



Reporting a Theft, Burglary, or Lost ARC Traffic Documents or Identification Plates

Exposure/Risk

As an agent, you have in your custody a highly valuable and marketable commodity—ARC traffic documents. You must care for and protect these documents, as you would cash in your own purse or wallet.

Every travel agent is invited to visit the ARC Internet web site at www.arccorp.com for current information on TICKET SECURITY.

Any usage of lost and stolen documents deprives the airlines of vital revenues, which ultimately force them to effect cost reductions throughout the airline industry in order to survive.

Criminal groups go to extraordinary lengths to turn stolen traffic documents into cash. Often, they will pay brazen and skilled thieves/burglars to loot agencies of ticket stock.

How the Criminal Thinks

A theft, armed robbery, or burglary of an agency is seldom a random thing. Criminals pick an agency target with care. Their surveillance is aimed at answering a specific question: Will the CRIME be worth it?

The answer to this question will determine whether your agency is selected as a target or if it is passed by. The following factors are generally taken into consideration before the criminal decides to attack an agency:

1. How long will it take to do the criminal act?
2. What tools will be needed?
3. What is the physical layout of the agency?
4. Are there any electronic alarms?
5. How strong is the safe? What kind is it? Can it be forced open on the spot or must it be removed from the premises?
6. What is the normal police patrol routine?

The criminal's decision to attack usually hinges on the above factors. Attention to these factors gives the agent a crime prevention guide.

What You Can Do

You can make sure that your agency has little to offer a criminal if you adhere strictly to the ticket security rules outlined in Attachment B of the ARC Agent Reporting Agreement.

Here's how:

Keep only the smallest amount of traffic documents necessary in your office at all times, but particularly overnight or at other times when the office is closed.

Remove all tickets from printers at closing time or when the agency is not occupied and store the tickets in a safe which is locked at all times.

Install a heavy (300 lbs. +) burglar and fire resistant safe in your office for storage of traffic documents.

You can even avoid creating the impression that your travel agency has much to offer a criminal. Here's how:

- Never create the impression that valuables are kept in the agency during the day or night when the office is closed. And don't tell strangers the extent of your business. Remember that the skilled criminal does his homework.

Do these things and you will cut down on the chances that your agency will be selected as a target. There are other things you can do to thwart the criminal who might try.

You can make illegal entry into your agency difficult and time consuming. Here's how:

- Install up-to-date, double-cylinder type dead bolt locks on all doors and put safety latches on all windows. Don't be turned away, for appearances sake, from the security advantages of bars on windows and wire mesh on skylight and basement windows. These features can be designed and installed in a way that will not detract from your office decor.

You can increase the chances that an attempted burglary will be detected in progress. Here's how:

- Install an adequate alarm system that is monitored by a bonded security company and has outside noise alarms. There are alarm systems that are relatively inexpensive that more than pay for themselves in loss prevention from theft and damage.

Make certain there is good nighttime lighting of all the potential points of illegal entry to your travel agency. Such devices can prevent expensive vandalism and malicious mischief.

Other Security Tips

1. Develop a procedure for your employees in closing the office. Encourage them to use it as a sort of security checklist. Examples: Are the doors and the safe and windows



locked? Is the alarm turned on? Be particularly conscious of security in closing your office for the weekend. This is when most agency burglaries occur.

2. Be sure that the locking devices do not have serial numbers exposed to normal view (obliterate if necessary).
3. Ask the burglary squad of your local police department to inspect your agency. These experienced officers can offer suggestions tailored to your particular office.
4. Change locks and safe combinations immediately after an employee has been discharged.
5. Anchor your safe to the floor or to some other surface that will make its removal most difficult.

Something to Remember

The attack on a travel agency is usually not a crime of whim or emotion. Most thefts or burglaries are part of a plan calculated to produce financial gain. If the risk of committing the crime appears greater than the gain, the criminal will pass you by. The best liability insurance you can obtain is full compliance with the ticket security rules outlined in Attachment B of the ARC Agent Reporting Agreement and by following the above advice on "What You Can Do!" to prevent being an easy target.

Daytime Thefts

Traffic document security is not limited to Attachment B and after hours burglaries. An increasing number of traffic documents, both manual and automated, and agency identification plates are stolen during the day when the agency is open for business. Many agents have been victims of a shoplifting scheme in which they were fleeced out of all or part of their on-premises working supply of tickets or the agency identification plate.

As with the burglary, this type of crime is not a crime of whim or emotion. It is part of a plan calculated to produce financial gain. Often, the thieves have previously visited the target agency for the sole purpose of observing 1) where the traffic documents (both manual and automated) are stored during the workday, 2) how many employees usually work during the day, 3) opening, closing, and lunch hour routines, and 4) what, if any, impediments are between them and the area or container in which the working supply of tickets is kept. The thieves are likely to be very familiar with agency operations, especially what type of containers agents use to store traffic documents. If the risk of committing the theft appears greater than the gain, the thief will probably pass you by. The best liability insurance you can obtain is to make certain that your on-premises supply is secured in such a manner that thieves will see that you have taken measures to protect your ticket supply and/or to make unauthorized entry into the ticket storage area, room, or container arduous and risky.

The agent who is really aware of possibilities for loss will also be aware that some "customers" aren't customers at all. They are thieves who use distraction, as well as agent carelessness, to profit at the agent's expense. Some examples of daytime thefts from ARC's files follow; agents must realize, however, that each day brings with it new ingenuity by the thieves themselves. Each example can be modified slightly but the bottom line is always the same. The agent has turned his/her back and/or attention away from the area where the traffic documents are stored or maintained during the day, or has failed to set up significant impediments to access, with the result that, by disruption, distraction, etc., the thieves are able to steal the traffic documents.

Example 1:

Three or four people enter an agency and begin to discuss travel arrangements with agency personnel. During the discussion, one of the group will wander around the agency browsing through brochures, or receive permission to use the rest room. Often times, this person is carrying a folded newspaper or a coat over an arm, or a small satchel or some comparable item useful for concealment purposes. While the agency personnel is preoccupied in discussing travel arrangements with the thief's accomplices, the thief will dip into the unsecured traffic document supply or steal the agency identification plate from the validator and quietly exit the agency.

Example 2:

A "couple" with children enters an agency and begins to discuss travel arrangements with agency personnel. After the location of the ticket supplies has been identified, the children suddenly become unruly and cause considerable disruption in the agency. While the "mother" chases after the children, the companion continues to discuss travel arrangements. During the confusion, the "mother" quickly grabs the unsecured traffic documents, or steals the agency plate. Immediately thereafter, she tells her companion that she's taking the unruly children out to wait in the car.

Example 3:

Two or more women enter the agency. One of the women is noticeably pregnant. The women ask questions about travel, etc., and they decide on an itinerary. As the employee is getting the traffic documents, thereby revealing their location, the pregnant woman cries out as if in labor. While one or more of the employees rushes to her aid, the other woman quickly removes the traffic documents from the storage place. She then suggests she take her pregnant companion to the hospital, much to the relief of the agency employees.

These are but a few examples of what can, and does, happen when an agent or the employees fail to monitor or secure the area in which traffic documents are kept during the day. Many times the agent is unaware of the theft until long after the thieves have left. This can happen to any agent who fails to exercise reasonable care during working hours. The



following is a list of guidelines that may assist you and your employees.

The general guidelines listed below are intended for you and your employees and is in no way intended either to alter the terms of Attachment B or Section XI of the Agent Reporting Agreement or to be an exhaustive list indicating what, in any given situation, is reasonable care. The best precaution you can take to avoid the risk of daytime thefts is to keep the on-premises ticket supplies under lock and key. However, if this is impossible or impractical, consider the following suggestions:

Document Protection

1. Keep only the smallest amount of manual traffic documents, i.e., only what is necessary, as the agency's working supply at any time.
2. Secure the traffic documents and plates in a container and/or area that is out of sight and out of reach of anyone other than authorized personnel.
3. Place automated ticket printers in a separate locked room or separate area.
4. Maintain a daily control log for the disposition of all accountable documents.

Agency Limitations on Customers

1. Be particularly vigilant when strangers enter the agency in groups of two or more.
2. Confine "clients" to areas that are within eyesight of agents and away from the location of the tickets.
3. Establish procedures by which employees know how to handle requests from "customers" to use the rest room.
4. Establish additional preventative procedures for times when the agency is staffed by only one or two employees.
5. Close doors to areas where traffic documents are secured and be wary of individuals who want to accompany you to such areas.
6. Position CRT's and telephones on desks or work areas in such a way as to prevent employees from having to turn their backs to secured areas, to customers browsing through brochures, etc.
7. Affix a simple alarm, buzzer, or bell to either the container or the area in which the traffic documents are kept during the day, so as to alert all employees that the secured container or area has been entered.

Reporting a Theft

If there is a theft, armed robbery, burglary or any attempt of these incidents at your agency, here are some steps you must take immediately:

1. Make certain neither you nor your employees touch anything unless absolutely necessary.
2. Go to a phone and call the police.
3. Give police officers complete information, including descriptions of any curious strangers who have been in your agency asking questions prior to the burglary.
4. Give police a complete description of all stolen property, including the ticket and/or stock control numbers of any ARC traffic documents that are missing. Ask police to list numbers of the stolen traffic documents in the stolen articles file of the National Crime Information Center (NCIC), Washington, D.C.
5. Complete all the pages of the appropriate Confirmation Report, **Form A** or **B** found in this section including all police information, stock control numbers for all flight coupons of completed tickets, a description of the incident signed by an authorized signature, and send it immediately to ARC's Field Investigations and Fraud Prevention Office. The fax number is 703-816-8138 or send an overnight delivery to: Airlines Reporting Corporation, 1530 Wilson Blvd., Suite 800, Arlington, VA 22209-2448, attention: Field Investigation & Fraud Prevention. **Please note that as of June 1, 2002 ARC's address will be: 4100 North Fairfax Drive, Suite 600, Arlington, VA 22203.** A copy of the police report should also be forwarded to the Field Investigations and Fraud Prevention Office when available.
6. If an ARC representative of the Field Investigations and Fraud Prevention Department has not contacted you after two working days, you must follow up by telephone to ensure your theft, armed robbery, burglary, or burglary report was received and is being processed. The telephone/voice mail number to the ARC Field Investigations and Fraud Prevention Investigative Analysts is 703-816-8137; 703-816-8147 and/or 703-816-8508.

Armed Robberies

This is no time for heroics. Give the robbers what they want. You will not be held liable for ticket losses resulting from an armed robbery of your agency. Nonetheless, you can help law enforcement authorities by **being as observant as possible** while the crime is taking place. Any physical characteristics you may notice about the robbers can be extremely helpful. Once the robbers have left your agency and you are no longer in danger, follow the procedures for reporting a theft as outlined above.



It is important that ARC be advised that you were robbed, even though it is believed that no ARC traffic documents were stolen. **Do not assume that ARC traffic documents were not stolen.** Do a complete ticket inventory as soon as possible after the robbery.

Lost/Compromised Tickets

In the event you have discovered that you are missing or have lost a ticket or lost control of the ticket numbers, it is important that you follow the above steps in reporting a theft and execute a Confirmation Report "FORM C" which is provided in this section.

Alternative Storage Facilities for Reserve Supplies of ARC Traffic Documents

The following is a clarification of the storage requirements for reserve supplies of traffic documents, which are set forth in subsection VII, and VIII of Attachment B of the Agreement.

Off-Premises Storage

Off-premises facilities for the storage of ARC traffic documents are **not** limited to bank safe-deposit boxes. If your bank has a waiting list for safe-deposit boxes, or the only available boxes are too small, you may use any security storage company that is in the business of storing high value items such as furs, art works, corporate records, etc. Commercial storage facilities such as these are perfectly acceptable alternatives to bank safe-deposit boxes. Also, they usually maintain longer business hours and do not require special approval by ARC.

On-Premises Storage (Requires Written Approval from ARC)

For the reasons outlined above, it is recommended that you keep only the smallest amount of ticket stock necessary in your agency at all times, particularly when the agency is closed. However, if suitable off-premises facilities are simply not available, Attachment B permits you to store your total supply of traffic documents on the agency premises if they are

secured in one of three types of containers. They are (1) a walk-in steel vault; (2) a specially constructed, windowless, seamless concrete-walls, ceiling and floor - room or closet; or (3) a safe, having a burglar resistive classification. The following is a detailed description of each:

Walk-in steel vault. For obvious reasons, this is the least feasible of the three alternatives. The few agents having such a facility have normally acquired it by being in a location that was formerly occupied by a bank.

Concrete-walled room. This, too, is not a practical alternative for many agents. There are no requirements for the dimensions of the room, but the walls, floor and ceiling must be constructed of poured, reinforced concrete (as distinguished from concrete blocks). The room must also be equipped with a steel-laminated or solid steel door with a burglar resistive locking device.

Burglar resistive safe. This is the most popular of the three on-premises alternatives. The safe must have a burglar resistive classification. **A fire resistive classification is not sufficient.** Section 80, Attachment B requires that the safe be classified ER, F, G, H, or I. These are burglary resistive classifications. Some burglary resistive safes are rated as TL-15 or TL-30. These ratings are equivalent to the ER or F classifications, and would meet the ARC requirements. ***Agents wishing to store their total supply of tickets on the agency premises must have prior written approval from ARC. In order to obtain such approval, agents must notify ARC in writing, giving sufficient details to show that the storage facility meets one of the foregoing requirements.***



FORM A

**Confirmation Report of Burglary or Theft of ARC Traffic Documents
During Non-Working Hours**

_____	_____	_____
Agency Name	Telephone Number	Fax Number
_____	_____	
Street Address	Agency Code Number	
_____	_____	
City-State-Zip + 4	Business Hours	

1. A _____ of ARC traffic documents **occurred** on _____ at _____
(Burglary or Theft) (Date) (Time)

The crime was **discovered** on _____ at _____ by _____
(Date) (Time) (Employee)

ARC was notified of the crime by telephone on _____ at _____
(Date) (Time)

The crime was reported to the police on _____ at _____
(Date) (Time)

Name of Police Department _____

Address _____

Telephone No. _____ Complaint No. _____

Name of Police Officer _____

2. List below the ARC traffic document numbers (manual tickets, MCO's, PTA's, tour orders, and/or ATB stock control numbers) and Agent Identification Plate(s) that were stolen during the crime (*use additional paper if necessary*):

<u>Manual ticket numbers and/or Automated stock control numbers</u>	<u>Total</u>
---	--------------

Number of Agent Identification plates(s) _____

3. The following carrier identification plates were stolen during the crime:

4. Known details of crime (state if agency premises and containers containing ticket stock and identification plates were forcibly entered; and how):

5. Security personnel, or security devices in effect at time of crime: _____
(Watchman, alarm etc.)



6. Location of *reserve* ticket stock at time of crime:

(Name and address of bank or other facility where reserve supply is maintained)

7. Give a detailed explanation of the exact location of the *stolen* ARC traffic documents (room/office/cubical, drawer/file cabinet/desk/counter, loose or contained) at the time of the burglary or theft, describing any container in detail. Include photographs.

8. Is the agency automated or non-automated? Identify all system providers (CRS terminals) used in the agency.

9. How many ticket printers are maintained on the premises? Identify manufacturer and model number of each ticket printer. If automated traffic documents were stolen from a ticket printer, identify the manufacturer and model of the printer.

10. Describe the building and surrounding area in which the agency is located (e.g., multi-story office building, single-story street front, or shopping center; proximity to parking facilities and /or outside pedestrian traffic, etc.):

11. Attach a diagram or floor plan showing approximate dimensions of the agency, including the location of furniture, all ticket printers, storage room, private offices, itinerary and invoice printers, safe, rest rooms, stolen traffic documents, all doors, etc.

12. Other information considered relevant:

I HEREBY CERTIFY UNDER PENALTY OF PERJURY THAT THE INFORMATION PROVIDED HEREIN IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

Signature _____ Title _____

Name _____ Date _____
(Print or Type)



FORM B

Confirmation Report of Robbery or Theft of ARC Traffic Documents *While the Agency Is Open for Business*

_____	_____	_____
Agency Name	Telephone Number	Fax Number
_____	_____	
Street Address	Agency Code Number	
_____	_____	
City-State-Zip + 4	Business Hours	

1. A _____ of ARC traffic documents *occurred* on _____ at _____
(Robbery or Theft) (Date) (Time)

If the date and time of the theft is unknown, please so state. _____

The crime was *discovered* on _____ at _____ by _____
(Date) (Time) (Employee)

ARC was notified of the crime by telephone on _____ at _____
(Date) (Time)

The crime was reported to the police on _____ at _____
(Date) (Time)

Name of Police Department _____

Address _____

Telephone No. _____ Complaint No. _____

Name of Police Officer _____

2. List below the ARC traffic documents (manual tickets, MCO's, PTA's, tour orders, and/or ATB stock control numbers) and Agent Identification Plate(s) that were stolen during the crime (*use additional paper if necessary*):

<u>Manual ticket numbers and/or Automated stock control numbers</u>	<u>Total</u>
---	--------------

No. of agent identification plates(s) _____

3. The following carrier identification plates were stolen during the crime:



4. Number of thieves participating in theft: _____. Provide a brief description of each (approximate age, height, weight, etc.):
5. a. Number of people (agency personnel, customer, etc.) in the agency at time of theft: _____ .
- b. Name, address & phone number of each of agency personnel present during the theft:
- c. At the time of the theft, which of these persons was aware that a theft was taking place?
6. Average number of walk-in customers per day _____
7. Security procedures in effect at time of theft:
8. Give a detailed explanation of the exact location of the *stolen* ARC traffic documents (room/office/cubical, drawer/file, cabinet/desk, counter, loose or contained) at the time of the robbery or theft, describing any container in detail:
9. a. Attach a diagram or floor plan showing approximate dimensions of the agency, including the location of furniture, ticket printer, itinerary or invoice printer, safe, ticket stock storage containers, storage room, private offices, rest room, stolen traffic documents, all doors, etc.
- b. Indicate on the diagram where each of the agency personnel named in 6.b. above was at the time of the theft.
- c. Indicate on the diagram each location where there were traffic documents at the time of the theft.
10. Describe the building and surrounding area in which the agency is located (e.g., multi-story office building, single-story street front, or shopping center; proximity to parking facilities and/or outside pedestrian traffic, etc.):
11. a. Is the agency automated or non-automated?
- b. Identify all CRSs (System Providers) used in agency.



12. How many ticket printers are maintained on the premises? Identify manufacturer and model number of each and identify which, if any, had tickets removed from it.

13. Provide known details of the crime from the time the thieves entered the agency to the time they left. Be as specific as possible:

14. Where do you normally store your on-premises ticket supplies during the business day? Describe any container in detail.

15. Location of reserve ticket stock at time of crime.

_____ (Name and address of bank or other storage facility)

I HEREBY CERTIFY UNDER PENALTY OF PERJURY THAT THE INFORMATION PROVIDED HEREIN IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

Signature _____

Title _____

Name _____
(Print or Type)

Date _____



This page intentionally left blank



FORM C

**Confirmation Report of Missing or Lost ARC Ticket Stock
and/or Agent/Airline Identification Plates**

Agency Name	Telephone Number	Fax Number
Street Address	Agency Code Number	
City-State-Zip + 4	Business Hours	

1. On _____ at _____ the items listed in paragraph 3 below were found to be missing.
(Date) (Time)

The property was determined to be missing or lost on _____ at _____ by _____
(Date) (Time) (Employee)

2. ARC was notified on _____ at _____
(Date) (Time)

Police were notified on _____ at _____
(Date) (Time)

Name of Police Department _____

Address _____

Telephone No. _____ Complaint No. _____

Name of Police Officer _____

3. List below the ARC traffic document numbers (manual tickets, MCOs, PTAs, tour orders, and/or ATB stock control numbers) and Agent Identification Plate(s) that are missing or lost (*use additional paper if necessary*):

<u>Manual ticket numbers and/or Automated stock control numbers</u>	<u>Total</u>
---	--------------

Plates



4. Where were these items being kept? Provide a diagram or floor plan of the agency showing the location where the missing documents had been kept:

5. Describe the last time that the items(s) were seen and under what circumstances they were found to be missing:

I HEREBY CERTIFY UNDER PENALTY OF PERJURY THAT THE INFORMATION PROVIDED HEREIN IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

Signature _____

Title _____

Name _____

(Print or Type)

Date _____