



Updates to Manager Role

8.3.6. – Agent must designate and maintain the following roles, which may be filled by the same or different individuals:

8.3.6.1. – ~~Management Qualifier~~ Manager who is: (i) Agent or a full-time employee of Agent; and (ii) is responsible for the operations of Agent and Agent's Location(s); ~~and receives correspondence from ARC and the Carriers related to, among other things, Agent's contractual relationship with ARC;~~

Updates to ARC Specialist role

8.3.6. – Agent must designate and maintain the following roles, which may be filled by the same or different individuals:

8.3.6.2. – ~~Upon application for approval of a new agent (or a complete change of ownership), ARC Specialist who has passed the ARC Specialist examination and maintains the requirements of the ARC Specialist program; [Note: The CAS became mandatory for all new Agents, as well as new branch locations (including on-sites), and Type II and V ownership changes, seeking ARC approval on or after July 1, 1999. The ARC Specialist Program replaced the Certified ARC Specialist (CAS) Program on September 30, 2005, and persons holding a valid CAS certificate at that time were transitioned into the ARC Specialist Program and do not have to successfully complete the ARC Specialist examination until the current CAS certificate expires.]~~

Updated Contact Roles and Requirements

8.3.8 – ~~Agent must provide an Operational E-mail Address.~~ In addition to the individuals designated in this Section [8.3], Agent must also provide one or more e-mail addresses for the following contacts (which may be filled by the same or different individuals):

8.3.8.1. – ~~Owner or Officer Contact, who is an owner or officer of Agent and receives communications from ARC and Carriers related to, among other things, Agent's contractual relationship with ARC;~~

8.3.8.2. – ~~Operational Contact, who receives information from ARC and Carriers related to Agent's operations and ARC's products and services;~~

8.3.8.3. – ~~Debit Memo Contact, responsible for the research and administration of debit and credit memos issued by participating Carriers, and communications from ARC and Carriers relating to Debit Memos; and~~

8.3.8.4. – ~~Chargeback Contact, responsible for the research and administration of Agent's credit card chargebacks, and communications from ARC and Carriers related to those chargebacks.~~

Change of Agent Name, Physical Address, ~~Operational E-mail~~ Manager Contact and Other Contacts, Officer(s), or Designated Personnel; Abandonment of Location

15.1. – Purpose: Agent must maintain accurate information on record with ARC, in the required form and manner, in order to facilitate timely communication and efficient operations.

15.6. – Change of ~~Agent's Operational Manager's~~ E-mail Address and ~~Other Agency~~ Contacts

15.6.1. – Agent must notify ARC (in writing in the form required) of any change to ~~Agent's Operational Manager's~~ e-mail address ~~and the Owner or Officer e-mail~~ address within one business day of the change, according to instructions provided in Section A of the IAH.

15.6.2 – Failure to provide ARC with timely notification of Agent's change of e-mail address(es) or ~~contact(s)~~ does not relieve Agent of liability for ~~adhering to complying with~~ the requirements of this

Agreement and the IAH. If ~~an Operational Manager~~ e-mail address is not provided by Agent or ARC determines that the ~~Operational Manager~~ e-mail address is not active or accessible, Agent agrees that the e-mail address of Agent's ~~My ARC Primary Administrator Owner or Officer~~ will be used as an alternative by ARC and the Carriers.

15.8. – Change of Designated Personnel ~~and/or Contacts~~

15.8.1. – Agent must notify ARC (in writing, ~~in the form required~~) of any change to the designated personnel ~~or related contacts~~ listed in Subsections 8.3.6 ~~and 8.3.8~~ of this Agreement.

15.9. – If Agent fails to timely notify ARC of any changes referenced in this Section 15, or the changes do not meet the requirements of this Agreement, ARC may take appropriate action consistent with Part VI of this Agreement. ~~Failure to provide timely notification of change in Agent's required e-mail address(es) and/or contact(s) does not relieve Agent of liability for complying with the requirements of this Agreement and the IAH.~~

Elimination of Operational E-mail Address

8.3.6.4. – My ARC Primary Administrator who will perform administrative functions for Agent's My ARC users including but not limited to creating and terminating individual My ARC user accounts, in accordance with instructions provided by ARC. ~~Additionally, if Agent does not provide an Operational E-Mail Address, or ARC determines that the Operational E-mail Address is not active, the e-mail address of Agent's My ARC Primary Administrator will be used by ARC and the Carriers as an alternative to the Operational E-Mail Address.~~

Definitions.

39.23. – ~~OPERATIONAL E-MAIL ADDRESS means the e-mail address Agent has designated for receiving directives and other critical notices from ARC and the Carriers.~~ [Intentionally left blank]

Notices

IAH Section 4.A (Notices) – ARC and Carriers will deliver notices to Agent's ~~Operational Manager~~ e-mail address (or the e-mail address of Agent's ~~My ARC Primary Administrator Owner or Officer~~ will be used if ~~an Operational Manager~~ e-mail Address is not provided by Agent or ARC determines that ~~the Operational Manager~~ e-mail address is not active) or home office address. For notices to ARC, Agent should follow the instructions provided in the relevant sections of the Industry Agents' Handbook. For additional assistance, please contact the Customer Care Center.

Elimination of Satellite Ticket Printer (STP) as a Location Classification

39.19.5.2. – ~~Satellite ticket printer locations and~~ Centralized service locations included, on the ARC Agency List prior to January 1, 2013, remain in effect. Refer to Section O of the IAH.

Elimination of reference to obsolete traffic documents

IAH Section B: ARC Traffic Documents (Paper Format)

The security guidelines outlined below apply to the following ~~types of~~ ARC Traffic Documents (also known as "accountable documents"): ~~4-flight manual tickets;~~ Automated Ticket/Boarding Passes (ATBs); ~~and, Prepaid Ticket Advices (PTAs).~~

IAH Section M.5.2 is updated to reflect current operations for newly accredited agents

IAH Section M.5.2 – For a newly accredited Agent added to the ARC Agency List after the date the annual fixed fee is normally paid, ~~ARC will draft the designated account of the Agent for the pro-rated annual fixed amount. the annual fixed amount will be included with the application fee.~~ For a Location added to the ARC Agency List after the date the annual fixed fee is normally paid, the annual fixed amount will be included with the application fee.