



Comparisons Between Retail and Ticket Delivery Locations

ARC makes a distinction between retail travel locations, whose purpose is to deliver tickets and generate sales for carriers, and ticket delivery locations, whose purpose is ticket delivery only.

In a retail environment, there are four types of offices; the home office location, the branch office location, the on-site branch office location, and the independent location. All are full service retail offices that make sales, then issue and deliver the corresponding tickets. Each retail office is liable to ARC for the funds it collects from its sales. All sales reported to ARC are credited to the issuing location. Additional information regarding retail locations is located in sections 40 and 80 of the *Industry Agents' Handbook*.

The ticket delivery environment is served either by a satellite ticket printer (STP) location, or a Ticket Fulfillment (TFL) location. A Satellite Ticket Printer (STP) is a device that delivers tickets electronically generated from its host office (single retail location). STP locations, responsible for ticket

delivery only, cannot make their own sales and may not accept payment of any kind for tickets being generated

The retail host office is liable to ARC for funds collected from the sale and all sales reported to ARC are credited to the STP location. Additional information regarding STP locations is located in Sections 35.0, 50.1, and Section 80, Supplement 2.

A Ticket Fulfillment Location (TFL) is a branch office intended to enable centralized ticket printing. No sales functions, such as but not limited to, making reservations, counseling travel, accepting payment, etc., may be performed at this location. Tickets driven to a Ticket Fulfillment Location (TFL) are reported by the branch which drove that ticket. Additional information regarding TFL locations is located in Section XVII of the ARA and in Supplement 6 of the ARA.

Main Differences Between Retail and Ticket Delivery Locations

	OFFICE TYPE	TICKET SALES	RECEIVING PAYMENT	TICKET DELIVERY	MULTI AGENT ACCESS	SALES CREDITED TO	LEGAL RESPONSIBILITY TO ARC
RETAIL LOCATION	HOME	YES	YES	YES	NO	HOME	HOME
	BRANCH	YES	YES	YES	NO	BRANCH	HOME
	INDEP	YES	YES	YES	NO	INDEP	INDEP
TICKET DELIVERY LOCATION	TFL	NO	NO	YES	NO	BRANCH THAT DROVE THE TICKET	HOME
	STP	NO	NO	YES	NO	STP	HOME