



## **2020 ARC Print Product Line Discontinuation Frequently Asked Questions (FAQs)**

### **Why is ARC discontinuing its print product line?**

After a careful review of the long-term shifts in the air travel market towards a more paperless environment, ARC made the determination that it was the appropriate time to discontinue the print product line, which includes Automated Ticket and Boarding Pass (ATB) stock and Mini-Itin stock. This decision is part of a broader advancement of the global air travel community towards a more digital and efficient future. ARC hopes this change will particularly help travel agencies reduce overhead and operating costs during this challenging period.

### **When is this change taking place?**

Effective December 17, 2020, ARC will no longer support orders of ATB and Mini-Itin stock.

### **What should I do if I no longer want to keep the current ATB or Mini-Itin stock I presently have?**

Travel agencies may destroy any existing ATB or Mini-Itin stock they presently have if they choose to do so. This would allow travel agencies to eliminate ticket printers and the associated ticket security costs and measures, creating additional cost savings during this challenging period. When destroying unused ATB stock, travel agencies should follow the guidelines in Section 10 of the Industry Agent Handbook (IAH) under "When ARC Traffic Documents Need to be Destroyed". Please do not send any ticket stock to ARC.

### **Are customers allowed to purchase ATB and Mini-Itin stock prior to December 17, 2020?**

ATB and Mini-Itin stock will remain available for purchase through December 17, 2020. All orders can be made using the Document Ordering System in My ARC.

### **How much do the ATB stock and Mini-Itin stock cost?**

ATB stock costs \$69.00 per box and has a handling fee of \$8.13 per box. Mini-Itin stock costs \$30.00 per box and has a handling fee of \$7.50 per box.

### **When am I able to use the ATB and Mini-Itin stock until?**

Travel agencies may use any remaining ATB and Mini-Itin stock until their supplies are exhausted including any stock purchased between September 24 and December 17, 2020.

### **Has ARC advised Airlines for America (A4A) of this decision?**

ARC has advised A4A of this decision and has requested that references to the printing of Miscellaneous Charges Order (MCO) exchange coupons and agent coupons contained in Resolution 20.102 be reviewed and removed.

### **Will ARC continue to support MCOs?**

ARC will continue to support MCOs (now paperless), as they are critical to the effective processing of air travel transactions for many organizations. Travel agencies will still be able to print facsimile copies of MCOs from ARC's Document Retrieval System (DRS) or print on plain paper if supported by the issuing GDS.



**Are airlines required to allow travel agencies to issue paperless MCOs for services outside the travel agency channel?**

ARC has notified airlines that it remains their responsibility to determine whether they allow ARC-accredited travel agencies to issue paperless MCOs for services outside of the travel agency channel. Airlines have been asked to update their travel agency policies to formally state there is no longer a requirement to print MCOs on ARC-supplied ATB stock.

Alternatively, airlines may request that an agency issue an Electronic Miscellaneous Document (EMD) instead of an MCO.

**Has ARC notified the GDSs?**

ARC has informed the GDSs of this change. In turn, the GDSs have confirmed to ARC that they will begin the process of updating their systems, but that full changes are unlikely until at least the second half of 2021 given the current environment.