type of travel. Can be used to distinguish between International and Domestic travel.
Error Status	BOS Detail File	A code to indicate the transaction status.
Out of Period Status	BOS Detail File	Out of period status indicator occurs when the date of issue is less than the beginning date of the PED.

Field Name	Screen	Definition
Pending Status	BOS Detail File	Currently not used in IAR.
Stopover Code	BOS Detail File	A code that indicates whether the passenger is entitled to make a stopover at a city or airport under the terms of the fare used to price the ticket.
Unresolved Status	BOS Detail File	Currently not used in IAR.
Void Status	BOS Detail File	Valid statuses are V - Void or Null.
Miscellaneous Support Document Indicator	BOS Detail File	An indicator to note the presence of support documentation available at the agency's location.
Service Provider	BOS Detail File	Contains the service provider information as entered on an MCO.
Ticketing Airline Code Number	BOS Detail File	The validating carrier 3-digit numeric code.
Total Commission Due To/From	BOS Detail File	The total commission due to or from an agency in an exchange or refund transaction.
Total Commission on Administrative Penalty	BOS Detail File	The total commission due to or from an agency on a cancellation penalty.
Ticket/Document Amount	BOS Detail File	The total sale amount of the transaction as shown on the document.
Ticket /Document Number	BOS Detail File	The Standard Traffic Document number printed or pre-printed on the source document.
Ticketing Mode Indicator	BOS Detail File	Indicates the method of ticketing.
Tax/Miscellaneous Fee Amount	BOS Detail File	The value of the tax/charge/fee named in the Tax/Miscellaneous Fee Type field.
Tax/Miscellaneous Fee Type	BOS Detail File	Sales tax/fee type codes assigned to identify taxes or miscellaneous fees where the value amount differs from zero.
Total New Commission Amount	BOS Detail File	Total of the commission taken on all the new documents issued in an exchange.
Total New Document Amount	BOS Detail File	Total amount of all new documents in an exchange.
Total New Taxes	BOS Detail File	Total amount of all new taxes in an exchange transaction.
Total Old Commission Amount	BOS Detail File	The total of all commission amounts from old documents in an exchange transaction.
Total Old Fare	BOS Detail File	The total of all fare amounts from old documents in an exchange transaction.



Field Name	Screen	Definition
Total Old Tax Amount	BOS Detail File	The total of all tax amounts from old documents in an exchange transaction.
Tour Code	BOS Detail File	A code used to identify tour travel.
Total Tax	BOS Detail File	The sum of the individual taxes that match the document.
Total Administrative/Penalty Fee Amount	BOS Detail File	The total of all administrative/penalty amounts in an exchange transaction.
Use It - Lose It Adjustment Amount	BOS Detail File	When an issuing carrier authorizes an exchange of an old document and the new document is of lesser value, this element is populated with a value equal to the difference thereby disallowing any monies or credits to be given to a client.
Used in a Refund or Exchange	BOS Detail File	The number of times this document has been used in a current week for an exchange or refund.
Cancellation/ Administrative Penalty Amount	BOS Detail File	A fee collected on documents that are returned for an exchange or refund based on the fare rule of the fare basis code.
ARC#	Schedule a BOS Internet File Request	The unique 8-digit ARC location code identifying a specific travel office.
PED	Schedule a BOS Internet File Request	The 5-character alphanumeric code that indicates the Sales Report period ending date. The format is DDMMM and is always a Sunday date.
Summary File	Schedule a BOS Internet File Request	A file containing a list of transactions that can be loaded into a user's back-office accounting system.
Detail File	Schedule a BOS Internet File Request	A file that can be created for a single transaction.
Table Name	Schedule a BOS Internet File Request	Name of the BOS table associated with the file request. Normally used for more specialized reporting.
Associate with a Reporting Table	Schedule a BOS Internet File Request	Name of a second table used in the file request. The reporting table zeros in on activity at specific locations.
Reporting PED	Schedule a BOS Internet File Request	Valid qualifiers are: P - Previous, C - Current, or B - Both.
Date Qualifier	Schedule a BOS Internet File Request	A qualifier used to show only transactions associated with a certain date. Valid qualifiers include: PED Date, MCO Date, C - Current, or B - Both.

Field Name	Screen	Definition
Available Qualifiers	Schedule a BOS Internet File Request	Entries used to narrow a search for specific transactions. Valid qualifiers include: MOD-ID, Adjustment Memo, Cash, International, Manual Doc, Refund, and Void.
ARC#	Download BOS File	The unique 8-digit ARC location code identifying a specific travel office.
BOS Delivery ARC#	Download BOS File	The 8-character agency code number to which the BOS file was sent.
Name	Download BOS File	Name of the file requested.
Request Date	Download BOS File	Date the file was requested. Date format is DDMMYY.
Creation Date	Download BOS File	Date the file was created. Date format is DDMMYY.
Last Download	Download BOS File	Date the file was last downloaded from the BOS tab within IAR. Date format is DDMMYY.
Status	Download BOS File	Status of the file. Valid statuses are Requested and Completed.
User	Download BOS File	Username of agent who requested the BOS file.
Size	Download BOS File	The size of the file in KBs.
Download Count	Download BOS File	Number of times the file has been downloaded.
File Name	BOS Download History	Name of the BOS file to be downloaded.
ARC#	BOS Download History	The unique 8-digit ARC location code identifying a specific travel office.
BOS Delivery ARC#	BOS Download History	The 8-digit ARC location code identifying a specific travel office where the file was sent.
Download Date/Time	BOS Download History	Date and time the file was downloaded by the agency. Date format is DDMMYY, time format is HH-MM-SS. Status of the file.
Status	BOS Download History	Status of the file.
User	BOS Download History	Username of agent who requested the BOS file.
Comments	BOS Download History	Free-form field used to provide comments concerning the status of the BOS file download.
Table Name	Scheduled Tables	Name of the table.
ARC#	Scheduled Tables	The unique 8-digit ARC location code identifying a specific travel office.
Type	Scheduled Tables	Identifies the type of table used.

Field Name	Screen	Definition
Reporting Name	Scheduled Tables	Name of the reporting table.
Creator	Scheduled Tables	Identifies the agent who created the table.
Modification Date	Scheduled Tables	Date the table was last modified. Date format is DDMMYY.
Report Name	Reporting Tables	Name of the BOS specialized report.
ARC#	Reporting Tables	The unique 8-digit ARC location code identifying a specific travel office.
Creator	Reporting Tables	Identifies the agent who created the reporting table.
Modification Date	Reporting Tables	Date the reporting table was last modified. Date format is DDMMYY.
#Locations	Reporting Tables	Number of locations included in the reporting table.
Purge Date	Reporting Tables	Date the reporting table was or will be removed from the system.
Table Name	Reporting Table (Add/Delete an ARC#)	Name of the reporting table.
ARC#	Reporting Table (Add/Delete an ARC#)	The unique 8-digit ARC location code identifying a specific travel office.

## Section 6: Payment Card Acceptance Procedures, Chargeback Management Procedures, and Best Practices

The goal of Section 6 of the handbook is to:

- Outline the responsibility of ARC-accredited agents when accepting payment cards (credit, debit, charge cards) on behalf of ARC participating airlines.
- Outline expectations for ARC participating airlines and agents when managing chargebacks.
- Provide best practices for card acceptance and the associated risk of fraud, and for chargeback management.

The procedures are based on payment card company rules for card acceptance and chargeback management in the travel industry. These procedures will be updated as new technology is introduced or payment card company rules change.

To reference terms in this document, search [ARC's industry glossary](#).

### Payment Card Acceptance Procedures

The following outlines procedures for agents accepting payment cards on behalf of ARC participating airlines:

- Determine if the airline accepts the payment card provided by the customer and under what conditions. The [Payment Acceptance Chart](#) provides detailed airline card acceptance information. Given that the airline accepts the form of payment, travel agents must honor any payment card brand presented. Discrimination among payment card brands is prohibited.
- Validate the card expiration date and effective date, when available. Cards may only be accepted when they are active.
- Identify the ticketing airline and, at the time of ticketing, obtain an authorization (i.e., approval code) via the GDS for the exact amount of the transaction. Transactions that are not properly authorized may not be settled successfully and, as a result, the airline may not be paid. In addition, the airline could be subject to increased card acceptance costs or non-compliance fees, in which case the airline may contact the agent for reimbursement.
  - It is important to note that when doing an ARC Pay (TASF) document along with a ticket, two separate authorizations must be obtained.
  - When presented with an Alaska Airlines Commercial Card (AS), agents should call the AS voice authorization center at (206) 392-7720 to obtain an approval code. Please note that 50% of the total fare value must be on Alaska Airlines.
  - For ghost card accounts (aka, corporate accounts), travel agents must obtain identification from unknown customers and confirm that the customer is authorized to use the account.
- Process tickets issued against payment cards through Interactive Agent Reporting (IAR) in accordance with the procedures outlined in the Industry Agents' Handbook (IAH).
- Validate the identity of the cardholder, ensure that the cardholder has knowledge of and is participating in the transaction, and retain documentation demonstrating this in case of a chargeback. In the travel agency distribution channel, there isn't a way to absolutely validate that the cardholder is who they say they are and collect the evidence required to demonstrate this was done. Therefore, it is very important to review best



practices for card acceptance.

- Clearly and concisely disclose applicable terms and conditions of sale (e.g., deadlines, penalties and/or fees for canceling, refunding, or exchanging tickets) to the cardholder prior to completion of the sale. In the event of a service or refund related chargeback, retain proof that the terms and conditions of the sale were disclosed and accepted. Additional information about disclosure of terms and conditions is provided under best practices in this section.
- Keep payment card information secure and in compliance with Payment Card Industry Data Security Standards (PCI DSS). Travel agents must not disclose to, or otherwise give, any third party the name or account number appearing on any card, except as may be necessary for a travel agent to successfully settle and support the transaction as outlined in the Agent Reporting Agreement (ARA).

It is important for agents to follow the above procedures. If the procedures aren't followed, airlines may not be able to obtain payment from the payment card companies, which may result in fees associated with improperly authorized transactions or in a chargeback. The agent is financially responsible for the sale, associated fees and chargebacks.

To summarize, given the challenges in the travel industry with validating the identity of cardholders, agents are encouraged to review best practices for card acceptance risk management, and chargeback management. This information will help identify ways to attempt validation of the cardholder identity and obtain proof that the identity of the cardholder was validated in the event of a chargeback. The goal of the best practices outlined in this section is to help agents create a fraud prevention strategy and identify opportunities to obtain necessary documentation to reverse a chargeback should there be a claim of fraud or a dispute over the terms and conditions of the sale.

## Types of Payment Cards

The following is a list of the payment cards processed by ARC and their respective two-character designator:

AS	Alaska Airlines Commercial Card
AX	American Express
CA	Mastercard
DS	Discover/Diners Club International
JC	Japan Credit Bureau (JCB) International
TP	Universal Air Travel Plan (UATP)
VI	Visa

## Airline Payment Acceptance Chart

The Payment Acceptance Chart shows the acceptance of various payment cards by each ARC participating airline. The chart also shows the restrictions some airlines have for accepting payment cards on their behalf. A blank box indicates that the airline does not accept the payment card. The definition for each code immediately follows the chart. In some cases, the letter "E" follows the acceptance code. This means the airline accepts the payment card with additional exceptions to the acceptance criteria. The additional airlines' exceptions, when applicable, are listed immediately following the definition of the applicable code.

Agents should refer to the [ARC's Airline Participation tool](#) to ensure instructions are followed when accepting payment on behalf of airlines. This tool provides a concise list of each ARC participating airline, their policies and processes related to ARC settlement (including payment acceptance, refund/exchange processing validity, IAR



ET Edifact support, and Airline Direct participation). The tool can be found in [Section 1](#) of this handbook.

## Chargeback Management Procedures

Under the Fair Credit Billing Act (FCBA), consumers in the United States are protected against “inaccurate and unfair credit billing and credit card practices.” Therefore, cardholders not involved in a transaction billed to their account, or who did not receive the product or service promised, have the ability to initiate a dispute on a transaction or “charge-it-back.” As a result, merchants<sup>1</sup> (airlines and their agents) must engage in a process to respond to chargebacks or risk financial responsibility for the associated loss.

When a cardholder initiates a chargeback, the dispute is submitted to the airline’s payment processor who works with the airline to obtain the information necessary to support the transaction. The information provided must prove that the actual cardholder participated in, and/or authorized the transaction. Airlines may be in the best position to respond to some chargeback types (e.g., fraud or services not rendered) because they may have proof that the cardholder took the flight. If other evidence is required to attempt a chargeback reversal, the airline is expected to contact the agent prior to the close of the chargeback response window to obtain additional information about the customer and the transaction.

Agents are encouraged to review the best practices for chargeback management in this section to determine what documentation to provide the airline, and therefore the payment processor, to have the best chance to reverse a chargeback. Payment card chargeback response timeframes vary by payment card company. Therefore, to have the best chance of success in defending against a chargeback, agents are encouraged to immediately respond to airline requests for supporting documentation and no more than five days from receipt of notice.

### How to Respond to a Chargeback

The payment card companies have regulations and requirements for the supporting documentation necessary to successfully dispute chargebacks. In addition, they allow for “compelling evidence” to be provided by the merchant for consideration in a chargeback dispute. For a fraud chargeback claim, merchants must provide proof that the cardholder was involved in and authorized the transaction. For service-related chargebacks (e.g., refund not received or services not rendered), proof that service was provided or that the terms and conditions of the sale were accepted prior to the transaction taking place is required.

When responding to chargebacks, in an attempt to reverse the chargeback, agents are encouraged to provide documentation that demonstrates:

1. The identity of the cardholder was validated.
2. The cardholder authorized the transaction.
3. The terms and conditions of the sale were accepted by the cardholder.

Obtaining proof demonstrating that these three things were done is very challenging for merchants, particularly in the travel industry, and there is no guaranty that the documentation will resolve the chargeback. Additional information about responding to chargebacks is included in Best Practices for Chargeback Management section below.

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<sup>1</sup> For purposes of this section, the merchant is the entity accepting the payment card for goods or services



If the airline is unable to obtain a reversal of the chargeback from the payment card company, the agent assumes financial responsibility for the debit memo issued as a result.

## **Best Practices for Card Acceptance and Risk Management**

This section provides information to help agents make informed decisions about payment card acceptance and the associated risk of fraud. The best way to reduce the risk of fraud is to “know your customer” and to know the behavior of typical customers to the agency. When a customer is someone unknown, or falls outside the typical pattern, it can be a red flag depending on the agency business model. A red flag means additional verification will help in making an informed decision about accepting a transaction. Most agents don’t know all of their customers, so agents are encouraged to put tools in place to collect information that assists in validating the identity of the cardholder and assesses the risk of fraud. This can be challenging in a card-not-present environment in general and particularly in the travel industry.

Travel agents and airlines sell services, so unlike a traditional retail merchant that sells shoes or electronics, there isn’t a product to mail to the cardholder address. Mailing tangible goods to the cardholder is one way to demonstrate that the cardholder was involved in the transaction, but with E-tickets this option isn’t available. Additionally, global distribution systems (GDSs) don’t make credit card terminals available to travel agents in the U.S. In a brick-and-mortar retail environment, credit card terminals are available so electronic information can be collected via a “chip” card as proof that the card was present and valid. Because these tools aren’t available in the travel agency distribution channel for airline ticket sales, agents aren’t able to fully validate that the card was present and valid. Finally, the infrastructure to support 3-D Secure (Verified by Visa, MasterCard Identity Check, Discover ProtectBuy) isn’t available via the GDSs, which means that online travel agents (OTAs) are unable to authenticate the cardholder identity and receive the associated protection against fraud chargeback claims. Additional information about 3-D Secure follows.

### **Validating the Cardholder – Card-Not-Present**

The large majority of transactions in the travel agency distribution channel are card-not-present, which makes it challenging to validate that the customer is the cardholder and increases the risk of fraud. Agents are encouraged to have a risk management strategy in place to help manage the risk of fraud. The first step to creating a risk management strategy in a card-not-present environment is to become knowledgeable or have someone within your organization that is knowledgeable about fraud prevention and the tools available to manage the risk of fraud. It is important to be aware of current trends and tactics used to perpetrate fraud, so the strategy can be consistently updated. The challenge for travel agencies is to weigh an acceptable level of risk against potential negative impacts (i.e., friction) to the customer.

Because liability for card-not-present transactions falls on the merchant (airline, and therefore, travel agent), many travel agents and airlines have developed sophisticated systems to manage risk. These systems generally include the following to assist the agent in making decisions about whether or not to accept a transaction:

1. The use of several (industry average is seven to nine) payment card company fraud management tools (e.g., Address Verification Service, CID validation) along with other third-party tools available to manage risk (e.g., email validation tools, negative list tools, issuer fraud information, IP geolocation, device fingerprinting, machine learning technology).
2. Data about the cardholder and the transaction (e.g., time to travel, cardholder location, previous experience with the customer).



3. A transaction-scoring tool that ties the various data points together.

While fraud detection technology continues to evolve, this approach has become a best practice for managing the risk of fraud. The information that follows describes some of the tools that can be used to manage the risk of fraud and chargebacks. The use of these tools does not protect the agent from loss if a chargeback is received, but they are helpful to evaluate the risk of fraud.

In addition to managing the risks associated with payment fraud, agents should consider what information to collect about the customer or cardholder and the transaction in the event of a chargeback or a need to collect payment directly from the customer following a chargeback. This includes data such as proof that the terms and conditions of the sale were accepted by the cardholder and full address and contact information in the event a chargeback is received, and the customer needs to be contacted.

### **Address Verification Service (AVS)**

Address Verification Service (AVS) is a tool offered by American Express, Discover, Mastercard, Visa, JCB and Diners Club International. It allows merchants to verify that the numbers in the billing address provided by the customer match the billing address associated with the card. AVS can be an effective tool for validating customer identity because, in many instances, individuals perpetrating fraud do not know the customer billing address. However, it is important to note that in some cases individuals perpetrating fraud may know the customer billing address. Therefore, using AVS does not provide a merchant with protection against fraud or chargebacks.

AVS is available through the following GDSs by card type (Note that these tools may not be available on all platforms within the GDS; therefore, to obtain information about the availability of these tools on specific platform, contact the GDS):

<b>GDS</b>	<b>American Express</b>	<b>Diners Club International</b>	<b>Discover</b>	<b>JCB</b>	<b>Mastercard</b>	<b>Visa</b>	<b>UATP</b>
Amadeus	X		X		X	X	
Farelogix	X		X		X	X	
Sabre	X		X		X	X	
TravelPort	X		X		X	X	

### **Card Verification Number – Unembossed Number on Card**

Visa (CVV2 - Card Verification Value 2), Mastercard (CVC2 - Card Verification Code 2), Discover (CID - Card Identification) and American Express (CID – Card Identification) each provide a valuable service that allows agents to validate the unembossed code (three or four digits) on a card. Validating that the unembossed number on the card matches the number associated with the card attempts to demonstrate (but isn't proof) that the customer has a valid card in his/her possession. This prevents individuals with stolen payment card numbers from using the numbers to make fraudulent purchases. This tool has been proven to be a valuable risk management tool; however, as with AVS, using CID, CVV2 or CVC2 does not provide protection against chargebacks. The following is an example of how CID is represented on a Discover card. It is similar with other cards, but as shown in the case of American Express, the CID is often on the front of the card.

**Note: Never write down or retain the unembossed number associated with a customer's card.**



## Where is the Card Identification Data (CID)?

### CID

The three digit number following the account number in the signature panel.



CID, CVV2 and CVC2 are supported by the GDS for the following card types (Note that like AVS, these tools may not be available on all platforms within the GDS; therefore, to obtain information about the availability of these tools on specific platform, contact the GDS):

GDS	American Express	Diners Club International	Discover	JCB	Mastercard	Visa
Amadeus	X		X		X	X
Farelogix	X		X		X	X
Sabre	X		X		X	X
TravelPort	X		X		X	X

## Enhanced Payment Card Authorization

All payment card companies require merchants to obtain a payment card authorization for every transaction in the travel industry. In the travel agency distribution channel, authorizations are obtained via the GDS at the time of ticketing. Standard card authorization procedures are outlined in the Card Acceptance Procedures.

A standard authorization generally validates that the card number is valid and that the funds (i.e., "open to buy") are available on the account. American Express and Discover offer an enhanced authorization service that will allow a merchant to validate additional information about the cardholder. The following are phone numbers agents can use to obtain additional information about cardholders.

### American Express

**1 (800) 528-2121**

The American Express Voice Authorization Service offers the ability to verify information about the cardholder including cardholder name, street address, zip code, and phone number. To use the service, have the card number and the



information to be verified. The system has intuitive prompts to walk through the validation.

## **Discover Network**

**1 (800) 347-1111**

The Discover Voice Authorization Service offers the ability to validate the Card Identification (CID) on the back of the card and to conduct a cardholder name verification. To use CID, have the three-digit code on the back of the card available. To use the cardholder's name verification option, have the cardholder's first and last name.

When calling the Discover Voice Service, have the following information available and follow the voice prompts:

1. Merchant number: 6011 0160 1101 601
2. Card account number
3. Card Identification Data
4. Expiration date
5. Transaction amount

## **3-D Secure — On-line fraud management tools (Verified by Visa, MasterCard Identity Check, and Discover ProtectBuy)**

The major payment card brands offer on-line merchants a tool called 3-D Secure, however only Visa, Mastercard, and Discover offer the tool for use through the travel agency distribution channel for airline ticket transactions. 3-D Secure allows on-line merchants to authenticate the identity of a cardholder through a cardholder-generated personal identification number (PIN), a one-time use code or other identifying information associated with the account. While the underlying technology of each system is called 3-D Secure, it is uniquely marketed by each card brand.

3-D Secure is available for on-line merchants with a direct interface to the customer. This means that the cardholder must be the one directly inputting the payment card information into the merchant website. 3-D Secure works by authenticating the cardholder on the merchant website through an interface between the cardholder and the entity that issued that card (e.g., card issuing bank, Discover). Online merchants that use 3-D Secure use third-party authentication providers, to directly interface with the card issuer so the cardholder can authenticate themselves.

The benefit of 3-D Secure is that when authentication occurs, or is attempted, merchants are protected if a cardholder claims the transaction was fraudulent. In other words, the liability for the fraud chargeback loss is taken by the card issuer rather than the merchant. For 3-D Secure to work in the travel agency distribution channel, infrastructure changes by online travel agents (OTAs), GDSs, ARC and payment card processors are required. ARC has made the necessary infrastructure changes to support 3-D Secure. However, we are currently waiting for the GDSs to make the necessary changes. Travel agents interested in using 3-D Secure are encouraged to contact their GDS representatives to request the that changes are made to support their needs. For additional information, please contact the ARC payments team at [creditcardservices@arccorp.com](mailto:creditcardservices@arccorp.com).

## **Transaction Evaluation and Scoring Tools**

Many merchants effectively manage their fraud risk through the use of transaction-scoring tools that analyze information available at the point of sale to identify transactions that appear high-risk. Some agents develop tools internally while others partner with third party providers of fraud scoring tools. Real-time (or near-real-time) transaction-scoring tools use four key sets of data to analyze risk:

1. Existing payment card company tools like AVS and Card Identification (i.e., Card Identification Code, Card Identification Value).
2. Data about the customer and cardholder, such as where they are located, who they are, how they behave online, previous experience with the customer and any additional data points, to attempt validation that the cardholder is the customer and they are who they say they are;
3. Data about the transaction including origin and destination, timing and class of service;
4. Data about the point of sale including card present versus card not present and the type of business typically done by the agency (e.g., international travel, corporate travel, domestic travel, specific destinations).

Analysis of this data provides merchants with information to manage risk. Scoring tools use the data available to expedite the processing of low-risk transactions and flag high-risk transactions for further analysis. Fraud scoring providers generally offer a user interface the merchant can use to quickly analyze high-risk transactions. Many of the largest travel industry merchants use fraud scoring tools, along with a set of other fraud prevention tools and tactics to identify and reject fraudulent bookings.

### **Risk Management for Corporate Relationships**

Fraud against Travel Management Companies (TMCs and agents that manage corporate accounts) has grown in recent years as social engineering schemes have become more sophisticated. Fraudsters often manipulate agents managing corporate travel accounts by posing as an employee of the corporation. Agencies that manage corporate travel accounts need to have procedures in place to ensure that agents validate that they are ticketing for the actual corporate customer. The following are tips to reduce the risk of fraud tied to managing corporate accounts:

1. Keep informed of the latest fraud schemes targeting TMCs.
2. Identify typical travel for a corporate customer and flag tickets that fall outside the normal pattern.
3. Verify referrals with the corporate client, particularly when travel patterns change.
4. Directly verify the caller's telephone number with the contact at the corporate client.
5. Pay particular attention to transactions for passengers without existing profiles.
6. Make sure after-hours staff are aware of and closely follow procedures.

### **Validating the Cardholder – Card-Present**

A small percentage of transactions take place face-to-face, and card-present fraud (aka counterfeit, lost/stolen) rates are low, however, whenever accepting payment cards in a face-to-face environment, it is important to attempt validation of the cardholder identity and retain information about the cardholder that provides proof in the event a chargeback is received. To do this in an environment where the card is present, a chip card reading terminal is required. Given that the GDSs don't currently make card terminals available to support airline ticket sales through travel agents, the only way to demonstrate that the card and cardholder were present is to obtain a signed and imprinted Universal Credit Card Charge Form (UCCCF).

With the growth of Europay, Mastercard and Visa (EMV) chip card technology in the U.S., a manual card imprint on a charge form no longer meets the burden of proof that the card is valid if the cardholder claims fraud and therefore disputes the charge. In other words, a signed UCCCF is no longer considered proof that the cardholder is present and the card is valid. Payment card company rules state that liability for card-present fraud (i.e., counterfeit or lost/stolen) loss falls to the entity (card issuing company, e.g., American Express, bank or merchant) that doesn't support the chip technology. Therefore, since GDSs don't offer chip reading terminals to travel agents, the agency is responsible in the event of a loss due to the agent's acceptance of a counterfeit or lost/stolen card.



Although a UCCCF no longer provides a remedy for a card-present fraud chargeback, it can be provided as “compelling evidence” in an attempt to reverse the chargeback. This is why it is still considered a best practice to obtain a signed and imprinted UCCCF.

ARC no longer produces or prints the paper Universal Credit Card Charge Form (UCCCF). Alternatively, agents may purchase credit card sales slips from local or online office supply stores that can be used to capture card imprints and customer signatures. A [PDF version](#) of the UCCCF is available in Section 10 of this handbook.

The following includes instructions for completing a UCCCF.

### Guide to the Preparation of the Universal Credit Card Charge Form

<small>I ACKNOWLEDGE RECEIPT OF TICKET(S) AND/OR COUPON(S) FOR RELATED CHARGES DESCRIBED HEREON AND AM AWARE OF APPLICABLE RESTRICTIONS AND/OR PENALTIES AS SHOWN ON SUCH TICKET(S) AND/OR COUPON(S).</small>  <b>X</b>		<b>UNIVERSAL CREDIT CARD CHARGE FORM</b>		DATE AND PLACE OF ISSUE  <b>3</b>
		CARRIER CODE <b>2</b>	AGENT COPY	
<b>1</b>		DATE OF ISSUE <b>3</b>	IF EXTENDED PAYMENT APPLICABLE, CIRCLE NO. OF MONTHS <b>3 6 9 12 4</b>	
<b>5</b>		<b>6</b>	<b>5</b>	<b>7</b>
<small>NAME OF PASSENGER IF OTHER THAN CARDHOLDER</small>		<small>OTATO NO.</small>	<small>CONNECTION OF PASSENGER WITH SUBSCRIBER</small>	<small>APPROVAL CODE</small>
<b>COMPLETE ROUTING</b>		<b>FARE BASIS</b>	<b>CARRIER</b>	<b>SERIAL NO.</b>
<b>8</b>		<b>8</b>	<b>10</b>	
		<b>TICKETS NOT TRANSFERABLE NO CASH REFUNDS</b>		<b>11</b>
<small>FARE</small>	<small>TOTAL</small>	<small>ROUTE CODE</small>		
<small>TAX</small>	<b>12</b>			
<small>EQUIV. AMT. PD.</small>				

1. Obtain the cardholder's signature and compare it with the signature on the card.
2. Enter the three (3) digit airline code.
3. Imprint the date of sale.
4. No longer applicable.
5. Enter the passenger's name and connection with the subscriber, if other than the cardholder.
6. No longer applicable.
7. Enter the authorization/approval code received via the GDS.
8. Enter the airport/city code, fare basis and airline codes of the ticket routing (if applicable).
9. Enter the payment card name or two-letter alpha code.
10. Enter the airline code and ticket number(s) of tickets issued.
11. Imprint card.
12. Enter fare, tax and total of all tickets issued.

Note: Retain the signed, imprinted form in a secured location so it can be provided as compelling evidence in the event of a fraud chargeback.

### Other Tips for Detecting Fraud

Agents who know their customers have a lower risk of fraud than agents accepting transactions from unknown



individuals. Information is critical when evaluating the risk of fraud. A merchant (airline, and therefore, agent) can start to evaluate the risk of fraud by evaluating the data available about a transaction and the customer.

The following are examples of data points often available about a transaction that can help evaluate the identity of a cardholder and/or the risk that the transaction could result in a chargeback. Please note, none of these items alone provide a full evaluation of the customer or the transaction, but when used together paint a more complete picture that can be used to evaluate risk. For additional information about red flags for fraud prevention, the “Payment Card Acceptance Red Flags” guide is available on the ARC website at: <https://www2.arccorp.com/support-training/fraud-prevention/best-practices/>.

- Customer information:
  - Passenger name — Validate that the passenger’s name matches the cardholder’s name. This can be done by calling one of the enhanced voice authorization phone numbers or by calling the number on the back of the card. If none of the passenger names match the cardholder’s name, the risk of fraud increases. Please note that fraudsters may work around this red flag when booking a group by including the cardholder’s name as one of the passengers for a ticket that will never be used.
  - Customer history — Determine if the customer is a previous customer of the agency and if the experience was positive or negative. If the customer previously initiated a chargeback, it may not be worth the risk. If the history with the customer is positive, the risk that they will claim fraud is lower.
  - Email address — Email addresses from free services are easy to obtain and can be difficult to trace. Therefore, they are easy for individuals perpetrating fraud to use. Employ a service to validate email addresses that determines how long it has been in use, along with other information to help identify the risk of fraud.
  - Caller ID — If the Caller ID shows a customer calling using a Voice over Internet Protocol (VOIP) service, this could be an indication of a high-risk customer. With the use of VOIP, it is difficult to know more precisely where the customer is calling from. However, with the prevalence of VOIP for legitimate users, it can be difficult to identify good customers from fraudsters.
  - New customer — Depending on the agency’s business model, a new customer may be considered higher risk, particularly when the initial contact is via email, Internet, or TTY service (for the hearing impaired). Generally, individuals perpetrating fraud prefer to do so without making human contact. However, there has been a trend toward the use of social engineering tactics to perpetrate fraud. If a new customer is requesting travel outside typical patterns for the agency, it could be a red flag.
  - Customer not local — Depending on the business model, if a customer calls the agency for the first time, determine how they heard about the agency and if they are available to come into the agency. If not, the risk of fraud increases. Beware of social engineering schemes that use information available via the internet (including social media sites like LinkedIn, Facebook or Twitter) to help build a relationship.
  - Multiple payment card numbers provided — If the first card is declined and another card is provided, this could be an indication of a problem.
- Transaction information:
  - Last-minute travel — A date of departure near the date of issue can indicate an increased risk of fraud. The challenge is that this is often the behavior of good customers. Please note that there is a trend toward fraudsters purchasing a ticket several weeks or months in advance of the date of departure, but then contacting the airline to change the ticket to an immediate departure for a different itinerary.
  - International travel — International travel tends to be higher risk than domestic travel, although domestic fraud is on the rise.



- High-risk cities — Some itineraries and cities have higher fraud rates.
- Departure city — A departure city that isn't near the cardholder's billing address can be an indication of higher risk.

It is important to note that individuals perpetrating fraud are able to find ways to “work around” well-known red flags. Most travel agents know and understand typical customer travel behavior for their business. When travel trends fall outside the typical behavior, the risk tends to be higher. Agents are encouraged to stay informed of the latest fraud trends and be aware of customers that display behavior that is not typical for the agency.

## Disclosure of the Terms and Conditions of the Sale

In addition to fraud-related chargebacks, merchants can receive chargebacks for cardholder claims related to the service or a refund not received. When a service or refund-related chargeback is received, the agent is required to provide proof that the terms and conditions of the sale were disclosed and accepted by the cardholder. As noted below, how the information is disclosed and accepted will differ depending on how the sale takes place (i.e. online, face-to-face, phone). Most “terms and conditions related disputes” are about the customer's ability to refund or change a ticket and the associated fees. Therefore, regardless of how the transaction takes place, it is important to provide clear and concise disclosure of the rules at the time of purchase. Additionally, if a chargeback is received, the agent must provide proof that the cardholder was informed of the rules.

Face-to-face – Provide the customer with a written disclosure of the terms and conditions and ask them to sign it to acknowledge receipt. Retain it in case of a dispute.

Online – Include a “click-to-accept” of the terms and conditions of the sale. Include a clear and concise list of the key terms followed by an on-line check box. Obtain a screen print of your system in case of a dispute.

Phone – Read the key terms and conditions to the customer and request they acknowledge that they understand. Proof that this disclosure was completed is difficult to obtain, however, merchants have some success providing a recording along with a transcript as proof in case of a dispute.

## Chargeback Management Best Practices

The [ARC Debit Memo Working Group](#) is a group of travel agencies, airlines, GDSs and other industry partners focused on reducing or eliminating debit memos. When looking at debit memo reasons by dollar amount, payment card chargebacks are the highest category. Chargebacks are a pain point for both agents and airlines. While the best way to reduce chargeback debit memos is to reduce fraud, there is also an opportunity to reduce debit memos by disputing received chargebacks. For example, in a “friendly fraud” situation, there is an opportunity to provide data that demonstrates the cardholder was involved in and authorized the transaction. Following are some key steps to help successfully reverse chargebacks.

### Friendly Fraud (i.e., Chargeback Fraud) versus True Fraud

It is important to know the difference between friendly fraud and true fraud when deciding if, and how to respond to chargebacks. It can be challenging, because in both cases, the chargeback is generally identified as “Fraud” or “No Knowledge” by the credit card issuer. Friendly fraud occurs when a cardholder participated in and authorized a



transaction but claims the card was used without the cardholder's knowledge. True fraud occurs when payment card data is stolen and used to purchase tickets without the cardholder's knowledge.

The distinction between true fraud and friendly fraud is important when managing chargebacks because it is impossible to provide proof that the cardholder was involved and authorized the transaction when their card information was stolen and used to make the purchase. Therefore, merchants are encouraged to attempt to determine which chargebacks are friendly fraud versus true fraud before taking the time to respond to fraud chargebacks. Unfortunately, only friendly fraud chargebacks can be won.

## **Responding to a chargeback**

There are two ways to reverse a chargeback. First, provide a remedy which the card companies specifically define as evidence that the dispute is invalid. Second, provide "compelling evidence" that provides confirmation that the cardholder was involved in and authorized the transaction.

## **Chargeback Remedy**

In the U.S. travel agency distribution channel for airline E-tickets, the information required to remedy (i.e., reverse) a fraud chargeback 100 percent% of the time is not currently available. There are two main reasons why this is the case:

1. Card-Present - In a card-present transaction, proof that the card is not counterfeit or lost/stolen is required. With the implementation of chip card functionality in the US, the proof is only available by using a credit card terminal that reads the chip. Travel agents do not have chip card reading terminals.
2. Card-Not-Present – In a travel agency E-ticket environment, the infrastructure to support 3-D Secure is not currently available. In addition, since there aren't tangible goods to be delivered, there is no way to prove delivery to the cardholder's address.

The good news is that in the event of a Visa fraud chargeback, if an airline provides proof that the cardholder was on the plane, the chargeback will be reversed. This can be a challenging for the airline because the name of the cardholder is not provided on the chargeback. Therefore, the airline would need to provide the documentation on all fraud chargebacks in the hope that some are reversed. Other payment card companies will consider proof that the cardholder was on the plane as "compelling evidence," but not a remedy which would reverse the chargeback.

In summary, to increase the odds of reversing a fraud chargeback, the agent needs to provide proof that the true cardholder was involved in, and authorized, the transaction. Absent this proof, it's unlikely that a fraud chargeback dispute will be settled in favor of the merchant (airline and, therefore, agent).

## **Compelling Evidence**

The payment card companies use the term "compelling evidence" to describe the documentation merchants can provide to prove that the identity of the cardholder was validated, and that the cardholder was involved in the transaction. While compelling evidence may be considered by credit companies when reviewing a response to a chargeback, it does not provide a guarantee of remedy (i.e., reversal of the chargeback). The following are some examples of documentation that may be considered "compelling evidence" by some credit card companies and, when presented together, may demonstrate that the cardholder was involved in, and authorized, the transaction:

- Email correspondence to an email address that matches the address the payment card company has on file for the cardholder.
- Emails, photographs or other evidence proving the relationship between the cardholder and the customer/passenger if they are different.
- An imprint of the card on a credit card charge form with a cardholder signature.
- Photographs or social media postings proving that the cardholder took the flight to a particular destination.
- Copy of the valid cardholder passport or driver's license (please note, however, that these documents can be easily forged and may not provide proof of cardholder participation in the transaction).
- Evidence of additional valid transactions tied to the chargeback transaction.
- Evidence of the customer's prior affiliation with the agency.
- Evidence that the passenger is, or was, a member of the cardholder's household.

### **Agency Chargeback Response Best Practices**

When an agency receives a chargeback notice from an airline, in an attempt to reverse the chargeback and/or avoid the loss, they are encouraged to do the following:

1. If the transaction was refunded, provide the airline with an image of the refund from the Document Retrieval Service (DRS) along with the refund date and amount. Please note, do not issue a refund after the chargeback is received. It could result in two credits to the cardholder.
2. Contact the customer to explain the charge. If there has been a misunderstanding on the part of the customer, request that they contact their bank to rescind the inquiry or dispute/chargeback. Even if the customer agrees to withdraw the dispute, be sure to respond to the chargeback in case the customer does not contact the payment card company.
3. If the agency has been hit by fraud, where the customer/passenger was not the cardholder, therefore resulting in a cardholder receiving an unauthorized charge, there isn't any documentation that can be provided to reverse the chargeback. One good indication of true fraud is that the customer cannot be reached. The agent is encouraged to review fraud prevention procedures to avoid future occurrences.
4. If the agency believes the true cardholder was the passenger, indicating friendly fraud. Or, if the reason for the chargeback is authorization related or tied to the disclosure of the terms and conditions of the sale, (i.e., "services not rendered"), agents are encouraged to provide professional, legible and concise documentation to back up the agency's defense to the chargeback. A cover letter on company letterhead should be included with a clear and concise outline of what the transaction represents and what the customer received. The following are examples of evidence to include with the letter:
  - Any proof that the cardholder authorized the transaction (see: "Compelling Evidence").
  - Any proof that the customer is the true cardholder (see: "Compelling Evidence").
  - Copies of tickets or details of the itinerary to help the customer recognize the charge.
  - Copies of invoices provided to the customer including an email address that could be tied to the cardholder.
  - Signed acknowledgement of the terms and conditions, particularly referencing refund policy if the ticket is non-refundable.
  - Proof that a valid authorization was obtained.
  - Signed and imprinted UCCCF when available.
  - Anything that could be considered "compelling evidence" that the cardholder was involved in and authorized the transaction.
5. If the cardholder is disputing the charge and therefore initiating a chargeback because they believe there is a





duplicate billing, and there are two separate and legitimate transactions, provide proof of both charges including both ticket numbers.

6. Respond to the airline as quickly as possible, and no longer than five (5) business days after receipt of the chargeback.
7. If you believe the customer has perpetrated fraud and received services for something that has not been paid, contact the police, seek legal counsel to determine the best way to manage the customer perpetrating fraud, and/or consider a collection service to obtain the funds.

## Payment Card Industry Data Security Standards

Any ARC participant that accepts payment cards as payment must keep all payment card numbers and personal information secure, whether in hard copy or electronically. While confirmation is not required, the Agent must be compliant with the Payment Card Industry Data Security Standard (PCI DSS). Additional information about PCI-DSS requirements can be found on the ARC website at <https://www2.arccorp.com/pci-data-security-standards/>.

## ARC Security Standards and Compliance with PCI- DDS requirements

ARC, as both a merchant and/or processor (service provider) on behalf of many merchants and businesses (including all ARC participating Airlines and Agent), is regarded as a top-level service provider that handles large volumes of credit card data and is thus subject to strict Payment Card Industry- Data Security Standard (PCI-DSS) requirements. In fact, in 2006, ARC was very pleased to be the first “Level 1” entity in the travel industry to be PCI Compliant, and we actively participate in the PCI Security Standards Council (see <http://www.visa.com/cisp/> for PCI-compliant service providers).

Meeting and exceeding the strict PCI standards for data security goes hand-in-hand with ARC’s own data security policies.

ARC is assessed annually under the PCI Security Standards Council (“PCI-DDS”) standards as outlined by PCI Standards Organization - <https://www.pcisecuritystandards.org/>. The annual assessment reviews and verifies over one hundred aspects of ARC’s security controls and procedures to ensure compliance with the PCI-DDS standards. ARC is currently in compliance with all applicable PCI DSS requirements published by the PCI Security Standards Council relevant to the services it provides for Agents and Carriers to maintain the security of cardholder account data ARC possesses or otherwise stores, processes or transmits. Below is the current list of applicable requirements:

PCI DSS Requirement	Description of Requirement	Applicable to ARC
1	Install and maintain a firewall configuration to protect cardholder data	X
2	Do not use vendor-supplied defaults for system passwords and other security parameters	X
3	Protect stored cardholder data	X
4	Encrypt transmission of cardholder data across open, public networks	X

5	Protect all systems against malware and regularly update anti-virus software or programs	X
6	Develop and maintain secure systems and applications	X
7	Restrict access to cardholder data by business and need to know	X
8	Identify and authenticate access to system components	X
9	Restrict physical access to cardholder data	X
10	Track and monitor all access to network resources and cardholder data	X
11	Regularly test security systems and processes	X
12	Maintain a policy that addresses information security for all personnel	X

## Conclusion

The best way to reduce the risks associated with payment card acceptance is to know your customer. Travel agents who meet customers face-to-face are in a better position to reduce exposure to fraud and chargebacks. It is important to keep in mind that as fraud prevention tools become more effective in card-not-present environments, fraudsters seek new avenues for perpetrating fraud. Therefore, it is important to remain vigilant and be on the lookout for customer behavior or ticketing patterns that are not usual for the agency.

There are many tools available to help merchants manage the risk of payment card fraud. For card-not-present transactions, tools like Address Verification (AVS) and Card Identification verification (CID, CVV2 and CVC2) are available through the GDS. When used in conjunction with other red flags for fraud, these tools allow merchants to review transactions and evaluate risk at the basic level. Tools like 3-D Secure, along with other tools that do device fingerprinting, online or mobile behavior evaluation, and machine learning, allow travel agents to evaluate transactions by employing a more sophisticated set of tools.

If you experience or suspect fraud, please contact the ARC fraud prevention team at +1 703-816-8137 or via email at [stopfraud@arccorp.com](mailto:stopfraud@arccorp.com).



## Section 7: Reporting and Remitting Irregularities and How to Correct Them

This section is designed to assist you if you are experiencing difficulties complying with the reporting and remitting obligations of the Agent Reporting Agreement (ARA). This section lists some of the circumstances identified by agents and ARC that may impact compliance with the reporting and remitting terms of the ARA. It also identifies some of the common corrective actions that agents have adopted to remedy those problems.

***This material is intended for general guidance of agents. It is in no way intended either to alter the terms of the Agreement or to be an exhaustive list of compliance issues or corrective actions. Agents should be familiar with the terms and provisions of the ARA and the Handbook and their specific responsibilities. If you have questions regarding this section, please contact the Customer Care Center at +1 855-816-8003.***

### Common Remitting and Reporting Problems

1. Inadequate investment capital - operations conducted with thin margins.
2. Over-extension of credit to clients, particularly commercial accounts.
3. Faulty deposit practices: Funds deposited too infrequently, to the wrong bank account or not in sufficient time to prevent an overdraft. These include deposits made the day the ARC draft is scheduled to be presented, as well as deposits made to a bank account other than that to which the ARC draft is presented.
4. Dependence on uncollected funds, for example, assuming funds are immediately available upon deposit when, in fact, there has been insufficient time for clearance and collection of deposited items by the agent's bank.
5. Comingling of ARC and general agency funds, conflicting transactions may arise.
6. Assignment of essential agency duties exclusively to a specific employee, so there are no backups or alternative arrangements in place in the event of that employee's unavailability.
7. Lack of communication or breakdown of arrangements with a bank such that a bank would fail to timely notify the agent of an overdraft situation so that funds may be transferred or deposited before the draft is dishonored.
8. Failure to maintain adequate funds in the ARC account.
9. Dishonored client payments, resulting in an overdraft or dishonored ARC drafts.
10. Errors in the performance of assigned duties and misinterpretation of the agreement by agency employees, for example, failure to deposit funds or replenish overdraft in ARC designated bank account in a timely fashion.
11. Failure to provide sufficient notification to ARC of an intention to change the ARC designated bank account (the completed Bank Account Change Form (ARC Form 614) must be received by ARC at least one week prior to the beginning of the affected sales period and must indicate the first sales period ending date (PED) to which the bank change applies). Bank account issues may also arise in connection with ownership changes or when the agent's bank has merged with, or has been bought by another bank and the transit routing number has been changed. This is also a concern if the agent's account has been closed due to fraud or some other issue and requires prompt communication with ARC to correct the situation.
12. Failure to report tickets in the period in which validated.
13. Failure to report tickets in any sales period.
14. Improperly voiding an electronic ticket or voiding the ticket prior to receipt of the actual unused flight coupons from the customer. Should the client fail to return the ticket and/or use it for transportation and/or exchange or refund, the ticket could be considered an unreported/improperly reported sale by the carrier.
15. Authorizing and submitting reports before all transactions have been received from the GDS and applied to the Sales Report.

## Common Corrective Actions for Remitting Problems

1. Increase investment capital.
2. Place adequate/additional funds in the ARC-designated bank account to provide a margin of safety.
3. Reduce overhead and unnecessary expenditures.
4. Develop a responsible credit policy that allows for increased collection of receivables. Consider modification to customer payment terms by reducing the number of days to remit payment as well as modification of payment methods, requiring/encouraging more cash, certified check, approved credit card, or personal check transactions (but only where sufficient time is available for collection before delivery of tickets).
5. Adopt procedures governing bank deposits to assure that they are (a) made on a regular and frequent basis to the proper account; and (b) deposited, allowing sufficient time to clear prior to the ARC draft date.
6. Maintain a separate bank account for the sole purpose of depositing, safeguarding and remitting payment to ARC.
7. In matters of financial and administrative management, provide for review of deposits and disbursements of funds by more than one person.
8. A commonly used corrective measure is a written overdraft protection agreement issued by your bank. This overdraft protection agreement provides for automatic overdraft coverage, either by means of a line of credit or transfer of funds arrangement, in an amount equal to approximately twice the agent's average weekly sales period draft, plus an undertaking by the agent to replenish within five working days any credit drawn upon from the credit line of funds transferred to cover an ARC draft. Pursuant to such an arrangement, the bank agrees in writing to the agent to pay ARC drafts automatically, without the need for prior reference to, or approval from, the agent, by drawing on the agent's credit line or transferring funds from another account maintained by the agent. Additionally, the agent uses the account to which the automatic line of credit or transfer of funds agreement is tied solely for payment of its ARC drafts. Using a written overdraft protection agreement for at least one year allows time for some of the other financial and administrative corrective actions taken by an agent to work to prevent overdrafts (See sample overdraft protection agreement at the end of this section).

## Common Corrective Actions for Sales Reporting Problems with Tickets

1. Do not void or remove ticket transactions from the IAR sales report unless the unused coupons from that transaction are first returned by the client to the agency and/or an electronic ticket has been properly voided.
2. Check your IAR report daily for any errors so they can be quickly corrected.
3. In the preparation of weekly sales reports, assign to one individual the responsibility of accounting for all tickets to be included in the report, and assign a second individual the responsibility of verifying the inclusion of all tickets. Provide additional backup personnel to handle these tasks when those individuals are unavailable.

## General Comments

1. You are required, pursuant to the terms of the ARA, to remit every week for all transactions issued on ARC Traffic Documents. This remitting obligation is not excused by an inability or failure to collect amounts due from your customers or other accounts receivable. Consequently, you must tailor your agency's credit policy in so that it will not interfere with your obligations under the ARA to pay for all transactions weekly.
2. It is your responsibility to have sufficient collected funds on deposit when ARC drafts are presented, or alternatively, to have an established line of credit or similar agreement with your bank that will operate automatically to provide overdraft protection, without the necessity for your prior notice or approval. Written overdraft agreements with the bank are advisable since they may serve as proof of the banking arrangement, to avoid misunderstandings, and clearly fix the parties' responsibilities.



3. Lines of credit and/or overdraft protection arrangements with your bank should be automatic and not be dependent upon your prior notice or approval prior to implementation. Arrangements that are not triggered automatically provide no guarantee of automatic payment of drafts upon presentment. These types of arrangements frequently break down for a number of reasons, for example, absence or unavailability of bank officers or agency personnel familiar with the overdraft arrangement; new and uninformed bank personnel; bank clerical errors; and failed last-minute attempts by the agent to cover an overdraft after notice from the bank. Please note, that overdraft arrangements and lines of credit do not transfer responsibility for payment of ARC drafts to the bank or a third party.
4. If you are presented with a sudden closing of your ARC designated bank account, or some other action that results in an inability to access funds in your ARC bank account (garnishment, etc.), you are advised to contact ARC immediately so that bank account change procedures can be started. The number of dishonored drafts may be minimized. Contact ARC at +1 855-816-8003 for instructions to expedite a bank change and make immediate arrangements for payment of any dishonored ARC drafts.
5. It is your responsibility to provide effective day-to-day financial and administrative management of the agency, and, accordingly, you are responsible for the actions or omissions of your employees, contractors and other representatives which may lead to financial and/or reporting irregularities. Common examples of such actions and omissions are: failure to follow instructions; errors in bookkeeping; incompetence or inexperience; mismanagement; and absences due to illness, vacations, or business commitments. This same principle applies to the acts or omissions of an independent management firm hired to carry out the agent's reporting and remitting duties.
6. Personal payment guarantees with respect to your account by bank officers do not constitute a "line of credit" that will operate automatically to prevent overdrafts. Similarly, the letter of credit in effect between you and a bonding/surety company, or you and ARC, is not considered a "line of credit" or an automatic overdraft protection on the ARC account.
7. Notice to ARC of a change in agency ownership does not fulfill the requirement of notice of a change of bank accounts. Care must be taken to satisfy both obligations. Sufficient funds must be kept in the former owners' bank account to meet ARC drafts until the effective date of an ARC draw on the new owner's new bank account.
8. You must notify ARC of any and all changes to your bank account and the locations to which the change applies (home office, branch locations, etc.).
9. You are responsible for maintaining business practices in such a way as to prevent monetary disputes by third parties, which may result in a dishonored ARC draft. The dishonor of an ARC draft may result when your ARC account is depleted, blocked or frozen because of transfers from, or charges against, the account made by a bank, creditors or another third party in pursuing claims against you. Such claims may include a writ of attachment obtained by a third party, debiting or freezing the account in connection with the repayment of a revolving loan, loans to owners and shareholders, a corporate note, or pursuant to demand obligations.
10. You are obligated to ensure sufficient, collected funds are in your ARC account prior to the presentment of ARC drafts. Pursuant to the terms of the Agreement, Carrier funds must be held in trust until satisfactorily accounted for to the Carriers. Should an ARC draft be delayed for a period of time, these funds must remain in the account until the draw is actually made.
11. You must report tickets in the period in which each is issued and/or validated, regardless of whether clients have paid for and/or picked up the tickets.



## Section 8: Taxes, Fees, and Charges

### Overview

ARC agents are required to collect, and report all federally - imposed taxes, fees and charges. Agents must also collect and report certain taxes, fees, and charges levied by foreign countries. The proceeds from all U.S. air passenger taxes are deposited in the Airport and Airway Trust Fund. Information about the Trust Fund may be found at the Federal Aviation Administration (FAA) website. The proceeds are generally used to fund U.S. government operations for air travel. Congress established this fund so that the expenses incurred by the government in operating the air traffic system would be borne by the people using the system.

Taxes, fees and charges are applied when the ticketing transaction is ticketed and issued through the System Provider (GDS/CRS). Please contact the ticketing carrier and/or the System Provider if you have questions about taxes, fees, or charges for a specific ticket or transaction. ARC is not involved in setting or enforcing taxes, fees, and charges, nor is ARC involved with creation or enforcement of individual airline policies, including taxes, or ticket/tax refundability.

The information in this section relates to tickets purchased in the U.S. The tax treatment of tickets purchased outside the U.S., including Canada and Mexico, is not within the scope of this section.

The most common taxes and fees you will collect are the U.S. Ticket Tax, U.S. International Departure Tax, U.S. International Arrival Tax, and the Passenger Facility Charge. The following is a general description of these items:

- The U.S. Ticket tax applies to tickets issued for air transportation within the 48 U.S. continental states (including the District of Columbia), within the states of Alaska and Hawaii, and between points in the continental U.S. and cities within a 225-mile buffer zone adjacent to the U.S. in the countries of Canada and Mexico.
- The U.S. International Departure Tax applies to travel beginning in the U.S. and ending outside the U.S.
- The U.S. International Arrival Tax applies to travel beginning outside the U.S. and ending in the U.S.
- A Passenger Facility Charge is a charge assessed by an airport. The charge is used for airport improvements.

When issuing tickets, all taxes, fees, and charges must be clearly shown on the transaction in your IAR sales report. The amount of the tax, fee, and charge must include the two-letter code for each tax, fee, and charge collected. IAR supports up to 99 taxes, fees, and charges on a transaction. In the unlikely event there are more than 99 taxes, fees, and charges, the agent can combine the remaining taxes, fees, and charges into a single total amount and that 99<sup>th</sup> tax should be identified with the two-letter designator of "XT". XT is only valid as the 99<sup>th</sup> tax and only allowed when all 98 other tax fields are used.



## Codes for United States Taxes, Fees, and Charges

The following list summarizes some of the possible U.S. taxes, fees, and charges that can be assessed on tickets issued within the U.S. This summary does not include the tax amounts. Please refer to your System Provider or issuing carrier for the actual tax amounts, current rules and exemptions, and the most current listing.

Designator	Name of Tax/Fee/Charge	Description
US	U.S. Ticket Tax	A percentage of the base fare of a ticket issued for transportation within the continental U.S.
US	Alaska/Hawaii Ticket Tax	A variable percentage of the base fare is determined by the exact itinerary for flights between the U.S. and Alaska/Hawaii
US	Alaska/Hawaii International Travel Facilities Tax	Tax imposed on domestic segments beginning or ending in Alaska or Hawaii
US	U.S. International Departure Tax	Tax on transportation beginning in the U.S. and ending outside the U.S.
US	U.S. International Arrival Tax	Tax on transportation beginning outside the U.S. and ending inside the U.S.
YC	U.S. Customs Fee	Assessed to passengers arriving outside the customs territory of the U.S.
XY	Immigration Fee	Assessed for travel from any international point into the U.S., Puerto Rico, Guam and the U.S. Virgin Island
XA	Animal and Plant Health Inspection Service (APHIS) Fee	Assessed for travel from any international point into the U.S. and Puerto Rico
*XF	Passenger Facilities Charge (PFC)	A fee assessed by an airport for airport improvements.
*ZP	U.S. Flight Segment Tax	Assessed for each domestic flight segment
AY	Ticket Security Fee	Assessed on for flights departing the U.S.
XT	Combined Taxes, Fees, and Charges	This code is only allowed when the number of taxes collected exceeds 99. IAR supports up to 99 taxes per ticket.
Q	Fuel Surcharge	A fuel charge assessed by an airport for flight

**\*XF; Passenger Facilities Charge (PFC)** - For a one-way ticket, PFCs can be collected on a maximum of two segments. For a round-trip ticket, PFCs can be collected on a maximum of four segments.

**\*ZP; U.S. Flight Segment Tax** - ZP taxes do not apply to *free tickets (non-companion)*, *rural areas*, and *international tickets* (this includes a U.S. stopover of 12 hours or less – the 12-Hour Rule).



## Section 9: Travel Industry Related Laws and Regulations

Businesses operating in the United States and around the world are required to comply with applicable governmental laws, rules, and requirements. Carriers may also require travel agents to comply with applicable laws, including regulations issued by the U.S. Department of Transportation (DOT).

From time to time, ARC may post copies of some of these laws and regulations in this section of the Handbook for informational purposes only.

Please note, the information in this section is not all-inclusive and may be subject to amendment and updating by governmental, regulatory, or other authorities. Because of variations in the legislative and rule-making process, we cannot guarantee that the versions shown are accurate or up to date. Visitors to this section should check with the carrier, governmental agency, or relevant legal authority for the most current information and/or instructions.

*\*Note - Links to third-party websites are controlled by parties other than ARC. ARC does not operate or control any information, products, or services on such websites. You acknowledge and agree that such links are provided for your convenience only and ARC is not responsible for any linked third-party site or the linked site itself. Your access and use of any linked third-party site is solely at your own risk.*

### **DOT requirements on the Display of Carrier Operating Information (Code-Share display)**

This DOT notice is intended to provide guidance on the disclosure of code-share service in light of recent amendments to 49 U.S.C. § 41712. It is also intended to provide a reminder to ticket agents with respect to their code-share disclosure responsibility, particularly as it concerns the development and provision of Internet websites that display codeshare flights and to air carriers regarding their responsibilities in connection with the websites of their agents.

Please refer to the U.S. Department of Transportation, "Guidance on Disclosure of Code-Share Service Under Recent Amendments to 49 U.S.C. § 41712." document 14 CFR Parts 257.5 and 257.6 available at [www.dot.gov/](http://www.dot.gov/) or directly at: <https://www.transportation.gov/sites/dot.gov/files/docs/Notice.41712.codeshare.8.pdf>.





## Section 10: ARC Traffic Document Overview

### ARC Documents - Accountable and Non-Accountable Forms

#### Standard Accountable ARC Traffic Documents

ARC manages ticket form code numbers from ranges allocated according to industry resolution. ARC assigns blocks of ticket form codes to the Global Distribution Systems (GDS), also known as System Providers, for issuance of ARC documents by accredited travel agency locations. The first digits of each 10-digit ticket/document number represent the form code identifying the type of industry document issued, such as an Electronic Ticket (ET) passenger ticket, Electronic Miscellaneous Document (EMD) or automated Miscellaneous Charges Order (MCO). The remaining digits of the 10-digit ticket number are considered serial numbers.

After assigning blocks of form codes to each GDS, ARC constantly monitors the usage of each form number range until it has been exhausted. Prior to the depletion of that range, ARC moves on to the next available range and assigns a new block of form codes to the GDS. Eventually, ARC must repeat (or recycle) a previously issued form code range. It is normal for a range to be recycled approximately every 3 to 4 years.

The following accountable ARC documents are available for use by ARC-accredited travel agents and are settled in the weekly IAR sales report:

ARC Document Types (As of June 01, 2022)	Form Code Range
ARC Pay (formerly TASF)	0500 – 0999
Electronic Ticket (ET)	7000 – 7999 8000 – 8299
Electronic Miscellaneous Document (EMD)	8300 – 8959
Debit Memo (Airline generated*)	8960 – 8969
Credit Memo (Airline generated*)	8970 – 8976
Automated Agent Deduction (AAD)	8977 – 8979
Recall Commission Statement (Airline generated*)	8980 – 8989
Automated Miscellaneous Charges Order (MCO)	8990 - 8999

\* Although each Airline originates these adjustment memo forms, the recommended common format greatly facilitates handling and processing.



## Standard Non-Accountable Forms

The following non-accountable forms are no longer required or used. These forms are included here for informational purposes or to use for the direct settlement of a transaction with an airline. Click the form number for a PDF version of the form:

Form	Stock Number
<b>Ticketing Form</b>	
Universal Credit Card Charge Form (UCCCF)	<a href="#">1201</a>
Refund Exchange Notice (REN)	<a href="#">2564</a>
<b>Adjustment Form</b>	
Sales Summary Adjustment Request	<a href="#">1282</a>

## Destroying Unused ATB Paper Traffic Documents

All unused paper ATB ticket stock is obsolete. Paper airline tickets were eliminated on June 1, 2018, and paper Miscellaneous Charge Orders (Auto MCOs) were converted to a paperless format effective December 17, 2020. At that time, ARC eliminated the distribution of all blank Automated Ticket and Boarding Pass (ATB) stock and other non-accountable paper forms. The printing and distribution of physical ATB stock for the sole purpose of printing MCO exchange coupons and passenger receipts is a non-essential capability that ARC, travel agencies, GDSs, and airlines no longer needed. Consequently, the MCO is now considered to be a "paperless" document.

Agents should destroy any remaining ATB supplies to eliminate the need to secure and store this unused ticket stock. Agencies should destroy all unused remaining paper ATB stock and submit [Form 116 - Affidavit of Traffic Document and Airline Identification Plate Destruction](#). This form is also available in the ARC Form Catalog.

### Preparing the "Affidavit of Traffic Document and Airline Identification Plate Destruction"

Download and complete [Form 116 - Affidavit of Traffic Document and Airline Identification Plate Destruction](#). Prepare the affidavit carefully and proofread the stock control numbers to ensure accuracy. You may email the completed form to ARC at [adm@arccorp.com](mailto:adm@arccorp.com). Once you send the completed form to ARC, you must destroy the documents and/or plates listed on the form per the ARC destruction guidelines.

### Methods for Destroying Ticket Stock

Due to chemical emissions into the environment, it is illegal in many municipalities to burn carbonized manual documents, or thermal or magnetic stripe ATBs. Shredding is the common means of ticket destruction. If your agency does not have access to a shredder, there are companies in many cities that will destroy documents for a fee. Paper documents can also be hand-torn into thirds.



### **Methods for Destroying Airline Identification Plates**

Airline validation plates are obsolete and are no longer issued or used in the manual ticket validation process because manual airline tickets are also obsolete. Any airline plate you do not wish to retain must be cut in half, which can be done using heavy-duty scissors or any other means. There are document destruction companies throughout the U.S. that will destroy the plates for a fee.

**Please Do Not Return Any Ticket Stock or Airline Identification Plates to ARC**



## Section 11: ARC Specialist Training and Certification Program

### Overview

The ARC Specialist Training and Certification Program provides travel agents with training, an examination and certification to become an ARC Specialist (AS). The AS is a travel agent who has demonstrated the knowledge of ARC's Area Settlement Plan (ASP) by passing a stringent training program followed by an examination. All travel agents who successfully pass the exam receive a certificate and the "ARC Specialist" designation.

Once the ARC Specialist certification is received, an agency's owner can officially designate this person to be the ARC Specialist for their agency. This person is typically responsible for the day-to-day ARC functions for their agency. The designation is dependent on ARC's approval.

### Purpose

The purpose of the certification program is to make certain that all new ARC-accredited agencies have at least one (1) person on staff that is knowledgeable about ARC's operations, and ARC's processing and settlement plan. This will ensure that each ARC-accredited agency has the ability to maintain the day-to-day ARC functions, including ticketing sales reporting. In addition, it also provides the ARC-accredited agency with someone who is familiar with the Agent Reporting Agreement (ARA). All agency locations that would like to become an ARC-accredited agency must have an AS on staff.

Once a certification has been obtained, it is valid for as long as the AS maintains the certification through the annual continuing education process. For additional information about the ARC Specialist Training and Certification Program, please send an email to [CCCHelp@arccorp.com](mailto:CCCHelp@arccorp.com).

### ARC Specialist Continuing Education

The Continuing Education (CE) courses are available only to current ARC Specialists. These courses are available online only at [www.arconlinetraining.com](http://www.arconlinetraining.com).

ARC Specialist must complete one (1) CE course each year by the end of the calendar year to maintain their ARC Specialist certification.

### Curriculum

The following is a list of topics that are covered within the ARC Specialist Training and Certification Program:

- ARC 101
- ARC's Agent Reporting Agreement (ARA)
- Travel Agency Participation
- My ARC
- Document Types
- Taxes, Fees and Charges
- Payment Card Processing
- Ticketing



- ARC's Sales Reporting Process
- Interactive Agent Reporting (IAR)
- ARC's Void and Modification Rules
- Adjustments
- ARC Memo Manager (AMM)
- Best Practices for Effective Debit Memo Resolution and Prevention
- Refunds and Exchanges
- Tackling Refunds and Exchanges
- ARC Pay
- IAR Back Office System (BOS)
- Document Retrieval Service (DRS)
- New Distribution Capability (NDC)

## Training Format

The ARC Specialist training and examination are offered in a classroom format at ARC's headquarters in Arlington, VA, or at a specified ARC site location. In addition to the classroom format, a self-paced course and examination can be taken online, at the [ARC Online Training site](#). This enables you to take the course and examination on any day and time you choose.

The ARC Specialist examination must be completed within 90 minutes. This applies to both the classroom and online format. A passing score is 70% and higher.

## Cost

The following training and/or examination fees are per person:

- |   |        |
|---|--------|
| • Training and Exam (Online)            | \$550  |
| • Training and Exam (Classroom Format)* | \$550  |
| • Training Only (Online)                | \$450  |
| • Exam Only                             | \$300  |
| • Continuing Education Course           | No Fee |

\*For the classroom format, the exam is offered online. Agents will have 30 days to complete the online exam upon completion of the training.

## Refund Policy

If the registrant needs to cancel a registration for a class and/or examination, the registrant must notify ARC via e-mail at [ARCSpecialist@arccorp.com](mailto:ARCSpecialist@arccorp.com) immediately. A cancellation fee will be applicable. The penalty fee is as follows:

- Cancellations received at least three (3) weeks (21 calendar days) prior to the first day of the class will be assessed a \$75.00 penalty fee.
- Cancellations received two (2) weeks (14 calendar days) prior to the first day of the class will be assessed a \$200.00 penalty fee.



- Cancellations received one (1) week (7 calendar days) or less prior to the first day of the class will result in a forfeiture of all tuitions paid.

Please note, there are no refunds for the online training and/or examination. **NO EXCEPTIONS WILL BE MADE.**

### **No Show Policy**

If the registrant fails to attend class and does not cancel or transfer a registration, the registration is considered a "No Show." All fees paid, will not be refunded. **NO EXCEPTIONS WILL BE MADE.**

### **Transfer Policy**

If the registrant is unable to attend a registered class, the registrant has the option to transfer the registration to another person. The original registrant must send their notification of the transfer to ARC via e-mail at [ARCSpecialist@arccorp.com](mailto:ARCSpecialist@arccorp.com) at least one (1) week (7 calendar days) prior to the first day of the class.

### **Schedule and Registration**

ARC provides various educational resources, webinars, networking opportunities, and classes. The [event and class schedule](#) are located on the ARC corporate website. When registering for the classroom option of CE courses, it is strongly advised to register prior to the registration deadline to guarantee acceptance into the class. Space is limited!

When registering for a class, a confirmation e-mail is sent to the registrant once the registration has been processed. The e-mail will specify the class location, hotel information, and the materials the registrant will need to bring to the class and examination.

For the online training and examination, the registrant will have 90 days to complete the training and examination. The 90-day timeframe begins immediately after successfully registering. In addition, the online examination must be completed within 90 minutes upon initiation of the examination.

### **Revocation of Certification**

ARC reserves the right to revoke an ARC specialist certification for cause at any time. The reason and basis for revocation include but are not limited to the following:

- Material misrepresentation in any part of the ARC Specialist registration process.
- Cheating during the examination.
- Knowingly compromising the examination.
- Misrepresentation of identity during registration.



## Section 12: Fraud Prevention Program

As a trusted source of fraud prevention education and investigative support to the travel industry, ARC's team of fraud analysts works 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://www2.arccorp.com/support/fraud-prevention.jsp>.

Due to the sensitive and proprietary nature of the fraud prevention information, certain information is only accessible through the password protected My ARC site. Please see Section 3 of the IAH for information about My ARC.

### Other Fraud Prevention Programs Audit Program

The primary purpose of the audit program is to review and inspect the ARC Traffic Documents supplied in trust to the Agents, as well as the Agent's records of transactions issued on ARC Traffic Documents, in order to review compliance with the ARC Agent Reporting Agreement (ARA). This activity is conducted pursuant to Section 10 of the ARA. The principal areas reviewed during an agency audit are:

- Reporting of air transportation sales and ancillary services issued on ARC traffic documents.
- Accountability of ARC traffic documents.
- Issuance of ARC traffic documents .
- Ownership verification.

Records such as the following may be reviewed:

- Weekly sales summaries and supporting documents covering the past two (2) years.
- Voided ARC Traffic Documents.

Audits are assigned based on information developed by ARC and/or received by ARC from carriers, consumers, or other Agents. The inspection may take place on-site at the Agent's location.

The Agent will be apprised of the reasons or purpose for the audit. Due to the nature of the audit function, scheduling logistics, and priorities, a specific time and date cannot always be arranged. ARC will endeavor to conduct the audit inconspicuously and without undue disruption of routine office business. Arrangements should be made to provide the auditor with a suitable workspace in the agency.

ARC auditors will provide identification prior to commencing the audit. If there is any doubt about the person's identity, the Agent should call the ARC's fraud prevention team at +1 703-816-8137 for verification. The auditor will also explain the scope of the audit and identify the documents to be reviewed. If the auditor needs to copy certain documents, and copying equipment is not available in the agency, the Agent may accompany the auditor to make the needed copies.



## Recommended Computer Security Practices

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 very 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 websites as a starting place.

- CIS
- SANS
- NIST
- PCI DSS for ARC and ARC Agents





## Section 13: Independent Arbitration Panel Rules of Procedure

### Introduction

These rules govern appeals to the Independent Arbitration Panel (Panel) from determinations of the Airlines Reporting Corporation (ARC) in accordance with the certificate of incorporation of ARC. Paragraph *Fifteenth* of that document deals with, among other things, the composition, selection, and decisional authority of the Panel; defines the type of ARC "determination" which is subject to appeal, as well as the limitations on the Panel's jurisdiction in such matters; and contains a description of the persons who may appeal. Paragraph *Fifteenth* is reproduced as Attachment I to these rules and made a part hereof by reference.

Except where it is inconsistent with its requirements, the Panel reserves the right to alter, amend, and modify these rules as experience requires. It may also waive particular rules in an appeal proceeding where appropriate in the interests of fairness.

### 1. The Travel Agent Arbiter Program, Inc.

The Panel is housed within the Travel Agent Arbiter Program, Inc. (TAAP) for administrative purposes. TAAP, therefore, provides all administrative, budgetary, clerical and other support services for the Panel. In this capacity, TAAP shall serve as the recipient of all filings called for by these rules, which are to be addressed to the Panel in care of TAAP, PO BOX 76 Lafayette Hill, PA 19444; [travelagentarbiter@verizon.net; telephone +1 610.590.4034].

### 2. The Panel

The Panel, consisting of three regular members, will designate a chairman, an office which will be rotated among the members periodically. The Chairman will be responsible for dealing with TAAP on behalf of the Panel on all administrative and procedural matters that do not require the panelists' attention.

### 3. The Parties

The parties to an appeal proceeding are the appellant and ARC. Unless the Panel directs otherwise, other persons having an interest in the subject matter of an appeal will make their positions known to the Panel through either party.

### 4. Notice of Appeal

An appeal proceeding is instituted by the filing of a notice of appeal within 15 calendar days after the date of the determination being appealed. The notice shall be accompanied by a check or money order in the amount of \$1000 from each named Appellant, payable to the TAAP, which will be used to defray all or part of the appellants' share of the expenses incurred by the Panel in the proceeding.

The notice of appeal shall contain a narrative description of the determination, its procedural history, the relief requested, and other facts necessary to establish the Panel's jurisdiction.

### 5. Appellant's Supporting Documentation

Within 30 calendar days after the filing of the notice of appeal, the appellant may file documentation in support of its appeal.

Such documentation shall clearly identify evidentiary material on which the appellant relies and separate it from an argument supporting the appellant's position. If evidentiary exhibits are submitted and require explanation, each should be accompanied by a narrative. Conclusions that the appellant wishes the Panel to draw from the evidence shall be separately stated as an argument.

## **6. ARC's Answer**

ARC's answer shall be filed within 20 calendar days after the date of receipt by ARC of the appellant's documentation. The same requirements as to content specified in Rule 6 shall apply.

In addition, ARC's answer shall contain a concise and complete response to all allegations and requests for relief contained in the appellant's pleadings. It shall clearly indicate which such allegations or requests are not contested.

## **7. Appellant's Reply**

The Appellant's reply shall be due 15 calendar days after it has received ARC's answer. The appellant shall also indicate the specific areas of agreement and disagreement with ARC's position as reflected in its answer.

## **8. Hearings**

The parties shall notify the Panel in writing, by no later than the due date for the appellant's reply, whether they desire an evidentiary hearing, an oral argument, or both.

If the Panel determines pursuant to such a request, or on its own initiative, that a hearing is necessary or desirable, it will enter an order within seven (7) days after receiving the appellant's reply setting the matter for hearing no later than 45 calendar days from the date of such order. The order will set forth such procedural ground rules for the conduct of the hearing as appropriate.

## **9. Stenographic Record**

Ordinarily, a stenographic record of a hearing is the responsibility of the party desiring it, who shall make the necessary arrangements, coordinate them with TAAP acting on the Panel's behalf and with the opposing party, and pay the costs. However, on its own initiative, the Panel may direct that such a transcript be made, in which case the costs will be divided equally between the parties.

## **10. Decisions**

The Panel will render a written decision and serve it to the parties within 30 calendar days after the close of the record. The record shall be deemed to be closed upon the conclusion of the hearing or upon the filing of the last pleading in the appeal authorized by the Panel, whichever shall later occur.

The written decision shall contain separately stated Findings of Fact (in numbered paragraphs) and Conclusions of Law. It shall provide a clear and concise statement granting, rejecting, or otherwise making recommendations concerning appeals.



## **11. Filing and Service of Documents**

As indicated in Rule 2, all pleadings addressed to the Panel and authorized by these rules are to be submitted for filing to the Office of TAAP. The filings should be made in an original and four (4) copies and shall be served by the party submitting them upon the other party.

All such documents and pleadings shall be filed and served by messenger, express mail, or expedited courier delivery services. They will be considered to have been filed and served when actually received.

Other communications, such as letters and notices, may be filed and served by ordinary first-class mail.

If the due date for a filing falls on a Saturday, Sunday, or Federal legal holiday, the date for filing will be extended to the next business day.

No pleadings other than those authorized by the rules shall be accepted for filing and docketed without the prior approval of the Panel.

## **12. Prohibited Communications**

No party shall offer, nor shall any panelist entertain, any private communication, written or oral, with respect to the merits of a pending appeal. All procedural requests shall be addressed to the Panel in care of TAAP, not to the Chairman or other panelists.

## **13. Retention and Release of Panel Records**

The records of appeal proceedings, including the pleadings, transcript of the hearing, if any, and the decision, shall be retained at the Office of TAAP for such period as the Panel shall direct. No part of any record shall be released to a non-party by TAAP or any panelist without the express consent of both parties to the appeal proceeding in question.

## **14. Costs**

The costs incurred by the Panel as the result of an appeal proceeding shall be divided evenly between the parties as follows: fifty percent from ARC, and fifty percent from all of the appellants combined.

## **Attachment 1 - Certificate of Incorporation of Airlines Reporting Corporation, a Closed Corporation**

\*\*\*\*\*

**Fifteenth.** The Corporation shall establish an Independent Arbitration Panel (IAP) comprised of three persons, none of whom may be employed by or affiliated with the Corporation, any air carrier (Carrier), any travel agent (Agent), or any agent association or organization. The three (3) persons and their terms of office shall be selected by the Corporation's Joint Advisory Board - Agent Reporting Agreement (JAB-ARA); however, such selection and terms shall be subject to ratification by a majority vote of the Board of Directors of the Corporation (the Board).

The Corporation hereby delegates, subject to the terms and conditions of the Article, authority to the IAP (1) to hear appeals on any matters affecting agents and the Corporation, and (2) to grant or reject, or otherwise make recommendations



concerning appeals.

Each such appeal must be in writing, be made by at least two (2) members of the JAB-ARA, one of whom must be an Agent organization, after the matter being appealed has been reviewed by the JAB-ARA and subsequently by the Board, and be made to the IAP within 15 days following the Board's determination with which the two or more members of the JAB-ARA disagree.

In each appeal in which the relief requested is to direct that the Board implement a proposal that it has rejected or has failed to act upon, the appellants shall sustain the burden of demonstrating to the IAP that the proposal is fair and equitable to all parties and that the Board has unreasonably withheld its approval.

"Determination," as used in this resolution, means both an action taken by the Board and the failure of the Board to act on a proposal; provided that in each appeal made with respect to a failure of the Board to act on a proposal the proceeding shall stay automatically for 60 days from the filing of the notice of appeal.

Notwithstanding the above, the IAP shall have no power to hear an appeal regarding the following:

1. A proposal related to those provisions of the Corporation's Agent Reporting Agreement that establishes initial accreditation standards (other than financial standards).
2. A proposal arising from the good faith review of possible alternatives to the Corporation's uniform remittance procedure, or from the good faith review of the Corporation's bond requirement, which reviews were undertaken pursuant to, respectively, paragraphs 8 and 9 of the settlement agreement dated April 7, 1987 between the Corporation and the other parties to Association of Retail Travel Agents, Ltd. (ARTA) v. Air Transport Association of American, et al., Civil Action No. 84-2942, (D.D.C. April 8, 1987).
3. Any matter that was specifically addressed and agreed upon in the settlement agreement (other than the determination by the Board to change arrangements agreed upon in the settlement agreement).
4. Any matter relating to the internal administration of the corporation.



## Section 14: Office of Travel Agent Arbiter Rules of Practice and Procedure

### Address

The office of the Travel Agent Arbiter is located at:

PO BOX 76

Lafayette Hill, PA 19444

+1 610-590-4034

Email Address: [jeff@taarbiter.org](mailto:jeff@taarbiter.org)

### Guide to the Arbiter's Rules of Practice and Procedure

(Ed. Note: This guide was prepared and provided to ARC by the Travel Agent Arbiter)

This quick-reference guide to the Travel Agent Arbiter's Rules of Practice and Procedure (which follow in their entirety) is designed to assist the agent who may be unfamiliar with either the Travel Agent Arbiter Program or the arbitration process, or both. It is not meant to be a substitute for the Rules, but merely a starting point for the uninitiated.

#### **1. What kind of cases can the Arbiter resolve?**

Virtually any dispute regarding any aspect of the ARA between the Airlines Reporting Corporation (ARC) and the agent if the parties are unable to resolve it informally. Either the agent or ARC may file a complaint against the other. Typical disputes: ARC's 'finding' that "reasonable care" was not used for the security of ticket stock in a daytime theft; ARC's disapproval of an application; an agent's request to release it from the "personal guaranty of performance."

Any dispute between an ARC-approved Agent and a Carrier party to the ARC Carrier Services Agreement, in which all parties to the dispute have consented in writing to (1) the jurisdiction of the TAA and (2) the final and binding nature of the decision rendered therein (see Section. 2.E. Rules).

Certain matters between ARC and an Agent that is party to the ARC Pay (TASF) Agreement, where all parties to the dispute have consented in writing to (1) the jurisdiction of the TAA and (2) the final and binding nature of the decision rendered.

#### **2. What can't be brought before the Arbiter?**

Questions involving matters of "general applicability" or ARC policy matters are usually not appropriate (although the Independent Arbitration Panel may be the correct forum for these disputes). Also, any dispute already in court, unless directed by the court or such agent/carrier disputes as debit memos, commission or fare structure disputes, or an individual carrier's revocation of the agent's appointment are excluded. However, such agent/carrier disputes may be brought to the arbiter if both sides agree to do so in writing (see Section 2.E Rules).

Any matters between the ARC and an Agent party to the ARC Pay (TASF) Agreement, where one party or more to the dispute **has not** consented in writing to (1) the jurisdiction of the TAA and (2) the final and binding nature of the decision rendered therein.



### **3. Who is the Arbiter, what is an Arbitration, and what will it cost?**

The TAA is a neutral, impartial third-party whose authority to resolve disputes in a final and binding manner is established in the Agent Reporting Agreement (ARA) and /or various ARC resolutions or agreements. The TAA is an employee of a non-profit corporation funded in equal parts by the agent community and the airline industry through assessments collected by ARC; however, neither has any influence over the Arbiter in any proceeding. The TAA's Board consists of three agent groups and three airline representatives; ARC is not a member.

Arbitration is a quicker, less expensive method of resolving legal disputes without court litigation. The rules are flexible and the proceedings informal and relatively brief. The decisions will be final and binding on both sides.

No costs are assessed in an ARC-Agency case involving the ARA; the TAA's expenses are paid by the Program, which receives its funding through a small share of the annual ARC assessments.

However, all costs incurred by the TAA, where ARC and Agent granted the TAA jurisdiction, in acting upon a matter involving ARC Pay (TASF), shall be assessed in equal shares against the parties to the dispute. All monies so collected shall be retained in the funds of the TAA and used to affect the costs of operating the office of the TAA in whatever manner the CEO and Board of TAA decide.

All costs incurred by the TAA in acting upon a dispute between an ARC-approved Agent and a Carrier party to the ARC Carrier Services Agreement shall be assessed in equal shares against the parties to the dispute unless the TAA shall direct otherwise as circumstances and equity require. All monies so collected shall be retained in the funds of the TAA and used to affect the costs of operating the office of the TAA in whatever manner the CEO and Board of TAA decide.

### **4. What must I do if ARC files a complaint against me?**

In the usual case, the agent has 15 calendar days in which to file a response [Section 3.G.(3) Rules]; cases involving "expedited appeals" have their own unique rules (see Section 3.E. and 3.F. Rules). Your answer must address each of the allegations and may include your own complaint and/or request for damages. A failure to file a complete answer could result in a decision against you [Section 3.G.(4) Rules].

a. In addition, your answer should contain the following:

- A list of available hearing dates.
- A request for or a waiver of an oral hearing.
- Specific details and facts supporting your version of events [section 3.A.(1) Rules].

### **5. How do I file a complaint against ARC for an ARA matter?**

First, be sure the matter is within the TAA's authority. If so and informal discussions with ARC are unsuccessful, send a written "complaint" to ARC and the TAA (be sure copies of everything you send to the Arbiter are sent to ARC at all stages). The ARA complaint:

- Identifies the parties.
- Details the problem and supports the allegations with references to the ARA.
- Requests a specific remedy.



- Includes a list of available hearing dates.
- Includes copies of relevant documents.

#### ***6. How does the TAA Hear Matters Involving ARC Pay?***

For an ARC Pay (TASF) matter, ARC and the Agent must submit a letter signed by both parties indicating they consent to (1) the jurisdiction of the TAA and (2) the final and binding nature of the decision rendered therein. Thereafter, each party shall submit their own document that:

- Details the problem and supports the allegations with references to the then-current ARC Pay (TASF) Agreement.
- Requests a specific remedy.
- Includes a list of available hearing dates for a hearing at ARC's headquarters.
- Includes copies of relevant documents.

#### ***7. What will the decision be based upon?***

The Arbiter must base the decision solely on the evidence presented, either in writing and/or at the hearing, through documents and live testimony. Each point must be established by a fair preponderance of all the convincing and substantial evidence presented on the record.

#### ***8. What if I don't like the decision?***

By the terms of the ARA and, in certain circumstances, the ARC Pay (TASF) Agreement, the parties have agreed to submit to arbitration, which is "final and binding." Ordinarily, courts will not accept appeals based on disagreement with an arbitral decision unless characterized by extreme unfairness or disregard of the facts or law. Courts will, however, enforce an arbitration decision which is appropriately reached.

The TAA's Rules provide an internal appeal (sec. 7.D.) for ARA matters. Within ten days of receipt, you may ask the TAA to reconsider the decision who may then review all or part of the record and may even reopen the hearing if an error is found or new and previously unavailable evidence is offered. There is no internal appeal for ARC Pay (TASF) matters.

#### ***9. Are the decisions always made public?***

Except for ARC Pay (TASF) matters, which shall remain confidential, once a decision is 'final,' the TAA makes it available to the press and public. This is an important aspect of the program's emphasis on educating the industry and in demonstrating the openness and objectivity of the process (sec.7. E.). The record, however, is not open to public access but only by written permission of the parties.

#### ***10. How long will this all take?***

Depending on the case's complexity, a hearing can be scheduled within 30 days of the first filing of a complaint; it has been the Arbiter's practice to issue a decision within 10-14 days of the close of the hearing.



## **11. Whom do I call if I have questions?**

Contact the TAA's office:

PO BOX 76, Lafayette Hill, PA 19444

+1 610-590-4034

Email Address: [jeff@taarbiter.org](mailto:jeff@taarbiter.org)

Remember, only procedural questions can be handled here. At ARC, Dauntria Reynolds, Paralegal, Law - Financial Services, is available to handle most issues which may involve a potential arbitration. Her phone number is +1 703-816-8122, and her email is [dreynolds@arccorp.com](mailto:dreynolds@arccorp.com). Agents may feel free to discuss a possible settlement with ARC at any time prior to or during an arbitration. The TAA will not participate in these negotiations but does encourage them wholeheartedly.

## **Rules of Practice and Procedure for ARA\* Matters**

### **Section 1: Guiding Principles**

The Rules of Practice and Procedure of the Office of the Travel Agent Arbiter for ARA Matters are meant to assure a prompt, efficient, and impartial review of each matter properly submitted. The rules grant to each party the following rights as a minimum: to move for dismissal, summary judgment, or other appropriate relief; to submit in writing any relevant information which it deems appropriate; to appear personally or through counsel and present evidence and arguments in support of its position; to hear the evidence and arguments of the other party; to cross examine the other party. Proceedings shall be informal, and the parties shall not be required to adhere to strict rules of evidence. Parties submitting disputes for resolution to the Travel Agent Arbiter should understand the importance of the process and its results to the industry in general and know that final decisions will always be made available to the public. The hearing records will remain confidential, and access will only be permitted through written authorizations from all parties concerned. Furthermore, requests to conceal the identity of people, places and things in these published decisions will be carefully scrutinized and will not be granted except in circumstances where great prejudice or harm could result to one's reputation, business interests or rights generally.

The guiding principles for all decisions relating to the ARA of the Travel Agent Arbiter (TAA) include, where appropriate and relevant, (a) the provisions of the Airlines Reporting Corporation (ARC) Agent Reporting Agreement (ARA), (b) the ARC Carrier Services Agreement, and (c) all applicable resolutions of the Board of Directors of ARC, as well as the requirements published in the *Industry Agents' Handbook*.

As used in these rules, the acronym TAA shall refer to the Travel Agent Arbiter and, except as the context may otherwise require, each Associate Travel Agent Arbiter.

In counting days under these Rules, calendar days shall be used, unless the day for response is a Federal holiday or weekend, in which case the next regular business day is to be considered the proper response date.

Any notice or other mailing required under these Rules shall be considered properly served if proof of actual delivery or attempted delivery to the party's address of record is established. Any time prior to the close of the record any party may be heard concerning any alleged failure to receive a notice or other required mailing. Each party to a proceeding herein shall be deemed to have consented to receive such notice or mailing at its address of record. Refusal to accept delivery of any such





document at such address shall not act as a stay of the proceeding nor prohibit the issuance or implementation of any order or decision. Each party shall immediately advise each other party and the TAA of any change in its mailing address, phone/fax numbers or email address which occurs during the pendency of a proceeding.

\* Please note that these Rules are also applicable to Corporate Travel Departments (CTDs) under the Corporate Travel Department Reporting Agreement (CTDRA) and to CTD applicants. Unless otherwise stated in these Rules or the CTDRA, the terms Agent and ARA also refer to CTD and CTDRA, respectively.

## **Section 2: Jurisdiction**

The TAA shall have jurisdiction over the following ARA matters:

**A. Request to Review ARC's Disapproval of Application**

A request for Review (hereinafter "Review") by an applicant which has been denied inclusion on the Agency List by ARC. For purposes of these Rules, the term "applicant" shall include agents whose proposed changes of ownership, name, or location has been disapproved by ARC.

**B. Complaint by ARC Against Agent**

A complaint against an Agent by ARC alleging that the Agent has breached any provision of the Agreement.

**C. Petition to Release Personal Guaranty Requirement**

A petition to release an agent of the requirement to maintain a "Personal Guaranty of Performance of Agent's Agreement."

**D. Complaint by Agency Against ARC**

All individual complaints arising under the Agent Reporting Agreement (as distinguished from matters solely between an Agent and a Carrier) except the following:

1. Policy matters, or what might be described as matters of general applicability.
2. Matters in litigation in a court of competent jurisdiction.
3. Matters which are specifically removed from the TAA's jurisdiction.
4. Decisions of the Travel Agent Commissioner issued on or before December 31, 1987.
5. Prior decisions of the Travel Agent Arbiter or an Associate Travel Agent Arbiter covering the same matter.
6. Prior decisions of ARC issued on or before December 31, 1987.
7. Revocation of an Agent's appointment by an individual carrier, under Section 11.5 of the ARA.
8. Claims arising under any provision of any State or Federal antitrust law or regulation.

**E. Complaint by an Agent Against a Carrier or by a Carrier Against an Agent**

Any complaint arising out of any dispute between an ARC-approved Agent and a Carrier party to the ARC Carrier Services Agreement, in which all parties to the dispute have consented in writing to (1) the jurisdiction of the TAA, and (2) the final and binding nature of the decision rendered therein.

All costs incurred by the TAA in acting upon a dispute between an ARC-approved Agent and a Carrier party to the ARC Carrier Services Agreement, shall be assessed in equal shares against the parties to the dispute, unless the TAA shall direct otherwise as circumstances and equity require. All monies so collected shall be retained in the funds of the Travel Agent Arbiter Program, Inc. (TAAP) and used to affect the costs of operating the office of TAA in whatever manner the Chief Executive Officer (CEO) and Board of TAAP so decide.

**F. Later-Defined Subjects**

Any other subject matter hereafter defined by the Joint Advisory Board (JAB-ARA) which definition is ratified by the Board of Directors of ARC.



**G. Expedited Appeal from Inhibition of Issuance of ARC Traffic Documents, and/or Withholding/Removal of Traffic Documents**

1. An appeal by an Agent after ARC has inhibited issuance of ARC Traffic Documents (or has withheld or removed traffic documents) based on any of the following allegations:
  - A. Failure to pay a dishonored ARC draft on demand.
  - B. Unreported sales coupled with a clear and present danger of substantial loss to the carriers.
  - C. Failure to submit a sales report and tender a certified check in payment thereof, within the time frame stated within ARC's notice concerning failure to submit a sales report.
  - D. Any fraud situation coupled with a clear and present danger of substantial loss to the carriers.
  - E. A total lapse of Financial Instrument (bond, security deposit) or letter of credit coverage.

In all such cases the Agent shall have the right to request expedited proceedings in accordance with Section 13 of these rules. Any such appeal shall conform to the filing requirements found in Section 3 of these rules.

**H. Application for Approval of Emergency Provisional Remedy**

An application to permit ARC to inhibit issuance of, and/or to remove or withdraw ARC Traffic Documents or take other action against, an agent, as a provisional remedy on an emergency basis when any one or more of the following allegations are the basis of such application:

1. An unauthorized ownership change.
2. A shortage in a settlement authorization.
3. A failure to increase a Financial Instrument to the required amount.

**Section 3: Document Filing Requirements**

**A. General Requirements**

1. Documents must be copied to all parties

Any document filed with the TAA by any person concerning any pending proceeding must be copied to all parties contemporaneously with the submission to the TAA, who shall not act upon any such document unless it contains this (or an essentially similar) certification: "I certify that on (date) a true copy of this entire document was mailed/delivered to all parties, namely

Signed -----"

2. Form & Contents

No precise form of Review, Petition, or Complaint is required, but each shall be legible, typewritten, prepared on 8 1/2 x 11" paper, or electronically transmitted in a format compatible with the software currently employed by the Arbiter's office, and contain the TAA docket number once assigned. It will be the responsibility of the sending party to ensure that any electronic transmission of material to the TAA is, in fact, received by the TAA and all parties, or in the alternative the sending party may also transmit the material contemporaneously by fax, mail or prepaid delivery service and so indicate on the front page thereof and in the certificate of service.

4. Waiver of Oral Hearing and Request for Pre-Hearing Conference



Every Request for Review, Appeal, Petition, or Complaint shall contain a separately numbered paragraph indicating the filing party's desire to have the TAA (a) conduct an oral hearing or (b) issue a decision upon the record without hearing. Each Review, Petition, Appeal or Complaint shall also indicate, in a separately numbered paragraph, whether the party desires a pre-hearing conference with the respondent. Such conference is subject to the provisions of Section 5.C. herein. Failure to request an oral hearing shall act as a waiver of same; upon motion and for good cause shown, or upon the TAA's own initiative, such waiver may be overridden in the interests of fairness and the need to obtain a full and complete record.

#### 4. Hearing Dates, Location

Each Complaint, each Request for Review, each Petition, each Appeal and each response thereto must have appended a list of the dates on which the party submitting the documents will be available for hearing during the next 45 days, even though the filing party itself may not require a hearing, except in the case of an expedited proceeding. If the complainant, applicant, petitioner, or appellant believes that for cost or other reasons it would be more practical to conduct an oral hearing at a place other than the TAA office, it shall so state the reasons and provide a proposed alternative location(s) and a statement of agreement to reimburse TAAP for all reasonable travel and other expenses so incurred. Any party to the proceeding may file, within 5 days of receipt of such request (for hearing at a place other than the TAA office), a statement in support of or opposition thereto with the TAA and the other parties.

#### 5. Reduced Rate Carrier Transportation to Hearings

Any person participating in a proceeding before the Travel Agent Arbiter as either a complainant, petitioner, appellant, respondent, or applicant, as those terms are referred to in the Rules, may request the TAA to issue a "Request for Reduced- Rate Transportation" for the purpose of allowing (a) an owner, officer, partner (or full-time employee), and (b) counsel to or another representative of the participant, to attend the hearing, at a requested 75% discount. In addition, up to two (2) witnesses may be included at a requested 50% discount.

Any person requesting such transportation shall file with the TAA a list of the name(s) and itineraries of the persons for whom such transportation is requested. For all witnesses a brief summary of the anticipated testimony and a statement of its relevance to the matter will be included with the request for transportation.

Upon receipt of a properly completed and timely request, the TAA shall forward a written certificate to the requester, whose responsibility it will be to obtain the necessary transportation. Any such reduced-rate transportation is to be provided by the carrier solely in accordance with any terms, rules and conditions it may establish. The TAA does not have the authority to order any carrier to provide any transportation. Failure to obtain such transportation shall not be a sufficient reason to delay or postpone a scheduled hearing.

### **B. Request for Review of ARC Disapproval of Application (Sec. 2.A.)**

Each Request for Review shall:

- Identify the applicant by name, location, ARC Number (agency code number) (if applicable) and include a valid email address if available.
- Include the date(s) of the submission of the application and its receipt by ARC, and receipt of the ARC disapproval.
- Include a copy of:
  1. The application and all supporting documents which were submitted to ARC.
  2. All other documents which the agent wishes the TAA to consider.



3. The ARC disapproval letter.

**C. Complaints (Secs. 2.B., 2.D., 2.E., 2.F.)**

Every complaint shall:

- Identify the parties by name, location and ARC Number.
- Contain the allegations which constitute the basis for the complaints.
- Specify the provisions of the ARA which are alleged not to have been complied with (if applicable):
- set forth sufficient factual detail concerning names, dates, places and similar matters to assure that the respondent will be fully apprised of all facts necessary for the preparation of its defense.
- describe the nature of the remedy requested of the TAA (i.e., removal or suspension from the ARC Agency List, compensatory or punitive damages (see Sec.11), and/or an order directing the other party to act or refrain from acting in a particular manner):
- be copied to all other parties (see Section 3).
- include a list of available hearing dates or a waiver of hearing (see Sections 6.G., 6.H).
- include as attachments copies of all correspondence between the parties which is alleged to form the basis for the complaint.
- include as an attachment, in all cases of agent-carrier complaints, the original signed consent agreement required in Section 2.E.

**D. Petitions Re: Personal Guaranty (Sec. 2.C.)**

Each petition shall identify the Agent filing the Petition by name, location, and ARC Number, and shall state that the requirements for filing such Petition, as set forth in the ARA, have been met. The petition shall include a succinct description of the remedy requested, with a reference to that section of the ARA allegedly authorizing such remedy.

**E. Expedited Appeals from ARC Removal Actions (Sec.2.G.)**

An appeal pursuant to Sec. 2.G. of these rules shall be made in writing by the agent and filed with the TAA within ten days after ARC has inhibited issuance of ARC Traffic Documents or has removed/withdrawn ARC Traffic Documents from the agent. The appeal shall state that it is being made pursuant to Sec. 2.G., contain a statement of the reasons why the agent believes ARC's action to be improper, and provide a brief description of the evidence which the agent intends to present in support of its position.

**F. Application for Emergency Provisional Remedy (Sec.2.H.)**

The application shall be delivered in the manner proscribed for expedited proceedings defined elsewhere in these Rules.

The application shall describe, at a minimum, the following:

1. The legal and factual basis for the provisional remedy requested.
2. The likely extent and nature of the injury to be suffered unless such emergency action is allowed.
3. The nature and extent of the final remedy, which will be requested.
4. The complete name, office and email address and telephone number(s) of the agent(s) involved.

Upon receipt of the application the TAA will contact the agent as soon as possible, by telephone, email, telegram, or



other means. If ARC requests an immediate hearing on the application, the TAA shall schedule the hearing within three business days thereof and immediately notify all parties of the scheduled hearing. If the Agent is unwilling or unable to attend the scheduled hearing, the TAA shall issue a written decision (or an oral decision if the circumstances so warrant) on the application and promptly notify all parties thereof.

#### **G. Respondent's Answer**

##### **1. Basic Requirements**

Every named respondent to a proceeding before the TAA (unless these rules and the nature of the proceeding require otherwise) shall specifically admit, deny, or, where appropriate, disclaim knowledge of each and every allegation in the Review, Petition, or Complaint and set forth any defenses to the charges which will be relied upon by the respondent. Each response shall also include the following:

- A list of available hearing dates within the next 45 days or
- A waiver of oral hearing, or
- If so desired, a request for oral hearing at a place other than the TAA office, in accordance with Sec.3.A.(4), and
- Any request for a pre-hearing conference, in accordance with Sec.3.A.(3) and Sec.5C.

Failure to request an oral hearing shall act as a waiver of same; upon motion and for good cause shown, or upon the TAA's own initiative, such waiver may be overridden in the interests of fairness and the need to obtain a full and complete record.

##### **2. ARC Response to Request for Review of Application Disapprovals**

In addition to the above, ARC shall include in its response a copy of all documents in its possession upon which it relied in reaching its decision to disapprove the application.

##### **3. Filing Times**

Every answer to a Review, Petition, or Complaint shall be filed with the office of the TAA (as provided for in Sec.1 of these Rules) within 15 calendar days after receipt of the Review, Petition, or Complaint, not counting the day of receipt. However, in the case of an expedited proceeding as defined elsewhere in these Rules, an answer shall be filed within 72 hours of receipt.

##### **4. Failure to Answer**

Failure to answer within the allotted time frame shall constitute an admission of all allegations contained in either the Review, Petition, or Complaint for purposes of allowing the TAA to act thereon and enter a decision and order as may be appropriate, without further replies or proceedings unless requested by the TAA. Prior to the issuance of a decision in such instance, the TAA will notify the respondent of such intentions at least 24 hours before any decision is issued. If the respondent then informs the TAA within 24 hours that it wishes to furnish an answer to the Review, Petition, or Complaint, the TAA shall consider all the facts and circumstances and, at his discretion, may provide a reasonable response time (but no more than 10 days) in which such answer may be filed. However, if the complainant informs the TAA that its complaint has been returned as undeliverable after



attempted service upon the agent's address of record, and the TAA's notice to the agent has also been returned as undeliverable, no further notice shall be necessary, and the TAA may close the record and proceed to a decision based on the evidence submitted if appropriate under all the circumstances.

#### **Section 4: Motions**

Motions may be made or submitted by the parties at any time. Except for motions made during the course of a hearing, motions shall be in writing, and shall set forth the grounds upon which the motion is based, the specific relief sought, and may be accompanied by affidavit or other evidence a movant desires the TAA to consider. The pendency of a motion will not serve to stay the procedural steps in any matter before the TAA.

#### **Section 5: TAA's Response to Documents**

##### **A. Docket Number**

Upon receipt of a properly completed Review, Petition, or Complaint, the TAA shall assign a docket number and so inform the parties in writing. Such number will appear on all documents thereafter filed by any party. However, any delay in receiving this notification of docketing shall not relieve the respondent from any of the other requirements of these Rules, including the 15-day response period of Sec. 3.G., provided a copy of the Review, Petition, or Complaint was actually received by the respondent.

##### **B. Incomplete Documents/Motion for More Specific Statement**

The TAA shall endeavor to see that all documents filed are complete and in accordance with the Rules and all other applicable requirements. Upon a motion for more specific statement from any party, or upon his own initiative, the TAA may request additional information as may be required for whatever reason. Such motion must be filed within the allotted response period, upon receipt of which the TAA will either grant, modify or deny the motion and establish a new timetable for responses from each party thereafter.

##### **C. Pre-Hearing Conferences/Stipulations**

Any party to a Review, Petition, or Complaint may request, at any time prior to an oral hearing or decision on the record without oral hearing, as the case may be, that a pre-hearing conference be held for any purpose, including defining issues, stipulating to evidence, and scheduling further proceedings. Any such request will be served upon the other parties and the TAA in the same manner as any Review, Petition, or Complaint and shall clearly indicate the reasons for such request. The TAA may schedule a pre-hearing conference when, in his opinion, the nature of the proceeding or the request is such that the inconvenience to the parties will be outweighed by the potential benefits of such a conference.

Any party to a proceeding may also request any other party to provide stipulations to facts, admissions, or agreements or other procedural or substantive issues prior to hearing and may request the TAA to so order any party refusing to provide same. Any such request will be made in accordance with the rules provided herein for the filing of documents.

The TAA, in his discretion, shall schedule a pre-hearing conference to discuss such request or shall rule upon such request without hearing. In either case, the TAA shall inform the parties of his decision and shall establish a timetable



for compliance therewith, if necessary. The TAA may postpone any scheduled hearing or conference pending compliance with such request. If a party refuses to comply with such request and/or order of the TAA, the TAA shall proceed to conduct an oral hearing and/or issue a decision upon the record without oral hearing, as the case may be, and may consider the reasonableness of such refusal in his decision, order and remedy as appropriate.

Any pre-hearing conference may be held by either the TAA, ATAA or other impartial third party assigned by the TAA and acceptable to all parties.

#### **D. Exchange of Information and Documents**

Each party shall:

1. File with the TAA and all other parties not less than seven (7) days prior to any hearing a complete set of all documentary exhibits which it intends to introduce into the record at such hearing.
2. Furnish the name, address, telephone number and summary of anticipated testimony from each witness it intends to have testify on its behalf at the hearing.

### **Section 6: Hearings**

#### **A. Parties**

The only parties to proceedings hereunder shall be the complainant, requester, petitioner or applicant and the respondent(s) thereto. Additional parties may be added upon request of any person or party, subject to the TAA's discretion and the interests of justice, equity and efficiency.

#### **B. Representation**

Any party may be represented by any person of its choosing at any stage of any proceeding hereunder. For purpose of service of documents pursuant to these Rules, service upon such representative shall constitute service upon the party, until such representation is withdrawn in a writing served upon all parties and the TAA.

#### **C. Notice and Location of Hearing**

Except in the case of expedited proceedings, the TAA shall notify all parties in writing of the time, date and location of all oral hearings and conferences at least ten days prior thereto, where feasible.

#### **D. Attendance**

Parties, their representatives and witnesses shall be the only persons entitled to attend oral hearings, unless upon agreement of all parties thereto. Upon the request of any party the TAA shall require any witness to remain outside the hearing room until such witness is called upon to testify. Any properly notified party who fails to appear and has not requested a postponement shall not be entitled to later request any further reconvening. The TAA may proceed to take evidence and issue a decision in the absence of any party without any further notification.



## **E. Order of Proceedings**

In the usual proceeding, a hearing shall be opened by the recording of the place, time and date of the hearing, the presence of the TAA and parties, and counsel or other representative, if any, and of receipt by the TAA of the Request for Review, Complaint, or Petition, and any answers, motions or other documents. Thereupon the hearing shall proceed in the following manner:

1. The TAA shall dispose of all outstanding motions and other preliminary matters.
2. The TAA may, if appropriate, ask for statements clarifying the issues involved.
3. The party, which submitted the request for Review, the Complaint, or the Petition, as the case may be shall then present its claim, proofs, and witnesses qualified to sponsor the evidence it intends to offer. Such witnesses shall be subject to cross-examination by the opposing party.
4. Thereafter, the responding party shall present its defense, proofs, and witnesses, who similarly shall submit to cross-examination, by the applicant, complainant, or petitioner.
5. The TAA shall specifically inquire of all parties if they have any further proofs to offer or witnesses to be heard. Upon receiving negative replies, the TAA shall permit such closing arguments as the parties may desire to make, and then shall declare the hearing adjourned. The record will be closed at that time unless held open for the receipt of post-hearing exhibits and/or briefs authorized by the TAA. In the latter event, the record shall be deemed to be closed upon issuance by the TAA of a notice with respect to post-hearing exhibits or upon the date briefs are filed, whichever shall later occur.

The TAA may vary this procedure and may take such other or further actions to facilitate and expedite disposition of the proceeding. Proceedings shall be conducted in a manner which is consistent with the rights of the parties and affords full and equal opportunity to all parties for the presentation of any relevant and material evidence, but no other formal rules of evidence shall apply.

## **F. Record of Hearing**

The TAA will provide either a tape recording or a verbatim stenographic record of each oral hearing and, upon request of a party, arrange for a transcript thereof, the costs of which will be borne by the requesting party or parties.

In the case of a telephone conference call hearing, however, this requirement for a verbatim record shall not apply.

The record upon which the TAA's decision shall be based shall consist of the oral hearing tape or transcript, if any, and all exhibits received by the TAA in evidence.

In the case of the loss or failure to the recording equipment or tape(s), the TAA may base the decision solely on his own notes and recollections in addition to exhibits. In such event the TAA shall notify the parties of such loss in advance of the issuance of a decision and take any further action appropriate to the circumstances.

## **G. Evidence**

1. Oral hearings

Any party may offer evidence, subject to the ruling of the TAA, at any properly noticed hearing session.

The TAA shall admit all relevant material and non-repetitious evidence and testimony.





## 2. On-the-record decisions

Whenever the parties have waived their right to oral hearing, the parties may offer any evidence for the TAA's consideration by submitting a copy thereof, in identical form, to all other parties as well as the TAA.

### H. Dismissal

Any party may request dismissal of the proceeding at any time by motion to the TAA, provided, however, that once an answer or other responsive pleading has been filed no party may seek to have the proceeding dismissed for the purpose of litigating the claims in the proceeding in federal or state court or before some other governmental body. In the case of an oral hearing such motion shall only be made in the presence of other parties at such hearing. In the case in which such hearing has been waived the movant shall copy all other parties and the TAA shall inform all parties in writing of his ruling prior to issuing a decision.

The TAA on his own motion may dismiss any proceeding if he determines the moving party has failed to establish a prima facie case of its allegations. Any such dismissal shall be in writing and be considered a final decision under these Rules.

### I. Withdrawal

No party may withdraw from any proceeding for the purpose of litigating the identical claims in a state or federal court or before any other governmental body.

Subject to the above limitation, any party that initiates a proceeding before the TAA may withdraw it at any time prior to the issuance of a decision.

### J. Adjournments/Postponements

The TAA may adjourn, postpone or grant an extension of time to any party for any purpose upon a showing of good cause. Any party requesting such adjournment, postponement or extension shall first notify all other parties and attempt to obtain their consent prior to contacting the TAA. The TAA shall issue a ruling in writing or may direct the requesting party to inform all other parties in writing of the granting of such request.

## Section 7: Decisions

### A. Without Hearing

Once the parties have submitted their evidence, unless the TAA believes that additional information is necessary, he may proceed to issue a decision without hearing in those cases where the parties have waived their rights thereto.

The decision shall be in writing and served upon the parties by certified/registered mail or priority delivery service. It shall contain findings of facts, conclusions of law, order and remedy in paragraphs separately stated, and shall state the date on which such decision shall be considered effective.

### B. After Hearing



Following the close of any oral hearing the TAA shall consider the testimony and evidence submitted to him and proceed to issue a written decision, with findings, conclusions, order and remedy separately stated. Such decision shall be mailed, certified/registered, return receipt requested, or sent by priority delivery service, to all parties.

#### **C. Binding Effect/Judicial Enforcement**

All decisions, whether following oral hearing or not, shall be binding on the parties and considered final, subject to the provisions for reconsideration below (Sec. 7.D.). However, any party may seek judicial relief to enforce the decision.

Subject to the final and binding nature of the decisions rendered hereunder, nothing herein shall affect adversely any party's rights to seek judicial relief to enforce any of the terms of the Agent Reporting Agreement.

#### **D. Reconsideration**

Within ten calendar days of receipt of the decision, any party thereto may request the TAA to reconsider such decision, in whole or in part, by filing a request with the TAA. Such request shall:

- Be copied and filed contemporaneously with the other parties.
- State briefly and succinctly the grounds on which the reconsideration is sought.
  1. If the grounds allege error, the matters of record alleged to have been erroneously decided will be cited with appropriate references to testimony or exhibits which are alleged to support the claim.
  2. If the grounds allege newly discovered evidence, the request will specify such evidence in its entirety, state the reason why such evidence was not presented at the hearing (if appropriate), and state the reasons why due diligence could not have discovered such evidence earlier. The request shall also set forth any alleged impacts such evidence would likely have on the decision.

A successive petition for rehearing, re-argument, or reconsideration filed by the same party or parties, and upon substantially the same ground as a former petition which has been considered by the TAA shall be denied. Any party to the decision may file a response to such request for reconsideration within ten days of receipt. The response may include a request for (a) a reopening of the hearing, (b) a denial of the request, or (c) additional time in which to respond to the request. The TAA shall then proceed to either (a) issue a revised decision based on the request and response(s), or (b) deny the request, or (c) reopen the record and/or the hearing on such terms as he deems appropriate to the situation, after which the TAA shall issue a revised decision, the effect of which will be to revoke the earlier decision unless specified otherwise by the TAA. The effective date of any decision shall be stayed pending a ruling on any properly submitted request for reconsideration, unless otherwise provided by the TAA in the decision.

#### **E. Public Release of Decision and Finality of Decision**

Five days after a decision is considered to be final, the TAA shall make such decision available to the public. Pending such decision, the TAA shall not comment publicly on the identity of the parties, or the issues involved in such proceedings except to the extent any such comment is necessary to the fulfillment of the TAA's duties under these Rules. For these purposes a decision shall be considered final when either (a) more than ten (10) days have passed since the receipt of the initial decision by all parties and no timely request for reconsideration has been filed with the TAA, or (b) after a timely request for reconsideration was filed the TAA has either (i) issued a revised decision or (ii) denied the request.



## **F. Ex Parte Communications**

The TAA and his staff shall be available at all times to provide general information concerning the operations of the office, to receive comments and suggestions with respect thereto, and to respond to questions concerning practice and procedure. All such inquiries are welcome. However, no party shall offer, nor shall the TAA and his staff entertain, any private communication with respect to the merits of any matter involved in a pending proceeding. Except for procedural inquiries and at conferences conducted upon due notice to those concerned, communications addressed to the TAA concerning pending cases shall be in writing and served upon all parties.

## **Section 8: Standards of Conduct**

The TAA and persons appearing before him shall conduct themselves in accordance with the highest standards of professional ethics. The TAA and his staff, in all proceedings, and in accordance with the provisions of the applicable ARC Agreements, shall:

- Decide cases in a fair and impartial manner upon the basis of the record developed in a given proceeding, free from all extraneous influences.
- Accept no things of value, honorariums, or fees for any kind from any person who has, or may reasonably be expected to have, business before the TAA.
- Avoid any real or apparent conflict of interest, whether financial, proprietary, personal or otherwise. The TAA shall withdraw from any proceeding in which he has, or might be deemed to have, a conflict of interest.
- Refrain from any activity that could result in or create the appearance of adversely affecting the confidence of all segments of the air transportation industry and the public generally in the integrity of the Office of Travel Agent Arbitrator

## **Section 9: Amendment of Rules**

Requests for amendment of these rules may be filed with the TAA at any time, and copies of such requests shall be served by the persons submitting them on the President of ARC, the Board members of the TAAP and on such other interested persons as the TAA shall direct. Comments concerning rule-making proposals shall be filed within the time period specified by the TAA, who shall maintain at his offices a file of rule-making proposals and comments which shall be available for public inspection.

## **Section 10: Access to and Retention of Records and Request to Expunge Identifying Information**

All pleadings, correspondence, exhibits and other materials which form a part of the record for decisions in each docketed proceeding shall be retained by the TAA for a period of one year after decision or for such further period as the TAA shall deem appropriate. Access to such records shall be permitted only upon written authorization from the party submitting same, except that when the TAA is served with a proper judicial subpoena for the production of any such records the TAA shall promptly notify all parties in writing, furnish a copy of the subpoena itself, and then shall release certified copies of such records to the court and, upon request of such court, make the originals available for inspection at the office of the TAA. Any party to a proceeding, at any point prior to the issuance of a final decision by the TAA, may for good cause shown request that any identifying name, place or thing be expunged from the written decision which is made public pursuant to these rules, and the TAA shall grant such request if substantial prejudice to the rights of any party or person would be jeopardized thereby. Any request to seal such records shall be filed contemporaneously with all other parties to the proceeding, who shall have a reasonable opportunity to comment thereon as determined by the TAA on a case-by-case basis. In no case, however, will any records ever be sealed against access of any party to the proceeding, and upon request of any party the TAA shall reveal to



them, in confidence, the names, places or things so expunged from the publicly issued decision.

### **Section 11: Remedial Actions**

In determining the remedial action, if any, applicable in a case, the TAA shall consider all relevant circumstances surrounding particular events involved in the case. In imposing a monetary award as the remedial action, the TAA shall follow the principle of compensatory damages, except where the TAA finds gross negligence or willful disregard for the rights of the other party. In each case in which a punitive monetary award is made, the money so collected shall be set aside in a separate fund to be used for a purpose determined to be appropriate by the JAB-ARA which purpose shall be ratified by the ARC Board of Directors. Any party may submit proposed findings, conclusions and remedial actions in lieu of or in addition to any brief. The TAA may, upon his initiative, circulate for comment among the parties a proposed remedial plan of action or monetary or punitive award. Upon receipt of comments by the parties the TAA may adopt, alter or reject all or any part of such comments and such proposal and proceed to issue his decision.

### **Section 12: Precedent**

Decisions of the Travel Agent Commissioner and the TAA and the Associate Travel Agent Arbiter shall have non-binding precedential value only.

### **Section 13: Expedited Proceedings**

In any case in which an expedited proceeding is provided elsewhere herein, or in any case in which a motion for expedited proceedings is made, the respondent shall file all supporting evidence with the TAA and the opposing party within 72 hours of receipt of the Agent's appeal or the ARC complaint, and the TAA shall schedule an oral hearing (unless waived) to begin no later than three business days thereafter, or as soon as the parties agree. If an oral hearing is waived the TAA shall expedite review of the documents and proceed to issue a decision within five days of the close of all proceedings therein.

Any party may object to the motion for expedited proceedings, but such objection must be received within the time allotted for a response. If the objection is denied by the TAA, the substantive response will then be due not later than 24 hours after actual receipt of the notice of such denial.

If either party so desires, an expedited hearing may be held by telephone conference call provided it is feasible for all parties to so participate and the circumstances so warrant.



## Rules of Practice and Procedure for an ARC Pay Travel Agent Service Fee Matter

### Section 1: Guiding Principles and Jurisdiction

For an ARC Pay Travel Agent Service Fee (TASF) matter, as a general principle, both parties desire to continue their contractual relationship, but may need a third party to decide a dispute between the two parties. To that end, ARC and the Agent must submit a letter signed by both parties indicating they consent to (1) the jurisdiction of the TAA, (2) the final and binding nature of the decision rendered therein, and (3) the payment of all assessed fees and costs as determined by the Arbitrator, including but not limited to a \$150 filing fee, which must accompany the initial filing of each party, and a \$150 hearing fee for each party (if one is determined to be necessary) payable to the TAAP Inc., within ten (10) days of the TAA's decision. The parties shall include an initial filing fee of \$150 (per party). Upon receipt of such letter, the TAA shall assign a Docket Number.

### Section 2: Petitions, Responses, Hearing and Decision

1. TAA shall provide each party 7 business days to each submit their own written arguments via email to the TAA and all other parties (hereinafter "Petition") that:
  - detail the matter and support the issues with references to the then current ARC Pay (TASF) Agreement.
  - include copies of relevant documents for the TAA's consideration.
  - where applicable, identify any potential witnesses at a hearing.
  - request a specific remedy from the TAA; and
  - include a list of available hearing dates for a hearing at ARC's headquarters, or when the parties agree, via a teleconference.
2. The TAA shall review each party's Petition and within 7 business days respond to parties with any requests for additional information or clarification, thereafter.
3. The parties will have 7 business days to respond to the other party's Petition (hereinafter, "Response(s)") and submit same to TAA.
4. Following receipt of the Responses, the TAA may render a decision. However, if the TAA deems a hearing necessary, within 30 calendar days, the TAA shall schedule a hearing and notify the parties. Every attempt shall be made by the TAA to accommodate the schedules of the parties.
5. If a hearing is scheduled, the hearing must take place in the location specified in the ARC Pay (TASF) Agreement, or by teleconference, when the parties agree. A party may be represented by any person of its choosing at the hearing. The TAA shall provide a brief description of the order of the proceedings and the issues that remain outstanding. There will be no recording of the hearing. Either party may offer oral arguments. Except in extenuating circumstances, oral arguments shall be based solely on the evidence and arguments proffered by the parties in their Petitions and Responses.
6. The TAA must render a decision no later than 7 business days following a hearing. The decision shall be in writing and issued via email, only. It shall contain separately stated findings of fact, conclusions of law, and any appropriate order(s). It shall include a detailed assessment of costs, which shall be equally apportioned to the parties, payment of which shall be due within ten days of the decision.

The TAA's decision shall be confidential, final and binding on the parties, with no right to appeal to or ask for reconsideration from the TAA.



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## Section A: Notices

1. Unless specifically directed otherwise, any notices that are required to be given in writing must be sent using any of the following:
  - 1.1. U.S. mail
  - 1.2. E-Mail
  - 1.3. Facsimile
  - 1.4. Government-licensed delivery service that provides a shipping receipt, air bill, or documentation of delivery
2. The effective date of any notices between ARC and Agent, for the purpose of calculating any delivery requirements, will be the date the notice was mailed, e-mailed, faxed, or placed in the hand of a government-licensed delivery service.
3. Any notice that is not required to be made in writing can be delivered by any common method including those mentioned above, telephone, IAR message board, or notice on ARC's corporate websites, such as *My ARC*.
4. ARC and Carriers will deliver notices to Agent's Operational E-Mail Address (or the E-Mail address of Agent's My ARC Primary Administrator will be used if an Operational E-Mail Address is not provided by Agent or ARC determines that the Operational E-Mail Address is not active) or home office address. For notices to ARC, Agent should follow the instructions provided in the relevant sections of the Industry Agents' Handbook. For additional assistance, please contact the Customer Care Center.



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## Section B: Security Guidelines for ARC Traffic Documents

This Section includes the rules governing the security of ARC Traffic Documents. Adhering to these rules protects you in two ways.

First, compliance with these rules means that you will not be held liable by ARC or the airlines for usage of ARC Traffic Documents in the event of a theft (including shoplifting, robbery, burglary, etc.) of the ARC Traffic Documents, except by you, your employees, or your independent contractors.

Second, adherence to the rules will act as a deterrent to criminals, who in many cases will make multiple attempts to access your data or to obtain login credentials through social engineering and email phishing campaigns.

Not complying with these rules or exercising reasonable care for the protection of ARC Traffic Documents means that you will be liable for usage of stolen ARC Travel Documents.

ARC Traffic Documents (Electronic Format) Agent must exercise reasonable care in the issuance or disclosure of ARC Traffic Documents/data numbers in an electronic format, to prevent the unauthorized issuance or use of such Traffic Documents/data/numbers.

“Reasonable care” includes effective, electronic challenges and authentication, e.g., login credentials or security credentials, including, for example, usernames, PINs and passwords of any user accessing agent hardware, systems, or any other systems or hardware which can be used to issue ARC Traffic Documents/data/numbers in an electronic format.

At a minimum, Agent must implement appropriate physical, electronic, and managerial procedures, training, and systems to prevent unauthorized access, disclosure, alteration, or destruction of Transactional Data.

### Section C: Retention and Inspection of Agent Records

1. As required by Section 12 of the ARA, Agent must retain copies of documents, included, but not limited to, the following for a period of at least 39 months from the Submission Deadline for those documents:
  - 1.1. Voided Traffic Documents
  - 1.2. If any, completed Universal Credit Card Charge Forms (UCCCFs), which include cardholder signature, credit card imprint, and authorization code.
  - 1.3. Discount Certificates and Vouchers
  - 1.4. Debit and Credit Memos
  - 1.5. Value Coupons associated with refunds, exchanges
  - 1.6. Other supporting documentation as may be required by ARC or Carriers

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## Section D: Financial Instrument

Purpose: Agent's Financial Instrument is used after termination of the Agent's ARA in order to cover all amounts owed by Agent to Carriers and ARC for transactions issued on ARC Traffic Documents supplied in trust to Agent. This includes, but is not limited to, all amounts owed for transactions that have been used but not reported or paid for; amounts owed for dishonored drafts; and amounts owed as a result of the loss misapplication, theft, forgery, or unlawful use of ARC Traffic Documents, unless the Agent has been relieved of liability for such under this Agreement.

1. A Financial Instrument may be in the form of a bond, letter of credit, or cash security deposit. If it is a bond, it must be issued by a surety included on the current revision of Circular 570, "Surety Companies Acceptable on Federal Bonds," issued by the United States Treasury Department.
2. Agents, except for those with Associate Branches (see Section 3 below), must comply with the Financial Instrument requirements indicated below and within Part IV, Section 30, of the Agent Reporting Agreement (ARA).
  - 2.1. As the Agent, you are required to maintain a Financial Instrument in the form and amount required by ARC for the joint and several benefit of Carriers and ARC.
  - 2.2. ARC will notify you of the required Financial Instrument amount 30 calendar days prior to the anniversary date of your Financial Instrument. If an adjustment is required, you are required to comply with the new requirement no later than the anniversary date.
    - 2.2.1. If Agent requires additional time to comply with the new requirement, Agent must provide to ARC written evidence from its financial institution of initiation of the process, including the anticipated completion date, to update its Financial Instrument within the initial 30 day period.
  - 2.3. ARC will set the amount of the Financial Instrument within a minimum of \$20,000 and a maximum of \$70,000 for the first 2 years following your Agency's inclusion on the ARC Agency List. In your first year, the Financial Instrument is set at \$20,000. For the second year, the amount of the Financial Instrument will be the greater of \$20,000 or the average monthly net cash remittance as determined for a 12-month period, calculated one month prior to the anniversary date of your Financial Instrument. The Financial Instrument will not exceed \$70,000, unless your Agency has Associate Branches or becomes subject to the additional operating requirements of Section 34 of the ARA.
  - 2.4. After your Agency has been on the ARC Agency List for at least 2 years, the amount of the Financial Instrument will be the greater of \$10,000 or the average monthly net cash remittance as determined for a 12-month period, calculated one month prior to the anniversary date of your Financial Instrument. The Financial Instrument will not exceed \$70,000, unless your Agency has Associate Branches.
  - 2.5. Any required change in the Financial Instrument, or any required adjustment of the amount of the Financial Instrument, will be made each time the Financial Instrument is renewed, reinstated, or replaced, as applicable.
  - 2.6. If ARC determines that the Financial Instrument is less than the required amount, ARC will notify the Agent at least 30 calendar days in advance of the anniversary date of the Financial Instrument.
  - 2.7. If a required increase is greater than \$10,000, Agent may increase the Financial Instrument in increments of 25 percent per quarter. The Financial Instrument must be at the required amount prior to the start of the next anniversary date. Contact the Customer Care Center to discuss incremental increases prior to your current anniversary date.

### 3. Guaranty Levels for Agents with Associate Branches

- 3.1. For Agents with one or more Associate Branches the minimum Financial Instrument amount is \$70,000 and the maximum \$150,000.
- 3.2. Agent must maintain a Financial Instrument in the form and amount required by ARC for the joint and several benefit of Carriers and ARC.
- 3.3. ARC will inform Agent of the required Financial Instrument amount 30 calendar days prior to the anniversary date of Agent's Financial Instrument. If an adjustment is required, Agent must comply with the new requirement no later than the anniversary date.
- 3.4. The amount of the Financial Instrument will be the average monthly net cash remittance as determined for a 12-month period calculated one month prior to the anniversary date of Agent's Financial Instrument. The Financial Instrument will not exceed \$150,000.
- 3.5. Any required change in the Financial Instrument, or any required adjustment of the amount of the Financial Instrument, will be made each time it is renewed, reinstated, or replaced, as applicable.
- 3.6. After the approval of an Associate Branch, if ARC determines that the Financial Instrument is less than the required amount, ARC will notify the Agent at least 30 calendar days in advance of the anniversary date of the Financial Instrument.
- 3.7. If a required increase is greater than \$10,000, Agent may increase the Financial Instrument in increments of 25 percent per quarter. The Financial Instrument must be at the required amount prior to the start of the next anniversary date. Contact the Customer Care Center to discuss incremental increases prior to your current anniversary date.

### **Change of Agency Ownership**

4. Whenever there is a change in ownership involving your agency, an application is required. The Financial Instrument will be adjusted based on the type of ownership change. See Section I for examples of ownership changes.
  - 4.1. For a change in ownership that does not involve the addition of new owners or Entities, the Financial Instrument will not be less than the amount required of the Agent prior to the change in ownership.
  - 4.2. For a change in ownership that creates a new Entity with the addition of new owners, the Financial Instrument will be a minimum of \$20,000 or the amount required of the Agent prior to the change of ownership, whichever is greater. As with new Agents under paragraph 2.3, the Financial Instrument amount will remain in effect for at least 2 years.
  - 4.3. For a change in ownership that includes an Associate Branch, the Financial Instrument will be as stated in Section 3.

## Section E: Carrier Participants in Agent's Standard Ticket & ARC Settlement Plan

All ARC participating carriers, as listed in Section 1 of the Industry Agents' Handbook, have specified their method of agent appointment. Their method of appointment is either one of **General Concurrence** or **Specific Appointment**. The two methods of agent appointment can be described as follows:

**General Concurrence:** The carrier appoints all agents that appear on the ARC Agency List unless the carrier notifies both ARC and the agent of a decision not to appoint the agent or agency location.

**Specific Appointment:** The carrier appoints agents appearing on the ARC Agency List specifically and will do so by delivering to each appointed agent a written Certificate of Appointment. Under these terms, ticketing using a carrier's validation code is not permissible unless done under the specific appointment of the validating carrier. Agents seeking a Certificate of Appointment from a carrier should seek such Certificate directly from the carrier.

## 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:
  - 1.1. Failure to include in a report all ARC Traffic Documents issued through the close of the Sales Report Period, even though payment was subsequently made upon demand.
  - 1.2. Issuance of ARC Traffic Documents (including Traffic Documents issued for ARC Pay transactions and other transactions) against a credit card without the cardholder's authority, or against a stolen or otherwise fraudulent credit card.
  - 1.3. Failure to account for missing ARC Traffic Documents or for flight, exchange, or service coupons.
  - 1.4. Permitting alteration, omission, or other falsification on coupons of original ARC Traffic Documents or on any reissue.
  - 1.5. Falsification of reports, Traffic Documents, or other documents.
  - 1.6. Use and misuse of IAR that results in reporting cash refunds against sales made on credit cards.
  - 1.7. Permitting the unlawful or unauthorized access or use of an airline or System Provider computer reservations system owned, leased or controlled by it in connection with the issuance of ARC Traffic Documents.
  - 1.8. Engaging in a pattern of potential "bust-out" activity, such as a sudden, sharp fluctuation of sales, refunds, exchanges, voids, etc.
  - 1.9. Issuing and/or reporting through IAR, duplicate or invalid Credit Memos or other supporting documents, e.g., vouchers and/or credit certificates.
  - 1.10. In the absence of specific permission of the Carrier, (a) using any credit card which is issued in the name of the Agent, or in the name of any of the Agent's owners or personnel, or in the name of any third party, for the purchase of air transportation for sale or resale to other persons, or (b) including in a Sales Report or reporting to the Carrier the sale of any air transportation as a credit card transaction where at any time the Agent bills, invoices, or receives payment in cash from the customer for such air transportation.
  - 1.11. Submitting for refund, exchange or reissuance an ARC traffic document or transaction that has been used or has already been refunded, exchanged, or reissued.
  - 1.12. Use or misuse of IAR that, for example, prevents the proper reporting of all sales or results in Improperly Reported Transactions, including improperly reported exchanges or refunds.
  - 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 by a bona fide passenger.
  - 1.14. Unless otherwise permitted by the ARA, manipulation or alteration of any transaction that has been identified as error-free by a System Provider.

## Section G: Personal Guaranty of Payment and Performance

### Section I: Applicability

The provisions of this Section apply whenever the Agent is required by the Agent Reporting Agreement (ARA), to execute a "Personal Guaranty of Performance of Agent's Agreement" (Guaranty)

### Section II: Guarantors

The guarantors on such Guaranty shall include:

- A. All individuals having a stock or other beneficial interest of 30 percent or more in the Agent and all officers, directors, or employees having a stock or other beneficial interest of 10 percent or more in the Agent, if such is a corporation; or
- B. Where the Agent is a corporation in which 30 percent or more of the stock or other beneficial interest is owned by another corporation(s) (hereinafter "parent corporation") then all individuals, in addition to those who may meet the requirements of paragraph A above, having a stock or other beneficial interest of 30 percent or more in the parent corporation and officers, directors or employees having a stock or other beneficial interest of 10 percent or more in the parent corporation; or
- C. Each general partner and the spouse of each general partner if the Agent is a general or limited partnership; or
- D. The spouse of the Agent which is a sole proprietorship; or
- E. If the Agent is a limited liability company (LLC), all individuals who are members of the LLC.

### Section III: Effectiveness of Guaranty

The originally executed Guaranty is of continuing effect, and its effectiveness, and the guarantors' liability thereunder, survives termination of the Agent's Agent Reporting Agreement, except as modified pursuant to Section IV below, and need not be re-executed upon amendment of the Agent Reporting Agreement, including subsequent revisions and reissues thereof.

### Section IV: Modification of Personal Guaranty

- A. By mutual consent of ARC and the Agent, guarantors may be added, deleted, or substituted for existing guarantors, if circumstances change, e.g., change of corporate or partnership structure, or change of spouse occurs after the Guaranty has been executed.
- B. After the Guaranty has been in effect for two years, the Agent may petition the Arbiter for review of the requirement to maintain such Guaranty.

### Section V: Agreement - Personal Guaranty of Payment and Performance of Agent's Agreement

As a condition imposed for continued inclusion of the below listed Agent on the ARC Agency List of the Airlines Reporting Corporation (ARC), and/or pursuant to the terms of the ARA, the undersigned guarantor(s) hereby jointly and severally promise and guaranty the unconditional payment by Legal or Trade Name: \_\_\_\_\_ (Agent), the Home Office of which has been designated with ARC Number \_\_\_\_\_. For these purposes, Agent shall mean all Agent Location (s) (as defined in Section 39.19 of the ARA), including without limitation any location which may be added to the ARC Agency List after the date of execution hereof, of all indebtedness, liabilities and obligations of every nature and kind arising out of or in connection with the Agent Reporting Agreement as presently constituted and as may be hereinafter amended, including subsequent revisions and reissuances thereof, except to the extent that such indebtedness,

liabilities or obligations are satisfied from the proceeds of the surety bond or letter of credit or Cash Security Deposit (Financial Instrument) required under said Agent Reporting Agreement and/or are satisfied by the assets of Agent itself.

Any and all disputes regarding the obligations of the undersigned guarantor(s) to ARC shall be resolved by the Travel Agent Arbiter, an arbitration forum established as an independent entity, in accordance with the rules promulgated and published by the Travel Agent Arbiter, and the decision shall be final and binding; provided, however, that neither ARC nor any guarantor is precluded from seeking judicial relief to enforce a decision of the Travel Agent Arbiter, or to compel compliance with this Guaranty prior to the filing of an answer on a proceeding concerning such requirement before the Travel Agent Arbiter. Subject to the above, the Travel Agent Arbiter shall have discretion to consolidate in one docket any action concerning ARC and Travel Agent, and ARC and any or all undersigned guarantor(s).

Any assets which a spouse who executed this Guaranty acquired independently of Agent are excluded from the provisions of this Guaranty.

Authority and consent are hereby expressly given ARC from time to time, and without any notice to the undersigned guarantor(s), to give and make such extensions, renewals, settlements, and compromises as it may deem proper with respect to any of the indebtedness, liabilities and obligations covered by this Guaranty; and the release by ARC of any other Entity, or settlement with any other Entity, or the revocation or impairment of this Guaranty with respect to one or more of the guarantors, shall not operate to prejudice the rights of ARC against any or all other guarantors hereunder. This Guaranty shall bind the parties by whom it is signed, whether the same is signed by one or more guarantors. This Guaranty may consist of several counterparts, all of which, taken together, shall constitute a single Guaranty.

It is understood that this is a continuing absolute and unconditioned Guaranty, co-extensive with said Agent Reporting Agreement as presently constituted and as may be hereafter amended, including subsequent revisions and reissuances thereof. The undersigned guarantor(s) hereby jointly and severally waive notice of acceptance of this Guaranty and of all defaults by Agent of nonpayment and nonfulfillment of any and all of said indebtedness, liabilities, and obligations.

The obligations hereunder are not subject to any limitation under the United States Bankruptcy Code, 11 U.S.C. sec. 101 et seq. ("Bankruptcy Code") in the event that Agent is a debtor in a case under the Bankruptcy Code.

The execution of this Guaranty shall not be construed as to create a present security interest or lien on the assets of the guarantors hereto.

This Guaranty shall be construed in accordance with and governed by the laws of the Commonwealth of Virginia.



*Faxed and scanned signatures shall constitute original signatures and shall be treated with the same force and effect as original signatures.*

Signed and sealed by the undersigned on the date set forth below

_____	_____
(Printed Name of Guarantor)	(Residence Address)
_____	_____
(City, State, Zip Code)	(Residence Telephone Number)
	_____
	(Signature of Guarantor)

**This Document Must Be Signed in the Presence of a Notary.**

<b>(FOR NOTARY USE ONLY)</b>	
<p>County of _____ State of _____</p> <p>On this _____ day of _____, 20____, _____</p> <p style="text-align: right;">(Print Name of Above Guarantor)</p> <p>appeared before me and, having been duly sworn by me, signed the Guaranty in my presence.</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> <p>_____</p> <p style="text-align: center;"><b>NOTARY SEAL</b></p> </div> <div style="width: 50%;"> <p>_____</p> <p style="text-align: center;">Notary Public Signature</p> </div> </div> <p style="text-align: right;">My commission expires on _____</p>	

**A SEPARATE PERSONAL GUARANTY MUST BE EXECUTED BY EACH TYPE OF GUARANTOR IDENTIFIED IN SECTION II ON THE REVERSE. EACH PERSONAL GUARANTY MUST CONTAIN ALL PAGES.**

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## Section H: Use of ARC Online Services and Tools

1. ARC provides various online services (collectively referred to as “ARC Tools” or “Tools”) Agents use to submit and review Transactional Data or otherwise conduct business with ARC and the Carriers. Currently, these Tools include ARC’s: Interactive Agent Reporting (IAR), Memo Manager, and Document Retrieval Service, as well as the *My ARC* web portal through which certain ARC Tools are accessed.
2. Agent’s use of ARC Tools is subject to the terms of the ARA and the Terms of Use for each Tool, which are incorporated by reference.
3. Agent represents that it has computer equipment, software, and Internet connection compatible with accessing *My ARC* and ARC Tools, and that such are capable of a sufficiently high level of encryption to meet the system requirements established by ARC from time to time. The agent must ensure the computer equipment Agent uses to access ARC’s Tools uses an industry-standard anti-virus software program capable of detecting and removing computer viruses, as well as software for protection against malware. Agent will further ensure that such software is updated periodically in accordance with a commercially reasonable schedule.
  - 3.1. ARC will assign to the Agent Log-in Credential(s) that will allow Agent to access *My ARC* and ARC’s Tools and will also allow Agent to create additional Log-in credentials.
  - 3.2. Log-in credentials shall serve as the Agent’s authentication, authorization and verification of all Transactional Data and other data and information transmitted to ARC and/or the Carriers. Agent must comply with all ARC instructions and rules concerning the log-in credentials that ARC provides and updates from time to time.
  - 3.3. Agent’s use of Log-in credentials shall have the same force and effect as a handwritten signature, shall bind the Agent for all purposes, and shall be deemed admissible between the parties to the same extent and under the same conditions as other business records originated and maintained in documentary form. Agent agrees not to contest the validity or enforceability of electronic transactions confirmed with the Agent’s Log-in credentials.
  - 3.4. All Log-in credentials, whether created by Agent or by ARC at the request of the Agent, are confidential and must be maintained by the Agent as confidential. The Agent will not disclose its log-in credentials to anyone who is not authorized to act on its behalf. Disclosure of log-in credentials to other persons or Entities may compromise the security of confidential financial, transactional, passenger, and other data provided to ARC and/or Carriers.
  - 3.5. Agent assumes liability for use, misuse, or unauthorized use of Agent’s log-in credentials supplied by ARC, whether created by the Agent or by ARC at the request of the Agent. Agent must indemnify, defend and hold harmless ARC, its owners, directors, officers, employees, representatives and participating Carriers, from injury or damage to any Person, property or entity including, but not limited to, the Agent, resulting from any such use, misuse or unauthorized use of the Agent’s Log-in credentials.
  - 3.6. Agent will immediately notify the ARC Customer Care Center at ARC’s headquarters if the Agent believes that any one of its login credentials has been lost, stolen, misused, misappropriated, or otherwise compromised. Notwithstanding the foregoing, notification to ARC will not relieve Agent of its obligations hereunder.
4. Agent must designate a Document Retrieval Service (DRS) Security Manager who shall perform administrative functions for the Agent’s users of DRS, including but not limited to, creating and terminating individual DRS user accounts, DRS administrators, resetting of passwords, etc., according to instructions ARC may provide from time to time.

5. Agent must designate a *My ARC* Primary Administrator who shall perform administrative functions for the Agent's *My ARC* users including but not limited to creating and terminating individual *My ARC* user accounts, *My ARC* administrators and Tool administrators, and granting and terminating user and administrator access to *My ARC* and ARC Tools, resetting of passwords, etc., according to instructions ARC may provide from time to time.
6. Account profiles created in Tools by Agent, its administrators, security managers or Tool users, and the information contained in the profiles, will not constitute an application for, and/or ARC approval of a change of Agent's name, address, status, organizational structure or ownership, etc.
7. ARC's Tools and online services are provided on an "**As Is**" and "**As Available**" case-by-case basis, and are subject to necessary scheduled downtime for maintenance, unscheduled maintenance, and system outages. The agent's access to ARC's Tools and online services may be interrupted at times for maintenance, system outages and other circumstances beyond ARC's Control (e.g., telecommunications outage, etc.), including but not limited to, those circumstances described in Section 9 below.
8. The availability of ARC's Tools is subject to interruption and delay due to causes beyond ARC's reasonable control, including, without limitation, delays by suppliers or vendors which are outside of ARC's Control; acts of God or of a public enemy; acts of the United States or any state or political subdivision; fires, severe weather, floods, earthquakes, natural disasters, explosions, or other catastrophes; and labor strikes, slowdowns (collectively, "excusable delay"). **ARC will not be liable to Agent for any excusable delay. In no event will ARC be liable for any indirect, special, punitive or consequential damages, including lost profits, even if ARC has been advised of the possibility of such damages.**
9. ARC reserves the right to assess a fee for any new, modified, or enhanced services related to ARC's Tools, with the exception of services covered by the annual fee described in Section M of the IAH, that may be offered to the Agent in the future, subject to the approval of such fee by ARC's Board of Directors. By using any new or modified features when they become available, the Agent agrees to be bound by the rules concerning these features.
10. The means by which ARC provides access to ARC's Tools and online services, and the format and other features of such Tools and online services, may be modified or deleted by ARC at any time upon notice to the Agent.
11. Upon termination of the Agent's Agreement or access to the ARC Tools and/or online services, the information that the Agent would otherwise be able to access electronically or via *My ARC*, up to the termination date, may be made available to Agent, upon written request, in the format and media as determined by ARC, in its sole discretion. ARC reserves the right to assess a fee for such service. Agent acknowledges and agrees that nothing in this Section will affect the terms, conditions, or validity of the Agent Reporting Agreement.

## Section I: Examples of Change in Ownership

1. To apply for a change in ownership, submit your request through the ARC Accreditation Tool or as directed in writing by ARC.
  - 1.1. **Examples of a change in ownership status of the Agent that involves a transfer of the ownership of the Agent or an Agent Location(s) to a new owner(s) or a new entity(ies).**
  - 1.2. Agent “DEF, Inc.” is owned by Bob and Mary, 50/50. Bob and Mary each sell 100% of their shares in DEF to Sue. Sue becomes the 100% owner of DEF, Inc. [Type II]
  - 1.3. Agent “AAA, Inc.” is owned by Bob and Mary 50/50. They each sell 20 percent of their shares to John. Resulting ownership is John (40) Bob (30) and Mary (30). [Type II]
  - 1.4. Agent “ABC, Inc.” is owned 100% by Bob. “XYZ Inc.” owned 100% by Mary, acquires “ABC Inc.’s” travel agency business. Upon approval by ARC, “XYZ, Inc.” is the new Agent. [Type V] (See, Section 16.1 of the ARA for description of acquisition)
  - 1.5. Agent FFF, Inc. transfers one its branch Locations to ARC approved Agent GGG, Inc. FFF, Inc.’s branch becomes a Location of GGG, Inc. [Type IV]
2. **Examples of a change in ownership status of the Agent that does not involve a transfer of ownership to a new owner(s) or a new entity(ies).**
  - 2.1. Agent “DEF, Inc.” is owned by Bob and Mary 50/50. Mary transfers 100% of her shares to Bob. Bob owns 100% of DEF, Inc. DEF, Inc. remains the agent. (No new owners) [Type 1]
  - 2.2. Sole proprietor John sets up a corporation called John, Inc. John is the 100% shareholder of John, Inc. John Inc. assumes liability for all transactions issued by Sole proprietor John. (Structural change – no new owners) [Type III]
3. **Change in Ownership Due to the Death of a Sole Proprietor or Partner**
  - 3.1 In the event of the death of a sole proprietor or partner, contact ARC’s Customer Care Center.
    - 3.1.1. At the request of the Entity entitled to represent the deceased's estate and/or the request of the remaining partner(s), ARC may enter into a temporary Agreement with the Entity acting on behalf of the estate provided that the Entity submits a proper Financial Instrument in the name of the estate and continues to operate at the Location(s) covered by this Agreement.
    - 3.1.2. The temporary agreement will be in the same form and have the same effect as this Agreement, and ARC may terminate this temporary Agreement at any time ARC determines that the Entity acting on behalf of the estate does not meet requirements of the ARA, is not in compliance with the ARA or cannot be relied upon to comply with the terms of the ARA. Upon termination of the temporary agreement, ARC will take action as directed in Subsections 6.7 and 6.8 in the ARA.
    - 3.1.3. If the Entity entitled to represent the estate, or with whom the temporary Agreement is executed, proposes to transfer the temporary Agreement to an heir, legatee, or another Entity, the proposed transfer will be deemed a change of ownership and the procedures in this Agreement, and the application agreement and instructions will apply.
    - 3.1.4. If ARC determines that the Entity acting on behalf of the estate does not meet requirements of the ARA, is not in compliance with the ARA or cannot be relied upon to comply with the terms of the ARA,

ARC reserves the right to notify Carriers and withdraw all ARC Traffic Documents (paper format) supplied to Agent and notify System Providers to prohibit further issuance of ARC Traffic Documents.

## Section J: Instructions for Temporary Closure

1. In the event of a situation beyond Agent's control, such as fire, flood, or illness, Agent may request to temporarily close its Location(s) by contacting ARC's Customer Care Center.
2. During the period of temporary closure, Agent is required to maintain its Financial Instrument. ARC reserves the right to notify Carriers, notify System Providers to inhibit issuance of ARC Traffic Documents, and withdraw ARC Traffic Documents from the Location(s).
3. Please note: In the event of a regional disaster such as a hurricane, earthquake, etc., affecting a large number of agents, ARC will proactively ensure that all Agent Location(s) in the affected areas are excluded from compensatory fees; however, if your Location(s) continue to remain closed beyond the timeframe communicated by ARC for a reporting extension, please contact ARC's Customer Care Center for further assistance.

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## Section K: Reports and Settlements

### 1. Sales Reports

- 1.1. Agent must Submit its Sales Report(s) in compliance with the instructions provided by ARC in the Industry Agents' Handbook and the Agent Reporting Agreement.
- 1.2. Agent's Sales Reports must account for and include all ARC Traffic Documents issued and validated during the Sales Report Period and confirm the accuracy of data included in the Sales Report, including transactions for non-air transportation.
- 1.3. If Agent has sold no air transportation or ancillary services during the Sales Report Period, ARC will automatically submit, on the Agent's behalf, any or all "No Sales" Reports (i.e., Agent's IAR sales reports that include no transactions of any kind as of the Submission Deadline) if Agent has not already Submitted the report.
- 1.4. Agent acknowledges and agrees that it remains financially liable and responsible for all transactions issued by the Agent during each Sales Report Period but not included in the Agent's Sales Report.
- 1.5. With each Sales Report Agent will authorize a settlement amount reflecting the maximum amount to be drawn by ARC from Agent's designated account.
- 1.6. Agent must Submit the Sales Report to ARC no later than the Submission Deadline, which is 11:59 p.m. ET of the Tuesday following the end of the Sales Report Period.
- 1.7. Only those Sales Reports received by the Submission Deadline will be considered "timely received." If the Submission Deadline has passed, all outstanding Sales Reports must be Submitted immediately.
- 1.8. Agent must make Transactional Data available to the Carrier(s) to which such data pertains.
- 1.9. All Transactional Data may be reviewed by ARC at any time during or after the Sales Report Period.
- 1.10. Upon Agent's Submission (or resubmission) of the Sales Report, ARC will generate a confirmation number for the report, and transmit this number to the Location from which the report was submitted.
- 1.11. ARC will, based upon the Sales Report submitted by the Agent, determine the amount owed for the sales period, and will draft the Agent's designated bank account for such amount. The draft will not exceed the amount authorized by the Agent or be presented for payment earlier than the fifth calendar day after the close of the Sales Report Period.
- 1.12. ARC will make available a weekly summary showing all transactions and the amount of the draft, no later than the fifth calendar day after the close of the Sales Report Period. Settlement of amounts owing will be made in the authorized currency.

### 2. In the event ARC does not receive Agent's Sales Report(s) by the Submission Deadline, ARC will notify Agent and the following, as relevant, will apply.

- 2.1. Where Agent Has Evidence of Timely Submission of Weekly Sales Report: If you have evidence that you submitted the Sales Report on time, please contact the Customer Care Center. In this situation, ARC will not assess a compensatory fee.
- 2.2. Where a Malfunction at ARC Prevents Processing of Sales Report: If a malfunction or emergency at ARC renders ARC unable to process or receive the Sales Report, ARC will promptly notify Agent with further instructions. In this situation, ARC will not assess a compensatory fee.

2.3. Where Sales Report Recalled by Agent: Agent may, at any time before the Submission Deadline, recall a Sales Report which it has already submitted, in order to enhance or correct data. However, Agent may not recall a submitted Sales Report after the Submission Deadline for that Sales Report, and any Sales Report recalled prior to the Submission Deadline must be resubmitted by the Submission Deadline. If a recalled Sales Report is not resubmitted so that it is received at ARC by the Submission Deadline, the Agent must reauthorize and resubmit the Sales Report to ARC via IAR by the next business day after notification by ARC.

**3. Consequences of Failure to Pay for Dishonored draft(s), Unreported Sales and/or Improperly Reported Transactions, and Failure to Timely Submit Sales Reports**

3.1. If any of the actions in of Subsections 33.2, 33.3, or 33.4 of the ARA occurs, ARC will:

3.1.1. Withdraw from the Agent, and all agents and locations under common Control with the Agent, all ARC Traffic Documents (paper format)

3.1.2. Notify Carriers

3.1.3. Notify System Providers to inhibit the issuance of ARC Traffic Documents (paper and electronic format) by such Agent and all agents and locations under Common Control with the Agent.

3.2. Once all amounts Agent owes to Carriers and ARC have been fully paid (including, but not limited to, payment of all drafts drawn by ARC and dishonored by the Agent's bank), and all reports have been submitted, unless there is an outstanding notice of cancellation of the Financial Instrument (or Traffic Documents have been removed or issuance prohibited pursuant to another provision of the Agreement), ARC will resupply the Agent with ARC Traffic Documents in accordance with Section 23 of the ARA. ARC will also notify the System Providers that the issuance of ARC Traffic Documents is authorized, unless the Carrier has also taken action to terminate the Agent's appointment pursuant to Section 11.5 of the ARA.

**4. If Agent Unable to Satisfy Debt**

4.1. If the Agent does not submit the required Sales Report(s) and provide full payment, or fails to make full payment of all amounts owed to the Carrier or ARC (including, but not limited to, payment of all drafts drawn by ARC and dishonored by the agent's bank), on or before the 31st calendar day after the date of ARC's written notice of a default, this Agent's ARC Agreement will terminate automatically and without further notice.

4.2. The full amount to be paid within the 31-day period described above or any extension described in Section 4.3 must include, but not be limited to, all amounts owed for dishonored drafts, Unreported Sales and Improperly Reported Transactions, compensatory fees and missing reports, regardless of whether such amounts and/or reports have been specifically identified in the written notice.

4.3. ARC may extend the time for Agent to make full payment and avoid termination of the Agent's ARA, if:

4.3.1. Agent has surrendered all ARC Traffic Documents (paper format) and has ceased to issue ARC Traffic Documents in electronic format and, on or before such 31st calendar day.

4.3.2. Agent has provided all missing Sales Reports.

4.3.3. Agent has made a partial payment in an amount deemed appropriate by ARC.

4.4. In determining whether or not to extend the time for full payment, ARC will consider the following factors, among others: the cause of the dishonor, Unreported Sales or Improperly Reported Transactions, or



missing report; the payment schedule proposed; the current financial condition of the Agent; and any proposed remedial action.

- 4.5. An extension of time on the terms provided in the preceding paragraphs will be available to all Agents.
- 4.6. In conjunction with the extension of time provided in the foregoing paragraphs, the Agent may obtain authority from one or more of the Carriers involved to convert the Agent's cash indebtedness to each such Carrier into individually sponsored credit plans, thereby transferring the indebtedness from ARC to such Carrier. Upon receipt of written notice from the Carrier concerned, ARC will modify or withdraw the notice of termination, as appropriate.
- 4.7. Upon the Agent's compliance with the foregoing paragraphs, ARC shall resupply the Agent with Traffic Documents in accordance with Section 23 of the ARA. In addition, ARC will notify all System Providers that the Agent may issue ARC Traffic Documents, and the Carriers may, in their individual discretion, notify the System Providers, if action is to be taken pursuant to Section 11.5 of the ARA.
- 4.8. Upon termination of the Agreement pursuant to this Section, ARC will take action as directed in Subsection 6.7 and 6.8 of the ARA. In addition to any amounts due and owing by the Agent under the ARA, Agent 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 of such sums owing by the Agent. Upon termination of the Agreement under this Section, ARC may, in its sole and absolute discretion and without any other separate basis, terminate all agents in common Control with the Agent.
5. ARC will require each Agent to which notice of default under Subsections 33.2, 33.3, and 33.4 has been sent to have executed on its behalf and filed with ARC the "Personal Guaranty of Payment and Performance" as set forth in Section G of the IAH if the Agent's financial or reporting irregularities under Subsections 33.2, 33.3, and 33.4 of the ARA create a danger of substantial loss to ARC and/or the Carriers. Such execution and filing will be a condition precedent to an Agent's right to use ARC Traffic Documents.

## Section L: Variable Remittance

1. The following Variable Remittance option is available as an alternative to the cash sale standard remittance schedule. This option is intended to provide flexibility for carriers and agents who may choose to have cash sales processed in an alternate manner.
  - 1.1. Direct Form of Payment (DP)
2. Section 27 of the Agent Reporting Agreement provides that if a proposal is made by an Agent for the use of payment terms other than the standard remittance schedule, the Carrier will consider the proposal in good faith; however, the carrier's refusal to enter into such an arrangement shall not, in and of itself, constitute evidence of bad faith.
3. **Variable Remittance Option**
  - 3.1. Direct Form of Payment (DP): The Direct Form of Payment (DP) option allows the agent to submit a DP sale in the weekly report without ARC collecting the funds for the carrier. Settlement is strictly between the carrier and the agent, although ARC does settle the commission amounts.
4. **Control Procedures**
  - 4.1. ARC has incorporated control procedures to provide quality assurance for the Variable Remittance option. An online system ensures that these transactions are processed in accordance with the instructions submitted by the carrier to ARC. This is accomplished through a Carrier Agent Payment (CAP) file.
  - 4.2. For each carrier/agent arrangement the CAP file includes the following information:
    - 4.2.1. ARC Code Number
    - 4.2.2. Carrier Identification
    - 4.2.3. Account number (determined by the carrier)
    - 4.2.4. Payment plan
    - 4.2.5. Inception and Termination dates
5. Once a carrier notifies ARC that a Variable Remittance option will be established with an agent, ARC will include this information in the CAP file database. When an agent submits a weekly report containing a transaction with a Variable Remittance account number, this number is then verified by accessing the CAP file database. ARC will use the CAP file database to verify every Variable Remittance transaction.
6. **ARC Processing**

ARC will settle the commission amount in the week during which the transaction is processed. Therefore, since the agent has already received the commission, the amount owed to the carrier will be the Total Sale amount.

## Section M: Administrative and Compensatory Fees

1. Agents are required to pay an administrative fee to ARC for each Agent's Locations in order to defray a portion of the costs associated with operating the ARC Settlement Plan (ASP) and half of the costs associated with operating the Travel Agent Arbiter Program, Inc. The administrative fee has two parts: an annual fixed amount for each Location and a fee for transactions processed through the ASP for each Location.
2. The transaction fee is determined by multiplying the fee amount times the number of transactions processed at each of Agent's authorized Locations during a defined 13-week period (referred to as "quarterly"). The transaction types include sales (auditor's coupon), refunds, Credit Memos, Debit Memos, exchanges (primary/companion/conjunction), recall commission statements, Agency Automated Deductions (AADs), Electronic Miscellaneous Document (EMD), and other transactions that may be approved by the ARC Board of Directors.
3. The annual fixed amount and the fee amount charged per transaction are determined by the ARC Board of Directors. ARC will notify each Agent of the annual fixed amount and the per transaction fee amount for the following year before the end of the current calendar year.
4. Agent authorizes ARC to collect the administrative fee by issuing a draft against the Agent's designated bank account.

### 5. Annual Fixed Amount

- 5.1. The annual fixed amount will be collected by ARC, which will draft the designated account of each Location in January of the current year, or on such other schedule as the Board of Directors adopts.
- 5.2. For a newly accredited Agent added to the ARC Agency List after the date the annual fixed fee is normally paid, ARC will draft the designated account of the Agent for the pro-rated annual fixed amount. For a Location added to the ARC Agency List after the date the annual fixed fee is normally paid, the annual fixed amount will be included with the application fee.

### 6. Transaction Fee

- 6.1. The transaction fee will be assessed and collected on a quarterly basis or an alternate assessment period(s) as be approved by the ARC Board of Directors. ARC will draft the designated account of each Location. For Agents undergoing ownership changes to new owners or entities, ARC will assess and collect a transaction fee from the transferring owner for transactions processed at the Location up to the effective date of the transfer of ownership. As of the effective date of the ownership transfer, ARC will assess and collect the transaction fee from the new owner of the Location.

### 7. Compensatory Fees

- 7.1. The compensatory fee will be calculated and charged based on a formula approved by the ARC Board of Directors. ARC will notify the Agent of the amount and the date on which payment will be due.

- 7.2. Agent acknowledges and agrees that ARC will assess a compensatory fee for each dishonored draft for payment of Sales Reports to defray processing costs associated with the handling of dishonored draft, interest expense, and special service costs described in Section 36.12 of the ARA.
- 7.3. Agent acknowledges and agrees that ARC will assess a compensatory fee for Unreported Sales and Improperly Reported Transactions and failure to timely file Sales Reports to defray costs associated with the processing and handling of the resolution of Unreported Sales and Improperly Reported Transactions, costs attributable to Agent's failure to timely Submit a Sales Report, and special service costs described in Section 36.12 of the ARA.
- 7.4. ARC will not assess more than one compensatory fee to Agent per any given late or missing Sales Report.
- 7.5. Agent authorizes ARC to collect the charge by issuing a draft against the Agent's designated bank account. Alternatively, the Agent must make payment directly to ARC if required by ARC notice.

## Section N: Associate Branch Supplementary Agreement

### **Agent's Guaranty of Payment and Performance of Associate Branch Obligations**

#### **Additional Requirements for Associate Branch**

In addition to the requirements in the ARA, Agent seeking approval for an Associate Branch must:

1. Submit an application for approval of an Associate Branch in the form required by ARC
2. Provide and maintain a Financial Instrument in the form and amount required by ARC, as described in Section D of the IAH.
  - 2.1. At no time will the Agent's Financial Instrument be less than \$70,000 or more than \$150,000, unless Agent becomes subject to the requirements of Section 34 of the ARA.
3. Execute the Corporate Guaranty included in this Section.

Agent and the owners of each Associate Branch must execute the Associate Branch Agreement in this Section.

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**ASSOCIATE BRANCH SUPPLEMENTARY AGREEMENT**

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1. This Supplementary Agreement (Supplement) covers the terms and conditions for \_\_\_\_\_ (Agent), ARC number \_\_\_\_\_, to operate an Associate Branch, the ownership of which is different from the ownership of Agent. The parties identified below agree as follows:
2. This Supplement will become effective on the date of ARC's written approval of Agent's Application for Associate Branch, or the last date signed below, whichever is later. This Supplement will remain in effect as long as the Agent's ARA is in effect, or until Associate Branch is terminated and/or removed from the ARC List, whichever occurs first.
3. The ownership of Agent's Associate Branch \_\_\_\_\_ [name of Associate Branch entity] at \_\_\_\_\_, is authorized by ARC to be different from the ownership of the Agent subject to the following conditions:
  - 3.1. The Agent, or the owning Entity of Agent must at all times hold some ownership interest in the Associate Branch.
  - 3.2. No interest in the ownership of Associate Branch may be transferred or assigned without the prior written consent of ARC. If a transfer is made without ARC's prior written consent, this Supplement will automatically be terminated, and Associate Branch will be removed from the ARC Agency List and ARC shall take action as directed in Subsections 6.7 and 6.8 of the ARA.
  - 3.3. If a transfer or assignment of the ownership of Agent is made without ARC's prior written consent, this Supplement and Agent's ARA may be terminated and ARC may take action as directed in Subsections 6.7 and 6.8 of the ARA.
  - 3.4. The owning Entity of Agent unconditionally guarantees all obligations of the Associate Branch to ARC in the required corporate guaranty in this Section. Execution of the guaranty is a condition precedent to the effectiveness of this Supplement and approval of the Associate Branch application.
  - 3.5. This agreement shall in no way affect any Carrier's individual rights with regard to its appointment of Agent, Associate Branch, or any other Location affiliated with Agent or Associate Branch. Except as noted herein, all other terms of the ARA shall remain in full force and effect as if unmodified.
  - 3.6. Associate Branch hereby agrees to be bound by the terms and conditions of the ARA.
  - 3.7. Associate Branch acknowledges and agrees that Agent is authorized to access, obtain and view all applications, requests and other forms and documents that may be submitted by Associate Branch to ARC, including but not limited to Transactional Data issued by and reported in the Sales Report for, or by the Associate Branch, in the same manner through which Agent may access, obtain and view such information for any of Agent's other Locations.
4. Agent and Associate Branch acknowledge and agree that ARC reserves the right to amend or modify the terms of this Supplement, upon reasonable notice to Agent and Associate Branch.

*This Supplement may be executed in multiple counterparts, each of which taken together shall constitute one and the same agreement. Further, signatures received via fax or via scanned document attached in an email shall constitute original signatures and shall be treated with the same force and effect as original signatures.*

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Accepted and agreed by the parties identified below (Agent, Associate Branch entity and ARC):

**AGENT****AIRLINES REPORTING CORPORATION**

Legal Name \_\_\_\_\_ (on behalf of itself and on behalf of each Carrier signatory to the ARC Carrier Services Agreement)

Signature \_\_\_\_\_  
(Authorized owner/officer)

Signature \_\_\_\_\_  
(Authorized officer)

Printed Name \_\_\_\_\_

Title \_\_\_\_\_

Title \_\_\_\_\_

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Date)

**ASSOCIATE BRANCH entity**

Legal Name \_\_\_\_\_

Signature \_\_\_\_\_  
(Authorized owner/officer)

Printed Name \_\_\_\_\_

Title \_\_\_\_\_

\_\_\_\_\_  
(Date)

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**Associate Branch****Guaranty of Payment and Performance****Section I: Applicability**

The provisions of this guaranty apply whenever Guarantor (as defined below) is required to execute a "Guaranty of Performance of Agent's Agreement" (Guaranty) relating to the actions of \_\_\_\_\_, [Legal Name of Associate Branch], accredited by ARC as an Associate Branch pursuant to Section 39.19.4 of the Agent Reporting Agreement (ARA) and Section N of the IAH, which is incorporated by reference in the ARA ("Associate Branch").

**Section II: Guarantor**

\_\_\_\_\_  
("Guarantor),

[Print Legal Name of the owning Entity of the Agent]

is the owning Entity of \_\_\_\_\_ ("Agent")  
[Print Legal Name of Agent]

designated with ARC Number \_\_\_\_\_, the Agent under the ARA between Agent and Airlines Reporting Corporation, a corporation organized under the laws of Delaware ("ARC").

The Agreement requires that Guarantor guarantee the payment and performance obligations of Associate Branch identified in Section I of this Guaranty under the terms of the ARA. Accordingly, as a condition imposed for continued inclusion of Guarantor on the ARC Agency List and in consideration of the benefit to Guarantor of the effectiveness of the ARA, Guarantor agrees as follows:

**Section III: Guaranty**

- (i) Except as expressly set forth herein Guarantor hereby absolutely, irrevocably and unconditionally agrees to and hereby does guarantee to ARC the full, prompt and complete performance and payment by Associate Branch of all of its obligations under the ARA (all such obligations, collectively, the "Obligations"). Subject to the terms hereof, Guarantor agrees that this Guaranty is a guaranty of performance and payment and NOT of collection and that the liability of Guarantor is primary and unconditional. Accordingly, Guarantor agrees to pay the Obligations to ARC upon receipt of a written demand therefor, without any withholding, deduction, counterclaim (unless a compulsory counterclaim) or set-off for any reason or on any account whatsoever, subject to the terms hereof and provided that ARC shall not demand any of the Obligations until there has been a default by Associate Branch on such Obligations and notice of such default has been received by Guarantor and any applicable time and grace periods (as set forth in paragraph (v) of this Section III) have expired. Except for the notice and time and grace period requirements set forth in the preceding sentence, this guaranty is in no way conditional upon any requirement that ARC first attempt to collect any of the Obligations from Associate Branch or resort to any security or other means of obtaining payment of the Obligations.



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- (ii) Guarantor hereby waives each and every defense that under principles of guarantee, suretyship or other similar law would otherwise operate to impair, delay or diminish Guarantor's obligations hereunder; provided, however, that the foregoing waiver shall not in any way waive or prejudice any right or defense otherwise assertable in respect of any claimed Obligation.
- (iii) No delay on the part of ARC in exercising any of its options, powers or rights shall constitute a waiver thereof. Upon making any payment or performance with respect to any Obligations hereunder, Guarantor shall be subrogated to the right of ARC against Associate Branch with respect to such payment; provided that Guarantor shall not enforce any payment right by way of subrogation until the underlying Obligation has been paid in full.
- (iv) Guarantor's obligations hereunder shall remain in full force and effect until all of the Obligations have been completely performed and paid in full.
- (v) Guarantor hereby waives acceptance hereof, presentment, demand, protest, and any notice not provided for herein, as well as any requirement that at any time any action be taken by any corporation or person against Associate Branch or any other corporation or person, except that no payment shall be sought from Guarantor under this Guaranty unless a notice of default has been served to Guarantor providing for a minimum cure period of 30 calendar days to remedy such default and indicating ARC's intention to claim under this Guaranty in the absence of remedy within such cure period.
- (vi) Guarantor represents, warrants and covenants to ARC that this Guaranty (i) has been duly authorized, executed and delivered by Guarantor, (ii) constitutes a legal, valid and binding obligation of Guarantor enforceable in accordance with its terms, except as the enforceability may be limited by bankruptcy, insolvency or other similar laws affecting the enforcement of creditors' rights generally and by equitable principles relating to the availability of equitable remedies, (iii) does not and will not violate or conflict with any of Guarantor's organizational documents, and will not violate or conflict with any material agreement by which it is bound, or any law to which Guarantor is subject, nor is any consent or approval required that has not been received or that will not be obtained in connection with the execution, delivery or performance, validity or enforceability of this guaranty.
- (vii) Any and all disputes regarding the obligations of the Guarantor to ARC shall be resolved by the Travel Agent Arbiter, an arbitration forum established as an independent entity, in accordance with the rules promulgated and published by the Travel Agent Arbiter, and the decision shall be final and binding; provided, however, that neither ARC nor Guarantor is precluded from seeking judicial relief to enforce a decision of the Travel Agent Arbiter, or to compel compliance with this Guaranty prior to the filing of an answer in a proceeding concerning such requirement before the Travel Agent Arbiter.
- (viii) This Guaranty shall be construed and interpreted according to the internal laws of the Commonwealth of Virginia, excluding any choice of law rules that may direct the application of the laws of another jurisdiction. Any suit, action, or proceeding seeking to enforce any provision of, or based on any matter arising out of or in connection with, this Guaranty may only be brought in the United States District Court for the Eastern District of Virginia, Alexandria Division (or, if jurisdiction is there lacking, in a state court of cognizant jurisdiction in the County of Arlington, Commonwealth of Virginia). Guarantor consents and submits to the jurisdiction of such courts (and of the appropriate appellate court therefrom) in any such suit, action or proceeding and irrevocably waives, to the fullest extent permitted by law, any objection that it may now or hereafter have to the laying of the venue of any such suit, action or proceeding in any such court or that any such suit, actions or proceeding which is brought in any such court has been brought in an inconvenient forum. Process in any such suit, action or proceeding may be served on Guarantor anywhere in the world, whether within or without the jurisdiction of any such court.
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**Section IV Effectiveness of Guaranty**

This Guaranty is of continuing effect, and its effectiveness, and the Guarantor's liability hereunder, survives termination of the ARA, except as modified pursuant to Section V below, and need not be re-executed upon amendment of the ARA, including subsequent revisions and reissues thereof.

**Section V: Modification of Guaranty**

This guaranty may not be modified or terminated orally.

Authority and consent are hereby expressly given ARC from time to time, and without any notice to Guarantor, to give and make such extensions, renewals, settlements, and compromises as it may deem proper with respect to any of the indebtedness, liabilities and obligations covered by this guaranty; and the release by ARC of any other Entity, or settlement with any other Entity, or the revocation or impairment of this guaranty with respect to Guarantor, shall not operate to prejudice the rights of ARC against the Guarantor.

It is understood that this is a continuing absolute and unconditioned guaranty, co-extensive with the ARA as presently constituted and as may be hereafter amended, including subsequent revisions and reissuances thereof.

[The next page is the signature page.]

*Faxed and scanned signatures shall constitute original signatures and shall be treated with the same force and effect as original signatures.*

**This Document Must Be Signed in the Presence of a Notary.**

\_\_\_\_\_  
(Printed Name of Guarantor)

\_\_\_\_\_  
(Address)

\_\_\_\_\_  
(City, State, Zip Code)

\_\_\_\_\_  
(Telephone Number)

\_\_\_\_\_  
(Signature of Guarantor)

**(FOR NOTARY USE ONLY)**

County of \_\_\_\_\_ State of \_\_\_\_\_

On this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, \_\_\_\_\_  
(Print Name of Above Guarantor)

appeared before me and, having been duly sworn by me, signed the Guaranty in my presence.

\_\_\_\_\_  
Notary Public Signature

**NOTARY SEAL**

My commission expires on \_\_\_\_\_

## Section O: Additional Office Types

### 1. Satellite Ticket Printer Locations

Effective 03/15/2010, ARC stopped accrediting new STP locations.

A Satellite Ticket Printer (STP) is a location whose sole ARC travel-related function is the delivery of ARC Traffic Documents and other related Traffic Documents to customers of an ARC-listed agent by means of a ticket printing device. The STP is an attended printer not intended to service the general public and is located in a private area within a business-type concern. The electronic transmission of all traffic documents will be controlled by a host authorized agency location, and the delivery will occur at the STP).

The STP location is solely a ticket delivery location. Other travel-related, retail functions, such as, but not limited to, live, or in-person travel promotion, reservations, counseling and sales, accepting payment or providing refunds for tickets, cannot be performed at this location.

The Agent assumes full and absolute liability for the possession, use, and issuance of ARC Traffic Documents at the STP location, and for any and all damage, expense, or loss (including attorneys' fees) experienced by ARC, the participating Carriers, their officers, representatives, or employees on account of the loss, misapplication, misdirection, theft, or forgery of ARC Traffic Documents at the STP location and ARC documents in transit to and from the STP location.

### 2. Centralized Service Locations (Independent and Branch)

Effective July 1, 2013, ARC will no longer be accrediting new CSL.

A centralized service location ("CSL") is an authorized independent or branch office location whose primary purpose is to allow Agent to directly provide, or to use another ARC-accredited travel agent to provide, travel services to a specified corporate account or web site account at an approved centralized location. The CSL will not serve the general public and the office or space where the CSL is located must not be open and accessible to the general public and it must not be identified as a retail travel agency.

The Agent assumes full and absolute liability for the possession, use, and issuance of ARC Traffic Documents at the CSL, and for any and all damage, expense, or loss (including attorneys' fees) experienced by ARC, the participating Carriers, their officers, representatives, or employees on account of the loss, misapplication, misdirection, theft, or forgery of ARC Traffic Documents at the CSL and ARC documents in transit to and from the CSL.

### 3. Ticketing Fulfillment Locations

A ticketing fulfillment location ("TFL") is a branch office location whose purpose is to serve as a centralized ticket printing office for the Agent. The TFL is to function as a separate, non-sales location. No sales activity, such as, but not limited to, travel promotion, counseling and

reservations, will occur at this location.

1. The ownership of the TFL location may not be transferred independently of the transfer of the HOL ownership.
2. The same TFL location may operate as a TFL location for multiple ARC entities provided each entity has applied and received approval for the TFL location to operate as its TFL branch office. The TFL location will receive a separate ARC Number for each ARC entity it represents.
3. ARC will deliver to Agent, or Agent designated location, Traffic Documents intended for use at the TFL location. Agent may order and maintain a supply of ARC Traffic Documents at the TFL according to the requirements in Section B of the IAH.
4. The Agent will appoint an attendant at the TFL location that is familiar with all facets of operating the TFL, including the security and accountability of the ARC Traffic Documents. The attendant is the person responsible for maintaining the security and integrity of the ARC Traffic Documents at the TFL location and will be the primary contact for ARC at the TFL location. One individual may serve as the appointed attendant for multiple ARC entities.
5. The Agent must notify ARC, in writing, of the removal or replacement of Agent's attendant(s) and shall provide the name of each new attendant and such other information ARC may reasonably require regarding the attendant(s).
6. The ARC Traffic Documents at the TFL will only be issued as passenger and flight coupons and the transaction shall be included in the IAR Sales Report of an accredited non-TFL of the Agent.
7. The TFL location must comply with all rules or ARC Traffic Documents detailed in the Agent Reporting Agreement, including the security rules in Section B of the IAH.
8. The Agent, regardless of any security measures taken, assumes full and absolute liability, including attorneys' fees, for any and all damage, expense or loss experienced by any Carrier, its officers, agents or employees for the loss, misapplication, misdirection, theft or forgery of ARC Traffic Documents assigned to the TFL's ARC Number. Notwithstanding the Agent's absolute liability for documents assigned to the TFL location, Agent must ensure that the TFL meets all security requirements, including Section B of the IAH.