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## IAR Quick Reference Card

### Login

To access IAR,

1. Open your browser and go to the ARC website at [www.arccorp.com](http://www.arccorp.com)
2. From the "My ARC Login" section on the left side of the screen, enter your My ARC user name in the **User Name** textbox
3. Enter your My ARC password in the **Password** textbox
4. Click the **LOG IN** button
5. The My ARC Home page displays
6. In the **YOUR ACCOUNT** section, click the **IAR** link under **YOUR TOOLS** to launch IAR

### List Types

The IAR Home page default display shows the LS-Financial Summary List Type. To view other list types,

1. Click on the **List Type** drop down box (Available options are LF-Financial Detail, LC-List Counts, TC-Total Counts and LS-Financial Summary)
2. Select the desired list type
3. The selected list is displayed in the **List Type** textbox
4. Click the **CREATE LIST** button
5. The requested list displays

### List Results

You may view a list of 20, 50, 100, 250 or 500 results per page. The default number of list results per page is 20. To change the number of results shown per page,

1. Click the **Results** drop down box to display count options
2. Select the number of results you wish to display per page (20, 50, 100, 250 or 500)
3. The selected count will display in the textbox
4. Click the **CREATE LIST** button
5. The requested list displays

### Print/Save

At the IAR Home page or from within a Sales Report,

1. Click the **Printable List** drop down box
2. Click the desired print or save option
  - a. Select 'Printable List' to send the screen display contents to a connected printer
  - b. Select 'Save List in Spreadsheet Format' to create a .csv file that may be opened or saved to a computer
  - c. Select 'Save List in Text Format' to create a .txt file
3. The selected Print/Save option displays in the Printable List textbox
4. Click the **PRINT/SAVE** button

### Select a Sales Report

IAR displays all available Sales Reports by Period Ending Date (PED). To access a Sales Report, click the eight digit ARC# of the report and/or PED you wish to access.

### Move ARC#

At the IAR Home page,

1. Type a valid ARC agency code number into the **ARC#** box
2. Click the **CREATE LIST** button
3. Click the on an **ARC#** link
4. The List tab of the Sales Report page appears along with a list of transactions for the entered PED

### Move PED

At the IAR Home page,

1. Type a valid PED into the **PED** box in a DDMMYY or DDMMM date format
2. Click the **CREATE LIST** button
3. Click the on an **ARC#** link
4. The List tab of the Sales Report page appears along with a list of transactions for the entered PED

### Create a List Using Qualifiers

At the List tab on the Sales Report screen,

1. Click the drop down **arrow** located to the right of the Document Type 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 of the selected document type displays
5. Click the **CLEAR** button to reset all tab selections

### View a Transaction in the Sales Report

View a transaction by clicking the document number from within the Sales Report or by using the List Detail command on the **VIEW ONLY** tab.

### Ticket Add

At the Sales Report screen,

1. Click the **ADD** tab
2. Click the **TA** radio button
3. Type a document number in the **14-character Document#** textbox (3-digit airline code, 10-digit document number, plus check digit)
4. Click the **GO** button
5. The Financial Details screen displays. Complete the Financial Details screen
6. Click the **Next** link or **Itinerary/Endors** tab to access the Itinerary/Endorsements screen. Complete the Itinerary/Endorsements screen
7. Click the **ET** button to end transaction and save to the Sales Report
8. Click the **IGNORE** button to close the transaction and cancel adding the document to the Sales Report

### Transaction Modify

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.

### Void a Transaction

From the **Sales Report** screen,

1. Click the **check box** associated with the transaction to be voided
2. Click the **VOID** button
3. Select the desired Void type (VA-Void Add, VR-Void Reverse)
4. If the transaction is an e-ticket of a airline that participates with ARC's electronic EDIFACT messaging, the request will automatically be sent to the airline and the airline will respond with either a void approval and an ESAC (Electronic Settlement Authorization Code) or a void rejection error message. If the airline does not participate with ARC's electronic messaging, 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 or click **NO** to take no action and return to the previous screen

From the **VOID** Tab:

At the IAR Home page,

1. Click the **ARC#** link to access the desired Sales Report
2. The default **LIST** tab of the requested Sales Report page displays
3. Click the **VOID** tab
4. Select the desired Void type (VA-Void Add, VR-Void Reverse)
5. Type the document number into the **10-character Document#** textbox of the ticket to be voided
6. Click the **GO** button
7. The Void Confirmation screen displays.
8. If the transaction is an e-ticket of a airline that participates with ARC's electronic EDIFACT messaging, the request will automatically be sent to the airline and the airline will respond with either a void approval and an ESAC (Electronic Settlement Authorization Code) or a void rejection error message. If the airline does not participate with ARC's electronic messaging, you will need to enter the ESAC in the "**If the selected document is an e-ticket, please enter the ESAC**" textbox.
9. Click **YES** to add the void status or click **NO** to take no action and return to the previous screen

### Void Reverse

At the Sales Report screen,

1. Click the **check box** associated with the transaction(s) to reverse void
2. Click the **Reverse Void** button
3. The void status is removed from the transaction

### Refund - Full

At the Sales Report screen,

1. Click the **REFUND** tab
2. Click the **RF - Full Refund** radio button
3. Type the document to be refunded in the **13-character Document#** box
4. Click the **GO** button
5. The Refund Details screen displays
6. Verify that the information is accurate and make changes as necessary
7. Click the **ET** button to move to the Confirm End Transaction screen
8. Click **YES** to end the transaction and save all changes or click **NO** to return to the Refund Details screen

## Refund - Partial

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 displays
6. Enter the coupon numbers to be refunded and enter the partial values, including any commission, that are being returned
7. Click the **ET** button to move to the Confirm End Transaction screen
8. Click **YES** to end the transaction and save all changes or click **NO** to return to the Refund Details screen

## Refund Application

At the Refund Application screen,

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

## Exchange - Full

At the Sales Report screen,

1. Click the Document# to be exchanged
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 of the old document are part of the exchange
6. Click the **ADD** button to add the document as an exchange in IAR
7. The Exchange Support screen displays
8. To see a summary of the exchange transaction, press Enter or click on the Exchange Summary tab of the transaction
9. Click the **ET** button to move to the Confirm End Transaction screen
10. Click **YES** to end the transaction and save all changes or click **NO** to return to the Exchange Summary screen
11. Click the **IGNORE** button to close the transaction and cancel all changes

## Add 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 **ADD** button to add the new document to the exchange transaction

## Exchange Support Screen

At the Sales Support screen,

1. Click the Document# to be used in the exchange (Transaction Type TT shows as EX)
2. The Financial Details screen displays
3. Move to the **Exchanges: Old** section of the screen to see the documents entered to be used in the exchange
4. Click the Document# link to display the Exchange Support screen

5. The Exchange Support screen displays showing the financial details of the document to be exchanged
6. Click **YES** to end the transaction and save all changes or click **NO** to return to the Exchange Summary screen

## 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. Review the information to verify the accuracy of the exchange document. Be sure that any exchange penalty is collected and any applicable commission from the original document is also being returned
4. Click **YES** to end the transaction and save all changes or click **NO** to return to the Exchange Summary screen

## Exchange - Partial

At the Sales Report screen,

1. Click the Document# to be exchanged
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. Leave the box next to the **Exchange All** field empty (blank) to indicate that not all coupons of the old document are part of the exchange
6. Click the **ADD** button to add the document as an exchange in IAR
7. The Exchange Support screen displays
8. Enter the coupon numbers that are being exchanged and enter all unused partial values, including any commission, that are being returned
9. To see a summary of the exchange transaction, press Enter or click on the Exchange Summary tab of the transaction
10. Click the **ET** button to move to the Confirm End Transaction screen
11. Click **YES** to end the transaction and save all changes or click **NO** to return to the Exchange Summary screen
12. Click the **IGNORE** button to close the transaction and cancel all changes

## Remove Document from an Exchange

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. Place a checkmark in the box next to the **Document#** to be removed by clicking the box
3. Click the **"R"** box located next to the check box

To remove a new document from an exchange transaction, at the Financial Details screen,

1. Move to the **Exchanges: New Documents** section of the screen
2. Place a checkmark in the box next to the **Document#** to be removed by clicking the box
3. Click the **"R"** box located next to the check box

## View Sales Report by Status

At the IAR Home page,

1. Click the Sales Report Status drop down box
2. Type the first letter of the qualifier in the combo box to bring it to the top, or select the status you would like to view (such as "E – Error")
3. The selected status displays in the Sales Report Status textbox
4. Click the **CREATE LIST** button.

## View Financial Summaries of a Sales Report

At the IAR Home page,

1. Click the arrow located next to the Access Group box to select the appropriate access group
2. Type the **ARC#** to view 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 box to bring it to the top
5. The Financial Summary selection appears in the List Type box
6. Click the **CREATE LIST** button

## View Financial Summaries for Multiple Locations

At the IAR Home page,

1. Click the arrow in the **Access Group** drop down box to select the appropriate access group (The default is Standard which allows access based on the standard ARC agency family relationship)
2. Click the **Begin with** check mark box only if you want to see a list of all locations beginning with a specific ARC#. Leave blank to display all locations
3. Type the beginning ARC# to start the list at a specific ARC# location or type the word **ALL** to display all available locations
4. Enter a specific PED in the PED box to display a single PED or type the word PED to display all available PEDs
5. Select LS-Financial Summary from the List Type drop down box
6. Choose the number of Results to display on screen. The default is 20, but you may also choose 50, 100, 250 or 500.
7. Click the **CREATE LIST** button
8. The Financial Summary list for the selected ARC#s will be displayed

## Submit a Sales Report

At the IAR Home page,

1. Click the **check box** associated 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 return to the Sales Report screen

## Reverse an Authorized/Submitted Sales Report

At the IAR Home page,

1. Click the **check box** associated with the ARC# to 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 request
7. Click the **CANCEL** button to cancel the reverse authorize/submit request

## Close IAR

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