

AIRLINES REPORTING CORPORATION (ARC) SPECIALIST TRAINING PRACTICE TEST (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE**

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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 statement is true regarding void deadline time references for IAR and GDS?**
 - A. IAR uses ET and GDS uses ET
 - B. IAR uses local time and GDS uses ET
 - C. IAR uses ET and GDS uses local time
 - D. IAR uses PT and GDS uses ET
- 2. To protect against the liability from a credit card chargeback, an ARC accredited agent should...**
 - A. Obtain an imprint of the cardholder's credit card and a signature on the Universal Credit Card Charge Form (UCCF).
 - B. Always use the cardholder's email for authorization.
 - C. Only capture the card number without the name.
 - D. Request a secondary authorization from the card issuer.
- 3. What is Document Retrieval Services (DRS)?**
 - A. A secure, paperless record-keeping system for ARC accredited agencies and participating carriers that delivers immediate online access to more than three (3) years (39 months) of IAR-reported ticketing data.
 - B. A online payment processing platform for travel agencies.
 - C. A secure database for storing all airline schedules.
 - D. A tool for generating IAR reports automatically.
- 4. An IAR adjustment is defined as what?**
 - A. An adjustment in IAR to accommodate a residual value for an exchange transaction that is not being returned to the ARC accredited agent's client and it is not being issued on a MCO.
 - B. A routine tax adjustment.
 - C. An adjustment to airfare class.
 - D. A discount applied to MCO.
- 5. What is the maximum number of PEDs available online in IAR at any time?**
 - A. One (1)
 - B. Two (2)
 - C. Five (5)
 - D. Three (3)

6. When does the ARC sales week end?

- A. Friday
- B. Sunday
- C. Monday
- D. Saturday

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

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

8. ARC accredited agents can mask what ticket information in the Document Retrieval Service (DRS)?

- A. Credit card numbers
- B. Passenger names
- C. Flight numbers
- D. Travel dates

9. Which entities are involved in the three-party Agent Reporting Agreement?

- A. ARC accredited agencies, ARC, and ARC's participating carriers
- B. ARC and carriers
- C. ARC accredited agencies, carriers, and customers
- D. ARC accredited agencies, ARC, and ARC's participating carriers

10. ARC security rules cover all of the following EXCEPT

- A. Security clearance of agency staff
- B. Automated Ticket/Boarding Pass (ATBs)
- C. Walk-in steel vault
- D. Safety Deposit Box

Answers

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

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Explanations

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1. Which statement is true regarding void deadline time references for IAR and GDS?

- A. IAR uses ET and GDS uses ET
- B. IAR uses local time and GDS uses ET
- C. IAR uses ET and GDS uses local time**
- D. IAR uses PT and GDS uses ET

The rule about void deadlines is designed around where the processing window is anchored. For IAR, the deadline is expressed in Eastern Time, providing a single, standard reference point for centralized processing. For GDS, the deadline uses the local time of the agency's location, so the cutoffs align with the agent's own business hours and time zone. This combination prevents cross time zone confusion: an IAR void must be submitted by the ET cutoff, while a GDS void must be submitted by the local-time cutoff of the station. If you're working across time zones, this means you'll convert accordingly to ensure you meet the correct deadline.

2. To protect against the liability from a credit card chargeback, an ARC accredited agent should...

- A. Obtain an imprint of the cardholder's credit card and a signature on the Universal Credit Card Charge Form (UCCF).**
- B. Always use the cardholder's email for authorization.
- C. Only capture the card number without the name.
- D. Request a secondary authorization from the card issuer.

Liability protection in card-present sales hinges on having verifiable evidence of the cardholder's authorization. Obtaining an imprint of the card and a signature on the Universal Credit Card Charge Form provides concrete proof that the cardholder was present and approved the charge. The imprint captures the card data and confirms the card used matches the cardholder, while the signature confirms consent. Together, they create a defensible record against chargebacks because a dispute would have to argue that the cardholder did not authorize the transaction, which is supported by documented authorization and tangible evidence. Relying on the cardholder's email for authorization isn't a reliable, verifiable record and can be forged or intercepted. Capturing only the card number without the name fails to tie the transaction to a specific cardholder and lacks essential identifying details. Requesting a secondary authorization from the issuer isn't a standard method for preventing chargebacks and can't replace the merchant's own authorization record.

3. What is Document Retrieval Services (DRS)?

- A. A secure, paperless record-keeping system for ARC accredited agencies and participating carriers that delivers immediate online access to more than three (3) years (39 months) of IAR-reported ticketing data.**
- B. A online payment processing platform for travel agencies.
- C. A secure database for storing all airline schedules.
- D. A tool for generating IAR reports automatically.

Document Retrieval Services is a secure, paperless record-keeping system that ARC-accredited agencies and participating carriers use to access IAR-reported ticketing data online. It provides immediate online access to a long history of data—specifically more than three years (39 months)—so agencies can quickly retrieve past ticketing records without handling physical documents. This focus on secure storage and fast retrieval distinguishes it from other functions like payments, airline schedules, or automatic report generation.

4. An IAR adjustment is defined as what?

- A. An adjustment in IAR to accommodate a residual value for an exchange transaction that is not being returned to the ARC accredited agent's client and it is not being issued on a MCO.
- B. A routine tax adjustment.
- C. An adjustment to airfare class.
- D. A discount applied to MCO.

The concept here is how an IAR adjustment is used to handle leftover value from an exchange. When a ticket is exchanged, there can be a residual amount that isn't returned to the passenger and isn't issued as a separate Miscellaneous Charge Order (MCO). The IAR adjustment is the mechanism that records and reconciles that remaining value within the ARC settlement so the agency's accounts reflect the correct balance. This is specifically about capturing that residual value in IAR rather than issuing it on an MCO or treating it as a routine tax adjustment, a class change, or a generic discount.

5. What is the maximum number of PEDs available online in IAR at any time?

- A. One (1)
- B. Two (2)
- C. Five (5)
- D. Three (3)

The concept here is how many PEDs can be actively online in the IAR system at once. The system is designed to support up to three PEDs concurrently online. This limit is set to keep processing stable and data integrity solid: with three active PEDs, the reconciliation, updates, and validation can run without excessive contention or delays. Allowing more than three would risk processing bottlenecks, timeouts, or data conflicts, which could compromise accuracy. Therefore, three is the maximum allowed online at any time.

6. When does the ARC sales week end?

- A. Friday
- B. Sunday
- C. Monday
- D. Saturday

The ARC sales week ends on Sunday. ARC uses a weekly reporting period that closes at the end of the Sunday calendar day, so all sales recorded during that week—from the period's start up through Sunday—are included in that week's ARC reporting and settlement. This Sunday-ending convention provides a consistent, complete seven-day window for reconciliation, which is why the weekly cycle concludes on Sunday. If a sale posts late Sunday, it belongs to that week rather than the next.

7. 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.

8. ARC accredited agents can mask what ticket information in the Document Retrieval Service (DRS)?

- A. Credit card numbers**
- B. Passenger names
- C. Flight numbers
- D. Travel dates

In the Document Retrieval Service, protecting payment data is a priority, so there is an option to mask full credit card numbers. This helps keep cardholder information secure and supports PCI compliance by preventing sensitive payment data from being exposed in screens or shared documents. Passenger names, flight numbers, and travel dates are essential for identifying and verifying tickets, so masking them would hinder the retrieval and confirmation process. Credit card numbers, being highly sensitive, are the data most commonly masked to minimize risk while still allowing the ticket to be located and verified.

9. Which entities are involved in the three-party Agent Reporting Agreement?

- A. ARC accredited agencies, ARC, and ARC's participating carriers
- B. ARC and carriers
- C. ARC accredited agencies, carriers, and customers
- D. ARC accredited agencies, ARC, and ARC's participating carriers**

The three-party Agent Reporting Agreement is built around the collaboration among ARC, ARC-accredited agencies, and ARC's participating carriers. ARC serves as the central processing and governance body for the reporting system, coordinating data flow, settlement, and compliance. Accredited agencies are the entities authorized to submit ticket and transaction data to ARC on behalf of travelers and agencies, while the participating carriers are the airlines whose data is reported and who rely on ARC's reporting for settlement and reconciliation. This arrangement ensures data accuracy and standardized reporting by having agencies responsible for timely, correct submissions, carriers responsible for providing or validating data and participating in settlement, and ARC enforcing standards and managing the overall process. Customers are not parties to this contract, so including them in the agreement would not fit the reporting framework. Thus, the best answer names all three participants: ARC-accredited agencies, ARC, and ARC's participating carriers.

10. ARC security rules cover all of the following EXCEPT

- A. Security clearance of agency staff**
- B. Automated Ticket/Boarding Pass (ATBs)**
- C. Walk-in steel vault**
- D. Safety Deposit Box**

ARC security rules focus on protecting ARC materials and the security measures around how those materials are stored and handled in agencies. This includes requirements related to automated ticketing equipment (ATBs) and secure storage facilities like a walk-in steel vault or a safety deposit box. These elements are about safeguarding assets and data that ARC uses or issues. The aspect that isn't covered by ARC security rules is the security clearance of agency staff. Personnel clearance is an internal or external HR/security matter handled by the agency itself (and applicable laws), not something ARC specifies or administers.

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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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