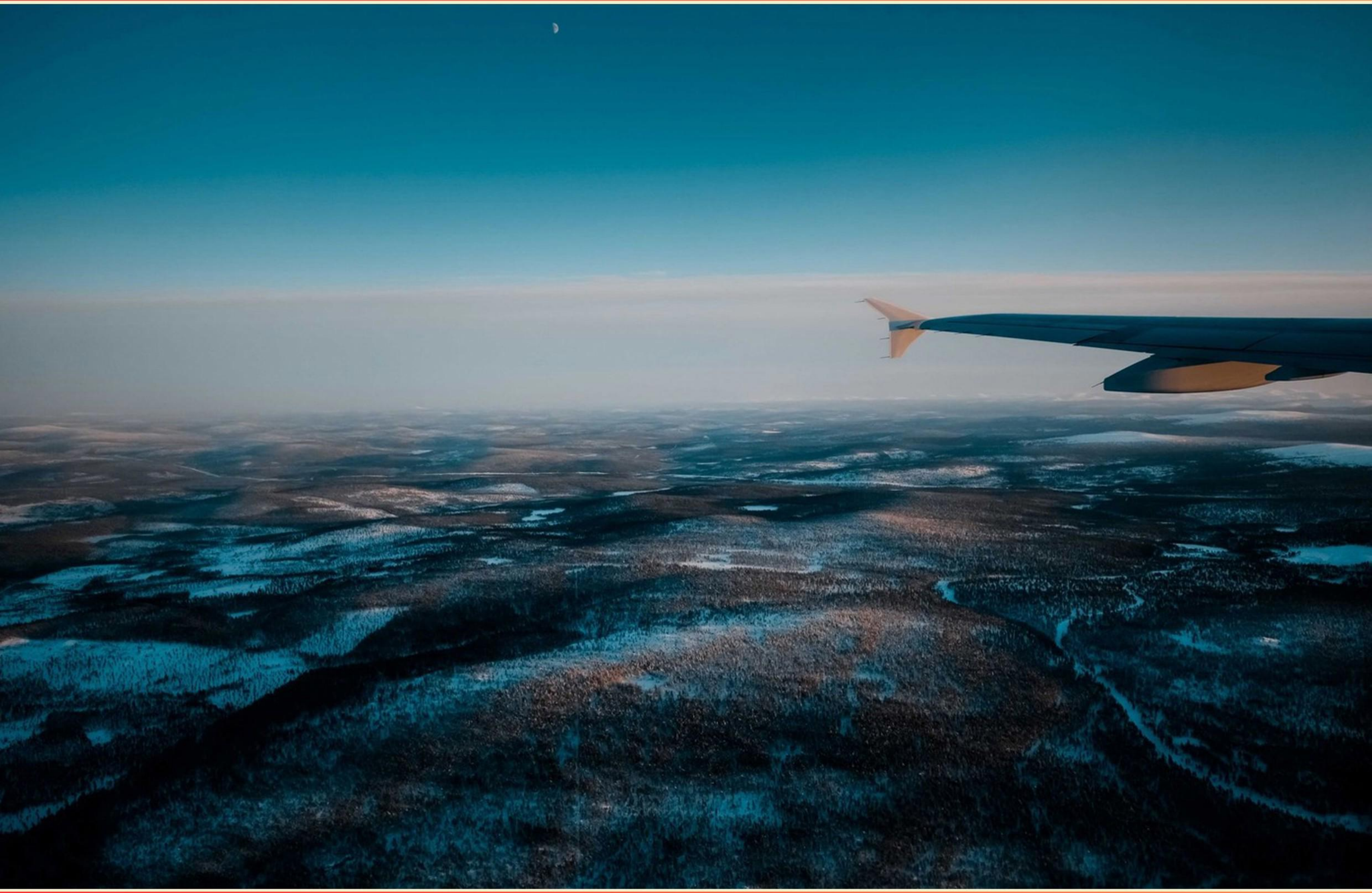
# AIRLINES REPORTING CORPORATION (ARC) SPECIALIST PRACTICE EXAM (SAMPLE)

## STUDY GUIDE



Prepare with structure. Pass with confidence

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

### 1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

### 2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

### 3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

### 4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

### 5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

### 6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

# Questions

**1. What document must an agency send if they need to dispute a sales report?**

A. Challenge Notice

B. Dispute Form

C. Resolution Statement

D. Adjustment Request

**2. Which field does IAR populate automatically during an exchange?**

A. Old document field.

B. New document field.

C. EXCH TYPE field.

D. Transaction type field.

**3. What do the numbers that make up the Sales Summary Reference Number indicate?**

A. Month, Week, Area Bank, Processing Cycle.

B. Month, Week, Processing Cycle, Area Bank.

C. Area Bank, Month, Week, Processing Cycle.

D. Area Bank, Month, Processing Cycle, Week.

**4. What is the purpose of the Sales Report List Screen in IAR?**

A. To view all current assignments

B. To submit new ticket requests

C. To review and manage submitted sales reports

D. To access training resources

**5. In IAR, what should be done with the old ticket after an exchange has been initiated?**

A. It should be destroyed.

B. It should be archived.

C. It should be kept on file.

D. It should be marked as replaced.

**6. For a given itinerary, how much US tax would be refunded for the return portion of the trip?**

A. $16.00

B. $8.50

C. $7.50

D. $5.50

**7. Which airport(s) are charging a Q fee according to the provided fare calculation?**

A. CLT only

B. DCA only

C. DCA and CLT

D. TPA and CLT

**8. What is not an immediate requirement upon termination of the agreement with ARC?**

A. Return all ARC traffic documents

B. Pay all outstanding debts to carriers

C. Publicize the termination

D. Cancel the bond

**9. Which of the following is a requirement of effective communication in management?**

A. Clarity of message

B. Concise language

C. Understanding the audience

D. All of the Above

**10. What does the error message "ERROR- INVALID CREDIT CARD NUMBER IN -FP- FIELD" indicate in IAR?**

A. The carrier does not accept this credit card as a form of payment

B. The credit card symbol is missing from the front of the credit card number

C. The GDS did not send the authorization correctly

D. The credit card number is typed incorrectly

# Answers

1. D
2. C
3. C
4. C
5. D
6. C
7. D
8. C
9. D
10. D

# Explanations

## 1. What document must an agency send if they need to dispute a sales report?

A. Challenge Notice

B. Dispute Form

C. Resolution Statement

D. Adjustment Request

*The correct answer is the Adjustment Request, as this document is specifically designed for agencies to formally contest or dispute a sales report. When an agency identifies discrepancies in a sales report, they need a structured way to communicate their concerns and request necessary adjustments. The Adjustment Request serves this purpose, ensuring that the reason for the dispute is clearly articulated and that the agency follows the proper protocol for resolving any reported issues. By submitting an Adjustment Request, the agency ensures that their concerns are addressed in accordance with ARC's established procedures. In contrast, other options do not specifically represent the procedural document used for disputing sales reports. A Challenge Notice generally refers to a different type of notification. The Dispute Form may not align with ARC's specified terminology for adjusting sales reports. The Resolution Statement tends to focus on outcomes rather than initiating a dispute, making Adjustment Request the most appropriate choice for agencies needing to formally challenge discrepancies in their sales reporting.*

## 2. Which field does IAR populate automatically during an exchange?

A. Old document field.

B. New document field.

C. EXCH TYPE field.

D. Transaction type field.

*The IAR (Independent Agency Reporting) system is designed to streamline the process of handling exchanges and cancellations within the airline reporting framework. During an exchange, it automatically populates the EXCH TYPE field. This field indicates the type of transaction that is taking place and is crucial for properly categorizing the exchange related to ticketing. By automatically populating this field, IAR enhances accuracy and efficiency in reporting by ensuring that transactions are clearly defined and easily understood, which is vital for reconciliation and audit processes within the airline industry. This feature reduces the need for manual entry, which could lead to errors, and allows agents to focus on other pivotal tasks associated with managing fare differences or passenger requests related to exchanges. The other options, while part of the exchange process, do not automatically populate in the same way the EXCH TYPE field does, making it the correct answer in this context.*

## 3. What do the numbers that make up the Sales Summary Reference Number indicate?

A. Month, Week, Area Bank, Processing Cycle.

B. Month, Week, Processing Cycle, Area Bank.

C. Area Bank, Month, Week, Processing Cycle.

D. Area Bank, Month, Processing Cycle, Week.

*The Sales Summary Reference Number is a structured format that provides key information about sales transactions. Specifically, the correct option accurately outlines the components of this reference number as follows: it starts with the Area Bank, which identifies the geographical or operational zone where the sales occurred. This is followed by the Month, indicating the specific month in which the transactions were processed. Next is the Week, providing a more precise timeframe during that month. Finally, the Processing Cycle is included, denoting the specific cycle within that week when the sales data was compiled. This structured format is essential for tracking, reporting, and reconciling sales within a systematic approach, allowing for efficient data management and clearer analysis of sales performance over designated time frames. Understanding this structure helps users effectively interpret and utilize sales data for business decision-making.*

## 4. What is the purpose of the Sales Report List Screen in IAR?

A. To view all current assignments

B. To submit new ticket requests

C. To review and manage submitted sales reports

D. To access training resources

*The Sales Report List Screen in IAR (Industry Agent Reporting) is specifically designed for the review and management of submitted sales reports. This functionality allows users to effectively track and manage their sales submissions, ensuring accuracy and compliance with reporting standards. By utilizing this screen, agents can see the status of their submitted sales reports, make necessary adjustments if required, and keep an organized record of their sales activity. This is an important tool for agents and agencies to maintain oversight of their financial reporting to airlines. Such centralized management helps streamline the process and improves efficiency overall within the IAR system. The purpose of the other options, such as viewing current assignments, submitting new ticket requests, or accessing training resources, does not align with the core functionality of the Sales Report List Screen, which is focused on sales report management.*

## 5. In IAR, what should be done with the old ticket after an exchange has been initiated?

A. It should be destroyed.

B. It should be archived.

C. It should be kept on file.

D. It should be marked as replaced.

*When an exchange has been initiated in IAR (Interactive Agent Reporting), the old ticket must be marked as replaced. This is crucial for maintaining accurate records, as it allows both the airline and the travel agency to track the status of tickets accurately. By marking the old ticket as replaced, it becomes clear that this ticket is no longer valid for travel and that a newer ticket has been issued in its place. This practice helps in avoiding potential duplicate uses or misinterpretations of ticket statuses, which could lead to complications in travel records and customer service. The other options involve actions that do not adequately reflect the need for maintaining clear and accurate ticket records. Destroying the ticket would eliminate any chance of referencing it in the future, and archived or kept-on-file tickets do not convey the necessary information about their current status to users of the system. Thus, marking the ticket as replaced is the appropriate and responsible action to take.*

## 6. For a given itinerary, how much US tax would be refunded for the return portion of the trip?

A. $16.00

B. $8.50

C. $7.50

D. $5.50

*The amount of US tax that can be refunded for the return portion of a trip depends on specific figures related to air travel taxes imposed by the federal government, which can vary based on factors such as the fare paid and the nature of the ticket. In the context of this question, the correct answer reflects a common value associated with the federal excise tax applicable to air travel. The federal excise tax is typically 7.5% of the ticket price, with certain segments of travel exempt from tax provisions. In many travel scenarios, taxes attributed to the departure and return legs of a journey can often reflect similar tax calculations. The refund amount would indicate the portion of tax attributed specifically to the return leg of the itinerary. In this case, the value of $7.50 aligns with typical tax structures seen in airline tickets, making it the most plausible choice reflecting a valid refund amount for the return portion of a trip. This understanding is crucial for passengers to recognize how taxes are assessed and what potential refunds may be available for their air travel.*

## 7. Which airport(s) are charging a Q fee according to the provided fare calculation?

A. CLT only

B. DCA only

C. DCA and CLT

D. TPA and CLT

*In this scenario, the determination of which airport(s) are charging a Q fee relies on the interpretation of fare calculations and the associated fees. The correct answer identifies TPA (Tampa International Airport) and CLT (Charlotte Douglas International Airport) as the airports implementing the Q fee. A Q fee, or any additional charge associated with a fare, typically indicates a variety of fees related to segments of the journey, which can include administrative or facility usage costs. If the fare calculation explicitly mentions charges linked to TPA and CLT, it implies both airports have applicable fees that contribute to the final fare. The choice of TPA and CLT suggests that the fare conditions dictate that passengers traveling to or from these locations will incur this specific fee. This understanding relies heavily on the rules and agreements established in the fare structure by the airlines and the airports involved, reflecting the operational costs that the airports charge to airlines and, by extension, to passengers. Knowing this, it clarifies that the other available answers do not reflect the correct combination of airports charging a Q fee based on the scenario provided. This reinforces the importance of understanding fare calculations and the implications of fees that airports impose on ticket prices.*

## 8. What is not an immediate requirement upon termination of the agreement with ARC?

A. Return all ARC traffic documents

B. Pay all outstanding debts to carriers

C. Publicize the termination

D. Cancel the bond

*The requirement to publicize the termination of an agreement with ARC is not an immediate obligation. While transparency and communication about the termination might be important for other business considerations, particularly to clients and stakeholders, it does not necessitate immediate action as part of the termination process itself. In contrast, returning all ARC traffic documents, settling any debts to carriers, and canceling the bond are considered immediate requirements upon termination. These actions are necessary to ensure proper closure of all contractual and financial responsibilities, which is critical for maintaining compliance and good standing with ARC and its associated carriers. Therefore, while publicizing the termination can be part of the overall process, it is not categorized as an immediate necessity in the context of contractual obligations.*

## 9. Which of the following is a requirement of effective communication in management?

A. Clarity of message

B. Concise language

C. Understanding the audience

D. All of the Above

*Effective communication in management is essential for ensuring that messages are understood and objectives are met. The choice highlighting "All of the Above" is correct because it encompasses several critical elements that contribute to successful communication. Clarity of message is crucial because a straightforward and well-defined message minimizes misunderstandings and confusion. If the message is vague or convoluted, it can lead to misinterpretation and ineffective responses. Concise language is also important as it ensures that the message is direct and to the point. Brevity helps keep the recipient engaged and focused on the core message without being overwhelmed by unnecessary details. Understanding the audience is vital for tailoring the message appropriately. Different audiences may have varying levels of knowledge, needs, and preferences. By considering these factors, a manager can adjust their communication style and content to resonate more effectively with the audience. The combination of these three factors—clarity, conciseness, and audience understanding—creates a comprehensive approach to communication that is not only more effective but also fosters better relationships and teamwork within an organization. This multidimensional perspective is why the answer that includes all these components is correct.*

## 10. What does the error message "ERROR- INVALID CREDIT CARD NUMBER IN -FP- FIELD" indicate in IAR?

A. The carrier does not accept this credit card as a form of payment

B. The credit card symbol is missing from the front of the credit card number

C. The GDS did not send the authorization correctly

D. The credit card number is typed incorrectly

*The error message "ERROR- INVALID CREDIT CARD NUMBER IN -FP- FIELD" specifically indicates that there is an issue with the credit card number provided in the IAR (Invoice Audit Review) system. When this type of error appears, it suggests that the number entered may not conform to the valid format required by the system or that it has been mistyped. This could include transposing digits, omitting digits, or including extra characters that do not belong to a standard credit card number. Ensuring that the credit card number is accurately entered is crucial because IAR relies on this information for processing payments. If the number is incorrect, it cannot be validated against the issuing bank's records, leading to this particular error. The other choices may relate to issues with credit card acceptance or processing, but they do not directly address the core issue highlighted by the error message, which is specifically about the validity of the credit card number itself.*

# Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://arcspecialist.examzify.com

We wish you the very best on your exam journey. You've got this!