



TACT CD Frequently Asked Questions (FAQs)

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Contact customerservice.indp@iata.org to download the Sample Edition of the New TACT CD.

Visit www.iata.org/tact for the most up-to-date version of this FAQ.

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1. Why are you developing this new TACT CD?

The new TACT CD is developed to replace the hard copy TACT manuals. You will have noticed that the February 2009 edition of TACT manuals has increased by more than 1000 pages. This was due to the increase in the number of carrier flagged rates published as a result of the changes in the Industry's antitrust immunities for the routes to/from Australia and between the USA and the ECAA.

With the challenge of continued increase in carrier flagged rates, maximum capacity of TACT manuals and keeping the TACT publications as user-friendly as possible, we are developing a new version of TACT CD. In June 2009, we introduced the New TACT Sample CD to all our subscribers and invited them to provide their feedback.

2. What is the result of the launch of the New TACT Sample CD?

We provided a sample of the New TACT CD and received valuable feedback from a large number of subscribers via an electronic survey. The results were very positive – most of the subscribers rated the new TACT CD as either easier to use and more user-friendly than the hard copy manuals or equal to the hard copy. We are therefore confident that the new TACT CD will deliver even better value to our customers. Some customers also provided some feedback on how to improve the new TACT CD. We are now working with our supplier to improve the new CD.

3. When are you going to launch this new TACT CD?

We will launch the New TACT CD to replace the February 2010 edition of the Full Set Manuals as well as the current TACT CD.

4. What is the difference between this new TACT CD and the current TACT CD?

The New TACT CD is intended to replace, as easily as possible, the existing hard copy TACT Manuals, while also offering a number of improved features and functions including:

- Easy to use search of Rates
- Simple display of Rates information with personalised sort function
- Enhanced search functions for Rules

Unlike the existing TACT CD, which contains applications that need to be downloaded and installed on a users' PC, there is no need to install the New TACT CD. It is a stand-alone application that will run entirely and directly from the CD.

5. I have received your invoice – I don't want the TACT CD. Can I continue to receive the Hard Copy manuals?

At the end of September 2009, we sent you a communication (with a reminder being sent in October) informing that the TACT Full Set manuals will be replaced with TACT CD and the deadline for your request for change is 1 November 2009.

As an exception we accepted to change our print order for next year if you placed your request for change on or before 21 December 2009.

We have already sent our print order and CD version is already being produced for dispatch to you. We recommend that you try the CD. If, having tried it you decide that you wish to change back to the Hard Copy manuals, we cannot guarantee that we will have enough of the February edition available to be able to send to you. If you wish to change back to the Hard Copy manuals after the February edition, there will be an additional price to pay.

6. I have received your invoice – I don't want the TACT CD. Can I have the Online version instead?

At the end of September 2009, we sent you a communication (with a reminder being sent in October) requesting you to confirm your preference of TACT 2010 subscriptions and informing that the TACT Full Set manuals will be replaced with TACT CD. The deadline for your request for change is 1 November 2009.

As an exception we accepted to make this change for next year if you placed your request for change on or before 21 December 2009.

We have already sent our print order and CD version is already being produced for dispatch to you. We recommend that you try the CD. If, having tried it you decide that you wish to change to the Online version, this can be done. However, there will be no reduction in fees.

7. I have received your invoice for TACT. I do not want this product. Please cancel my subscription.

According to the terms of your Subscription Agreement with TACT, your subscription will automatically be renewed unless written notification to the contrary is received by November 1 prior to the expiration of the subscription year.

8. How will the New TACT CD be delivered?

The new TACT CD will be delivered by mail for door-to-door delivery. For TACT participating airline, delivery to Schiphol airport is also available. However to make additional cost and efficiency savings, we are also investigating the possibility of offering the New TACT CD by automated, secure download. Any such solution will be introduced later in 2010.

9. What configuration of PC do I need in order to run this new TACT CD?

The new TACT CD is an Adobe® Reader® .PDF (min. version 9.1.x) application and as such minimum requirements for Adobe Reader 9.1.x are:

Minimum System Requirements:

- 1.3GHz or faster processor
- Microsoft® Windows® 2000 with Service Pack 4, Windows Server® 2003 and 2008; Windows XP Professional, Home Edition, or Tablet PC Edition with Service Pack 2 or 3; Windows Vista® Home Basic, Home Premium, Business, Ultimate, or Enterprise with or without Service Pack 1
- 128MB of RAM (256MB recommended)
- 1,024x768 screen resolution (minimum)
- CD/DVD-ROM drive

The new TACT CD will automatically run from the CD/DVD-ROM drive of a PC running Windows as specified above. No application is required to be installed on the PC from the CD.

10. I have a Macintosh computer, can I use the new TACT CD?

Currently, the New TACT CD cannot be used on a Macintosh® computer. We are making investigations to support this in future editions.

11. How do I install the new TACT CD?

No installation* is required. Simply follow below easy instructions:

1. Insert TACT CD in the CD or DVD drive
2. TACT CD will automatically startup
3. If TACT CD does not start automatically, do the following:
 - In Microsoft® Windows®, locate the CD/DVD drive (usually d:\ or e:\)
 - Right click the drive and select *Autoplay* or *Autorun*
 - TACT CD will startup

12. Where can I find additional help about how the new TACT CD works?

The New TACT CD has a built-in Help function. This provides basic operating and navigation instructions. The *Help* function can be accessed by clicking on the *Help* link on the *Home* page.

13. Can I upload this New TACT CD into our company network or system so that we can share the information across our company?

No, the New TACT CD is a single user application. It must be run from the CD drive of the computer it is being used on. This is a limitation both of the software being used and the licensing terms of the information.

14. Does the New TACT CD contain the same Rates and Rules information as the manuals?

The New TACT CD contains the same Rates and Rules information as the manuals, with much better search functions.

15. How often will the New TACT CD be published?

Since the purpose of this New TACT CD is to replace the hard copy TACT manuals, it is currently planned to be published 3 times a year (in February, June and October) like the hard copy manuals.

Subscribers to the TACT Full Set also get access to the most up-to-date TACT information, by referring to TACT Online www.tact-online.org where monthly updates are published in the Bulletin.

16. What will be the future development?

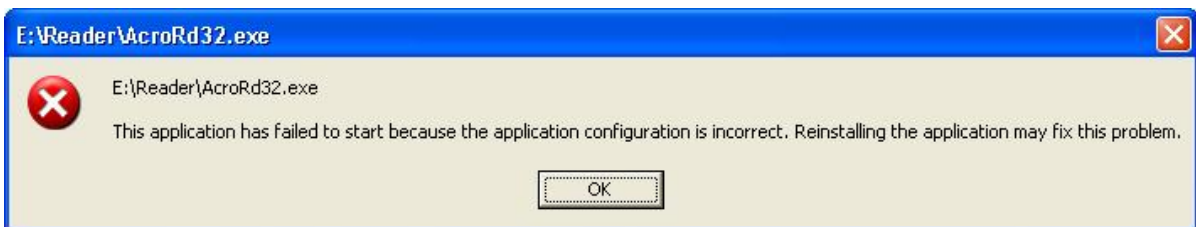
We plan to develop a new version of TACT Online. As well as developing the New TACT CD, we are also doing more detailed analysis of the specific needs for the Online version.

17. Who should I contact for further questions?

For any further questions about the New TACT CD, please email us at customerservice.indp@iata.org.

18. TACT CD cannot start, I receive error message “*This application failed to start because the application configuration is incorrect. Reinstalling this application may fix this problem*”. What can I do?

On rare occasions TACT CD may not start automatically when inserted in the CD/DVD drive, nor manually by right-clicking the CD/DVD drive and selecting *Autoplay* or *Autorun*. Instead the following error message appears:



Resolution:

To resolve this issue, a missing Windows component needs to be installed. This component can be downloaded from the Microsoft® website by copying and pasting the below listed URL in your Internet browser:

Microsoft® Visual C++ 2005 SP1 Redistributable Package

For 32-bit Windows versions (Size 2.6 MB):

<http://www.microsoft.com/downloads/details.aspx?familyid=200B2FD9-AE1A-4A14-984D-389C36F85647&displaylang=en>

For 64-bit Windows versions (Size 3.1 MB):

<http://www.microsoft.com/downloads/details.aspx?familyid=EB4EBE2D-33C0-4A47-9DD4-B9A6D7BD44DA&displaylang=en>

Instructions:

Click the **Download** button on this page to start the download

Do one of the following:

1. To start the installation immediately, click **Run**.
2. To save the download to your computer for installation at a later time, click **Save**.
3. To cancel the installation, click **Cancel**

19. I receive error message “Windows – No Disk: There is no disk in the drive. Please insert a disk into drive F.”. What should I do?

This error message occurs when the user tries to close the TACT CD application while the TACT CD disk has already been removed from the CD/DVD – drive.



Resolution:

Place the TACT CD disk back in the CD/DVD – drive and click on the “Try Again” button.

Remember to always first close the TACT CD application before removing the TACT CD from the CD/DVD drive.

20. TACT CD is slow to start. I see no activity and it takes a long time before the application appears on screen. Why is this?

In developing the new version of TACT CD, IATA has taken many customer requirements into account. One crucial requirement was that the new TACT CD runs entirely from CD. TACT CD meets this requirement by starting the Adobe® Reader® 9 application directly from CD. As a CD/DVD drive is a slower medium than a PC hard disk, starting an application from a CD/DVD inherently takes longer. However, once Adobe Reader 9 is loaded, TACT CD performs normally. IATA will continue to find ways of improving startup performance of TACT CD.