



A·R·C

## TIPS ON HOW TO AVOID UNREPORTED SALES

### On Straight Sales:

- Report the ticket on the Period Ending Date the ticket has been issued.
- Void e-ticket on the allowed void window to generate ESAC Code from the GDS
- Keep live flight coupons when voiding paper ticket
- Do not manually void the ticket in IAR if possible. This will not transmit information to Carriers' GDS.
- If you need to manually void the ticket in IAR, contact the carrier and get authorization.

### On Exchanges:

- When an exchange needs to be voided in IAR or reversing the void, make sure it is still on the void window.
- Process the correct exchange transaction back in IAR as ticket add and continue with the exchange process.
- Transactions that can be process in IAR should not be sent directly to carrier.
- Transactions that cannot be process in IAR (e.g. old ticket is over a year old, and/or issued to different carriers and/or issued by different agencies (**ONLY IF YOU HAVE AUTHORIZATION FROM THE CARRIER TO PROCESS THE EXCHANGE**), should be sent to the carriers postmarked on the same Period Ending Date the ticket was issued.

### Other Helpful TIPS

- **DO NOT SEND THE REPORT IF YOU HAVE AN ERROR EXCEPT ERROR O (SUBMITTING AN OUT OF PERIOD TICKET)**
- **ANY TICKET NOT CORRECTED WITHIN 3 PEDS WILL BECOME UNREPORTED SALES AND SUBJECT TO \$34 COMP FEE WHETHER THE TICKET HAS BEEN USED OR NOT.**
- **ALWAYS CONTACT CSC HELP DESK IF YOU NEED ASSISTANCE ON YOUR WEEKLY SALES REPORT @ 703 816-8003 EXT 2 OR E-MAIL [cschelp@arccorp.com](mailto:cschelp@arccorp.com)**

**\*\*\*If you need to report an unreported sale, ticket has to be added in IAR**