



## Automated Ticketing

### General

This section of the *Industry Agents' Handbook* describes and lists the types of ARC-accredited ticket generating systems and addresses the options available to agencies that desire to automate their ticketing functions. ARC provides automated tickets (known as Automated Tickets and Boarding Passes, or ATB stock) to ARC-accredited entities. ATB stock is a coupon-by-coupon ticket in which each coupon (e.g., Agent Coupon, Flight Coupon, Passenger Receipt, and Charge Form) is imprinted individually as required. Samples of these documents can be found in Section 3.0. **As of May 9, 2005, an Agent Coupon will no longer print on ARC accountable ticket stock.**

Generally speaking, the transportation data imprinted onto automated tickets is consistent with the entries on manual tickets. For information regarding these data requirements, please see Section 5.2 (Ticket), 5.6 (Miscellaneous Charges Order), 5.8 (Prepaid Ticket Advice), and 5.10 (Tour Order). The industry has standardized the print requirements for automated tickets. These specifications are described in detail in the Air Transport Association of America's Passenger Traffic Manual. All ARC-accredited automation suppliers (System Providers and Ticketing Systems) must comply with these specifications to ensure that passengers are not delayed in route, that governmental regulations regarding the display of taxes are observed, that ARC's reporting guidelines are met, and that unnecessary costs to the carriers and travel agents are avoided.

As an alternative to printing, ARC allows agents to store support documents optically. Refer to Section 70.0 for more information on storing these documents via an electronic method.

### System Providers

The most widely used source of information for issuing automated tickets is a System Provider, also known as a Global Distribution System (GDS). A System Provider is defined as:

A person, company, or other legal entity which supplies the ticketing data required and used by that entity or by a Ticketing System for the imprinting of automated ARC traffic documents, on behalf of an ARC-accredited entity, in the name of ARC-participating carriers, and which has entered into an agreement with ARC and individual participating carriers to provide such services.

In other words, a System Provider usually performs three functions; (1) provides transportation data to an ARC-accredited entity, (2) imprints this data onto ATB stock to be used by a customer for travel, and (3) reports ticketing transactions daily to ARC for each ARC-accredited entity. Each approved System Provider has been assigned a four-digit identification code that must appear on each automated ticket in a pre-determined location.

ARC-accredited System Providers, telephone numbers agents can call to contact them, and their identification codes are as follows:

<u>Name</u>	<u>Telephone #</u>	<u>Code</u>
AMADEUS	800-888-7971	7906
APOLLO	800-677-1739	5880
SABRE	682-831-6490	0011
WORLDSPAN	800-743-5781	5235
PRIVATE LABEL TRAVEL	888-863-9756	5541

#### System Provider Accreditation Information:

Telephone: (703) 816-8030

Fax: (703) 341-1093

E-mail: csc@arccorp.com

### Ticketing Systems

Most ARC-accredited entities rely on a System Provider to provide and print transportation data. Another option, known in the industry as Option 5, is to use a System Provider to obtain ticketing data, which is then passed on to a third party for imprinting onto automated ticket stock. All such third parties must be accredited by ARC as a Ticketing System. A Ticketing System is defined as:

A person, company, or other legal entity with which both the ARC-accredited entity and ARC have entered into an agreement for the imprinting of ARC automated traffic documents on behalf of an ARC-accredited entity in the name of a Participating Carrier. A Ticketing System may also concurrently be a System Provider.

In other words, a Ticketing System is any entity that imprints data supplied by a System Provider onto automated ticket stock. Automated tickets can only be generated from an approved System Provider or a Ticketing System that is linked to a System Provider. All Ticketing Systems must be accredited by ARC before they are permitted to imprint automated ARC documents. To apply for ARC accreditation as a Ticketing System,



### Section 5.14

contact ARC at the telephone number, fax number, or e-mail address listed below. Upon completion of ARC accreditation, each Ticketing System is assigned a four-character Ticketing System Code that must appear in a predetermined location on each ticket issued through that system. If the automated ticket is issued directly through a System Provider (where the System Provider is also the Ticketing System), a Ticketing System Code is not imprinted on the ticket.

Ticketing Systems are used for various purposes. Some are proprietary (used only by the travel agency that created them), and others sell their services to the travel agency community. ARC will provide contacts upon request for the companies offering their products for sale to the travel agency community.

ARC-accredited Ticketing Systems and their identification codes are as follows:

<u>Name</u>	<u>Code</u>
Airlink Systems	AIRL
System One Travel Resources, Inc.	MAXS
Voyager Technologies	TRAV
Walker Holidays	WALK

Ticketing System Accreditation Information:

Telephone: (703) 816-8514

Fax: (703) 341-1093

E-mail: [csc@arccorp.com](mailto:csc@arccorp.com)

For information regarding ticket requisition orders, refer to Section 3.6 of this *Handbook*.

The information in this section was accurate at the time of printing. For the most current information about System Providers, Ticketing Systems, ticket stock, and ticket printers, refer to the *Industry Agents' Handbook* on ARC's Web site at [www.arccorp.com](http://www.arccorp.com).

### Available ARC Automated Ticket Stock

<b>Ticket Type</b>	<b>Stock Type</b>	<b>Description</b>
ATB1	1164	3 1/4" Horizontal Feed
ATB1	1186Z	3 1/4" Vertical Feed
ATB1	3426	3 1/4" Horizontal Feed Thermal
ATB2	8212	3 1/4" Horizontal Feed Thermal w/ Magnetic Stripe

All ticket stock is packaged 1,000 coupons per shipping box.