



IAR Quick Start Guide

GOT QUESTIONS? CONTACT US!

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Welcome to IAR

This Quick Start Guide is intended to help you learn the basic functionality of IAR. It does not replace the Online Help that is available in the system.

Please click on the appropriate section to find out more:

- [Introduction to IAR](#) – this section provides helpful information about the IAR system
- [Getting Started](#) – this section describes how to start using IAR, accessing IAR sales reports and authorizing sales reports
- [Reference Section](#) – this section directs you to additional resources and information helpful with your use of IAR

Introduction to IAR

This section provides helpful information about the IAR system.

Please click on one of the following subtopics to go to its page:

- [Navigating in IAR](#)
- [List Navigation](#)
- [Sales Report Tabs](#)
- [Printing and Saving in IAR](#)

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. In addition you can use the **Tab** button to move between fields should you prefer.

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 get to the main sections of the application 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, Terms of Use, the IAR Resource Center and how to contact ARC. The use of navigation buttons allows 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

In IAR, transaction navigation refers to the ability to move within a transaction. By taking advantage of Web-browser based and other advances in technology, IAR is an easy to use system that relies on point and click, drop down boxes, buttons and other controls that allow a user to easily navigate through the screens necessary to complete a Sales Report.

Global Headers

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

All users will see the Home and Help global headers. Only users assigned to the IAR Administrator role will see the global Administration header. Clicking on this header opens the User Administration page in the same browser window and displays the User tab. Only users assigned to the IAR Administrator role or BOS role will see the global BOS header. Clicking the BOS header opens the BOS page in the same browser window.



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 accessed easily. The global footers include information on IAR Terms of Use, ARC's Privacy Policy, the IAR Resource Center and our contact information. To access any of the global footers, click on the footer link and the first screen of the associated link displays.

Navigation Buttons

Navigation buttons allow a user to move between screens as well as view data that is not displayed on a single screen by navigating to a screen that is continued.

- **Move Top (MT)** - Moves to the top of a page
- **Previous** - Moves to the previous screen
- **Next** - Moves to the next screen
- **Move Bottom (MB)** - Moves to the bottom of a page

The screenshot shows the IAR Home interface. At the top, there are links for Administration, Home, BOS, and Help, along with a 'Close IAR' button. Below this, a 'Welcome: JAndrews' message and the date 'Today is: Tuesday, Jul 29, 2003' are displayed. The main section contains a search form with fields for Access Group, ARC #, PED, Sales Report Status, and List Type. Below the search form is a 'Printable List' button and a 'MOVE TOP (MT)' button. A 'Navigation Buttons' box with an arrow points to the 'MOVE TOP (MT)' button and a set of buttons at the bottom of the table: 'MOVE TOP (MT)', 'PREVIOUS', 'NEXT', and 'MOVE BOTTOM (MB)'. A 'Global Footers' box with an arrow points to the footer area at the bottom of the page, which contains links for 'PRIVACY POLICY', 'IAR 2.0 TERMS OF USE', and 'SECURITY POLICY', followed by a copyright notice: '© Copyright 2004 Airlines Reporting Corporation (ARC). All rights reserved.'

Ln	ARC #	Status	PED	Net Cash	Net Cred	Confirm #	User	Date	Time	Trans	Rev A/S
1	12345678	A	27JUL03	500.00	500.00	500.00	A98765432	JAndrews	07JUL03	23:59	22
2	<u>12345678</u>		03AUG03	2006.00	3215.80	1747.60					15

Please refer to **IAR Online Help** for more detailed information on navigation within IAR.

List Navigation

At any time while working in IAR, you may view lists of transactions. 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.

List Type Drop Down Boxes

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

- **Financial Detail** – Shows summary financial information for the Sales Report(s) of a specific ARC# location, or group of ARC# locations (either family hierarchy or agency-created Access Group)
- **List Counts** – Shows a count of transaction types for the Sales Report of each ARC location that a user can access
- **Total Counts** – Shows a total count for each transaction type for the selected Sales Report(s)
- **Financial Summary** – Shows financial summary information for the Sales Report(s) of a specific ARC# location, or group of ARC# locations (either standard ARC family hierarchy or agency-created Access Group)

When used in conjunction with the 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:

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

The screenshot shows the IAR Home page interface. At the top, there are navigation links: Administration, Home, BOS, and Help. Below these, it says 'Welcome: JAndrews' and 'Today is: Tuesday, Jul 29, 2003'. The main section is titled 'IAR Home'. It contains several input fields: 'Access Group' (set to 'Standard'), 'ARC #' (set to '12345678'), 'PED', 'Sales Report Status', 'List Type' (with a dropdown menu open), and 'Results' (set to '20'). The 'List Type' dropdown menu is circled in red and shows four options: 'LF - Financial Detail', 'LC - List Counts', 'TC - Total Counts', and 'LS - Financial Summary'. Below the input fields are buttons for 'AUTH/SUBMIT', 'CREATE LIST', and 'PRINT/SAVE'. At the bottom, there 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 two rows of data. At the bottom right of the table are links: 'MOVE TOP (MT)', 'PREVIOUS', 'NEXT', and 'MOVE BOTTOM (MB)'.

List Results

A user can 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

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** – Allows a user to create lists of transactions using IAR qualifiers
- **Modify** – Allows a user to make changes to a transaction(s) using the screens applicable to that transaction
- **Add** – Allows a user to add transactions to the Sales Report using the screens applicable to that transaction
- **Refund** – Allows a user to add a full or partial refund
- **Void** – Allow a user to void or void reverse a transaction
- **View Only** – Allows a user to view the detail of a transaction without making modifications

The screenshot shows the 'Sales Report' interface. At the top, there are navigation links: 'Administration', 'Home', 'BOS', and 'Help'. Below these, a 'Close IAR' link is visible. The main header area includes 'Sales Report', 'Welcome J Andrews', and 'Today is: Tuesday, July 23, 2008'. A row of six tabs is displayed: 'LIST', 'MODIFY', 'ADD', 'REFUND', 'VOID', and 'VIEW ONLY'. The 'LIST' tab is highlighted with a black oval. Below the tabs, there are several input fields and dropdown menus for filtering transactions, including 'Status', 'Document # (start)', 'Document # (end)', 'Document Type', 'Transaction Type', 'Form of Payment', 'Int'l Indicator', 'System Provider', 'Date Range' (with radio buttons for PED, Modified Date, Entry Date, and Void Date), 'Commission' (with radio buttons for Equal to and Not equal to), 'Carrier Code', 'Void ESAC', and 'Results' (with a dropdown set to 50). At the bottom right, there are 'CREATE LIST' and 'CLEAR' buttons.

Note: Each one of these tabs is explained in further detail in the appropriate and corresponding chapter of the of the Industry Agent's Handbook.

Printing and Saving in IAR

IAR provides the ability to easily print and/or save information to a spreadsheet or word processing program.

Printing

On the IAR Home page and Sales Report screen, IAR allows you to print 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.

To Print or Save in IAR:

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
 - Select 'Printable List' to send the screen display contents to a connected printer
 - Select 'Save List in Spreadsheet Format' to create a .csv file that may be opened or saved to a computer
 - Select 'Save List in Text Format' to create a .txt file that may be opened or saved to a computer
3. Click the **PRINT/SAVE** button

The screenshot shows the IAR Home page with the following elements:

- Administration Home** header
- Welcome: JAndrews** and **Today is: Tuesday, Jul 29, 2003**
- IAR Home** title
- Access Group** dropdown set to **Standard**
- ARC #** input field with **12345678**
- PED** input field
- Sales Report Status** dropdown
- List Type** dropdown set to **LF - Financial Detail**
- Results** dropdown set to **20**
- CREATE LIST** button
- PRINT/SAVE** button
- Printable List** dropdown menu (highlighted with a red oval) showing options: **Printable List**, **Save List in Spreadsheet Format**, and **Save List in Text Format**
- Print/Save Options** button (highlighted with a red box)
- AUTH/SUBMIT** button
- FINANCIAL SUMMARY** section with a table of transactions.

Ln	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	12345678	A	27JUL03	500.00	500.00	500.00	A98765432	JAndrews	07JUL03	23:59	22	R
2	12345678		03AUG03	2006.00	3215.80	1747.60					15	

At the bottom of the page, there are links: **MOVE TOP (MT)**, **PREVIOUS**, **NEXT**, and **MOVE BOTTOM (MB)**.

Getting Started

This section is designed to walk you through the basic steps necessary to first use IAR. It is not intended to be a detailed reference guide to the system. For information on how to perform specific tasks within IAR, please refer to the IAR Online Help system or the Industry Agent's Handbook.

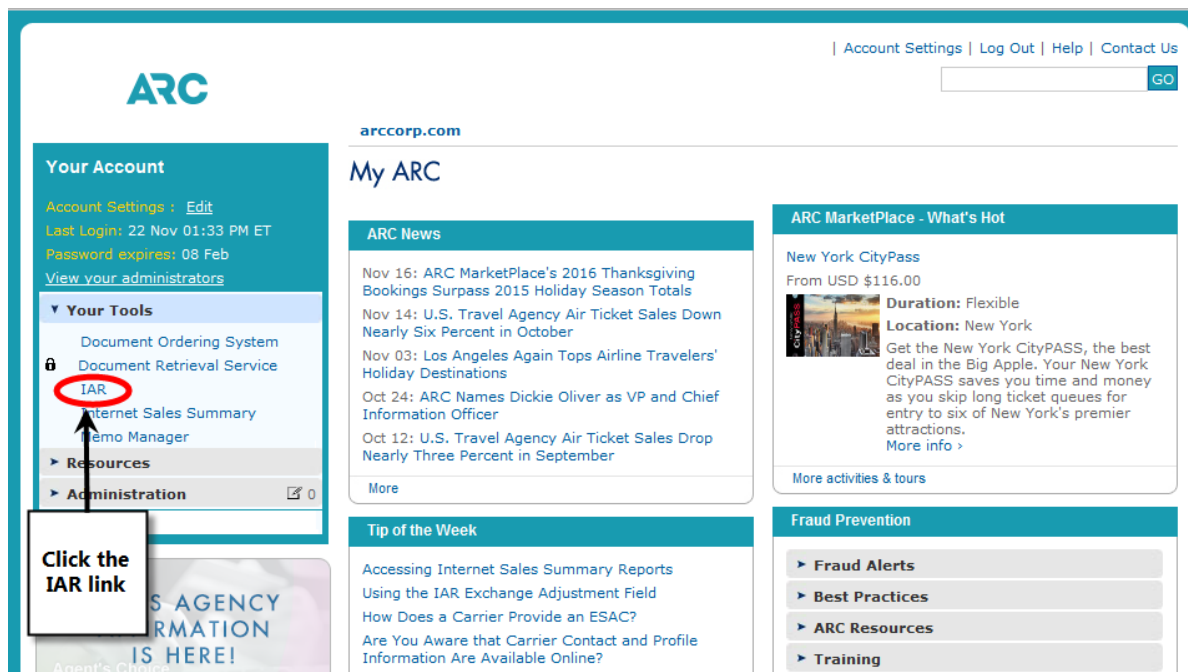
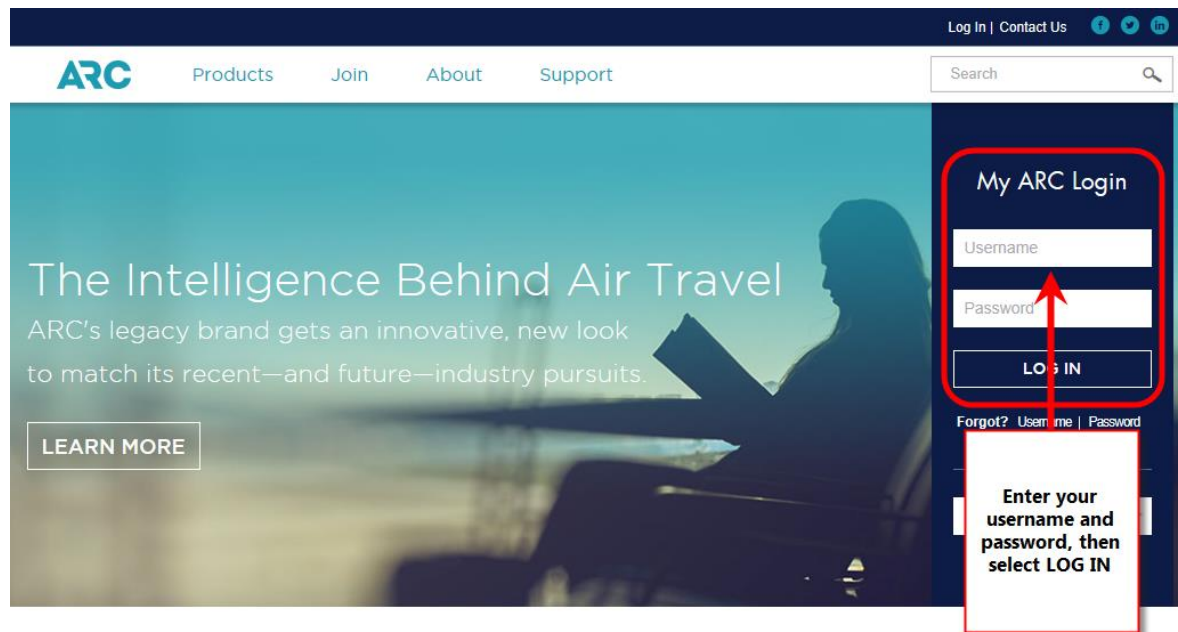
Please click on one of the following subtopics to go to its page:

- [Accessing IAR](#)
- [The IAR Home Page](#)
 - [Selecting a Sales Report](#)
 - [Move to a Different ARC Sales Report \(Move ACN\)](#)
 - [Move to a Different Sales Period Ending Date \(Move PED\)](#)
- Working with Transactions
 - [Working in the Sales Report Screen](#)
 - [Working with List Qualifiers](#)
 - [Viewing a Transaction in the Sales Report](#)
 - [Manually Adding Transactions to a Sales Report](#)
 - [Modifying Transactions in a Sales Report](#)
 - [Voiding a Transaction in a Sales Report](#)
 - [Void Reverse](#)
 - [Unapplied Voids](#)
 - [Refunding a Transaction in a Sales Report](#)
 - [Full Refund Entry](#)
 - [Partial Refund Entry](#)
 - [The Refund Application](#)
 - [ARC Generated Refunds](#)
 - [Exchanging Transactions in a Sales Report](#)
- [Preparing your Sales Report for Authorization](#)
- [Submitting your Sales Report](#)
 - [Confirmation of Submission Screen](#)
 - [Reversing an Authorized and Submitted Sales Report](#)
- [Closing IAR](#)

Accessing IAR

To access IAR,

1. Open your browser and navigate to the ARC website at 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



IAR Home Page

Upon successfully launching IAR, the first screen that is displayed is the IAR Home page. The default screen that is shown is the list type LS-Financial Summary which displays all sales reports that are available for an agent's ARC number.

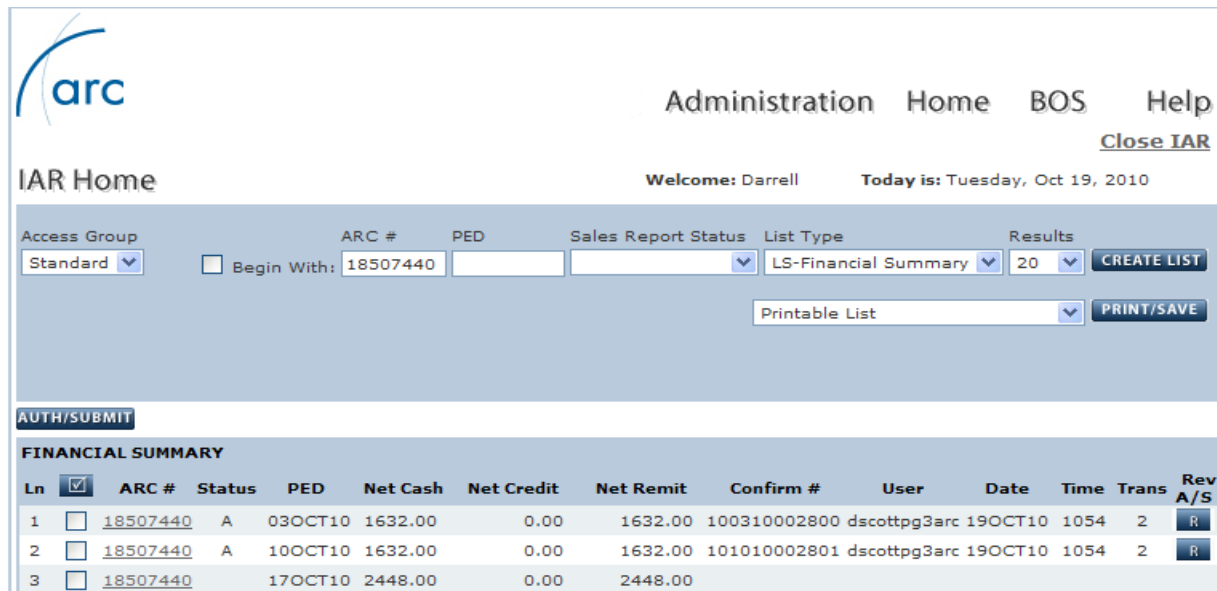
IAR displays only the three most current sales report Period Ending Dates (PEDs); the current unsubmitted PED, the previous PED and the last authorized PED already past the standard Tuesday sales reporting deadline.

The screenshot shows the IAR Home page interface. At the top left is the 'arc' logo. To the right are navigation links: 'Administration', 'Home', 'BOS', and 'Help'. Below these is a 'Close IAR' link. The main header area includes 'IAR Home', a welcome message 'Welcome: Darrell', and the date 'Today is: Tuesday, Oct 19, 2010'. Below this is a search/filter section with fields for 'Access Group' (set to 'Standard'), 'ARC #' (with 'Begin With' checkbox and value '18507440'), 'PED', 'Sales Report Status', 'List Type' (set to 'LS-Financial Summary'), and 'Results' (set to '20'). There are 'CREATE LIST' and 'PRINT/SAVE' buttons. A 'Printable List' dropdown is also present. Below the search section is an 'AUTH/SUBMIT' button. The main content area is titled 'FINANCIAL SUMMARY' and contains a table with columns: Ln, ARC #, Status, PED, Net Cash, Net Credit, Net Remit, Confirm #, User, Date, Time, Trans, and Rev A/S. The table lists three rows of data for ARC # 18507440.

Ln	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	18507440	A	03OCT10	1632.00	0.00	1632.00	100310002800	dscottpg3arc	19OCT10	1054	2	R
2	18507440	A	10OCT10	1632.00	0.00	1632.00	101010002801	dscottpg3arc	19OCT10	1054	2	R
3	18507440		17OCT10	2448.00	0.00	2448.00						

Selecting 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.



The screenshot shows the IAR Home interface. At the top, there is a navigation bar with links for Administration, Home, BOS, and Help, along with a 'Close IAR' link. Below this, a welcome message for Darrell and the current date (Tuesday, Oct 19, 2010) are displayed. The main section is titled 'IAR Home' and contains a search form with fields for Access Group (Standard), Begin With (18507440), PED, Sales Report Status, List Type (LS-Financial Summary), and Results (20). There are buttons for 'CREATE LIST' and 'PRINT/SAVE'. Below the search form is a section labeled 'AUTH/SUBMIT' and a table titled 'FINANCIAL SUMMARY'.

Ln	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	18507440	A	03OCT10	1632.00	0.00	1632.00	100310002800	dscottpg3arc	19OCT10	1054	2	R
2	18507440	A	10OCT10	1632.00	0.00	1632.00	101010002801	dscottpg3arc	19OCT10	1054	2	R
3	18507440		17OCT10	2448.00	0.00	2448.00						

Click the ARC# to
access the
Sales Report

Move to a Different ARC Sales Report (Move ACN)

IAR gives a user the ability to 'move' into the sales report of subordinate agencies and to view their sales activity as well as add or modify transactions. You may want to move to another ARC location's sales report when you need to perform IAR functions in that location, such as for a Branch or STP. Note: You may only access other ARC locations if you have access rights to that location or group.

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 on an **ARC#** link
4. The List tab of the Sales Report appears along with a list of transactions for the entered ARC#

The screenshot shows the IAR Home page interface. At the top, there is a navigation bar with links for Administration, Home, BOS, and Help, along with a 'Close IAR' link. Below this, the page is titled 'IAR Home' and displays a welcome message for 'Darrell' and the current date 'Tuesday, Oct 19, 2010'. The main form area contains several input fields and buttons. The 'ARC #' field is circled in black, and a callout box with the text 'Type a Valid ARC#' points to it. The 'CREATE LIST' button is also circled in black. Other fields include 'Access Group' (set to 'Standard'), 'Begin With' (set to '18507440'), 'Sales Report Status', 'List Type' (set to 'LS-Financial Summary'), and 'Results' (set to '20'). There is also a 'Printable List' dropdown and a 'PRINT/SAVE' button. Below the form, there is a table titled 'FINANCIAL SUMMARY' with columns for Ln, ARC #, Status, Net Credit, Net Remit, Confirm #, User, Date, Time, Trans, and Rev A/S. The table contains three rows of data.

Ln	ARC #	Status	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	18507440	A	0.00	1632.00	100310002800	dscottpg3arc	19OCT10	1054	2	R
2	18507440	A	0.00	1632.00	101010002801	dscottpg3arc	19OCT10	1054	2	R
3	18507440		0.00	2448.00						

Move to a Different Sales Period Ending Date (Move PED)

When you sign into IAR, a list of all available Sales Reports that you may access is displayed. The date of the report is referred to as the report Period Ending Date (PED) and is always a Sunday date. There will be times when you need to access a different PED than the current PED.

IAR gives a user the ability to move to another PED. The Sales Reports that are available for a user to view when using this functionality are:

- Any unsubmitted Sales Report
- Any submitted Sales Report not past the Tuesday submission deadline
- The last 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 report is not past the ARC submission deadline. To Move to another 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 appears along with a list of transactions for the entered PED

The screenshot shows the IAR Home page. At the top, there is a navigation bar with links for Administration, Home, BOS, and Help, along with a 'Close IAR' link. Below this, a welcome message for 'Darrell' and the current date 'Tuesday, Oct 19, 2010' are displayed. The main section contains a form with several input fields: 'Access Group' (set to 'Standard'), 'ARC #' (18507440), 'PED' (empty), 'Sales Report Status' (dropdown), 'List Type' (set to 'LS-Financial Summary'), and 'Results' (set to '20'). A 'Begin With' checkbox is also present. A 'CREATE LIST' button is highlighted with a red circle. Below the form, there is a 'Printable List' dropdown and a 'PRINT/SAVE' button. A text box with the instruction 'Type Valid PED' points to the PED input field. Below the form, there is a table titled 'FINANCIAL SUMMARY' with columns: Ln, ARC #, Status, PED, Net Remit, Net Remit, Confirm #, User, Date, Time, Trans, and Rev A/S. The table contains three rows of data.

Ln	ARC #	Status	PED	Net Remit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	18507440	A	03OCT10	1632.00	0.00	100310002800	dscottpg3arc	19OCT10	1054	2	R
2	18507440	A	10OCT10	1632.00	0.00	101010002801	dscottpg3arc	19OCT10	1054	2	R
3	18507440		17OCT10	2448.00	0.00						

Working in the Sales Report Screen

After selecting an available Sales Report, the Sales Report screen displays. The Sales Report screen displays tabs to six sub-screens available within the Sales Report screen; List Modify, Add, Refund, Void, and View Only tabs.

- **List** – List transactions within a sales report
- **Modify** – Allows for the modification of a transaction within a sales report within the void/modify window
- **Add** – Manually add a transaction to a sales report
- **Refund** – Perform a full or partial refund
- **Void** – Void or void reverse a transaction within the void window
- **View Only** – View or find a transaction without the ability to make modifications

The Sales Report screen will default to the “List Transactions” tab. To switch to another sub-screen, click on the appropriate tab.

The List Transactions tab displays a one-line summary of each transaction contained in the Sales Report. Displaying a list of transactions provides a user with information about document numbers, transaction types, form of payment, document totals, commissions and net remittance amounts. The List Transactions display gives you the ability to reconcile 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.

Working with List Qualifiers

IAR can assemble more specific data in a transaction list with the use of list qualifiers. A qualifier is an entry that customizes the list so that only specific transactions are displayed. IAR allows for many qualifier combinations. More specifically, a transaction list can be assembled in IAR using the following qualifiers:

- ARC#
- Airline 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

Qualifier Combinations

Qualifiers types can be combined. One qualifier from each category 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.

Creating a List Using Qualifiers

The following example shows how to create a list of transactions by Document Type. (Please refer to the IAR Online Help for detailed instructions on creating lists using list 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. To reset the List tab selections, click the **CLEAR** button

The screenshot shows the 'Sales Report' interface with the 'LIST' tab selected. The 'Document Type' dropdown menu is open, displaying a list of document types. A callout box labeled 'Click the Drop Down Box' points to the dropdown arrow. Another callout box labeled 'Document Type List Qualifiers' points to the list of document types.

Document Type List Qualifiers:

- MC - MCOs
- TO - Tour Orders
- PT - PTA
- MA - Manually Added Docs
- DM - Debit Memo
- CM - Credit Memo
- RC - Recall Commission
- CP - Credit Payment Memo
- AT - Paper
- ET - Electronic Ticket
- AG - Agent Entered
- AU - Automated docs
- FF - Four Flight

Transactions:

Total	Sale	Refund	Exchange	ADJ	AAD
15	11	1	1	1	0

Status:

Error	S/UNR	Outpd	Void
1	0	0	1

Printable List

Viewing a Transaction in the Sales Report

You may display the detail for a transaction by selecting or clicking on the document number from within the Sales Report. You may also use the List Detail command on the View Only tab. The List Detail radio button puts the user in a “view only” mode which displays all of the details that support a specific transaction as recorded in IAR. You may use the List Detail entry when you wish to quickly review the passenger name and itinerary on a particular document or to review a transaction after you have manually added it to IAR without making modifications.

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.

The screenshot shows the 'Sales Report' interface. At the top, there are navigation links: 'Administration', 'Home', 'BOS', and 'Help'. Below these, a welcome message 'Welcome J.Andrews' and the date 'Today is: Tuesda' are visible. The main section has a tabbed interface with 'LIST', 'MODIFY', 'ADD', 'REFUND', and 'VOID'. The 'LIST' tab is active, showing three radio buttons: 'LD - List Transaction Detail', 'LM - Last Modified', and 'LO - Find Old/Used Document'. The 'LD' radio button is selected and circled, with an annotation 'Select Radio Button' pointing to it. To the right of the radio buttons is a text input field labeled 'Enter 10-Character Document#' and a 'GO' button. An annotation 'Click Go to Process Request' points to the 'GO' button. Below the radio buttons, there is a summary table for 'Transactions' and 'Status'. The 'Transactions' table shows counts for Total (15), Sale (8), Refund (1), Exchange (1), ADJ (5), and AAD (0). The 'Status' table shows counts for Error (1), S/UNR (0), Outpd (0), and Void (1). To the right of these tables, there are fields for 'ARC #: 12345678' and 'PED: 03AUG03'. At the bottom, there are buttons for 'VOID', 'REVERSE VOID', 'EDIT COMMISSION', and 'REMOVE S/UNR'. A 'Printable List' dropdown menu and a 'PRINT/SAVE' button are also present. Navigation links 'MOVE TOP (MT)', 'PREVIOUS', 'NEXT', and 'MOVE BOTTOM (MB)' are at the very bottom.

Transactions:	Total	Sale	Refund	Exchange	ADJ	AAD
	15	8	1	1	5	0

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

Manually Adding a Transaction to the Sales Report

IAR records and collects information generated through a GDS. This information is electronically sent to IAR by the GDS every night. IAR also allows a user to add transactions to the Sales Report at any time prior to the sales report submission deadline, which is Tuesday, 11:59 p.m. Eastern Time (ARC recognized federal and state holidays may change the submission deadline. Please contact ARC if you have questions about the IAR Holiday schedule).

By manually entering a ticket, IAR instantly records the document and automatically includes it in the Sales Report. The following document types can be manually entered into IAR:

- Automated paper ticket and electronic ticket documents which were not received from the GDS as part of the daily transmission, including Miscellaneous Charges Order (MCO) documents
- Agent Automated Deductions (AAD)
- Adjustment Memos – Credit Memo, Debit Memo, Recall Commission Statement
- Refunds

Note: All manual handwritten documents are obsolete. Also, automated Tour Order and Prepaid Ticket Advice (PTA) documents are also obsolete. IAR does not support the reporting of these types of ticket stock. At this time, Electronic Miscellaneous Documents (EMD) can only be loaded from the GDS transmission and cannot be manually entered into IAR.

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.

The Sales Report screen's **Add** tab contains the functionality used to add a transaction to the open Sales Report. By adding a transaction, IAR records the sale of the document and includes it with the weekly Sales Report for submission to ARC. The following example shows how to add a ticket to the Sales Report. Refer to the IAR Online Help or the Industry Agent Handbook for detailed instructions on adding other document types.

Adding a Ticket to the Sales Report

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

The screenshot shows the 'Sales Report' interface. At the top, there are navigation links: 'Administration', 'Home', 'BOS', and 'Help'. Below these, a welcome message 'Welcome JAndrews' and the date 'Today is: Tue' are displayed. The main section has several tabs: 'LIST', 'MODIFY', 'ADD' (highlighted), 'REFUND', and 'VOID'. A callout box labeled 'Select Radio Button' points to the 'TA - Document' radio button, which is circled. Another callout box labeled 'Click Go to Process Request' points to the 'GO' button, which is also circled. Below the tabs, there is a text input field labeled 'Enter 14-Character Document#' and a 'GO' button. The bottom section displays transaction details in a table format, including 'Transactions:' with columns for Total, Sale, Refund, Exchange, ADJ, and AAD. It also shows 'Status:' with columns for Error, S/UNR, Outpd, and Void. At the bottom, there are buttons for 'VOID', 'REVERSE VOID', 'EDIT COMMISSION', and 'REMOVE S/UNR', along with a 'Printable List' dropdown and a 'PRINT/SAVE' button.

Select Radio Button

Administration Home BOS Help

Welcome JAndrews Today is: Tue

LIST MODIFY **ADD** REFUND VOID

TA - Document
TD - AAD

Enter 14-Character Document#

GO

Transactions: Total 15 Sale 8 Refund 1 Exchange 1 ADJ 5 AAD 0

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

ARC #: 12345678 PED: 03AUG03

Printable List

PRINT/SAVE

VOID REVERSE VOID EDIT COMMISSION REMOVE S/UNR

MOVE TOP (MT) PREVIOUS NEXT MOVE BOTTOM (MB)

5. The Financial Details screen displays. Complete the [Financial Details Screen](#)
6. Click the NEXT link or ITINERARY/ENDORSEMENT tab to access the Itinerary/Endorsements screen. Complete the [Itinerary/Endorsement Screen](#)
7. Click the **ET** button to end transaction and save the document to the Sales Report
8. Click the Ignore button to close the transaction and cancel adding the document to the Sales Report

Financial Details Screen

The first screen that displays each time you manually 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, it can be accessed by clicking the **NEXT** link in the bottom right corner of the Financial Details screen or by clicking on any additional screen tabs shown on the Financial Details screen.

Financial Details

Document# 037 1596000009 3 thru Tran Type: AT Status: ARC#: 18507440 PED: 24OCT10
Date of Issue: Entry Date: 19OCT10
E-Ticket: ☐ Currency: USD Void ESAC:

FARE, TAXES & COMMISSION

Currency Code	Amount	Tax 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"/>	Tax 4:	<input type="text"/>
Equiv Amt:	<input type="text"/>	Tax 5:	<input type="text"/>	Tax 6:	<input type="text"/>	Tax 7:	<input type="text"/>	Tax 8:	<input type="text"/>
Bank Rate:	<input type="text"/>	Tax 9:	<input type="text"/>	Tax 10:	<input type="text"/>	Tax 11:	<input type="text"/>	Tax 12:	<input type="text"/>
Tax Total:	0.00	Tax 13:	<input type="text"/>	Tax 14:	<input type="text"/>	Tax 15:	<input type="text"/>	Tax 16:	<input type="text"/>
Total:	<input type="text"/>	Tax 17:	<input type="text"/>	Tax 18:	<input type="text"/>	Tax 19:	<input type="text"/>	Tax 20:	<input type="text"/>
Commission:	<input type="text"/>	Tax 21:	<input type="text"/>						

PFC: MORE TAXES

PAYMENT: CASH OR CREDIT

Form of Payment: Misc Support: Waiver Code:
Approval Code:
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: Self Sale/Intl Cdi: Intl Sale Ind:
Fare Calculation:


ET IGNORE NEXT

[PRIVACY POLICY](#) [IAR 2.0 TERMS OF USE](#) [IAR RESOURCE CENTER](#)

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Itinerary/Endorsements Screen

The **ITINERARY/ENDORS.** screen is mandatory for each sale transaction. (Note: MCO documents have an MCO Information screen instead of the Itinerary/Endors. screen. This screen captures segment level itinerary information as well as information on endorsements/restrictions and optional back office remarks. Back Office Remarks are included only on the optional IAR BOS file that some agencies use to reconcile IAR data with information contained in the agency's own BOS (back office system) accounting software.

Help

Itinerary/Endorsements

FINANCIAL DETAILSITINERARY/ENDORS.

Document# 037 1596000016 3 thru	Tran Type: AT	Status:	ARC#: 18507440	PED: 24OCT10
Date of Issue: 20OCT10	Entry Date: 20OCT10			
E-Ticket:	Void ESAC:			

ITINERARY

Passenger Name:

Tour Code: Number of Passengers: Rec Loc:

x/o	From	To	Carrier	Flight	Class	Date	Time	Fare Basis	Ticket Designator
1	DCA	LGA	US	0371	Y	01NOV	0800A	TEST	ARC
2	LGA	DCA	US	0372	Y	01NOV	0900P	ARC	TEST
Document # 1596000016	3	V							
4	V								

ENDORSEMENT REMARKS

Issuing Agt ID:

Endorsements/Restrictions:

Back Office Remarks:

Modifying a Transaction in the Sales Report

Transactions automatically received via the nightly GDS electronic feed are first processed in IAR for accuracy. In order for a transaction to be processed, IAR expects to receive specific formatted data from the GDS. When IAR detects missing or inaccurate data the transaction is flagged with an “E” error status. IAR has the functionality to allow a user to correct errors. These corrections are made using the **Modify** tab or clicking the transaction hyperlink from the Sales Report list. Modifying a transaction permanently updates the IAR record of the document, which is reflected in the weekly Sales Report settled with ARC.

The Modify tab is used to change any document in the report including manually entered documents. When a transaction has been manually added to IAR, changes may be made only until the end of the day that transaction was entered. When a transaction is received from a GDS, it may only be modified within the next business day (known as the void/modify window date). For an electronic ticket (e-ticket) sale transaction that did not contain an error, only the following fields are modifiable:

1. Commission
2. Tour Code
3. Ticket Designator
4. Certificate Number
5. Miscellaneous Support/Waiver Code

The following procedures apply to the modification of sales transactions:

- Sale and refund transactions loaded into IAR from the GDS may only be modified 1 business day after the issuance of the sale by 11:59 p.m. Eastern Time
- Sale and refund transactions manually entered into IAR may only be modified the same day of entry into IAR by 11:59 p.m. EST

Exchanges, MCOs, Adjustment Memos (DM, CM, RC, AAD), and TASF transactions may be modified until the sales report deadline which is Tuesday at 11:59 p.m. EST Tuesday after the sales report PED.

You can modify a transaction in any Sales Report that has not been submitted. After the Sales Report is submitted, transactions can only be modified – if it is prior to the Tuesday deadline, by using the Authorize/Reverse command to reverse the submission of the Sales Report. The report must be modified and re-submitted prior to submission deadline, which is typically Tuesday, 11:59 p.m. Eastern Time (ARC recognized holidays may change the submission deadline. Please contact ARC if you have questions about the IAR Holiday schedule).

To modify a transaction in IAR:

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 links listed on the Sales Report go to the transaction that is being modified unless

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

The screenshot shows the 'Administration Home' interface. At the top, it says 'Welcome J Andrews' and 'Today is: Tuesday, J'. Below this is a navigation bar with buttons: LIST, MODIFY, ADD, REFUND, VOID. The 'MODIFY' button is highlighted. Below the navigation bar, there are three radio buttons: 'TM - Transaction', 'SR - Remove "S" System Unresolved', and 'CM - Commission'. The 'TM - Transaction' radio button is selected and circled. To the right of the radio buttons is a text box labeled 'Enter 10-Character Document#' and a 'GO' button. The 'GO' button is also circled. Below the text box and 'GO' button, there is a table with transaction details. The table has columns: Transactions, Total, Sale, Refund, Exchange, ADJ, AAD. The data row shows: 15, 8, 1, 1, 5, 0. Below the table, there is a 'Status:' section with columns: Error, S/UNR, Outpd, Void. The data row shows: 1, 0, 0, 1. To the right of the status section, there is a 'Printable List' dropdown menu and a 'PRINT/SAVE' button. At the bottom of the screen, there are several buttons: VOID, REVERSE VOID, EDIT COMMISSION, REMOVE S/UNR, MOVE TOP (MT), PREVIOUS, NEXT, MOVE BOTTOM (MB). Annotations with arrows point to the 'TM - Transaction' radio button and the 'GO' button. A text box on the right says 'Click Go to Process Request'.

Select Radio Button

Click Go to Process Request

Administration Home

Welcome J Andrews Today is: Tuesday, J

LIST MODIFY ADD REFUND VOID

☐ TM - Transaction
☐ SR - Remove "S" System Unresolved
☐ CM - Commission

Enter 10-Character Document#

GO

Transactions:	Total	Sale	Refund	Exchange	ADJ	AAD
	15	8	1	1	5	0

ARC #: 12345678 PED: 03AUG03

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

Printable List

PRINT/SAVE

VOID REVERSE VOID EDIT COMMISSION REMOVE S/UNR

MOVE TOP (MT) PREVIOUS NEXT MOVE BOTTOM (MB)

Voiding a Transaction in the Sales Report

Items 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. Voiding a document prevents it from being reported as a sale. A document that has been voided will reflect a status code of “V” and will be displayed 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, 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.

Voids within IAR must follow the [Void Window guidelines](#).

Note: When a travel agent voids an e-ticket through a GDS, the carrier’s e-ticket database is updated with a status of void and an Electronic Settlement Authorization Code (ESAC) assigned by the airline is automatically loaded into the IAR Sales Report with the void transaction. This void process keeps the carrier’s e-ticket database and IAR in sync.

A void of an e-ticket entered directly in IAR will update a carrier’s e-ticket database when that airline participates with ARC in electronic messaging process called EDIFACT. When an agent voids an e-ticket directly in IAR, ARC sends a real-time message to the ticketing carrier’s e-ticket database requesting permission to void the e-ticket when they are EDIFACT participants. The airline then 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 ESAC, verifying that the e-ticket is voided in the Carrier’s e-ticket database. If the e-ticket cannot be voided, the airline denies the request in a response message and the e-ticket is not voided in IAR.

When a airline does not participate in ARC’s electronic messaging process, when an agent voids an e-ticket in IAR, a message is not sent to the validating airline. Instead, IAR verifies that the document is eligible for voiding in ARC’s systems. The void of an e-ticket in IAR does require entry of a airline-issued ESAC. If a valid ESAC is not included, the airline will issue an unreported sale debit memo if that IAR voided document is used later.

This void functionality helps ensure that IAR and the carrier’s e-ticket databases are in sync and decreases the number of unreported sale debit memos issued by carriers that occur as a result of e- tickets being voided in IAR. The safest and most effective way to void an e-ticket is to use the procedures established by your GDS to void the ticket completely. The GDS void will appear in your IAR sales report the next day and will update the GDS ETR (e-ticket record) as well as the carrier’s e-ticket database.

For a full list of carriers and their ET support policies, click **Support** on ARC's website then find "**Airline Ticket Matrix**" under "**Resources**" or [click here](#).

There are two ways to void a transaction in IAR; from the Sales Report screen and from the Void tab:

From the Sales Report screen,

1. Click the **check box** associated with the transaction to be voided
2. Click the **VOID** button
3. The Void Confirmation screen displays
4. If the transaction is an e-ticket of a airline that participates with ARC's electronic 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
6. Click **No** to take no action and return to the previous screen

Sales Report

Administration Home BOS Help [Close IAR](#)

Welcome Darrell Today is: Tuesday, Oct 19, 2010

ARC #: 18507440 PED: 24OCT10

LIST MODIFY ADD REFUND VOID VIEW ONLY

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 ☒ Equal to ☐ Not equal to ☐ Entry Date ☐ Void Date

18OCT10 to 24OCT10 Commission: [Text] Carrier Code: [Text] Results: 20

Void ESAC: [Text] [CREATE LIST](#) [CLEAR](#)

Transactions:	Total	Sale	Refund	Exchange	ADJ	AAD
	2	2	0	0	0	0

ARC #: 18507440 PED: 24OCT10

Status: Error 1 S/UNR 0 Outpd 0 Void 0 [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"/>	037	1596000000			216.00	0.00		216.00	19OCT10	19OCT10	
2	<input type="checkbox"/>	037	1596000001			216.00	0.00		216.00	19OCT10	19OCT10	
3	<input checked="" type="checkbox"/>	E 037	1596000009 *			0.00	0.00		0.00	19OCT10	19OCT10	

From the Void Tab:

At the IAR Home page,

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 'Sales Report' screen in the IAR system. At the top, there are navigation links: 'Administration', 'Home', 'BOS', and 'Help'. Below these, a welcome message 'Welcome Darrell' and the date 'Today is: Tuesday, Oct' are displayed. The main interface has several tabs: 'LIST', 'MODIFY', 'ADD', 'REFUND', and 'VOID'. The 'VOID' tab is currently selected. On the left, there are two radio buttons: 'VA - Void' and 'VR - Void Reverse'. The 'VA - Void' button is circled, with an annotation box pointing to it that says 'Select Radio Button'. In the center, there is a text input field labeled 'Enter 10-Character Document #' followed by a 'GO' button. The 'GO' button is also circled, with an annotation box pointing to it that says 'Click Go to Process Request'. Below the input field, there is a table showing transaction details. The table has columns for 'Transactions', 'Total', 'Sale', 'Refund', 'Exchange', 'ADJ', and 'AAD'. The data shows 2 transactions, 2 sales, 0 refunds, 0 exchanges, 0 adjustments, and 0 AAD. Below the table, there is a 'Status' section with 'Error' and 'S/UNR' counts. On the right, there is a field for 'ARC #: 18507440' and a 'PED: 24OCT10' date. At the bottom right, there is a 'Printable List' dropdown and a 'PRINT/SAVE' button.

7. The Void Confirmation screen displays
8. If the transaction is an e-ticket of a airline that participates with ARC's electronic 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
10. Click **No** to take no action and return to the previous screen

Void Reverse a Transaction in the Sales Report

In IAR you may reinstate a voided transaction with the Void Reverse command. The void reverse command will remove the void status of a document so that it is included back into the Sales Report. However, you cannot Void Reverse an exchange or a refund transaction. In addition, an e-ticket sale should not be reversed.

Note: Most e-tickets cannot be void reversed. Some carriers do support the void reversal or refund cancel of an E-ticket on the same day that the sale is issued. This means that in most cases, the void status cannot be reversed in IAR for GDS-issued e-ticket sales or refunds. You also cannot void reverse a voided exchange in IAR.

To reverse a voided transaction:

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

Cash and credit transactions can be voided prior to the reporting deadline in accordance with the current void window. However for credit transactions the Electronic Credit Card Billing (ECCB) procedures apply. The following rules will also apply to credit card voids:

- The void must occur on the same date as the sale to avoid a credit card billing to the customer.
- If the void does not occur on the same day, the transaction must be properly voided within the next business day from the date of the sale (a charge and a credit will normally appear on the customer's credit card statement).

Unapplied Voids/ARC Automated Refunds

If a void is received by IAR from the GDS after the next business day void/modify window and its corresponding sales transaction has been locked and processed, the void is considered to be an unapplied or a dropped void. This means the void cannot be applied to the sales transaction. The main reasons for this occurrence are due to one or more of the following "timing" issues:

1. The local time where the agency is located
2. The "pseudo city" time zone an agent uses to void a transaction
3. The local time zone of the GDS Data center
4. The GDS cut off time for outputting transactions on the daily SPRF files sent to ARC
5. The receipt of SPRF files by ARC

To alleviate this issue, when an unapplied void occurs, IAR will automatically create a full refund for the sales transaction. The refund will display in IAR, and will output to the validating airline. When output to the airline and when displayed in DRS (Document Retrieval Service), an associated error/exception code of "A" will be provided to indicate the refund was generated by ARC.

General Business Rules:

1. ARC generated refunds cannot be modified or voided unless 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 there was no ESAC, the refund ESAC field will display, "ARCAUTOREF"

Refund Details Screen with Original ESAC

The screenshot displays the 'Refund Details' screen in the IAR system. A message box at the top left states 'Message Displayed' with a sub-message: 'Document cannot be modified - ARC created document. Document is being displayed as view only.' The document information includes Document#: 033159600010, Currency: USD, ARC#: 18507440, PED: 24OCT10, and Status: . The refund information shows Passenger Name: SCOTT/D, Date of Refund: 19OCT10, System Entry Date: 19OCT10, E-Ticket: , ESAC: 0371234578 (circled and labeled 'Original ESAC'), and PTA: . The refund type is FULL. The screen also shows a list of taxes (Tax 1: XF 6.00, Tax 2: US 10.00, etc.) and a payment section with Form of Payment: CASH and Misc Support: .

Refund Details Screen with System Generated ESAC

Message Displayed

Document can not be modified - ARC created document
Document is being displayed as view only

Document#: 037 1596000010 Currency: USD ARC#: 18507440 PED: 24OCT10
Status: Refund Type: FULL

REFUND INFORMATION

Passenger Name: SCOTT/D E-Ticket: ☐
Date of Refund: 19OCT10 ESAC: ARCAUTOREF
System Entry Date: 19OCT10 PTA:

Coupons

1596000010 12

Fare: 200.00
+ Taxes: 16.00
Total: 216.00

Admin/Penalty:
Refund:
Commission: 0.00
Comm Admin/Penalty:

Tax Code	Amount	Tax Code	Amount	Tax Code	Amount
Tax 1: XF	6.00	Tax 2: US	10.00	Tax 3:	
Tax 4:		Tax 5:		Tax 6:	
Tax 7:		Tax 8:			
Tax 10:		Tax 11:			
Tax 13:		Tax 14:			
Tax 16:		Tax 17:			
Tax 19:		Tax 20:			

PFC: DCA3 LGAS MORE TAXES

PAYMENT: CASH OR CREDIT

Form of Payment: CASH
Misc Support: ☐
Back Office Remarks:

Waiver Code:

ET IGNORE

System Generated ESAC

Refunding a Transaction in the Sales Report

When a customer requests a refund for a previously issued ARC travel document, you can process the refund directly in your GDS or you may manually add it to your IAR sales report. When a refund is processed in your GDS, the refund information will automatically load to IAR. If you choose to add the refund directly into IAR, you will use the IAR **Refund** tab. You must choose the refund type (full or partial) and you will then be prompted to add refund-related information, such as fare and tax information on the Refund Details screen.

IAR can only process a refund where the original sale was settled through ARC within the previous 13 months. Refund requests for transactions older than 13 months must be sent directly to the validating airline for processing. Please refer to the IAR Online Help or the Industry Agent Handbook for information on submitting an Exception Transaction to a airline.

Processing a refund is a step-by-step procedure that allows you to electronically refund an ARC document. There are two types of refunds in IAR:

1. **Full Refund** - Exists when all coupons of a transaction are refunded
2. **Partial Refund** -Exists when only a portion of the coupons of a transaction are refunded

All refunds must follow the [Refund Guidelines](#).

Before you begin, you must determine if the transaction is a *full* refund or a *partial* refund. Once this determination is made, use the correct refund entries to assure the subsequent IAR screens are appropriate for the type of refund you are processing. You may use the LO (List Old) functionality on the View Only tab to verify if the document being refunded has been used in another exchange or refund transaction.

Full Refund Entry

A full refund exists when all the coupons of the transaction are refunded. Use the following steps to complete a full refund in IAR:

At the Sales Report screen,

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
4. Click the **GO** button
5. The Refund Details screen displays with all 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 the **YES** button is used, all changes are lost
9. If the refund is an e-ticket transaction issued on a airline that participates with ARC's electronic messaging, the request will be sent automatically to the airline and the airline will respond with either a refund approval and an ESAC (Electronic Settlement Authorization Code) or a refund 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

The screenshot shows the 'Administration Home' page with a 'Sales Report' section. The 'REFUND' tab is selected. Two callout boxes provide instructions: one points to the 'RF - Full' radio button, and the other points to the 'GO' button. A third callout box points to the 'Enter 13-Character Document#' text box. The screen displays transaction statistics and a 'Printable List' button.

Select Radio Button

Click Go to Access Refund Details

Enter 13-Character Document#

GO

Transactions:	Total	Sale	Refund	Exchange	ADJ	AAD
	15	8	1	1	5	0

ARC #: 12345678 PED: 03AUG03

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

Printable List **PRINT/SAVE**

VOID REVERSE VOID EDIT COMMISSION REMOVE S/UNR

MOVE TOP (MT) PREVIOUS NEXT MOVE BOTTOM (MB)

Note: Not all carriers allow the void of a e-ticket refund (also known as a refund cancel) and those that do require that the refund cancel action take place the same day as the refund. Once a refund is voided, you cannot reverse the void status. If you wish to reinstate the refund you will have to re-enter it in your IAR Sales Report.


For a full list of carriers and their ET support policies, see "Airline Ticket Matrix" under "Resources" on ARC's website or [click here](#).

Partial Refund Entry

A partial refund exists when only a portion of the coupons of a transaction are refunded. For e-tickets, a refund transaction must be applied to all remaining open coupons of that e-ticket. This means that you cannot refund only coupon 1 of an e-ticket which has multiple coupons.

To complete a partial refund, 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. Verify that the information is accurate and make changes as 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 the YES button is used, all changes are lost
9. If the refund is an e-ticket transaction issued on an airline that participates with ARC's electronic messaging, the request will be sent automatically to the airline and the airline will respond with either a refund approval and an ESAC (Electronic Settlement Authorization Code) or a refund 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

Help

Refund Details

Document#: 037 1596000010 **Currency:** USD **ARC#:** 18507440 **PED:** 24OCT10
Status: REFUND APPLICATION
Refund Type: FULL

REFUND INFORMATION

Passenger Name: SCOTT/D
Date of Refund: 19OCT10
System Entry Date: 19OCT10

E-Ticket: ☐
ESAC:
PTA: ☐

Coupons
1596000010 12

Fare: 200.00
+ Taxes: 16.00
Total: 216.00

Admin/Penalty: 0.00
Refund: 216.00

Commission:
Comm Admin/Penalty: 0.00

Tax Code	Amount	Tax Code	Amount	Tax Code	Amount
Tax 1:	XF 6.00	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: LGA3 DCA3 [MORE TAXES](#)

PAYMENT: CASH OR CREDIT

Form of Payment: CASH
Misc Support:

Waiver Code:

Back Office Remarks:

ET IGNORE

Refund Application

The Refund Application screen is generated after an error free refund is submitted and acts as a confirmation that the refund has been accepted. All the fields on this screen are pre-populated and recap the refund transaction.

At the Refund Details 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.

The screenshot shows a 'Refund Application' window. At the top, it displays 'ARC #: 18507440' and 'PED: 24OCT10'. Below this, 'Today's Date: 19OCT10' is shown. The main section contains the following details: 'Issue Date: 19OCT10', 'Document #: 037 1596000010', 'Passenger Name: SCOTT/D', and 'Form of Payment: CASH'. To the right, a summary shows 'Total: 216.00', 'Admin/Penalty: -', and 'Refund: 216.00'. At the bottom, a red message states 'Refund Subject To Carrier Audit', and a 'CLOSE' button is located in the bottom right corner.

Refund Application	
ARC #: 18507440	PED: 24OCT10
Today's Date: 19OCT10	
Issue Date: 19OCT10	
Document #: 037 1596000010	Total: 216.00
Passenger Name: SCOTT/D	Admin/Penalty: -
Form of Payment: CASH	Refund: 216.00
Refund Subject To Carrier Audit	
CLOSE	

ARC Generated Refunds/Unapplied Voids

An ARC generated refund is an automated refund created by IAR to offset the occurrence of an unapplied void. When an unapplied void occurs, IAR will automatically create a full refund for the corresponding sales transaction. The refund will be displayed in IAR and is output to the validating airline. When output to the airline and when displayed in DRS (Document Retrieval Service), an associated error/exception code of "A" is provided, indicating the refund was generated by ARC.

ARC Automated Refund General Business Rules:

1. ARC generated refunds cannot be modified or voided unless 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 ESAC field on the Refund Details screen will display the ESAC contained in the original void. If was no ESAC was received from the GDS, the ESAC field will display, "**ARCAUTOREF**".

Refund Details Screen with Original ESAC

arc

Refund Details

Help

Document#: 0311596000010 Currency: USD ARC#: 18507440 PED: 24OCT10
Status: Refund Type: FULL

Document cannot be modified - ARC created document.
Document is being displayed as view only.

REFUND INFORMATION

Passenger Name: SCOTT/D E-Ticket: Original ESAC
Date of Refund: 19OCT10 ESAC: 0371234578
System Entry Date: 19OCT10 PTA:

Coupons

1596000010 12

Fare: 200.00
+ Taxes: 16.00
Total: 216.00

Admin/Penalty:
Refund:
Commission: 0.00
Comm Admin/Penalty:

Tax Code	Amount	Tax Code	Amount	Tax Code	Amount
Tax 1: XF	6.00	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: DCA3 LGA3 MORE TAXES

PAYMENT: CASH OR CREDIT

Form of Payment: CASH
Misc Support: Waiver Code:
Back Office Remarks:

ET IGNORE

Refund Details Screen with System Generated ESAC

arc

Refund Details

Help

Document#: 0311596000010 Currency: USD ARC#: 18507440 PED: 24OCT10
Status: Refund Type: FULL

Document cannot be modified - ARC created document.
Document is being displayed as view only.

REFUND INFORMATION

Passenger Name: SCOTT/D E-Ticket: System Generated ESAC
Date of Refund: 19OCT10 ESAC: ARCAUTOREF
System Entry Date: 19OCT10 PTA:

Coupons

1596000010 12

Fare: 200.00
+ Taxes: 16.00
Total: 216.00

Admin/Penalty:
Refund:
Commission: 0.00
Comm Admin/Penalty:

Tax Code	Amount	Tax Code	Amount	Tax Code	Amount
Tax 1: XF	6.00	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: DCA3 LGA3 MORE TAXES

PAYMENT: CASH OR CREDIT

Form of Payment: CASH
Misc Support: Waiver Code:
Back Office Remarks:

ET IGNORE

Exchanging a Transaction in the Sales Report

An exchange transaction occurs when a new document(s) is issued in the place of an old document or documents. An exchange is needed when a customer changes the airline itinerary on a previously issued ticket or when any other change is made that requires a new document issuance. When an exchange transaction is processed in your GDS, the exchange information will automatically load to IAR. You may also manually add an exchange to IAR to include it in your weekly Sales Report for submission.

Every night each GDS sends ticketing information electronically to IAR. If for some reason an automated document that is part of an exchange transaction is not received, then you will be required to manually add it to IAR. Many exchanges that are issued in a GDS without use of a GDS automated repricing tool will appear in IAR with an error message prompting agent action. These errors are a prompt from IAR that additional information is needed to successfully complete the Exchange.

IAR can only process an exchange when the original sale was settled through ARC within the previous 13 months. Exchanges for documents older than 13 months must be sent directly to the validating airline for processing. Please refer to the IAR Online Help or the Industry Agent Handbook for information on submitting an Exception Transaction to a airline.

There are two types of exchanges in IAR:

1. **Full Exchange** – Exists when exchanging all coupons of an unused document for a new document.
2. **Partial Exchange** – Exists when exchanging a partially used document for a new document (not all coupons are present). In addition, some non-ARC documents are settled as a partial exchange, such as airline-issued documents like Type B vouchers and airline non-transport document).

All exchanges must follow the [Exchange Guidelines](#).

A full exchange is used when exchanging all coupons of an unused document for a new document.

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, click the **Exchange Summary** tab
9. 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
10. Click the **Ignore** button to move to the Confirm Ignore screen. If the **Yes** button is used all changes are lost
11. Remember, you must complete the **Itinerary/Endorsement** tab for the new document

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

Certificate 3: Certificate 4:
 Total Certificates = 0

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

Document #	Passenger Name	Total Expiration	Issue Date
1	SCOTT, D	2009	16OCT10

EXCHANGES: NEW DOCUMENTS Add 10-digit New Document#: **ADD**

ADDITIONAL SUPPORTING INFORMATION

Exchange Support Screen

After all the data is entered into the Financial Details screen, the Exchange Support screen must be completed. This screen is populated with as much information as received in IAR from the GDS. To access the Exchange Support screen:

At the Sales Support screen,

1. Click the **Document#** to be used in the exchange (Note: the TT – Transaction Type is 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 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
7. Click the **Ignore** button to move to the Confirm Ignore screen. If the **YES** button is used, all changes are lost

arc Help

Exchange Support

FINANCIAL DETAILS ITINERARY/ENDORS. **EXCHANGE SUPPORT** EXCHANGE SUMMARY

New Document#: 037 1596000014 1 ARC#: 18507440 PED: 24OCT10

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

SELECT	Document #	Status	Passenger Name	Total	Commission	Issue Date
<input checked="" type="checkbox"/>	1	1596000012	SCOTT/D	216.00		16OCT10

EXCHANGE INFORMATION

Old Document#: 037 1596000012 E-Ticket: ☐ ESAC: Exchange Type: FULL

Coupons

1596000012 12

Old Fare: 200.00

+ Old Taxes: 16.00

Old Total: 216.00

Old Commission:

Admin/Penalty: 0.00

Comm Admin/Penalty: 0.00

Tax Code	Amount	Tax Code	Amount	Tax Code	Amount
Tax 1: XF	6.00	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: DCA3.0 LGA3.0 MORE TAXES

ET IGNORE PREVIOUS NEXT

Exchange Summary Screen

The Exchange Summary screen is populated by IAR and is a recap of the details involved in an exchange. This is the final recap of the details involved in the exchange. With few exceptions, the fields on this screen are non-modifiable. 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, all changes are lost

arc Help

Exchange Summary

FINANCIAL DETAILS **ITINERARY/ENDORS.** **EXCHANGE SUPPORT** **EXCHANGE SUMMARY**

New Document#: 037 1596000014 1 ARC#: 18507440 PED: 24OCT10

EXCHANGE INFORMATION

		Exchange Type - EVEN	
New Document(s) Total:	216.00	Old Fare Total:	200.00
Old Document Total:	216.00	Old Tax Total:	16.00
New/Old Diff:	0.00		
Admin/Penalty Total:	0.00		
Adjustment:	<input 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**

Partial Exchange

A partial exchange exists when exchanging a partially used document for a new document. In addition, any non-ARC document can be used in a partial exchange e.g., Type B Voucher, airline Non-Transport document.

To perform a partial exchange, at the Sales Report screen,

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 empty (blank) to indicate that not all coupons of the old document are part of the exchange
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
9. Remember, you must complete the Itinerary/Endors. tab for the new document

Remove a Document from an Exchange

Instances may occur when a document needs to be removed from an exchange. Some examples are when the wrong old document number was listed or the old document used was also issued within the same PED but contains an error which must be corrected. Following are the steps for removing both an old and 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 check mark 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, at the Financial Details screen,

1. Move to the **Exchanges: New Documents** section of the screen
2. Click the box next to the **Document#** to be removed (this places a check mark in the box)
3. Click the “**R**” box located next to the check box
4. The document is removed as part of the exchange

EXCHANGES: OLD DOCUMENTS				Add 13-digit Old Document#: <input type="text"/>		Exchange All: <input type="checkbox"/>	ADD
<input type="checkbox"/>	<input type="checkbox"/>	Document #	Status	Passenger Name	Total	Commission	Issue Date
<input type="checkbox"/>	<input type="checkbox"/>	1 1596000012		SCOTT/D	216.00		16OCT10

EXCHANGES: NEW DOCUMENTS				Add 10-digit New Document#: <input type="text"/>		ADD	
<input type="checkbox"/>	<input type="checkbox"/>	Document #	Status	Passenger Name	Total	Commission	
<input type="checkbox"/>	<input type="checkbox"/>	1 1596000009		SCOTT/D	216.00	0.00	

ADDITIONAL TICKETING INFORMATION

Preparing Your Sales Report for Authorization

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. When you “authorize” your report, you electronically advise ARC that the report is complete and accurate. Your authorization “submits” the report, which allows ARC to begin its settlement process. Your use of the Authorize/Submit command is your agreement with the net remittance amount listed on the Sales Report and your authorization for ARC to draft that amount from/to your bank account.

Use the **Authorize/Submit** button on the IAR Home screen to submit your sales report. This must be done before the weekly ARC sales reporting deadline of Tuesday at 11:59 p.m. Eastern Time the week following the Period Ending Date (PED). This date moves to Wednesday at 11:59 p.m. Eastern Time when Monday is an ARC-recognized holiday.

Viewing Sales Report Totals

IAR gives the ability to view different **List Type** reports of financial information that summarize weekly Sales Report activity. As you prepare your weekly ARC Sales Report, you can view these reports to view summary information as it pertains to your Sales Report activity. These reports are helpful in reviewing your Sales Report(s) before submission to ARC.

The four different List Type reports include:

1. **LC-List Counts** – display a list of summarized transaction count totals
2. **LF-Financial Detail** – display a list of summarized financial detail totals
3. **LS-Financial Summary** – display a list of summarized financial totals and sales report authorization information
4. **TC-Total Counts** – display a list of summarized totals by transaction and status type

As with the transaction list capabilities of IAR, qualifiers can be used to assemble more specific report lists. There are four qualifier categories that can be used for summarizing Sales Report data. The four qualifier categories are:

1. Sales Report Status
2. ARC#
3. PED (Period Ending Date)
4. Access Group

Under List Types, you may use the ARC# qualifier of “**ALL**” to list summarized amounts for multiple locations. Use of “ALL” will display a list of information for all ARC location numbers available to the user following ARC standard access (Home Office Location may view itself and all locations, Branch location may only view itself and any subordinate STPs, STP may only view itself) or all locations included in specified Access Groups.

You may use the PED qualifier “**PED**” to create lists of information for all available PEDs for the LC-List Count and LS-Financial Summary list display types. However, you may only select a single specific PED as a PED qualifier for the LF-Financial Detail and TC-Total Counts list types.

Viewing a Sales Report by Status

IAR allows you to filter your view of Sales Report(s) lists by status type, such as showing only sales reports that contain errors. The available **Sales Report Status** types are:

- **W-Unsubmitted** – display a list of sales reports that have not yet been authorized/submitted
- **N-No Activity** – display a list of sales reports which contain no activity
- **E-Error** – display a list of only those sales reports which contain an error
- **A-Authorized** – display a list of sales reports which have already been authorized/submitted

To view a list of Sales Reports 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
5. A list of Sales Reports with the selected status displays
6. Click the **PRINT/SAVE** button to print or save the list

The screenshot shows the IAR Home page interface. At the top, there is a navigation bar with links for Administration, Home, BOS, and Help, along with a 'Close IAR' link. Below this, a welcome message 'Welcome: Darrell' and the date 'Today is: Wednesday, Oct 20, 2010' are displayed. The main section contains a form with several fields: 'Access Group' (Standard), 'Begin With' (checkbox), 'ARC #' (text box), 'PED' (text box), 'Sales Report Status' (dropdown menu), 'List Type' (LS-Financial Summary), and 'Results' (20). The 'Sales Report Status' dropdown menu is open, showing options: W -Unsubmitted, N -No Activity, E -Error, and A -Authorized. Below the form, there is a 'CREATE LIST' button and a 'PRINT/SAVE' button. At the bottom, there 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 for ARC # 18507440.

Ln	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	18507440	A	03OCT10	1632.00	0.00	1632.00	100310002800	dscottpg3arc	19OCT10	1054	2	R
2	18507440		10OCT10	1632.00	0.00	1632.00						
3	18507440		17OCT10	3528.00	0.00	3528.00						

Viewing Financial Summaries of a Sales Report

As mentioned, IAR gives a user the ability to view different List Types which can be customized with the use of qualifiers. The default IAR list display is the LS-Financial Summary view.

To view the financial summary for a **single** ARC location: At the IAR

Home page,

1. Click the **arrow** located next to the **Access Group** box to select the appropriate accessgroup
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 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:

- Navigation:** Administration, Home, BOS, Help, Close IAR
- Welcome:** Darrell, Today is: Tuesday, Oct 19, 2010
- Form Fields:**
 - Access Group: Standard (dropdown)
 - ARC #: 18507440 (text box)
 - PED: (empty text box)
 - Sales Report Status: (empty dropdown)
 - List Type: LS-Financial Summary (dropdown)
 - Results: 20 (dropdown)
 - Buttons: CREATE LIST, PRINT/SAVE
- Table:**

Ln	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	18507440	A	03OCT10	1632.00	0.00	1632.00	100310002800	dscottpg3arc	19OCT10	1054	2	R
2	18507440	A	10OCT10	1632.00	0.00	1632.00	101010002801	dscottpg3arc	19OCT10	1054	2	R
3	18507440		17OCT10	2448.00	0.00	2448.00						

[PRIVACY POLICY](#) [IAR 2.0 TERMS OF USE](#)

To view the Financial Summary for more than one ARC# location, 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 at 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
9. Click the **PRINT/SAVE** button to print and/or save a .csv (spreadsheet) or .txt (text file) output. If selected the Spreadsheet or Text File options are selected, all data will be output regardless of what is listed in the Results box.

Note: Only a user whose IAR role has Financial List access rights may view the LS-Financial Summary or LF-Financial Details list types.

Submitting Your Sales Report

You may authorize/submit a single Sales Report or multiple Sales Reports when it is determined that the data it contained in the report(s) is complete. The ARC deadline for submitting the weekly Sales Report is typically Tuesday, Midnight, Eastern Time of the week following the PED. To 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 submission of the Sales Report and return to the Sales Report screen

Note: Only a user whose IAR role has both the Financial List and Authorize/Submit access rights can authorize/submit the Sales Report. Also, a sales report can be authorized/submitted even if it contains an error. However, any transaction with a status of error will be moved or rolled over to the next open sales report once the sales report has been authorized and the sales report deadline has passed.



IAR Home

Welcome: Darrell

Today is: Wednesday, Oct 20, 2010

Access Group: ☐ Begin With: Sales Report Status: List Type: Results:

FINANCIAL SUMMARY

Ln	<input type="checkbox"/>	ARC #	Status	PED	Net Cash	Net Credit	Net Remit	Confirm #	User	Date	Time	Trans	Rev A/S
1	<input type="checkbox"/>	18507440	A	03OCT10	1632.00	0.00	1632.00	100310002800	dscottpg3arc	19OCT10	1054	2	<input type="button" value="R"/>
2	<input checked="" type="checkbox"/>	18507440		10OCT10	1632.00	0.00	1632.00						
3	<input checked="" type="checkbox"/>	18507440		17OCT10	3528.00	0.00	3528.00						
4	<input type="checkbox"/>	18507440		24OCT10	540.00	0.00	540.00						

Click the
Check Box

Submit Sales Report

Enter Password:

Note: Transactions in error will roll to the next Reporting Period.

Authorize/Submit Confirmation Screen

A unique confirmation number is assigned to the Sales Report upon successful authorization and is your confirmation that ARC has accepted the report. The Sales Report confirmation number is the only proof the Agent has that the Sales Report was electronically submitted within ARC's processing guidelines.

The Authorize/Submit Confirmation Submission Screen displays all of the confirmation information back to the Agent for the Sales Report.



Authorize Submit Confirmation								
The List Of Successfully submitted Sales Reports:								
Ln	ARC #	Status	PED	User	Net Cash	Net Credit	Net Remit	Confirm #
1	18507440	A	10OCT10	jaspsrarc	1632.00	0.00	1632.00	101010002820
								<input type="button" value="CLOSE"/>

Note: You may print this screen if you have Print Screen capabilities. You can also print or save the **LS-Financial Summary** page which in addition to financial summary information also lists the confirmation number, username and date/time of sales report confirmation.

Reversing an Authorized and Submitted Sales Report

Accuracy is a key component of the Sales Report. If you discover that changes must be made to a transaction(s) in a Sales Report that has already been submitted, you may still do so with the Authorize Reverse command. The Authorize Reverse feature allows you to electronically retrieve the Sales Report from ARC.

You may reverse the Authorized/Submitted status of a sales report as long as the reporting deadline has not passed. Reversing the authorized status of a report restores your ability to add, modify, or delete transaction information contained in the report. You may reverse a single Sales report that has already been submitted to ARC any time prior to Tuesday at 11:59 p.m. Eastern Time, deadline. However, once you reverse the authorized status of a report, you are still responsible for authorizing the report again before the Tuesday 11:59 p.m. Eastern Time deadline.

Though you may use the Authorize/Submit feature to submit multiple Sales Reports, you may not reverse the Authorized/Submitted status for more than one report at a time. Each Authorize Reversal request must be done for a single ARC number and PED. To reverse the authorization of a Sales Report:

At the IAR Home page,

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 request
7. Click the **CANCEL** button to cancel the reverse authorize/submit of the Sales Report and return to the Sales Report screen

Note: Only a user whose IAR role has both Financial List and Authorize/Submit access rights can reverse authorize/submit the Sales Report.

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

IAR Home Welcome: Darrell Today is: Wednesday, Oct 20, 2010

Access Group: Standard ☐ Begin With: 18507440 Sales Report Status: [dropdown] 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"/>	18507440	A	03OCT10	1632.00	0.00	1632.00	100310002800	dscottpg3arc	19OCT10	1054	2	R
2	<input type="checkbox"/>	18507440		10OCT10	1632.00	0.00	1632.00						
3	<input type="checkbox"/>	18507440		17OCT10	3528.00	0.00	3528.00						

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.

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

IAR Home Welcome: Darrell Today is: Wednesday, Oct 20, 2010

Access Group: Standard ☐ Begin With: 18507440 Sales Report Status: [dropdown] 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"/>	18507440	A	03OCT10	1632.00	0.00	1632.00	100310002800	dscottpg3arc	19OCT10	1054	2	R
2	<input type="checkbox"/>	18507440		10OCT10	1632.00	0.00	1632.00						
3	<input type="checkbox"/>	18507440		17OCT10	3528.00	0.00	3528.00						

Click the
Close IAR
Link to Exit
IAR

Reference Section

The following topics are included in this IAR Quick Start Guide to help you begin using IAR. The IAR Online Help documentation and the Industry Agents Handbook contain additional, detailed information about IAR functionality. Please refer to these documents to understand the full capabilities of the IAR system.

Please click on one of the following subtopics to go to its page:

- [Useful Communication Resources](#)
- [Void Window Guidelines](#)
- [Refund Guidelines](#)
- [Exchange Guidelines](#)

Useful Communication Resources

ARC is committed to providing you with information about IAR and other ARC products. It is also important for you to have a method of contacting ARC should the need arise.

TAC Message

The TAC (Travel Agent Communication) is a weekly message from ARC to travel agencies. The TAC is available via email and is also posted on ARC's website at www.arccorp.com. You may also access the TAC archive directly at <https://www.arccorp.com/support/travel-agent-communications.jsp>. At the top of the archive page, you may click the SUBSCRIBE button to sign up for regular email delivery of the TAC message.

Please ensure that the appropriate person(s) in your agency regularly reviews each TAC message for important news, information, tips and announcements.

IAR Resource Center

The IAR Resource Center contains an overview of the most common IAR functions and includes link to additional IAR resources, such as the IAR Reference Guide, the BOS User Guide. To access the IAR Resource Center from IAR, click the IAR Resource Center link that appears in the footer of IAR screens. To access the IAR Resource Center from ARC's corporate website at www.arccorp.com, click the Customer Support link, then select IAR.

ARC's Corporate Website

Visit the ARC website at www.arccorp.com for information about IAR as well as other ARC tools and related topics.

Customer Care Center (CCC)

If you have any questions regarding IAR or your IAR sales report, please contact ARC's Customer Care Center at +1.855.816.8003 or ccchelp@arccorp.com.

Void Window Guidelines

Any sale or refund transaction loaded into IAR from the GDS may only be voided one business day after the issuance of the sale by 11:59 p.m. Eastern Time. This window applies to all void action whether performed in the GDS or in IAR.

Document Issued in GDS	IAR System Entry Date	Last Day to Void
Monday	Tuesday	Tuesday
Tuesday	Wednesday	Wednesday
Wednesday	Thursday	Thursday
Thursday	Friday	Friday
Friday	Saturday	Monday
Saturday	Sunday	Monday
Sunday	Monday	Monday

Any sale or refund transaction manually entered into IAR may only be voided the same day of entry into IAR by 11:59 p.m. Eastern Time.

Document Entered in IAR	IAR System Entry Date	Last Day to Void
Monday	Monday	Monday
Tuesday	Tuesday	Tuesday
Wednesday	Wednesday	Wednesday
Thursday	Thursday	Thursday
Friday	Friday	Friday
Saturday	Saturday	Saturday
Sunday	Sunday	Sunday

Refund Guidelines

- A transaction issued on an ARC traffic document may only be refunded by the agency location that originally issued the document, or by any the agency within that agency organization (the Home Office Location or any branch or STP location under that HOL).
- The refund may only be made to the original form of payment.
- The transaction may 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 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.
 - Refunds of electronic tickets for carriers that support IAR ET EDIFACT refund functionality cannot be voided unless the airline supports Cancel Refund functionality. If a airline supports Cancel Refunds, that refund can only be canceled the same day that the refund was issued.
 - For a full list of carriers and their ET support policies, see "Airline Ticket Matrix" under "Resources" on ARC's website or [click here](#).

Exchange Guidelines

- A transaction issued on an ARC traffic document can only be exchanged by the agency location that originally issued the document, or by any the agency within that agency organization (the Home Office Location or any branch or STP location under that HOL).
- A transaction issued on an ARC traffic document can only be exchanged for a new document issued on the same airline 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.
- Before reporting an exchange transaction in a sales report you must ensure that the airline allows the exchange (ticket is exchangeable with or without a penalty, ticket not expired, etc.). If unsure, check with the individual airline before issuing the new exchange.
- Exchange of an e-ticket transaction requires a valid airline issued Electronic Settlement Authorization Code (ESAC)
 - An ESAC is 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 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 airline or ARC.
 - For a full list of carriers and their ET support policies, see "Airline Ticket Matrix" under "Resources" on ARC's website or [click here](#).