



A·R·C

Application for Travel Agency Access to the ARC Document Retrieval Service

Introduction

ARC has developed the ARC Document Retrieval Service, powered by ARC COMPASSSM, that provides an ARC-accredited travel agent (“Agency”) with Internet access to a compilation of information relating to transactions issued by an Agency and processed by ARC.

IMPORTANT

The data and information that the Agency may access via the ARC Document Retrieval Service includes sensitive and confidential financial information and other transactional data. Therefore, only individuals who have a bona fide business need to know and who are authorized by the Agency should be provided with access to such information and data. The Agency should advise all users of the importance of maintaining the security and confidentiality of the information in the ARC Document Retrieval Service. The Agency is required to advise ARC whenever there is a security breach.

Application Instructions

Each Agency who wishes to access the ARC Document Retrieval Service must complete and sign the “Application for Travel Agency Access to the ARC Document Retrieval Service” (“Application”).

Part A – Agency Information

Please provide the Home/Independent Office Agency Code Number (ACN), Legal Name, and Trade Name (DBA).

Part B – Principal Information

The Agency is required to provide the name and address of the person who is authorized to complete and sign the Application on behalf of the Agency. An owner or, if the Agency is a corporation, an authorized officer of the Agency must sign the application on behalf of the Agency. For purposes of this application, that person is also referred to as the “Principal.”

The Agency’s Principal must also provide a unique identifier which will be the Principal’s unique User ID. Additionally, the Principal is also required to provide a “question” and “answer” to that question which should only be known to the Principal. The “question and answer” that the Principal provides will be used to verify identity if, for example, the Principal contacts ARC with questions about the Service, User IDs, password resets, how to change the Security Manager, etc. It is very important that the Principal maintain the “question and answer” as confidential and not disclose the “question and answer” to anyone who is not authorized to act on your behalf. **Please note that the disclosure of the User ID, password, and/or “question and answer” to unauthorized persons may compromise the Agency’s control of access to the sensitive financial and transactional data and information in the ARC Document Retrieval Service.**



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Application Instructions (Continued)

Part C – Security Manager Information

The Agency must designate a person who will serve as the Security Manager for the Agency. The person who is authorized to sign the Application on behalf of the Agency may also be designated as the Agency's Security Manager (i.e., the same person may be both Security Manager and Principal) or the Agency may designate someone other than the Principal to be the Security Manager. The Security Manager should be a trusted official of the Agency and should be selected with care because, as noted above, the Security Manager will control the Agency's main/primary password for the ARC Document Retrieval Service and he/she will be authorized by the Agency to perform all the administrative and security functions for the Agency's authorized users of the ARC Document Retrieval Service, including creating new Passwords for Users and designating Regular Supervisors and Regular Users. Upon approval of the application, ARC will assign a User ID for the Principal, and a separate User ID and Password for the Security Manager.

Part D – Certification

Please read carefully and have the appropriate parties complete as indicated.

Supplementary Agreement and Notices

The rights and obligations of ARC and the Agency with respect to use of the Service are set forth in the ARC Supplementary Agreement Covering the ARC Document Retrieval Service (also referred to herein as the Agency Access Agreement). The Agency Access Agreement is Supplement 7 to the Agent Reporting Agreement.

Submission

Please forward the completed and signed original of this application to:

ARC
Attn: Document Retrieval Service/CSC
4100 N. Fairfax Drive, Suite 600
Arlington, VA 22203
(703) 816-8003

Questions

If you have any questions about how to complete the Application, or if you need a copy of the Agent Reporting Agreement, Supplement 7, covering the ARC Document Retrieval Service, please contact the ARC Customer Support Center at 703-816-8003.



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Part A – Agency Information

Please complete the required Agency information.

Home/Independent Office

Agency Code Number: _____

Agency Legal Name: _____

Trade Name (DBA): _____

Part B – Principal Information

Please complete the authorized Agency representative information (referred to as the “Principal” for purposes of this application). The Principal must be an owner or, if the Agency is a corporation, an authorized officer of the Agency. Communications and notices regarding the Agency’s use of the ARC Document Retrieval Service will be sent by ARC to the mailing and/or e-mail address included below.

Name (Last, First MI): _____

Title: _____

(If an Owner, please indicate.)

Address – Line 1: _____

Address – Line 2: _____

City: _____ State: _____ Zip: _____

Phone:(_____) _____ Fax:(_____) _____

E-mail Address: _____

Unique Principal User ID: _____

The Principal must create a unique Principal User ID consisting of **6-8 characters**. [Please note: The first character of the User ID must be an alpha character. The remaining characters may be alpha, numeric, or a combination.] **This User ID must be kept confidential by the Principal and must not be shared by anyone who is not authorized to act on your behalf.**

Identity Verification Question and Answer

Please provide a “question and answer”, which should be known only to the Principal, for identity verification purposes. The “question and answer” that you provide below will be used to verify your identity if you contact ARC with questions about changes to the Security Manager, the Service, password resets, User IDs, etc. You should maintain the “question and answer” as confidential and not disclose the “question and answer” to anyone who is not authorized to act on your behalf. Disclosure of the “question and answer” to unauthorized persons may compromise the Agency’s control of access to the financial and transactional data in the Service.

Your Question: _____

Your Answer: _____

This Identity Verification Question and Answer must be kept confidential by the Agency’s Principal and must not be shared with anyone who is not authorized to act on your behalf.



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Part C – Security Manager Information

The Agency must designate a person who will serve as the Security Manager for the Agency. You, as the authorized owner or officer of the Agency (Principal), may designate yourself for this function or you may designate another individual. The Security Manager should be a trusted individual and should be selected with care. The Security Manager that you designate will perform all the administrative functions for the Agency’s authorized users of the ARC Document Retrieval Service, including the creation and maintenance of Regular Supervisors and Regular Users. The Security Manager controls the Agency’s main/primary password for the ARC Document Retrieval Service. Upon approval of the application, ARC will assign one User ID for the Principal, and a separate User ID and Password for the Security Manager.

The provision of the information requested below constitutes the Agency’s approval of the designated individual to be the Agency’s Security Manager. Upon approval of this application, ARC will mail the Security Manager’s User ID and Password to the Agency at the address listed above.

Communications and notices concerning Security Administration for access to the Service (e.g., administration of User IDs, Passwords, etc.) will be sent by ARC to the Security Manager to the mailing and/or e-mail address provided below.)

Name (Last, First MI): _____

Title: _____

(If an Owner, please indicate.)

Address – Line 1: _____

Address – Line 2: _____

City: _____ State: _____ Zip: _____

Phone:(_____) _____ Fax:(_____) _____

E-mail Address: _____

Unique Security
Manager User ID: _____

The Security Manager must create a unique Security Manager User ID consisting of **6-8 characters**. [Please note: The first character of the User ID must be an alpha character. The remaining characters may be alpha, numeric, or a combination.] **(This User ID can not be the same as the Principal User ID.)**



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Part D – Certification

I, the undersigned owner and/or authorized officer of the Agency identified above, hereby certify that the information provided herein and in the ARC Document Retrieval Service Application is true and accurate and that I am authorized to submit this Application on behalf of the Agency identified in this Application.

By my signature below, Agency affirms that it is bound by the terms and conditions of this Application, as well as the terms and conditions of the Agent Reporting Agreement (ARA) and the amendments thereto, including the Supplement to the ARA covering the ARC Document Retrieval Service (Supplement 7 to the Agent Reporting Agreement) and assumes any and all liability for use, misuse, or unauthorized use of the Security Devices including the User ID assigned by ARC and any other User ID and Passwords created by the Agency and/or its Security Manager, and Agency shall indemnify, defend, and hold harmless ARC, its owners, directors, officers, employees, representatives, and participating carriers from losses, injury, or damage to any person or entity, including, but not limited to, Agency, resulting from any such use, misuse, or unauthorized use of such User IDs and Passwords.

AGREED TO BY:

Agency

Agency Legal
Name: _____

By: _____

Print Name: _____

Title: _____

Date: _____

By signing above, I certify that I am authorized to sign this Application on behalf of the Agency named above.

Airlines Reporting Corporation

By: _____

Print Name: Kathleen O. Argiropoulos

Title: Vice President, General Counsel

Date: _____