BOS
User Guide

Got Questions? Contact us!
Email: CCCHelp@arccorp.com
Phone: 703-816-8003
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Back Office System (BOS)

A Back Office Accounting System (BOS) enables a travel agent to store transaction information for reporting purposes. Types of reports can include financial, customer, travel patterns, settlement, general ledger and accounting. ARC developed a BOS file system that can be used as an optional reconciliation tool to identify discrepancies in net cash, net credit and/or net remit between data in IAR and data contained in the BOS.

There are two separate files available depending on the amount of detail needed. A user can request a list of transactions containing a summary of each transaction or single detailed transaction. In addition, qualifiers can be used to further customize a file request.

Accessing BOS

BOS is part of the IAR application and can only be access through IAR. To access BOS,

2. Click the My ARC link in the Customer Login box on the top left side of the page.
3. The My ARC Login page will display in a separate web browser.
4. Type your My ARC user name in the User Name textbox.
5. Type your My ARC password in the Password textbox.
6. Click the Login button.
7. Once accessed, the My ARC Home page displays.
8. In the TOOLS box section, click the IAR link to launch the IAR application.

IAR Home Page Screen

Upon launching the IAR application, the first screen that displays is the IAR Home page. At the top of the page are navigational global headers. Click the BOS global header to open the BOS pages.
Once accessed, the BOS page will display, providing four navigational tabs, Create A BOS File, Download BOS File, Scheduled Tables, and Reporting Tables. These tabs are used to initiate various tasks in BOS.

Create BOS File

The default tab, Create A BOS file directs you to the Create BOS Internet File page. Here you have the option to create a Summary file or a Detail file depending on the amount of detail needed. In addition, you can schedule a BOS Internet file request.

Create a Summary File

The BOS Summary file function provides a list of transactions containing summary information such as total amount, total tax, commission, form of payment and fare
calculation for each transaction. You can create a summary file for a single agency location or for all agency locations. In addition, you can use Reporting Tables to create summary files. You can further customize your file request by using qualifiers (i.e. Status, Transaction Type).

To create a summary file, in the **WHAT DO YOU WANT TO DO?** section,

1. Click the **Create a Summary File (IL)** radio button.
2. Select the **Summary file for This Location Only (IL)** radio button if creating a file for a single agency location. If you are creating a file for all locations, select the **Summary File for All Locations (IL/ALL)** radio button.
3. To create a file using a reporting table, click the **Summary File using a Reporting Table (IL/RPT)** radio button and select the reporting table from the **Reporting Tables** drop down menu.
4. Customize your file as needed by selecting one or more qualifiers.
5. Click the **Create** button to create your file or **Clear** to refresh your selections.

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**Create a Detail File**

A BOS Detail file is a file for a single transaction. Unlike the Summary file, the Detail file provides all of the details that define the transaction such as the tax breakdown, itinerary information and the Endorsements/Remarks.
To create a detail file, in the **WHAT DO YOU WANT TO DO?** section,
1. Click the **Create a Detail File (IB)** radio button.
2. Enter the document number of the document you are creating the file for in the **Enter a Document Number textbox**.
3. Click the **Create** button to create the file or **Clear** to refresh your selection.

**Schedule a BOS Internet File Request**
You can schedule a BOS Summary or Detail file to be available for use at a later date or time by scheduling a BOS Internet File request.

**Schedule a BOS Internet File – Summary**
To schedule a Summary BOS Internet File,
1. Click the **BOS** global header from the IAR Home page.
2. The **Create A BOS File** screen will display by default.
3. Verify or enter your agency code number in the **ARC #** textbox.
4. Verify or enter the period ending date in the **PED** textbox.
5. Click the **Schedule a BOS Internet File Request (BA)** radio button located in the **What Do You Want To Do? Section**.
6. Select the **Summary** radio button.
7. Type a table name in the **Table Name** textbox.
8. If there is an associated reporting table, click the **Associate with a reporting table?** dropdown menu and select a table.
9. Select a PED in the **Reporting PED** drop down menu for each day you wish to report on in the **Select a PED for each day you wish to report on (P=Previous, C=Current, B=Both)** section.
10. Click the **Date qualifier** drop down menu to select a PED for each day to report. This can be the PED, System, Modified or Default Date.
11. Click the **AM**, **PM**, or **Both** radio button to select the time to process the report in the **Process this report** in the section.
12. In the **Available Qualifiers** box, select any of the qualifiers to use and click the > button to move the qualifier(s) to the **Qualifiers Selected** box. To select all available qualifiers, highlight all of the qualifiers and click the >> button. All qualifiers are moved to the **Selected Qualifiers** box.

13. To remove selected qualifiers, highlight the qualifiers to be removed from the **Selected Qualifiers** box and click the < button. To remove all qualifiers, highlight all of the selected qualifiers and click the << button. The selected qualifiers are moved to the **Available Qualifiers** box.

14. Click the **Schedule** button to schedule report or click the **Clear** button to cancel the BOS request and return to the **Create BOS Internet File** screen.

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**Schedule a BOS Internet File – Detail**

To schedule a Detail BOS Internet File,

1. Click the **BOS** global header from the IAR Home page.
2. The **Create A BOS File** screen will display by default.
3. Verify or enter your agency code number in the **ARC #** textbox.
4. Verify or enter the period ending date in the **PED** textbox.
5. Click the **Schedule a BOS Internet File Request (BA)** radio button located in the **What Do You Want To Do?** Section.
6. Select the **Detail** radio button.
7. Type a table name in the **Table Name** textbox.
8. If there is an associated reporting table, click the **Associate with a reporting table?** dropdown menu and select a table.
9. Select a PED in the **Reporting PED** drop down menu for each day you wish to report on in the **Select a PED for each day you wish to report on (P=Previous, C=Current, B=Both)** section.
10. Click the **Date qualifier** drop down menu to select a PED for each day to report. This can be the PED, System, Modified or Default Date.

11. Click the **AM**, **PM**, or **Both** radio button to select the time to process the report in the **Process this report** in the section.

12. In the **Available Qualifiers** box, select any of the qualifiers to use and click the > button to move the qualifier(s) to the **Qualifiers Selected** box. To select all available qualifiers, highlight all of the qualifiers and click the >> button. All qualifiers are moved to the **Selected Qualifiers** box.

13. To remove selected qualifiers, highlight the qualifiers to be removed from the **Selected Qualifiers** box and click the < button. To remove all qualifiers, highlight all of the selected qualifiers and click the << button. The selected qualifiers are moved to the **Available Qualifiers** box.

14. Click the **Schedule** button to schedule report or click the **Clear** to cancel the BOS request and return to the **Create BOS Internet File** screen.
Download BOS File

Once a BOS Summary or Detail file is created, the file can be retrieved from the Download BOS File tab. The Download BOS File will display the summary and detail files that have been created. The list includes,

1. The Name of the file
2. Request Date
3. Creation Date
4. Last Download (date and time)
5. Status (i.e. Completed)
6. User
7. Size of the file
8. Download Count

Retrieving a Download BOS Summary or Detail File

To download a file,

1. Click the BOS global header from the IAR Home page.
2. The Create A BOS File screen will display by default.
3. Click the Download BOS File tab.
4. Click the file name link of the desired file under the Name column.
5. In the File Download box, click the Save button to save the file or Cancel to abort the request.
6. If you select Save, select the location to save the file and click the Save button. Click Cancel if you choose not to save.
7. Once saved, go to the file location in which the file was saved at to retrieve.
BOS File Download History

The BOS File Download History screen displays the history of the BOS files that have been created. This includes the date and time of the download, the status of the download, the user who requested the file and any comments related to the file. To access the BOS File Download History screen,

1. Click the BOS global header from the IAR Home page.
2. The Create A BOS File screen will display by default.
3. Click the Download BOS File tab.
4. Click the Download Count link of the desired file.
5. The BOS File Download History screen will display.
6. Click the Close button to return to the Download BOS File screen.
BOS File Download History Screen

Click the link to view the download history.

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Scheduled Tables

A request can be made to automatically create specialized reports by using the Scheduled Tables functionality. This function is used to automatically process reports that target specific activity by day of the week for the current and/or previous PED, or by specific transaction type such as refunds or voids.

The scheduled tables function is helpful in,
- Monitoring specific activity for one location, all locations, or by a region.
- Processing files for the current and/or previous PED on any day of the week.
- Excluding unwanted information.

To access a Scheduled table,
1. Click the BOS global header from the IAR Home page.
2. The Create A BOS File screen will display by default.
3. Click the Scheduled Tables tab to go the Scheduled Tables screen.
4. Click the Table Name link of the scheduled table you want to access.
Note - BOS Scheduled Tables that have not been downloaded for a period of 45 days will be deactivated. Tables will be deactivated by removing the scheduled days of the week that the files are designated to run. Deactivated BOS tables can reactivated at any time by updating the table with the appropriate days of the week you would like the table to run.

Create New Schedule Table – Summary
To create a new summary schedule table,
1. Click the BOS global header from the IAR Home page.
2. The Create A BOS File screen will display by default.
3. Click the Scheduled Tables tab to go to the Scheduled BOS Internet File page.
4. Click the New Table button. You will navigate to the Create BOS Internet File page.
5. Verify or enter your agency code number in the ARC # textbox.
6. Verify or enter the period ending date in the PED textbox.
7. Click the Schedule a BOS Internet File Request (BA) radio button located in the What Do You Want To Do? Section.
8. Select the Summary radio button.
9. Type a table name in the Table Name textbox.
10. If there is an associated reporting table, click the Associate with a reporting table? dropdown menu and select a table.
11. Select a PED in the Reporting PED drop down menu for each day you wish to report on in the Select a PED for each day you wish to report on (P=Previous, C=Current, B=Both) section.
12. *Click the Date qualifier drop down menu to select a PED for each day to report. This can be the PED, System, Modified or Default Date.
13. Click the AM, PM, or Both radio button to select the time to process the report in the Process this report in the section.
14. *In the Available Qualifiers box, select any of the qualifiers to use and click the > button to move the qualifier(s) to the Qualifiers Selected box. To select all
available qualifiers, highlight all of the qualifiers and click the >> button. All qualifiers are moved to the Selected Qualifiers box.

15. To remove selected qualifiers, highlight the qualifiers to be removed from the Selected Qualifiers box and click the < button. To remove all qualifiers, highlight all of the selected qualifiers and click the << button. The selected qualifiers are moved to the Available Qualifiers box.

16. Click the Schedule button to schedule report or click the Clear button to cancel the BOS request and return to the Create BOS Internet File screen.
*Note, when creating a Summary Scheduled Table you will have initial default settings for the Date qualifier: and Available Qualifiers for document type. Changes to these settings will define the results of your Summary Scheduled Table. By default, the Date Qualifier: is set to Default. This is the same as choosing PED-Date. If you select:

1. PED-Date, this will be the entire sales report for the PED.
2. Sys-Date, this will only be transactions that were entered into the system the day of the extract.
3. Mod-Date, this will only be transactions that were modified on the day of extract.

The default for Available Qualifiers for document type is nothing. This means all document types are returned which will give you more results. To bring back specific or less results you can select your qualifier(s) based on your desired results. You can select:

1. MOD ID, to return documents that have been modified.
2. ADJ Memo, to return all of your Adjustment Memos such as Debit, Credit, Recall Commission and AADs.
3. CASH, to return all cash transactions.
4. INTL, to return transactions with an International Indicator (I)
5. MANUAL DOC, to return all manual document types (i.e. 4 flight documents)
6. REFUND, to return all refund transactions.
7. VOID, to return all void transactions.

You can select multiple qualifiers.

**Create New Schedule Table – Detail**

To create a new detail schedule table,

1. Click the BOS global header from the IAR Home page.
2. The Create A BOS File screen will display by default.
3. Click the Scheduled Tables tab to go to the Scheduled BOS Internet File page.
4. Click the New Table button. You will navigate to the Create BOS Internet File page.
5. Verify or enter your agency code number in the ARC # textbox.
6. Verify or enter the period ending date in the PED textbox.
7. Click the Schedule a BOS Internet File Request (BA) radio button located in the What Do You Want To Do? section.
8. Select the Detail radio button.
9. Type a table name in the Table Name textbox.
10. If there is an associated reporting table, click the Associate with a reporting table? dropdown menu and select a table.
11. Select a PED in the Reporting PED drop down menu for each day you wish to report on in the Select a PED for each day you wish to report on (P=Previous, C=Current, B=Both) section.
12. *Click the Date qualifier drop down menu to select a PED for each day to report. This can be the PED, System, Modified or Default Date.
13. Click the **AM**, **PM**, or **Both** radio button to select the time to process the report in the **Process this report** in the section.

14. *In the **Available Qualifiers** box, select any of the qualifiers to use and click the > button to move the qualifier(s) to the **Qualifiers Selected** box. To select all available qualifiers, highlight all of the qualifiers and click the >> button. All qualifiers are moved to the **Selected Qualifiers** box.*

15. To remove selected qualifiers, highlight the qualifiers to be removed from the **Selected Qualifiers** box and click the < button. To remove all qualifiers, highlight all of the selected qualifiers and click the << button. The selected qualifiers are moved to the **Available Qualifiers** box.

16. Click the **Schedule** button to schedule report or click the **Clear** button to cancel the BOS request and return to the **Create BOS Internet File** screen.
*Note, when creating a Detail Scheduled Table you will have initial default settings for the Date qualifier: and Available Qualifiers for document type. Changes to these settings will define the results of your Detail Scheduled table. If the current PED is equaled to the Modified date, the Date Qualifier: by default will be the Modified Date. If the previous PED is equaled to the System Entry date, the default for the Date qualifier: will be the System Entry Date. If you select:

1. PED-Date, this will be the PED Date.
2. Sys-Date, this will be the system entry date for transactions.
3. Mod-Date, this will be the modified date for transactions.

The default for Available Qualifiers for document type is nothing. You must select at least one qualifier to return a result. You can select,

1. MOD ID, to return documents that have been modified.
2. AAD, to return all AADs.
3. ADJ MEMO, to return all Adjustment Memos such as Debit, Credit and Recall Commission.
4. EXCH, to return all exchange transactions.
5. MANUAL DOC, to return all manual document types (i.e. 4 flight documents)
6. REFUND, to return all refund transactions.

If you select all qualifiers, your results will return all documents selected. If no documents are found, a null file will be created.

**Delete Existing Schedule Table**

To delete an existing Scheduled table,

1. Click the BOS global header from the IAR Home page.
2. The Create A BOS File screen will display by default.
3. Click the Scheduled Tables tab to go the Scheduled Tables screen.
4. Click the Delete check box of the table you want to delete.
5. Click the Delete button to execute the deletion.
Update Scheduled Table Request

A user has the ability to update the parameters and/or qualifiers used in the Schedule Tables function after the table is created. To update a request,

1. Click the BOS global header from the IAR Home page.
2. The Create A BOS File screen will display by default.
3. Click the Scheduled Tables tab to go to the Scheduled Tables screen.
4. Click the Name link associated with the Scheduled Table request to update.
5. The Create BOS Internet File screen displays.
6. Make changes as necessary.
7. Click the Update button to save the changes.
Reporting Tables

The Reporting Table functionality allows a user to request specific data by the previous and/or current PED. In addition, it allows agencies with multiple locations to list specific locations in the file. By customizing the file, specific information about specific agencies can be isolated and discrepancies more easily identified. Using Reporting Tables will also allow a user to,

- Set up regional accounting centers
- Set up table(s) for each ARC agent
- Eliminate No-Sales report locations.

Accessing Reporting Tables

To access your Reporting Tables,

1. Click the BOS global header from the IAR Home page.
2. The Create A BOS File screen will display by default.
3. Click the Reporting Tables tab to access the Reporting Tables’ screen.
4. Under the Table Name column, click the table name link of the table you wish to access.
5. The Reporting Table displays, showing all associated ACN locations.
Creating a Reporting Table

To create a Reporting Table,

1. Click the BOS global header from the IAR Home page.
2. The Create A BOS File screen will display by default.
3. Click the Reporting Tables tab to access the Reporting Tables screen.
4. Click the New Table button to go to the Reporting Table screen.
5. Type the name of the new table in the Table Name textbox.
6. Type the ARC# to be added to the table in the Add ARC # textbox.
7. Click the Add button.
8. Repeat steps 6 and 7 if you have multiple ARC #s to add.
9. Click the Save button to save the new table or Cancel to terminate.
Adding a Location to a Reporting Table

To add an ACN # to a Reporting Table,

1. Click the BOS global header from the IAR Home page.
2. The Create A BOS File screen will display by default.
3. Click the Reporting Tables tab.
4. Click the table name link under the Table Name column. All agency locations associated with the table will display.
5. Type the ARC# to be added to the table in the Add ARC # text box.
6. Click the Add button.
7. Repeat steps 5 and 6 if you have multiple ARC #s to add.
8. Click the Save button to save the new table or Cancel to terminate.
Adding all Locations to a Reporting Table

To add all ACN locations to a table,

1. Click the BOS global header from the IAR Home page.
2. The Create A BOS File screen will display by default.
3. Click the Reporting Tables tab.
4. Click the table name link under the Table Name column. All agency locations associated with the table will display.
5. Type an ARC # in the Add ARC # text box.
6. Click the Add All button.
7. Click the Save button to save or Cancel to terminate your request.
Deleting a Location from a Reporting Table

To delete an ARC location from a table,

1. Click the BOS global header from the IAR Home page.
2. The Create A BOS File screen will display by default.
3. Click the Reporting Tables tab.
4. Click the table name link under the Table Name column. All agency locations associated with the table will display on the Reporting Table page.
5. Click the check box next to the ACN # to be deleted in the Table member section.
6. Click the Save button to save your changes to the table or Cancel to terminate your changes.
Deleting a Reporting Table

To delete a Reporting table,
1. Click the BOS global header from the IAR Home page.
2. The Create A BOS File screen will display by default.
3. Click the Reporting Tables tab.
4. Click the check box under the Delete button column that is associated with table to be deleted.
5. Click the Delete button to delete the table.
Resources

ARC has a number of resources available to assist you with your BOS and IAR needs such as user documentation, training and customer support.

User Documentation
There are a number of documentations available to assist you with the usage of BOS and IAR. These documentations can be viewed and downloaded for free.

1. IAR Online Help – The IAR Online system provides detailed instructions on how to use the IAR system.

2. IAR Quick Start Guide – The IAR Quick Start Guide provides a high level overview of the IAR system.

3. IAR Reference Guide – The IAR Reference Guide is a supplement to the IAR Online Help and to the IAR Quick Start Guide.

4. Industry Agent’s Handbook – Provides the basic ticketing and reporting requirements for ARC accredited locations to report and settle ticketing transactions with carrier participants by means of the ARC Agents’ Standard Ticket and Area Settlement Plan (ASP)

5. IAR FAQs – Frequently asked questions regarding, IAR, new IAR initiatives and impacts to IAR.

Training
Online and class room training are offered upon request. These classes are customized to meet your learning needs.

1. Online Training – Interactive training classes are offered via the web with audio conferencing through Microsoft Live Meeting. Each training class is led by an instructor. Participants are able to view and hear the instructor’s presentation, see a live demonstration, and are able to ask the instructor questions.

2. Class Room Training – An instructor led onsite training session held at your location or at ARC. The training curriculum is customized to meet your learning needs.

For more information, please contact the IAR Product Team at iar20@arccorp.com.

Customer Care Center
If you have any questions regarding BOS or IAR, please contact ARC’s Customer Care Center at 703.816.8003 or CCCHelp@arccorp.com.