

Airlines Reporting Corporation (ARC) Specialist Training Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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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

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- 1. Which method verifies the cardholder's billing address during card-not-present transactions?**
 - A. CID check**
 - B. AVS**
 - C. EMV chip verification**
 - D. PIN verification**

- 2. What is the IAR system entry date?**
 - A. The date the ticket was issued in the GDS**
 - B. The date a ticket transaction was loaded or entered into IAR**
 - C. The date the report was generated**
 - D. The date the agent was accredited**

- 3. How many months of sales reports does the ISS store?**
 - A. 12 months**
 - B. 18 months**
 - C. 36 months**
 - D. 24 months**

- 4. For what maximum period of time is information on Internet Sales Summaries available to an ARC accredited agency?**
 - A. One year**
 - B. Five years**
 - C. Two years**
 - D. Indefinitely**

- 5. What happens if an ARC accredited agent issues and voids a ticket in the GDS on the same day?**
 - A. The client will see a double charge on the statement.**
 - B. The merchant will reissue charges automatically.**
 - C. The transaction will appear as a void and never post.**
 - D. The client should not see any charge for the transaction on the credit card bill.**

- 6. What is the maximum amount of Bond, Irrevocable Letter of Credit (LOC), or ARC Cash Security Deposit that an ARC accredited agency may maintain?**
- A. 50,000**
 - B. 70,000**
 - C. 100,000**
 - D. 150,000**
- 7. ARC security rules apply to which category of documents?**
- A. Non-accountable documents**
 - B. Accountable documents**
 - C. Customer receipts**
 - D. Marketing materials**
- 8. What is the only proof that an agency has authorized and submitted the IAR sales report within the ARC processing deadline?**
- A. Official email receipt**
 - B. Sales Report Confirmation Number**
 - C. ARC submission timestamp**
 - D. Internal agency note**
- 9. How is an international ticket identified on the Agent Sales Summary?**
- A. There will be a star next to the ticket**
 - B. The airline code is 'INT'**
 - C. There will be an 'X' in the International Code Column.**
 - D. The ticket number is prefixed with 'I'**
- 10. Which of the following is an agency tool behind My ARC?**
- A. Agent's Choice**
 - B. ARC Printable Collection**
 - C. DRS**
 - D. Document Vault**

Answers

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

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Explanations

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1. Which method verifies the cardholder's billing address during card-not-present transactions?

- A. CID check
- B. AVS**
- C. EMV chip verification
- D. PIN verification

Address Verification System (AVS) is used in card-not-present transactions to confirm the cardholder's billing address. It compares the street address and ZIP/postal code entered by the customer with the address on file with the card issuer. A match helps validate the transaction and reduce fraud risk, though results can vary by issuer and gateway. This differs from the other options: the CID (CVV) checks the card's security code, not the address; EMV chip verification applies to in-person chip transactions; PIN verification is typically used at physical points of sale. So AVS is the method that verifies the billing address in card-not-present scenarios.

2. What is the IAR system entry date?

- A. The date the ticket was issued in the GDS
- B. The date a ticket transaction was loaded or entered into IAR**
- C. The date the report was generated
- D. The date the agent was accredited

The IAR system entry date is the date a ticket transaction was loaded or entered into IAR. This timestamp marks when ARC first ingested the transaction into the IAR database, which is what drives its appearance in IAR reports and reconciliations. It isn't the ticket issue date in the GDS (that shows when the ticket was issued to the passenger), nor the date a report was generated (that just shows when the report was created), and it isn't related to when the agent was accredited. Knowing the entry date helps establish when the transaction became active in IAR and supports accurate period-based accounting and audit trails.

3. How many months of sales reports does the ISS store?

- A. 12 months
- B. 18 months
- C. 36 months
- D. 24 months**

The system is designed to retain two years of sales data. Keeping 24 months of sales reports provides a practical window for reconciliation, audits, and client inquiries without creating excessive storage or retrieval overhead. Shorter retention (like 12 months) could miss older transactions needed for disputes or detailed analyses, while longer retention (such as 36 months) would incur more storage and slower access. Thus, 24 months is the standard retention period for the ISS.

4. For what maximum period of time is information on Internet Sales Summaries available to an ARC accredited agency?

- A. One year
- B. Five years
- C. Two years**
- D. Indefinitely

Access to Internet Sales Summaries is limited to a two-year window in ARC's systems. This two-year timeframe keeps the data readily available for most routine reconciliations and audits while helping manage system performance and security. After two years, older records are archived and aren't accessible through the standard ISS view; if you need information beyond that period, ARC typically provides a way to obtain archived data through higher-level data services or special requests. The other options aren't used because one year would cut off useful historical data too soon, five years would add unnecessary storage and security overhead, and indefinite access would raise ongoing data stewardship concerns.

5. What happens if an ARC accredited agent issues and voids a ticket in the GDS on the same day?

- A. The client will see a double charge on the statement.
- B. The merchant will reissue charges automatically.
- C. The transaction will appear as a void and never post.
- D. The client should not see any charge for the transaction on the credit card bill.**

When a ticket is issued and then voided in the GDS on the same day, the sale is canceled before it can post to the card. The authorization is reversed and no charge posts to the customer's credit card, so the statement should show no transaction for that ticket. You might see a void record in the agency system, but it does not translate into a billed amount for the cardholder. The other options would imply a charge or automatic rebilling, which doesn't happen when the void occurs prior to posting.

6. What is the maximum amount of Bond, Irrevocable Letter of Credit (LOC), or ARC Cash Security Deposit that an ARC accredited agency may maintain?

- A. 50,000
- B. 70,000**
- C. 100,000
- D. 150,000

ARC uses security deposits to protect against potential liabilities and ensure agencies meet their obligations. For an ARC accredited agency, the maximum amount that may be maintained as Bond, an irrevocable letter of credit, or ARC cash security deposit is seventy thousand dollars. This cap is designed to provide a reliable safety net for ARC while keeping funds available for the agency's normal operations. The deposit can be supplied in any combination of the eligible instruments, but the total must not exceed the limit. Choosing a lower amount would reduce ARC's protection, while a higher amount would place an unnecessary burden on the agency.

7. ARC security rules apply to which category of documents?

- A. Non-accountable documents
- B. Accountable documents**
- C. Customer receipts
- D. Marketing materials

ARC security rules apply to accountable documents because these are the forms that carry value and must be tightly controlled from issue to use. They require strict custody, tracking, serialization, secure storage, and regular reconciliation to prevent loss, theft, or tampering. Non-accountable documents don't carry the same financial risk, so they aren't subjected to the same security measures; for example, marketing materials and routine customer receipts aren't treated as accountable forms under ARC rules.

8. What is the only proof that an agency has authorized and submitted the IAR sales report within the ARC processing deadline?

- A. Official email receipt
- B. Sales Report Confirmation Number**
- C. ARC submission timestamp
- D. Internal agency note

The Sales Report Confirmation Number is the official, unique identifier ARC assigns after the IAR sales report is received and accepted in the ARC system. It proves the agency did authorize and submit the report within the processing deadline because it is the formal acknowledgment and record of that specific submission. This number links the report to ARC's records and can be used for reconciliation, audits, or any verification with ARC. Other signals don't provide the same authoritative proof: an email receipt isn't guaranteed or standardized by ARC, a submission timestamp shows when the system logged the submission but isn't a standalone proof of timely authorization, and an internal agency note isn't part of ARC's official record.

9. How is an international ticket identified on the Agent Sales Summary?

- A. There will be a star next to the ticket
- B. The airline code is 'INT'
- C. There will be an 'X' in the International Code Column.**
- D. The ticket number is prefixed with 'I'

The way to identify an international ticket on the Agent Sales Summary is by the International Code Column, which uses an X to mark international tickets. This column is specifically designed to flag international vs. domestic tickets for reporting and settlement purposes. The other indicators listed—such as a star next to the ticket, an airline code of INT, or a ticket number prefixed with I—do not serve as the international mark on this report. An X in the International Code Column is the standard signal that the ticket is international.

10. Which of the following is an agency tool behind My ARC?

- A. Agent's Choice**
- B. ARC Printable Collection**
- C. DRS**
- D. Document Vault**

Within My ARC, the tools aimed at helping an agency manage its workflow and preferences are the agency-focused features built into the portal. Agent's Choice is designed specifically as an agency tool embedded in My ARC, giving agents a way to tailor options and streamline their day-to-day decisions directly inside the portal. That focus on agency workflow makes it the best fit for “an agency tool behind My ARC.” The other items are resources or storage/retrieval systems rather than agency workflow tools. ARC Printable Collection is a library of printable materials, Document Vault is a secure document storage area, and DRS refers to a data/document retrieval system. These support tasks around documents or materials but don't function as the agency-centric tool embedded in My ARC.

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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://arcspecialisttraining.examzify.com>

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

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