



A·R·C

FORM 415 – TICKET FULFILLMENT BRANCH APPLICATION

(Please include a copy of this agreement with your application)

AGREEMENT

This agreement is entered into by the Airlines Reporting Corporation (hereinafter referred to as “ARC”), a close corporation chartered in the state of Delaware with its principal place of business at 4100 N Fairfax Drive, Suite 600, Arlington, VA 22203-1629, on its own behalf and on behalf of the carriers which have executed, or hereinafter execute, the ARC Carrier Services Agreement (hereinafter referred to as “carrier” or “carriers”), and the ARC-listed travel agent executing this agreement (hereinafter referred to as “Agent”).

This agreement supplements the ARC Agent Reporting Agreement (“ARA”) entered into by ARC and Agent, including any and all amendments or revisions thereto. Moreover, the provisions of the ARA, including any and all amendments or revisions thereto, are incorporated into this Supplementary Agreement by reference.

As used in this Supplementary Agreement –

ARC TRAFFIC DOCUMENTS include only automated ticket/boarding pass (“ATB”) forms.

A TICKETING FULFILLMENT (“TF”) LOCATION is a branch office location – and may not be a Satellite Ticket Printer (“STP”) – whose purpose is to serve as a centralized ticket printing office for the Agent. No sales activity, such as, but not limited to, travel promotion, counseling and reservations, shall occur at this location.

The parties state that –

1. Agent wishes to centralize its ticketing fulfillment functions at a separate, non-sales location.
2. Agent affirms the representations made in its application to ARC, which appears as Attachment A to, and is incorporated into, this Supplementary Agreement by reference.
3. ARC finds that, subject to the conditions described in this Supplementary Agreement, Agent should be provided an opportunity to operate a TF location.

In consideration thereof, the parties agree as follows:

4. The TF location shall be: (1) assigned a separate agency code number; (2) separately listed on the ARC Agency list; (3) cross-referenced to its home office agency location; and (4) an accredited ticketing system, as outlined in Section 5.14 (of the *Industry Agents’ Handbook*), which is hereby incorporated by reference as though fully set forth in this Supplementary Agreement. The responsibility for the TF shall be the Agent’s, in accordance with the ARA, as it may be modified by this Supplementary Agreement. (The same TF location may operate as a TF location for multiple ARC entities provided each entity has applied and received approval for the TF location to operate as its TF branch office. The TF location will receive a separate ACN for each ARC entity it represents.)
5. ARC shall deliver to Agent, or Agent designated location, traffic documents intended for use at the TF location. Agent may order and maintain a supply of ARC traffic documents at the TF location equal to the highest number of such documents used at the location during any three months in the past twelve months rounded up to the next even thousand. Since only ATB traffic documents may be used at the TF location, no agency plate shall be provided to the Agent for the TF location. The supply of ARC traffic documents will be calculated separately for each ARC entity the TF location represents.
6. The agent will appoint an attendant at the TF location that is familiar with all facets of operating the TF, including the security and accountability of the ARC traffic documents. The attendant is the person responsible for maintaining the security and integrity of the ARC traffic documents at the TF location and will be the primary contact for ARC at the TF location. One individual may serve as the appointed attendant for multiple ARC entities.
7. The ARC traffic documents at the TF location shall only be issued as passenger and flight coupons. The corresponding agent and auditor coupons shall only be issued at an ARC-authorized non-TF location of the Agent and shall be included in the Agent’s sales report consistent with Section VIII.A of the ARA. The Agent shall submit weekly “No Sales” reports for the TF location in accordance with Section VIII.A of the ARA.
8. The TF location must comply with all rules for ARC traffic documents detailed in the Agent Reporting Agreement, including the security rules in Attachment B. A limited exception will be made for a TF location that does Ticketing Fulfillment for multiple ARC entities in that the storage container for ARC traffic documents described in Sections VI, VII, and VIII may contain ARC traffic documents for all entities which have appointed the TF as its TF location.



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9. Agent, regardless of any security measures taken, assumes full and absolute liability, including attorneys' fees, for any and all damage, expense or loss experienced by any carrier, its officers, agents or employees for the loss, misapplication, misdirection, theft or forgery of ARC traffic documents assigned to the TF location's agency code number. Notwithstanding the Agent's absolute liability for documents assigned to the TF location, Agent shall ensure that the TF location meets all security requirements, including Attachment B of the ARA, expressed in this Supplementary Agreement, and the ARA.
10. Agent shall submit to ARC each week by means of a transmission, or other method satisfactory to ARC, a report, including the range of stock control numbers for traffic documents used during the week at the TF. Such range shall include all ATB documents, whether used or voided. Such stock usage report shall be sent by Agent for receipt by ARC, or its designated representative, in accordance with the schedule for the receipt of the Agent's weekly sales report, as specified in Section VIII.A of the ARA. If ARC does not receive the stock usage report within the period specified in Section VIII of the ARA, ARC may terminate this Supplementary Agreement, in accordance with Section 13, below.
11. Agent agrees to permit, or to obtain authority to permit, access by authorized ARC representatives to the TF location in order for such representatives to determine compliance with this Supplementary Agreement and with all other applicable provisions of the ARA. The representatives of any carriers shall also be guaranteed access for the purposes provided for in Section XIV of the ARA.
12. In the event of a termination of the ARA with the home office agency location for any reason, this Supplementary Agreement shall also automatically terminate,¹ but in any event, termination of this Supplementary Agreement shall occur no later than the effective date of the termination of the ARA. Any termination hereunder shall be subject to a full, complete, and satisfactory accounting by Agent to ARC and the carriers of all obligations accrued prior to the effective date of such termination.
13. This Supplementary Agreement may be terminated by either ARC or Agent, at any time, upon prior written notice to the other, subject to the fulfillment by each of the parties of all obligations accrued prior to the effective date of such termination.
14. Nothing herein shall affect the authority of any carrier to appoint or terminate its appointment of the Agent, or any specific location of the Agent. Such termination shall proceed in accordance with section XXIX.E of the ARA.
15. A breach of any provisions of, or obligations under, this Agreement, shall subject the Agent to the unilateral termination of this Supplementary Agreement by ARC. The Agent may appeal such termination to the Travel Agent Arbitrator. Additionally, a breach of any provision of, or obligation under, this Agreement, shall constitute a breach of the ARA, and shall be subject to the provisions thereof concerning reviews of qualifications of, and breaches by, the Agent.
16. The Agent agrees to pay an annual administrative fee per calendar year for each of its authorized TF locations included on the ARC Agency List, in accordance with the provisions of Sections XVI of the Agent Reporting Agreement.
17. Upon termination of this Supplementary Agreement, all unused ARC traffic documents shall be immediately returned to ARC, together with all monies due and payable to the carriers and ARC, and a complete and satisfactory accounting rendered.

In order to indicate their concurrence in the provisions contained in the Supplementary Agreement, the parties sign their names, by their respective officials.

I HAVE READ AND AGREE TO THE TERMS OF THIS AGREEMENT WHICH REMAIN IN EFFECT DURING ARC PROCESSING OF THE APPLICATION I UNDERSTAND THAT AFTER APPROVAL OF THIS APPLICATION, I WILL BE BOUND BY THE TERMS OF THE AGENT REPORTING AGREEMENT.

Signature of OWNER or OFFICER

Print Name of OWNER or OFFICER

Print Title of OWNER or OFFICER

DATE OF SIGNATURE _____

¹ Please note that the ownership of the TF location cannot be transferred independently of the transfer of the HOL ownership.



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PREPARER INFORMATION

ALL CORRESPONDENCE REGARDING THIS APPLICATION WILL BE SENT TO:

1. Name of preparer:

First _____ MN _____ Last _____

2. Doing business as _____
(dba) name:

3. Suite, floor, _____
or P. O. box:

4. Street address: _____

5. City: _____ State: _____ Zip: _____

6. Telephone number: _____

7. Fax number: _____

8. E-mail address: _____

PART 1. DESIGNATION OF PROPOSED TICKET FULFILLMENT BRANCH

A. TF BRANCH NAME AND ADDRESS

1. Legal name: _____

2. Doing business as _____
(dba) name:

3. Suite, floor _____
or P. O. box:

4. Street address: _____

5. City: _____ State: _____ Zip: _____

B. BRANCH TELEPHONE AND FAX NUMBERS, E-MAIL

1. Telephone number: _____

2. Fax number: _____

3. E-mail address: _____



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C. TF SALES SUMMARY ADDRESS

Provide the address to which all branch sales summaries should be mailed. This location cannot be the same as the TF location

1. Suite, floor, _____
or P. O. box:

2. Street address: _____

3. City: _____ State: _____ Zip: _____

D. ADDRESS FOR AGENCY CORRESPONDENCE

Provide the address to which all mail other than sales summaries should be mailed:

1. Suite, floor, _____
or P. O. box:

2. Street address: _____

3. City: _____ State: _____ Zip: _____

E. TICKET DELIVERY ADDRESS

Provide a physical address to which ARC traffic documents should be delivered. ARC traffic documents will not be delivered to a P. O. box address. Electronic office locations may request ARC non-accountable documents, but are not authorized to order, issue, or store ARC accountable traffic documents.

1. Suite, floor, _____
or P. O. box:

2. Street address: _____

3. City: _____ State: _____ Zip: _____

4. Agency Code Number (ACN), if applicable: _____

PART 2. OWNERSHIP OF APPLICANT

A. HOME OFFICE INFORMATION

1. ACN: _____

2. Legal name: _____



PART 3. PREMISES AND ACCESSIBILITY

A. ACCREDITED TICKET FULFILLMENT LOCATIONS

1. Does the application have **another** ARC accredited ticket fulfillment branch at this proposed location? YES NO

a). If "Yes":

1) State Agency ACN: _____

2. Does **another** ARC accredited entity have an ARC accredited ticket fulfillment branch at this proposed location? YES NO

a). If "Yes":

1) State Agency ACN: _____

B. BUILDING OR FACILITY IN WHICH THE AGENCY IS LOCATED

1. Describe the building or facility where the agency is located:

Single/multi-user commercial office building Bank Within another business Airport

Separate retail store front Hotel Private Residence Military or Government

Other: Describe: _____

C. ACCESSIBLE TO THE PUBLIC

***To gain access to the proposed on-site branch location, customer(s) must:
Check as many as apply***

Gain clearance from a security guard or receptionist Secure a visitor's pass

Show identification Be escorted

Announce arrival to a receptionist Be authorized entry by phone

Register upon entry Enter through a gate

Not restricted

Comply with other security arrangements: Describe: _____



PART 4. SYSTEM SPECIFICATIONS AND SALES REPORTING

A. AUTOMATED TICKET PRINTER AND SYSTEM PROVIDER

1. Name of the primary CRS/GDS system provider which is, or will be used at the agency location:

- Amadeus
- Galileo
- Sabre
- Worldspan
- MANUAL TICKETS ONLY

2. Indicate below the name of your CRS/GDS system provider, ticket printer manufacturer, ticket printer make/model number and ATB stock for the ticket printer that will be used at the agency location:

Manufacturer	Make/Model	ATB Stock No.

B. SECURITY FOR TICKET PRINTER

1. Describe the security for the ticket printer:

- a) Printer is in clear view of agent staff at all times
- b) Printer is located in a separate location within the agency accessible only to authorized agency personnel
- c) Printer is located in a separate room within the agent accessible only to authorized agency personnel
- d) Printer is located in a separate lockable room within the agency accessible only to authorized agency personnel

C. AUTOMATED TRAFFIC DOCUMENTS

1. Describe the security for the ARC ticket stock in use in this printer:

- a) Ticket stock locked inside printer
- b) Printer and ticket stock housed in a locked steel container
- c) Printer and ticket stock placed in a locked room

D. ARC SALES REPORTING

1. Indicate how you will electronically submit sales reports to ARC's Interactive Plus Reporting system via your Internet service provider or a CRS/GDS system provider?

- Internet ISP
- GDS

2. Name of the person responsible for IAR sales reporting:

First _____ MN: _____ Last _____

3. Telephone and fax number of the applicant's accountant or bookkeeper:

a) Telephone number: _____

b) Fax number: _____



PART 5. PERSONNEL STANDARDS

A. TICKET FULFILLMENT ATTENDANT

1. Ticket Fulfillment attendant:

First _____ MN: _____ Last _____

2. Date of birth: MM/DD/YYYY _____

3. Type of identification to be shown to inspector **(Choose one)**:

If driver's license or state-issued ID provide the following:

a) Drivers license/state ID number: _____

b) State where I.D. was issued: _____

If alien registration card

a) Alien Registration number: _____

4. Social Security Number of TF attendant: _____

5. By whom is the TF attendant employed:

6. Does the primary TF attendant have experience or training in the security and accountability of ARC Traffic Documents? YES NO

PART 6. BACKGROUND OF APPLICANT AND PERSONNEL

If you answer "Yes" to any question in Part 6, complete and insert ARC Form 663.

A. PRIOR AFFILIATION WITH A CANCELED AGENT

Indicate whether the applicant or any person named in this application has or had a financial interest in, or a connection or affiliation with, or was employed by any agent or entity previously canceled by ARC, ARP, ATC, IATA, or IATAN. YES NO

B. AFFILIATION WITH AGENT PRESENTLY IN DEFAULT

Indicate whether the applicant or any person named in this application has or had a financial interest in, or a connection or affiliation with, or was employed by any agent presently in default under the ARA. YES NO



C. INVOLVEMENT WITH STOLEN, MISSING OR COUNTERFEIT TRAFFIC DOCUMENTS

Indicate whether the applicant or any person named in this application has or had involvement in the distribution, sale, or issuance of ATC, ARC, or ARP traffic documents which the applicant or such person knew, or reasonably should have known, were counterfeit or had been stolen, or reported as missing. YES NO

D. FELONIES OR MISDEMEANORS

Indicate whether the applicant or any person named in the application:

- 1. Has been convicted of a felony or pled guilty or nolo contendere (no contest) to a felony? YES NO
- 2. Has been convicted of a misdemeanor related to financial activity or pled guilty or nolo contendere (no contest) to a misdemeanor related to financial activity? YES NO
- 3. Has been found by a court to have committed a breach of fiduciary duty involving the use of funds of others? YES NO
- 4. Has been arrested or is currently under investigation by federal, state, or local law enforcement authorities (e.g., police, attorney general's office, consumer protection agencies, etc.) for any offense or crime, or any alleged offense or crime in any way related to employment or affiliation with a travel agency or travel related company? YES NO

If you answered "Yes" to any question in Part 6, complete the corresponding question on Form 663.

PART 7. SECURITY FOR ARC TRAFFIC DOCUMENTS

A. STORAGE CONTAINERS FOR WORKING SUPPLY OF ARC TRAFFIC DOCUMENTS

- 1. Describe where the automated ticket printer will be located:
 - a) The ticket printer will be located in a separate room within the agency location that is accessible only to agency personnel.
 - b) The ticket printer will be located in a separate area within the agency location that is accessible only to agency personnel.
 - c) Other: describe: _____



B. STORAGE LOCATION FOR RESERVE SUPPLY OF TRAFFIC DOCUMENTS

1. Describe the storage location for the reserve supply of ARC traffic documents:

a) On premises in a storage container (*Section VIII, Attachment B of the ARA*)

If "a", include ARC Form 688 with your application

b) Off premises in a storage facility (*Section VII, Attachment B of the ARA*)

If "b", provide the following information for the off premises storage facility application.

1. Bank/facility name: _____

2. Bank/facility street address: _____

3. City: _____ State: _____ Zip: _____

4. Telephone number: _____ Deposit box number: _____

c) Off premises in another ARC approved agency location

If "c", provide the following information for the ARC approved location.

1. Legal name: _____

2. ACN: _____

PART 8. SECURITY FOR CARRIER FUNDS HELD IN TRUST BY THE AGENT

A. DESIGNATED BANK ACCOUNT

The bank transit routing number and account number must be identical to the transit routing number and account number shown on the original voided check or bank specification sheet.

1. ACN (if using an account already in use by current location): _____

2. Bank/facility name: _____

3. City: _____ State: _____ Telephone Number: _____

4. Transit routing number: _____

5. Account number: _____ UCB Code (if applicable): _____



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PART 10. CERTIFICATION

DO NOT ALTER ANY PORTION OF THIS APPLICATION IF THE APPLICATION HAS BEEN SIGNED AND NOTARIZED. ANY ALTERATION TO THE FOLLOWING SECTION WILL INVALIDATE THE ENTIRE APPLICATION AND IT WILL BE RETURNED TO YOU FOR RESUBMISSION WITH A NEW CERTIFICATION AND NOTARIZATION.

I hereby certify that the statements made in this application and the attachments thereto are true and correct and that I am authorized by the applicant identified in Part 2 to file this application. I acknowledge that as part of the approval process Arc may need to verify the information contained in this application and I authorize the release to ARC of any documents, such as but not limited to, lease agreements, System Provider (CRS) contracts, employment agreements, and IRS documents, as may be required to reach a decision regarding my application. (ARC agrees to treat these documents as confidential information.) I acknowledge and understand that ARC required written notice signed by an owner or officer of the Applicant to withdraw this application.

MUST BE SIGNED IN THE PRESENCE OF A NOTARY

Signature of **owner corporate officer**
(MAY NOT BE SIGNED BY ANY OTHER PERSON)

Type name of above signatory

Type title of above signatory

(FOR NOTARY USE ONLY)

County of _____ State of _____

On this _____ day of _____, _____.

Print NAME of above signatory **(NOT THE NOTARY NAME)**

appeared before me and, having been duly sworn by me, stated that the contents of the foregoing application are true and complete, and signed the application is my presence.

NOTARY SEAL

Notary Public Signature

My commission expires on



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APPLICATION CHECKLIST

The following must be included with your application:

1. Fee payment of \$750.00
 2. Original Application Agreement Pages 1 and 2 of the application.
 3. Original and copy of signed and notarized application.
 4. Original voided check or copy of bank specification sheet, unless using an account already in use by another approved agency
 5. If requesting permission to store the entire supply of ARC traffic documents on-premise, submit ARC Form 688 or a copy of the letter from ARC's FI and FP Department approving your on-premises container for storage of all ARC traffic documents
- OR**
6. Form 688 or a written request signed by an owner/officer to store the reserve supply of ARC traffic documents off-premise at another ARC approved agency location under the same home office

Additional items may be required to complete your application.

KEEP ONE COPY OF THIS APPLICATION IN ITS ENTIRETY FOR YOUR RECORDS

MAIL COMPLETED APPLICATION AND ALL ATTACHMENTS AND COPIES TO:

**AIRLINES REPORTING CORPORATION
ACCREDITATION
4100 NORTH FAIRFAX DRIVE, SUITE 600
ARLINGTON, VA 22203-1629**