

ARC Bank Change FAQs



FOR AGENCIES

Update 2021

Why is ARC switching to TD Bank?

ARC evaluates the performance of its service providers as well as the needs of our customers on a periodic basis to ensure they continue to meet our requirements. Competitive offers are also reviewed, and ARC found that TD Bank would provide better service to our partners and customers going forward.

Why is ARC transitioning the weekly settlement back to Fridays, five days following the close of the weekly sales period?

As **communicated on March 29, 2020**, ARC moved the weekly settlement to Wednesdays, ten days following the close of the weekly sales period, to address the impact of the COVID-19 pandemic on air travel. As the industry continues to recover, the switch to TD Bank provides ARC the opportunity to restore weekly settlement back to Fridays.

What should I expect the week of Period Ending Date July 11, 2021?

All sales reports must be submitted by 11:59 p.m. on Tuesday, July 13, 2021. ARC will process all debits on Friday, July 16, and all credits on Wednesday, July 21.

What should I expect the week of Period Ending Date July 18, 2021?

All sales reports must be submitted by 11:59 p.m. on Tuesday, July 20, 2021. ARC will process all debits and credits on Friday, July 23. This will finalize our transition back to a five-day settlement.

Previously, the draft/disbursement date moved from Friday to the following Wednesday. Does this new change mean that both disbursement and drafts happen on the same day?

Yes, this change means that both disbursements and drafts happen on the same day each week. For travel agency customers who authorize a weekly sales report with a cash debit balance, they will be drafted five days after the close of the sales week (Friday), and customers who authorize a weekly sales report with a cash credit balance will be disbursed funds also five days after the close of the sales week (Friday).

Will I receive two separate transactions from ARC—draft and disbursement—for every sales week?

ARC will only process the net amount associated with each travel agency's authorized weekly sales report. If a travel agency owes a net amount, those funds will be drafted on Friday* (PED+5). If a travel agency is owed a net amount, those funds will also be disbursed on Friday* (PED+5).

What about credit card sales/refunds?

At this time, no changes will be made to the way credit card sales, refunds or exchanges are managed through ARC. All settlement changes apply to cash transactions only.

Does this apply to ARC Pay transactions?

Yes, these changes apply to all ARC Pay transactions.

Is there an extension of the sales report deadline?

The Tuesday sales report submission deadline will not change; the sales report submission deadline remains the same.

Is it possible to extend the sales report deadline?

ARC is unable to extend the sales report deadline for any travel agency. While the industry recovers, ARC seeks to keep as many aspects of settlement as consistent as possible.

Is it possible for ARC to extend the void window?

ARC is not able to extend the void window currently.

How long do you expect these changes to be in effect?

ARC will continuously monitor the situation and adapt as needed to ensure settlement operations run as smoothly and reliably as possible. ARC will continue to advocate on behalf of the global air travel community and believes this change is being made at the right time.

Who should I contact with questions?

Please contact ARC's Customer Care Center at ccchelp@arccorp.com or **703-816-8003**.