



**ARC Specialist Exam – Question and Answer Pool**

This document contains the ARC Specialist Exam Question and Answer Pool. These are all of the questions, along with the correct answers, that may appear on the ARC Specialist Exam. You should invest some significant time in studying the questions before attempting the ARC Specialist exam. For those questions where you do not understand the answer, you should refer to the *Industry Agents' Handbook* for clarification. You are strongly urged to learn the material covered by the exam. The question pool will help you if you approach the task from a learning perspective and not memorization. While you may be able to memorize all of the questions and the correct answers, it will be difficult at best due to the large number of questions in the pool (408 for this edition).

The question pool has retained all of the original subject headers, including those that are included in other subject areas. For example, Document Ordering and Document Security are both covered in the Agent Reporting Agreement and have been included in that subject area for test question selection. However, to aid candidates in learning the material, the original reference to "Document Ordering" is retained and is still valid. This will help you find the material in the *Industry Agents' Handbook* (IAH) more readily. The same idea goes for the Taxes/Fees/Charges subject area, which has been included as part of both Refunds/Exchanges and Ticketing.

A good way to learn the material is to use a 3x5 card or similar to cover the answer each time you read a question. Try to answer the question first and then see whether you are right.

**The ARC Specialist Exam**

The ARC Specialist Exam is an open book exam. ARC now publishes all of the possible questions and answers that may appear on the exam. The ARC Specialist question/answer pool is the document you are looking at now.

The question/answer pool consists of 408 questions.

The ARC Specialist Exam will include 90 of the questions from the question pool. The areas tested and the percent contributions to the exam are as follows:

Test Area	Percent of Test	Number of Test Questions
Agent Reporting Agreement	20%	18
Refunds & Exchanges	30%	27
Sales Reporting	25%	22
Ticketing	25%	23
Total	100%	90
Time allowed for testing	90 Minutes	1 Minute per Question

You should make a serious effort to study and learn from the question pool.



**This Question & Answer Pool is effective November 1, 2009 unless otherwise indicated by ARC.**

**Good luck to all of our ARC Specialist candidates.**



1. AGENT RPT AGREEMENT 1

What is the MINIMUM time an agent is required to keep copies of each sales report and supporting documents submitted to the area bank?

- A. 1 year from the date of submission
- B. 2 years from the date of submission
- C. 5 years from the date of submission
- D. 7 years from the date of submission

Answer: B

2. AGENT RPT AGREEMENT 2

By the terms of the Agent Reporting Agreement, a full service agency location must be all of the following EXCEPT

- A. open and freely accessible to the public.
- B. held out to the public as an office for the sale of air transportation.
- C. staffed by citizens or nationals of the U.S., or aliens authorized employment in the U.S.
- D. open a minimum of forty (40) hours per week.

Answer: D

3. AGENT RPT AGREEMENT 3

What are the MINIMUM staffing requirements for each authorized agency location?

- A. One part-time employee with 2 years experience in either selling general travel services to the public or supervising a business offering such services.
- B. One full-time employee with 2 years experience in either selling general travel services to the public or supervising a business offering such services
- C. Two full-time employees with 2 years experience in either selling general travel services to the public or supervising a business offering such services
- D. One full-time employee with 5 years experience in either selling general travel services to the public or supervising a business offering such services

Answer: B

4. AGENT RPT AGREEMENT 4

What is an authorized agency required to do when temporarily closing a location?

- A. Store all ARC traffic documents off-site and send an inventory to ARC .
- B. Suspend its bond or letter of credit for the duration of the temporary closure.
- C. File a written request with ARC within ten (10) days of the temporary closure.
- D. Return all ARC traffic documents together with a complete inventory to ARC

Answer: C

5. AGENT RPT AGREEMENT 5

An agent is required to do all of the following EXCEPT

- A. maintain ethical standards of business at all times.
- B. accept or receive service of summons or any other process on behalf of the carrier or ARC
- C. identify any sales to itself and/or such other persons under common control with the Agent.
- D. obtain specific permission of the carrier before using any credit card which is issued in the name of the Agent for the purchase of air transportation for sale or resale to other persons.

Answer: B

6. AGENT RPT AGREEMENT 6

All of the following will result in an Agent being subject to additional operating requirements (i.e., increased bond, letter of credit or Cash Security Deposit, reduced ticket stock, discontinued use of ETDN's) EXCEPT

- A. three or more dishonored drafts with no immediate payment upon demand within any twelve month period.
- B. three or more late (i.e., beyond 96 hours after notice to the Agent from ARC) weekly sales reports within any twelve month period.
- C. three or more credit card chargebacks within any twelve month period, with no immediate reimbursement (i.e., within 96 hours after notice to the Agent) to either ARC or the carrier.
- D. where the Agent has been declared in default for financial or reporting irregularities and has refused to surrender ARC traffic documents and airline identification plates but such declaration is withdrawn prior to the Agent's termination.

Answer: C

7. AGENT RPT AGREEMENT 7

If no air transportation or ancillary service transactions were made during a 7-day period (Monday through Sunday) the agent is required to

- A. surrender all traffic documents to ARC.
- B. provide ARC with a written report explaining why no sales were made during that week.
- C. increase its bond or letter of credit.
- D. submit a weekly sales report reflecting "no sales" report via IAR.

Answer: D



8. AGENT RPT AGREEMENT 8

An ARC Specialist should be aware that all of the following give the appearance that there may be, or has been, fraudulent conduct within an agency EXCEPT

- A. failure to include in a report all ARC traffic documents issued through the close of the sales report period.
- B. permitting blank, prevalidated, or partially written ARC traffic documents (paper format), or ARC-issued numbers (electronic format) to be removed from the authorized agency location for issuance elsewhere.
- C. falsification of reports, traffic documents or other documents.
- D. issuing ARC traffic documents from the authorized location to which they were assigned.

Answer: D

9. AGENT RPT AGREEMENT 9

The Agent decides to install a Satellite Ticket Printer (STP) at a client's office. Which of the following services can be provided by the Agent at the STP location?

- A. Ticket Delivery only
- B. Ticket Sales only
- C. Receiving Payment only
- D. Both ticket delivery and sales

Answer: A

10. AGENT RPT AGREEMENT 10

By the terms of the Agent Reporting Agreement, disputes between the Agent and ARC shall be resolved by the

- A. Department of Transportation.
- B. Travel Agent Arbiter.
- C. Association of Retail Travel Agents.
- D. American Society of Travel Agents.

Answer: B

11. AGENT RPT AGREEMENT 11

A carrier appointment may be terminated as between the Agent and any individual carrier

- A. for cause only.
- B. for a material breach of the ARA only.
- C. at any time by notice in writing from one party to the other.
- D. at any time as ARC so directs.

Answer: C

12. AGENT RPT AGREEMENT 12

Unless a carrier grants authority to the contrary, under the terms of the Agent Reporting Agreement, a refund may be issued by an agent

- A. only if sold by another agency and for which that other agency has issued an ARC traffic document.
- B. only if sold by that agent and for which that agent has issued an ARC traffic document.
- C. only if returned by the ticket holder within thirty days of issuance by the agent.
- D. only if returned by the ticket holder within forty-five days of issuance by the agent.

Answer: B

13. AGENT RPT AGREEMENT 13

According to Agent Reporting Agreement, what types of responsibilities are retained by the home office of an agency?

- A. No legal and financial responsibility for the administration, staff and maintenance of its branch location(s).
- B. No legal and financial responsibility for the liability and operational expense of its branch location(s).
- C. Limited legal and financial responsibility for the administration, staff, liability, maintenance, and operational expense of its branch location(s)
- D. Full legal and financial responsibility for the administration, staff, liability, maintenance, and operational expense of its branch location(s).

Answer: D

14. AGENT RPT AGREEMENT 14

According to the Agent Reporting Agreement, what is the MINIMUM amount that NEW agencies must post as a bond, letter of credit or Cash Security Deposit with ARC?

- A. \$ 10,000
- B. \$ 20,000
- C. \$ 70,000
- D. \$100,000

Answer: B

15. AGENT RPT AGREEMENT 15

As a manager your boss expects you to:

- A. Reflect and support company goals and objectives
- B. Reflect and support company policies and procedures
- C. Communicate the company's needs to employees
- D. All of the Above

Answer: D



16. AGENT RPT AGREEMENT 16

What is the MAXIMUM allowable time for an Agent to notify ARC of a change in the employment status of its qualifying CAS or ARC Specialist?

- A. 15 days
- B. 30 days
- C. 45 days
- D. 60 days

Answer: C

17. AGENT RPT AGREEMENT 17

The Agent is ineligible for retention on the ARC agency list if a breach of fiduciary duty involving the use of funds of others is found by a court of competent jurisdiction to have been committed by all of the following EXCEPT

- A. Public auditor employed by the Agent
- B. Director employed by the Agent
- C. Officer employed by the Agent
- D. Qualifying Manager employed by the Agent

Answer: A

18. AGENT RPT AGREEMENT 18

Which of the following will make the Agent ineligible for retention on the ARC agency list?

- A. The Agent's employee is an alien authorized employment in the US and has access to monies from the sale of traffic documents.
- B. The Agent is a foreign corporation authorized to do business in the jurisdiction in which the location is situated.
- C. The Agent is a citizen or national of the United States, or an alien authorized employment in the US.
- D. The Agent's authorized agency location does not have the requisite licenses of the jurisdiction in which located.

Answer: D

19. AGENT RPT AGREEMENT 19

For which of the following is the Agent authorized to accept or receive service of summons?

- A. The carrier but not ARC
- B. ARC but not the carrier
- C. Both the carrier and ARC
- D. Neither the carrier nor ARC

Answer: D

20. AGENT RPT AGREEMENT 20

When is it allowable to report the sale of air transportation as a credit card transaction if the Agent bills, invoices, or receives payment in cash from the customer?

- A. Only when the credit card is issued in the name of the Agent
- B. Only when the credit card is issued in the name of any of the Agent's personnel
- C. Only when the carrier has given specific permission to do so
- D. Only when ARC has given specific permission to do so

Answer: C

21. AGENT RPT AGREEMENT 21

Which of the following are covered by the Agent Reporting Agreement?

- A. Only the home office, but not branch locations
- B. Only branch locations
- C. Both home office and branch locations
- D. Neither home office nor branch locations

Answer: C

22. AGENT RPT AGREEMENT 22

The Agent is required to have a "Personal Guaranty of Payment and Performance" executed on its behalf if any of the following situations occur EXCEPT

- A. The Agent wishes to open a special location subject to the operating requirements of Section XVII of the Agent Reporting Agreement.
- B. The Agent is subject to the additional operating requirements of Section IX.B of the Agent Reporting Agreement.
- C. ARC sends the agent a notice of financial or reporting irregularity pursuant to Section VIII.1.a, b, or c, of the Agent Reporting Agreement.
- D. The Agent seeks to appeal ARC's removal of its traffic documents and the airline plates pursuant to Section IV.A of the Agent Reporting Agreement.

Answer: A

23. AGENT RPT AGREEMENT 23

When and by what means must the Agent inform ARC of its intent to change its ARC designated bank account?

- A. By fax or overnight delivery at least 24 hours prior to the area bank presenting the weekly draft.
- B. By fax or overnight delivery at least 48 hours prior to the area bank presenting the weekly draft.
- C. Notice must be received at least seven (7) days prior to the beginning of the affected sales period
- D. By certified mail at least 14 days prior to the beginning of the affected sales period

Answer: C



24. AGENT RPT AGREEMENT 24

All of the following are not acceptable means of delivering an IAR report EXCEPT

- A. First Class mail postage prepaid
- B. Express Mail postage prepaid
- C. Submitting your report from the IAR Homepage
- D. Personal delivery to the designated area bank

Answer: C

25. AGENT RPT AGREEMENT 25

What is the earliest that ARC is allowed to present a draft to the Agent's account for monies owed the carriers based on the sales report submitted by the Agent?

- A. No earlier than 7 days after the close of the sales period
- B. No earlier than 10 days after the close of the sales period
- C. No earlier than 14 days after the close of the sales period
- D. No earlier than 16 days after the close of the sales period

Answer: B

26. AGENT RPT AGREEMENT 26

When a check drawn by the area bank has been dishonored by the Agent's bank, and the Agent does not immediately provide a certified check or wire funds to cover the dishonored check, ARC will do all of the following EXCEPT

- A. Prohibit the use of ARC traffic document numbers by system providers for the issuance of ARC traffic documents (electronic format) on behalf of such Agent
- B. Remove all ARC traffic documents and airline plates from all authorized locations under common control with the Agent
- C. Notify the system providers to inhibit the transmission of ticketing records for the printing of such onto ARC traffic documents (paper format) by such Agent
- D. File a petition with the local courts to recover monies owed to ARC on behalf of the carriers for the sales covered by the dishonored draft

Answer: D

27. AGENT RPT AGREEMENT 27

The Agent Reporting Agreement allows ARC to charge a compensatory fee for all of the following EXCEPT

- A. Dishonored check for payment of sales reports
- B. Unreported and improperly reported sales
- C. Failure to maintain proper bond or letter of credit
- D. Missing report for which the Agent does not have evidence of timely dispatch

Answer: C

28. AGENT RPT AGREEMENT 28

The ARA maintains that the agency needs to keep all supporting documents and records for a period of how many years?

- A. 1 year
- B. 2 years
- C. 3 years
- D. 7 years

Answer: B

29. AGENT RPT AGREEMENT 29

What is the MINIMUM number of checks for weekly sales that the Agent may dishonor and not make immediate reimbursement to ARC before the Agent is subjected to the requirements of Section IX of the Agent Reporting Agreement?

- A. 1
- B. 2
- C. 3
- D. 4

Answer: C

30. AGENT RPT AGREEMENT 30  
Managers should:

- A. Learn to delegate
- B. Be present
- C. Advocate for employees when necessary
- D. All of the Above

Answer: D

31. AGENT RPT AGREEMENT 31

If a manager is taking on a mentor's role you will help your employee to:

- A. Set long-term goals and short-term objectives
- B. Explore new directions to achieve goals
- C. Find ways to develop and grow
- D. All of the Above

Answer: D



32. AGENT RPT AGREEMENT 32

What will happen to the Agent if, after being declared in default pursuant to Section VIII.D of the Agent Reporting Agreement, the Agent refuses to surrender all ARC traffic documents (paper format) and airline identification plates?

- A. The Agent is subject to the additional operating requirements of Section IX of the Agent Reporting Agreement for a period of 6 months.
- B. The Agent is subject to the additional operating requirements of Section IX of the Agent Reporting Agreement for a period of 12 months.
- C. The Agent is subject to the additional operating requirements of Section IX of the Agent Reporting Agreement for a period of 18 months.
- D. The Agent is subject to the additional operating requirements of Section IX of the Agent Reporting Agreement for a period of 24 months.

Answer: B

33. AGENT RPT AGREEMENT 33

Where may ARC traffic documents (including ARC-issued numbers used in an electronic format) supplied for issuance at a specified place of business covered by the Agent Reporting Agreement be written up?

- A. At any of the Agent's branch locations, except on-site branches
- B. At any of the Agent's on-site branches.
- C. At the Agent's Satellite Ticket Printer locations.
- D. At the Agent's location to which they were issued.

Answer: D

34. AGENT RPT AGREEMENT 34

When the Agent fails to pay a debit memo sent to it by a carrier, the carrier can do all of the following EXCEPT

- A. Direct ARC to terminate its agreement with the Agent
- B. Withdraw its airline identification plate
- C. Terminate its appointment of the Agent
- D. Notify ARC of its actions so that ARC can notify all carriers and system providers

Answer: A

35. AGENT RPT AGREEMENT 35

While subject to the additional operating requirements of Section IX of the Agent Reporting Agreement, the Agent must accomplish all of the following EXCEPT

- A. Provide a bond or letter of credit or Cash Security Deposit in an amount equal to its net cash remittances for a current 10 week period.
- B. Discontinue the issuance of ARC traffic documents in an electronic format.

C. Surrender all ARC traffic documents (paper format) so that it retains no more than a one month supply at each of its locations.

D. Have no instances of dishonored drafts, missing reports, or defaults for a minimum period of 24 months.

Answer: D

36. AGENT RPT AGREEMENT 36

Which of the following is the Agent allowed to do without specific authority from the ticketing carrier whose ARC traffic document is to be issued?

- A. Issue an ARC traffic document in exchange for any traffic document previously issued by another agent.
- B. Issue an ARC traffic document in exchange for any traffic document previously issued by another carrier.
- C. Issue an ARC traffic document in exchange for any traffic document previously issued by the Agent naming another carrier as the ticketing carrier.
- D. Issue an ARC traffic document in exchange for any traffic document previously issued by the Agent naming the same carrier as the ticketing carrier.

Answer: D

37. AGENT RPT AGREEMENT 37

Regarding communication and feedback, managers should:

- A. Value the importance of listening to their employees
- B. Have daily interactions with employees
- C. Establish an open door policy
- D. All of the above

Answer: D

38. AGENT RPT AGREEMENT 38

When may a carrier examine the Agent's records with respect to ARC traffic documents issued by the Agent on behalf of such carrier?

- A. At any time.
- B. Carriers are not allowed to examine the Agent's records.
- C. Only upon 7 days notice.
- D. Only upon 14 days notice.

Answer: A



39. AGENT RPT AGREEMENT 39

When may ARC examine the Agent's books and records to determine compliance with the Agent Reporting Agreement?

- A. ARC has no right to examine the Agent's records.
- B. ARC may examine the Agent's records upon reasonable notice.
- C. ARC may examine the Agent's records only upon 7 days notice.
- D. ARC may examine the Agent's records only upon 14 days notice.

Answer: B

40. AGENT RPT AGREEMENT 40

When it appears to ARC that there may be or has been fraudulent conduct on the part of the Agent and that there is a clear and present danger of substantial loss to ARC and/or the carriers, ARC may do all of the following EXCEPT

- A. Notify the system providers to inhibit the transmission of ticketing records for printing of such onto ARC traffic documents (paper format) by such Agent.
- B. Prohibit the use of ARC traffic document numbers for the issuance of ARC traffic documents (electronic format) by system provider on behalf of such Agent
- C. Immediately remove its traffic documents (paper format only) and all airline identification plates from the Agent
- D. Immediately terminate its agreement with the Agent, and between the Agent and all carriers jointly, and so notify all carriers of such termination

Answer: D

41. AGENT RPT AGREEMENT 41

Upon termination as between the Agent and ARC, and between the Agent and all carriers jointly, the Agent must do all of the following EXCEPT

- A. Immediately return all ARC traffic documents (paper format)
- B. Immediately return all airline identification plates
- C. Immediately cancel its bond or letter of credit
- D. Immediately pay all monies due and payable to the carriers

Answer: C

42. AGENT RPT AGREEMENT 42

By the terms of the Agent Reporting Agreement, a full service agency location MUST

- A. be a minimum of 1,500 square feet.
- B. supply a computer for each person on the staff.
- C. be staffed only by citizens, nationals or aliens authorized employment by the United States government.
- D. be open a minimum of 40 hours per week.

Answer: C

43. AGENT RPT AGREEMENT 43

Upon termination between the Agent and ARC and between the Agent and all carriers jointly, the Agent MUST

- A. return all ARC traffic documents (paper format) immediately.
- B. cancel its bond of letter of credit immediately.
- C. publicize the termination in the local media.
- D. destroy all airline identification plates.

Answer: A

44. AGENT RPT AGREEMENT 44

According to the Agent Reporting Agreement, which of the following is an Agent NOT permitted to do?

- A. Send to ARC a weekly sales report accounting for all ARC traffic documents issued during the report period.
- B. With the consent of the carrier, settle its account with the carrier pursuant to a variable remittance plan.
- C. Utilize the carrier's traffic document.
- D. Enter into a variable reporting plan, where the Agent reports to ARC every other week.

Answer: D

45. AGENT RPT AGREEMENT 45

By the terms of the ARA, the Agent's authorized agency location must have the requisite licenses of the jurisdiction in which it is located. What is considered to be an Authorized Agency location?

- A. Home Office
- B. Branch Locations
- C. Special Event Locations
- D. All of the Above

Answer: D

46. AGENT RPT AGREEMENT 46

When management is communicating through writing, they should focus on:

- A. Their Audience
- B. The Intent of the Communication
- C. The Message
- D. All of the Above

Answer: D



47. AGENT RPT AGREEMENT 47

Before scheduling a meeting you should:

- A. Write down what you expect the meeting to accomplish
- B. Make a list of the people who need to be at the meeting and the contribution you expect each person to make
- C. Answer the question can you accomplish your outcome without a meeting
- D. All of the Above

Answer: D

48. AGENT RPT AGREEMENT 48

Effective negotiation requires both sides to:

- A. Open Minds
- B. Willingness to change
- C. Mutual Respect
- D. All of the Above

Answer: D

49. AGENT RPT AGREEMENT 49

In order to meet the initial \$20,000 financial security requirement, a new agency may provide ARC with:

- A. a letter of credit
- B. a letter of intent
- C. none of the above
- D. all of the above

Answer: A

50. AGENT RPT AGREEMENT 50

A compensatory fee may be assessed by ARC against an agency for:

- A. a sales report which is not timely received by ARC
- B. not keeping the agency open a minimum of 40 hours per week
- C. having a carrier appointment terminated
- D. failing to advise ARC of a change of location

Answer: A

51. AGENT RPT AGREEMENT 51

ARC Specialist status can only be obtained by:

- A. providing an affidavit that the agent has read and understands the IAH
- B. recommendation by two or more carriers
- C. taking and passing the ARC Specialist exam
- D. completing an independent study course on travel

Answer: C

52. AGENT RPT AGREEMENT 52

Pursuant to the ARA, an agent must comply with:

- A. instructions provided in the Industry Agents' Handbook
- B. instructions provided by the carrier
- C. instructions provided by ARC
- D. all of the above

Answer: D

53. AGENT RPT AGREEMENT 53

Which of the following is prohibited by the Agent Reporting Agreement?

- A. Using ticket stock that was issued to the agency by a carrier.
- B. Using ticket stock that was issued to the agency by ARC.
- C. Using ticket stock at the home office that was issued to a branch location.
- D. Using ticket stock at the home office to issue tickets to the agency's personnel.

Answer: C

54. AGENT RPT AGREEMENT 54

Which of the following is prohibited by the Agent Reporting Agreement?

- A. Reporting cash refunds against sales made on credit cards.
- B. Reporting refunds to credit card accounts that have been closed.
- C. Refunding tickets issued by you in a previous report period.
- D. Refunding tickets issued by your branch office.

Answer: A

55. AGENT RPT AGREEMENT 55

Which of the following is prohibited by the Agent Reporting Agreement?

- A. Exchanging tickets issued by your branch office.
- B. Exchanging paper tickets for electronic tickets.
- C. Refunding tickets issued by a carrier.
- D. Refunding tickets issued in an electronic format.

Answer: C

56. AGENT RPT AGREEMENT 56

The Agent Reporting Agreement requires the Agent to do which of the following?

- A. Submit a weekly sales report accounting for all documents voided.
- B. Submit a weekly sales report accounting for all documents sold.



- C. Submit a weekly report stating hours in which the agency was open.
- D. Submit a weekly report stating hours when ARC Specialist Qualifier was at work.

Answer: B

57. AGENT RPT AGREEMENT 57

According to the Agent Reporting Agreement, which of the following is the Agent required to do?

- A. Advertise in local media.
- B. Hire only U.S. citizens
- C. Maintain ethical standards of business.
- D. Be affiliated only with ARC-approved organizations.

Answer: C

58. AGENT RPT AGREEMENT 58

According to the Agent Reporting Agreement, in which of the following situations is the Agent required to provide ARC with a Personal Guaranty of Payment and Performance?

- A. When the agency is initially included on the Agency List.
- B. When the agency has net assets less than \$10,000.
- C. When the agency is located in an area considered by ARC to be "high risk".
- D. When the Agent is subject to the additional operating requirements of Section IX.

Answer: D

59. AGENT RPT AGREEMENT 59

When the Agent's Bond is cancelled, the Agent has \_\_\_\_\_ days to provide ARC with a proper replacement.

- A. 15
- B. 30
- C. 45
- D. 60

Answer: B

60. AGENT RPT AGREEMENT 60

The MAXIMUM amount of the Bond, Letter of Credit or Cash Security Deposit that shall be maintained by each Agent shall be \_\_\_\_\_.

- A. \$ 10,000
- B. \$ 20,000
- C. \$ 70,000
- D. \$100,000

Answer: C

61. AGENT RPT AGREEMENT 61

After two years inclusion on the Agency List, the minimum amount of the Bond, Letter of Credit or Cash Security Deposit that shall be maintained by each Agent shall be \_\_\_\_\_?

- A. \$ 10,000
- B. \$ 20,000
- C. \$ 70,000
- D. \$100,000

Answer: A

62. AGENT RPT AGREEMENT 62

During an employee's performance appraisal a manager should:

- A. Identify areas of accomplishments
- B. Identify areas for improvements
- C. Recognize growth and development
- D. All of the Above

Answer: D

63. AGENT RPT AGREEMENT 63

What is the compensatory fee for a late report?

- A. \$19.00
- B. \$23.00
- C. \$30.00
- D. \$39.00

Answer: C

64. AGENT RPT AGREEMENT 64

What is ARC's Compensatory Fee for each Unreported Sale?

- A. \$72 per ticket
- B. \$43 per ticket
- C. \$23 per ticket
- D. \$19 per ticket

Answer: B

65. AGENT RPT AGREEMENT 65

Which of the following may cause ARC to send a Statement of Unreported Sales to an agency?

- A. ARC sends statements on all documents returned to the Agent that have not been resubmitted
- B. ARC sends a statement for any ticket numbers generated by the GDS but not on the agency report
- C. At the request of the carrier when a document has been used but does not appear on the Sales Summary
- D. At the request of the carrier when a document has not been reported within 10 days of being issued

Answer: C



66. AGENT RPT AGREEMENT 66

How do agencies pay shortages?

- A. By increasing the next report's Authorized Amount by the shortage amount.
- B. By sending a check and the shortage notice to the address specified on the shortage notice.
- C. By including the shortage notice with the next weeks adjustments in the Cash Batch.
- D. By mailing a check and the shortage notice directly to the carrier.

Answer: B

67. AGENT RPT AGREEMENT 67

According to the ARA, for which of the following is ARC required to send notification to the agency's surety?

- A. Debit Memo
- B. Recall Commission Statement
- C. Dishonored Draft
- D. Shortage Notice

Answer: C

68. AGENT RPT AGREEMENT 68

If the ARC Specialist Qualifier (ASQ) leaves the agency location, what happens to the individual's ASQ status?

- A. The ASQ certificate goes with the individual and the agency must get a new ARC Specialist Qualifier
- B. The agency keeps the status and the individual must re-take the test
- C. Both the individual and the agency keep the status
- D. Both the individual and the agency lose the status

Answer: A

69. AGENT RPT AGREEMENT 69

What is the compensatory fee for an Agent's first dishonored draft in a 12 month period?

- A. \$19.00
- B. \$23.00
- C. \$47.00
- D. \$72.00

Answer: C

70. AGENT RPT AGREEMENT 70

What is the compensatory fee for an Agent's third dishonored draft in a 12 month period?

- A. \$19.00
- B. \$23.00
- C. \$39.00

D. \$88.00

Answer: D

71. AGENT RPT AGREEMENT 71

Job performance coaching should include:

- A. Documenting your discussion
- B. An Improvement Plan
- C. Timely Follow-Up
- D. All of the Above

Answer: D

72. AGENT RPT AGREEMENT 72

Which of the following will cause an agency to be ineligible for inclusion on the Agency List for a period of one year?

- A. Failure to hire a ASQ within 4 weeks of ARC approval
- B. Failure to disclose the true ownership of the agency
- C. Failure to maintain a net worth of \$100,000
- D. Failure to be open to the public at least 40 hours per week

Answer: B

73. AGENT RPT AGREEMENT 73

According to the Agent Reporting Agreement, which of the following is considered a Section IX violation?

- A. Failing to pay a carrier issued debit memo
- B. Submitting a late sales report due to a malfunction at the system provider
- C. Storage of ARC traffic documents in an unlocked filing cabinet
- D. Not providing immediate reimbursement for a dishonored check for the weekly sales report

Answer: D

74. AGENT RPT AGREEMENT 74

According to the Agent Reporting Agreement, can an Agent open a new branch location with only one employee?

- A. Yes, provided the employee is both an ARC Specialist and a Manager Qualifier approved by ARC
- B. Yes, provided the employee is both a Ticketing Qualifier and a Manager Qualifier approved by ARC
- C. No, the new branch location requires both a Manager Qualifier and a Ticketing Qualifier, two people minimum
- D. No, the new branch location requires both a Manager Qualifier and an ARC Specialist, two people minimum

Answer: A



75. AGENT RPT AGREEMENT 75

Does refunding a ticket issued by one of your branch offices at your home office indicate to ARC that the Agent is engaging in fraud?

- A. Yes, because refunds may only be made at the issuing location
- B. Yes, unless the refund is to a credit card
- C. No, unless the refund is a cash transaction
- D. No, refunds can be made by any affiliated location of the Agent's

Answer: D

76. AGENT RPT AGREEMENT 76

Does issuing non-ARC tickets at your agency indicate to ARC that the Agent is engaging in fraud?

- A. Yes, because the agency location may only issue tickets delivered to it by ARC
- B. Yes, because an ARC-accredited agency is specifically prohibited from using non-ARC ticket stock
- C. Yes, because carrier ticket stock may only be issued by the carrier at one of its locations
- D. No, because the Agent may issue any ticket stock provided to the Agent by the carrier

Answer: D

77. AGENT RPT AGREEMENT 77

Does a Home Office location applying for inclusion on ARC's Agency List today have to employ an ARC Specialist Qualifier (ASQ) at its location?

- A. Yes, a new Home Office location is required to have an ASQ on staff
- B. No, a new Home Office location only needs a Ticketing Qualifier to meet the personnel standards
- C. No, a new Home Office location is only required to have a Manager Qualifier
- D. No, a new Home Office location is specifically exempted from the personnel standards

Answer: A

78. AGENT RPT AGREEMENT 78

Does a Home Office location that applied for inclusion on ARC's Agency List in December 1998 have to employ an ARC Specialist Qualifier (ASQ) at its location?

- A. Yes, all Home Office locations are required to have an ASQ regardless of inclusion date
- B. No, the Home Office location is grand-fathered according to the personnel standards
- C. No, the Home Office location only needs a Manager Qualifier to meet the personnel standards

D. No, the Home Office location only needs a Ticketing Qualifier to meet the personnel standards

Answer: B

79. AGENT RPT AGREEMENT 79

When may an agent charge a ticket to an agency credit card where the customer has paid in cash?

- A. Never, the form of payment can not be changed
- B. Only when the customer specifically requests it
- C. Only when the carrier specifically authorizes it
- D. Only when the agency does not maintain cash at the agency

Answer: C

80. AGENT RPT AGREEMENT 80

What is the normal submission deadline time for you IAR report in a normal non holiday week?

- A. Sunday Midnight Eastern Time
- B. Tuesday Midnight Eastern Time
- C. Sunday Midnight Local Time
- D. Tuesday Midnight Local Time

Answer: B

81. AGENT RPT AGREEMENT 81

Managers should have daily exposure to the changes taking place in their profession. So they should:

- A. Enroll in any workshops or classes your company offers
- B. Maintain active membership in relevant professional organizations
- C. Maintain any licensure or certification essential to work in your core skill area.
- D. All of the Above

Answer: D

82. DOCUMENT ORDERING 1

How do you show proof that you received your ARC ticket shipment?

- A. Sign the Acknowledgement form and mail to ARC.
- B. Ensure that you sign the UPS signature panel upon delivery of ticket stock.
- C. Call ARC to advise receipt of ticket shipment.
- D. Send a conformation email to ARC.

Answer: B

83. DOCUMENT ORDERING 2

What happens if the agency tries to order more ticket stock than the allowable reserve supply?



- A. The agency can lose their accreditation
- B. ARC online document ordering system will give you an error
- C. ARC will audit the agency
- D. ARC will place the agency in default

Answer: B

84. DOCUMENT ORDERING 3

ARC online document ordering system allows the agent to order

- A. Accountable Documents
- B. Non Accountable Documents
- C. ARC Printable Collection
- D. All of the Above

Answer: D

85. DOCUMENT ORDERING 4

What do you need to access ARC Document Ordering System?

- A. PIN and Password
- B. User ID and Password
- C. PIN
- D. Password

Answer: B

86. DOCUMENT ORDERING 5

Under what circumstances must the Affidavit for Accountable Traffic Document Destruction/Return be notarized?

- A. When the Agent returns accountable ticket stock to ARC
- B. When the Agent destroys accountable ticket stock
- C. When the Agent returns an incorrect ticket shipment to ARC
- D. When the Agent uses a box of ticket stock out of sequence

Answer: B

87. DOCUMENT ORDERING 6

How many boxes of non-accountable forms can be requested per emergency order?

- A. 1
- B. 2
- C. 3
- D. Unlimited

Answer: D

88. DOCUMENT ORDERING 7

When are ATB tickets shipped to the designated host location instead of to the STP physical address?

- A. Always, because an STP location is not required to comply with any ticket security rules
- B. Always, because an STP location is not required to have staff on hand to receive the ticket stock
- C. Never, because an STP location is a fully operational site like all of the Agent's other locations

D. Never, because ARC ticket stock is always shipped to the location where it will be issued

Answer: B

89. DOCUMENT ORDERING 8

When a ticket shipment arrives at your agency, what are you required to do?

- A. Place a phone call to ARC's Document Services Department.
- B. Send an e-mail to ARC's Customer Support Center.
- C. Provide UPS with a Signature to acknowledge order.
- D. Sign and fax the Ticket Receipt to ARC.

Answer: C

90. DOCUMENT ORDERING 9

Which of the following is an accountable document?

- A. Sales Summary Adjustment Request.
- B. Agent Automated Deduction.
- C. Travel Agency Service Fee.
- D. Prepaid Ticket Advice.

Answer: D

91. DOCUMENT ORDERING 10

What should an agency do when it runs out of ARC ticket stock?

- A. Borrow documents from another agency.
- B. Make copies of the available documents with ARC approval.
- C. Place a ticket stock order with ARC.
- D. Ask ARC for authority to borrow documents.

Answer: C

92. DOCUMENT ORDERING 11

If the agency is a Home Office to several branches, what type of accountable document transfer is allowed?

- A. Between two branches only
- B. Between the Home Office and a branch
- C. No transfer of accountable documents is allowed
- D. Among all branches

Answer: C



93. DOCUMENT ORDERING 12

What should you do if you use a ticket out of sequence?

- A. Return the unused, out-of-sequence portion of the box to ARC.
- B. Destroy the remainder of the box and report the error to ARC.
- C. Finish the box and return to the proper sequence.
- D. Stop using these forms and store the unused portion for six months.

Answer: C

94. DOCUMENT ORDERING 13

When does an agency have to send ARC a notarized Affidavit for Accountable Documents?

- A. When ticket stock is transferred to another location
- B. When ticket stock is shipped back to ARC
- C. When ticket stock is destroyed
- D. When ticket stock is lost

Answer: C

95. DOCUMENT ORDERING 14

What procedure should you follow if a box of ticket stock is used out of order?

- A. Send the partial box back to ARC.
- B. Take the box out to complete later and go back to the correct box.
- C. Finish the box and then return to proper sequence.
- D. Void all remaining tickets in the box.

Answer: C

96. DOCUMENT ORDERING 15

Which of the following statements regarding ARC Printables Collection Mini Itins is false?

- A. Mini Itins are easy-to-read, pocket itineraries for your clients' flight, hotel, car, train, and other travel information.
- B. Mini Itins are accountable traffic documents.
- C. Mini Itins can be customized by your agency to include your logo.
- D. Mini Itins can be used to print agent coupons through an ATB printer.

Answer: B

97. DOCUMENT ORDERING 16

Which ARC department is responsible for ticket orders?

- A. Document Services
- B. Ticket Resolution Services
- C. Risk Management
- D. Fraud Department

Answer: A

98. DOCUMENT ORDERING 17

What is the limit on an emergency document order?

- A. Two different accountable stocks & one non-accountable
- B. Two different accountable stocks & two non-accountable
- C. Three different accountable stocks & one non-accountable
- D. Unlimited provided the 3-month supply limit is not exceeded.

Answer: D

99. DOCUMENT ORDERING 18

How much time should you allow for processing and shipping of a NORMAL online document order?

- A. 1 Week from the date the requisition is mailed to ARC.
- B. 1 Week from the date the requisition is received by ARC.
- C. 2 Weeks from the date the requisition is mailed to ARC.
- D. 2 Weeks from the date the online order is placed.

Answer: D

100. DOCUMENT ORDERING 19

ARC Document Ordering System confirmation screen will display:

- A. Only your order number
- B. Sales Reference number only
- C. The details of your order, Order Number & Sales Reference Number
- D. Only order details

Answer: C

101. DOCUMENT SECURITY 1

Which of the following is acceptable for storing the Agent's entire supply of accountable documents on the agency premises?

- A. Locked desk drawer
- B. Steel safe on wheels
- C. Locked filing cabinet
- D. Walk-in steel vault

Answer: D

102. DOCUMENT SECURITY 2

Security rules governing ARC accountable traffic documents apply to all of the following EXCEPT

- A. 4-Flight Manual Tickets.
- B. Automated Ticket/Boarding Pass (ATBs).
- C. Prepaid Ticket Advice.
- D. Universal Credit Card Charge forms.



Answer: D

103. DOCUMENT SECURITY 3

The maximum supply allowance of accountable documents is determined by the last \_\_\_\_\_ consecutive months of reported usage.

- A. 3 months
- B. 6 months
- C. 12 months
- D. 18 months

Answer: A

104. DOCUMENT SECURITY 4

Which of the following documents is classified as an accountable document and subject to ARC security rules?

- A. Agent Automated Deductions (AAD)
- B. Prepaid Ticket Advice (PTA)
- C. Refund Exchange Notices (REN)
- D. Sales Report Settlement Authorization Forms (SRSAF)

Answer: B

105. DOCUMENT SECURITY 5

ARC security rules cover all of the following EXCEPT

- A. Total inventory of accountable documents.
- B. Reserve storage supply.
- C. Security clearance of agency staff.
- D. Security of agent's location.

Answer: C

106. DOCUMENT SECURITY 6

Which of the following locations is an acceptable location for storage of an Agent's reserve supply of accountable documents?

- A. At the agency, but in a different room from that in which the rest of the inventory is located.
- B. In a self-storage unit.
- C. At the residence of the agency manager/owner, provided it has an alarm system.
- D. Safety Deposit Box

Answer: D

107. DOCUMENT SECURITY 7

Which security rules must an Agent comply with to be protected from liability in the event of a theft of ARC traffic documents?

- A. The Agent is not liable for theft if it is in compliance with the specific rule covering the specific cause of the theft

- B. The Agent is not liable for theft if it is in compliance with a majority of the rules
- C. The Agent must be in compliance with all of the security rules
- D. The Agent is always liable for theft of documents

Answer: C

108. DOCUMENT SECURITY 8

Agents must abide by ARC security rules that cover

- A. total inventory of accountable documents.
- B. length of experience of staff members.
- C. security clearance of the agency staff.
- D. fire insurance.

Answer: A

109. DOCUMENT SECURITY 9

Security rules governing ARC accountable traffic documents apply to

- A. Refund Exchange Notices (REN).
- B. Automated Ticket and Boarding Passes (ATBs).
- C. Agent Automated Deductions (AADs).
- D. Universal Credit Card Charge forms.

Answer: B

110. DOCUMENT SECURITY 10

Following delivery of traffic documents by ARC, within what time period must an agency remove excess inventory to off-premises, secure storage?

- A. Next business day
- B. 48 hours
- C. 72 hours
- D. One week

Answer: A

111. DOCUMENT SECURITY 11

If an Agent is in compliance with all of the ticket security rules, the Agent is liable for usage of accountable documents in which of the following situations?

- A. Victim of shoplifting
- B. Victim of robbery
- C. Victim of burglary
- D. Victim of employee theft

Answer: D

112. DOCUMENT SECURITY 12

ARC's ticket security rules state that all traffic documents at an agency must be locked in a metal container. When may an agency be exempted from this rule?



- A. When reporting via IAR and meeting a threshold percentage of electronic ticket sales.
- B. When reporting via IAR and issuing only manual documents.
- C. When approval is given by at least 5 ARC approved Carriers.
- D. Never. The security rules are always mandatory.

Answer: A

113. DOCUMENT SECURITY 13

What must you do if you discover that you are missing or have lost ticket stock?

- A. Execute a confirmation report, Form A.
- B. Execute a confirmation report, Form B.
- C. Execute a confirmation report, Form C.
- D. Execute a confirmation report, Form D.

Answer: C

114. DOCUMENT SECURITY 14

What must you do if you are the victim of an armed robbery?

- A. Execute a confirmation report, Form A, and conduct a complete inventory.
- B. Execute a confirmation report, Form B, and conduct a complete inventory.
- C. Execute a confirmation report, Form C, and conduct a complete inventory.
- D. ARC does not need to be informed if no ticket stock was stolen.

Answer: B

115. DOCUMENT SECURITY 15

Which of the following practices will not reduce prepaid ticket advice (PTA) fraud?

- A. Offering an E-Ticket
- B. Call in PTA information in private away from the customer
- C. Providing an invoice to the passenger instead of the passenger's receipt
- D. Giving the passenger's receipt of the PTA to the passenger

Answer: D

116. DOCUMENT SECURITY 16

Are all accountable and non-accountable documents subject to the security rules outlined in Section 80, Attachment B of the IAH?

- A. Yes, all ARC documents are subject to the ticket security rules
- B. Yes, all ARC documents are subject to the ticket security rules, except that UCCCFs are exempt

- C. No, only accountable documents are subject to the ticket security rules
- D. No, accountable documents locked in ATB printers are exempt from the security rules

Answer: C

117. DOCUMENT SECURITY 17

What must you do if your agency is a victim of a burglary after hours?

- A. Execute a confirmation report, Form A, and conduct a complete inventory.
- B. Execute a confirmation report, Form B, and conduct a complete inventory.
- C. Execute a confirmation report, Form C, and conduct a complete inventory.
- D. ARC does not need to be informed if no ticket stock was stolen.

Answer: A

118. DOCUMENT SECURITY 18

The Agent's daily working supply of traffic documents must be locked up in which of the following?

- A. Lockable Cash Box
- B. Metal Safe weighing 200 lbs
- C. Any Fire-Proof Safe
- D. Dead-bolted Closet

Answer: B

119. DOCUMENT SECURITY 19

A ticket printer is "in use" for purposes of Attachment B if it is:

- A. operational
- B. presently connected to the agent's System Provider
- C. currently receiving ticketing data from the System Provider
- D. all of the above

Answer: D

120. DOCUMENT SECURITY 20

What is one of the steps the carrier uses to help agents prevent PTA fraud?

- A. Ask the agent to fax in the PTA
- B. Give the Agent an authorization code
- C. Carrier calls agent back for verification
- D. Carriers limit their acceptance of PTAs

Answer: C



121. DOCUMENT SECURITY 21

The agency is not held liable for stolen ticket stock under which of the following circumstances?

- A. If the agency is burglarized
- B. If the stock is stolen during an armed robbery
- C. If the stock is stolen by an employee
- D. If the stock is stolen by a non-employee who has access, like a janitor for example

Answer: B

122. DOCUMENT SECURITY 22

Which of the following is considered a credit card high risk Red Flag?

- A. Customer offers multiple credit cards if first card is rejected
- B. Cardholder is not the passenger
- C. Customer not concerned with ticket price or service fee amount
- D. All of the Above

Answer: D

123. REFUNDS & EXCHANGES 1

An e-ticket enters your IAR report from your GDS, which fields can be modified prior to the void/modification window closing?

- A. Only the commission field.
- B. Only the certificate number field
- C. Only the ticket designator field
- D. Commission, Tour Code, Certificate Number & Ticket Designator

Answer: D

124. REFUNDS & EXCHANGES 2

Your client brings in an unused old ticket worth \$1000.00, and wants a new ticket with a total value of \$800.00. If the carrier charges a \$75.00 penalty, what will be the final result of the transaction? The old ticket value can be applied to the value of the new ticket.

- A. An Exchange with a Refund of \$125.00
- B. An Add/Collect of \$75.00
- C. An Even Exchange
- D. None of the above

Answer: A

125. REFUNDS & EXCHANGES 3

What is an ESAC?

- A. A unique number generated by your GDS to track ticket sales

B. A unique number generated by the carrier when an ATB is issued.

C. A unique number generated by the carrier to authorize or approve a void, refund or exchange of an paper ticket.

D. A unique number generated by the carrier to authorize or approve a void, refund or exchange of an electronic ticket.

Answer: D

126. REFUNDS & EXCHANGES 4

Your client brings in an unused old ticket worth \$800.00, and wants a new ticket with a total value of \$1000.00. What type of transaction will this be?

- A. Add/Collect
- B. Even Exchange
- C. Refund
- D. Refund with Exchange

Answer: A

127. REFUNDS & EXCHANGES 5

Your client brings in an unused old ticket worth \$875.00, and wants a new ticket with a total value of \$800.00. Under what circumstances would this be an Even Exchange?

- A. Always because one new ticket is replacing one old ticket
- B. Never because the tickets are not equal in value
- C. If the carrier said to charge a \$75.00 penalty fee
- D. If the carrier said to charge a \$50.00 penalty fee and your agency charges a \$25.00 service fee

Answer: C

128. REFUNDS & EXCHANGES 6

For the following itinerary, how much US tax would be refunded to your client for a full refund?

FP CASH FC 18JUN09 DCA US TPA Q13.33 100.00 US  
DCA 100.00 USD213.33 END ZPDCATPA XT 7.20ZP  
5.00AY 6.00XFDCA3TPA3

- A. 16.00
- B. 8.50
- C. 7.50
- D. 5.50

Answer: A

129. REFUNDS & EXCHANGES 7

From the following fare calculation, if you were refunding the return portion of this refundable ticket, what amount of the passenger facility charge would you refund?

WAS DL X/CVG DL CHI 61.02 DL X/CVG DL WAS 61.02  
USD 122.04END ZPDCACVGVORDCVG XT 14.40ZP  
10.00AY 15.00XF DCA4.5CVG3ORD4.5CVG3



- A. 3.00
- B. 4.50
- C. 7.50
- D. 12.00

Answer: C

130. REFUNDS & EXCHANGES 8

From the following fare calculation, if the carrier allowed you to refund the ticket but told you to apply a \$50 penalty, what amount would you refund to your client?

WAS DL X/CVG DL CHI 61.02/DLX/CVG DL WAS 61.02  
USD 122.04END ZPDCACVGGORDCVG XT 14.40ZP  
10.00AY 15.00XF DCA4.5CVG3ORD4.5CVG3

- A. 111.44
- B. 120.59
- C. 149.04
- D. 170.59

Answer: B

131. REFUNDS & EXCHANGES 9

What is the maximum number of PFCs that can be charged for a one way trip?

- A. 1
- B. 2
- C. 3
- D. 4

Answer: B

132. REFUNDS & EXCHANGES 10

What is the maximum number of PFCs that can be charged for a roundtrip?

- A. 1
- B. 2
- C. 3
- D. 4

Answer: D

133. REFUNDS & EXCHANGES 11

When refunding the return portion of the following fare calculation, what is the base fare that would be refunded?

BWI DL X/ATL DL FLL 43.83 DL ATL DL BWI Q 3.17  
43.83 USD 90.83END ZPBWIATLFLATL XT14.40ZP  
10.00AY 15.00XF BWI3ATL4.5FLL3ATL4.5

- A. 43.83
- B. 47.00
- C. 87.66
- D. 90.83

Answer: B

134. REFUNDS & EXCHANGES 12

When refunding the return portion of the following fare calculation, how much base fare is refunded?

FLL SW BWI Q4.00 40.93 SW FLL Q3.00 40.93 USD 88.86  
END ZPFLBWI XT 7.20ZP 5.00AY 6.00XF FLL3BWI3

- A. 40.93
- B. 43.93
- C. 81.86
- D. 88.86

Answer: B

135. REFUNDS & EXCHANGES 13

When refunding the following fare calculation, how much base fare is refunded?

FLL SW BWI Q4.00 40.93 SW FLL Q3.00 40.93 USD 88.86  
END ZPFLBWI XT 7.20ZP 5.00AY 6.00XF FLL3BWI3

- A. 40.93
- B. 43.93
- C. 81.86
- D. 88.86

Answer: D

136. REFUNDS & EXCHANGES 14

When refunding the return portion of the following fare calculation, how much segment tax is refunded?

FLL SW BWI Q4.00 40.93 SW FLL Q3.00 40.93 USD 88.86  
END ZPFLBWI XT 7.20ZP 5.00AY 6.00XF FLL3BWI3

- A. 0.00
- B. 3.60
- C. 5.00
- D. 6.00

Answer: B

137. REFUNDS & EXCHANGES 15

The Agent has received permission from the carrier to exchange a nonrefundable ticket and to issue an MCO for the difference between the old and new tickets.

What steps does the Agent take to fully complete the transaction by using a REN before entering it into IAR?

- A. Add the total cost of the new ticket to the total cost of the MCO and place the total in Box A.
- B. Report the new ticket and the MCO together with the REN as a single transaction.
- C. Report the MCO as a separate transaction, making sure that the form of payment is clearly specified.



D. Add the total cost of the new ticket to the total cost of the MCO and place the total in Box A. Report the new ticket and the MCO together with the REN as a single transaction.

Answer: D

138. REFUNDS & EXCHANGES 16

For a refund of the return portion of the following fare calculation, what are the unused PFC(s)?

WAS DL X/CVG DL CHI 61.02 DL X/CVG DL WAS 61.02  
USD 122.04END ZPDCACVGGORDCVG XT 14.40ZP  
10.00AY 15.00XF DCA4.5CVG3ORD4.5CVG3

- A. DCA4.5
- B. CVG3
- C. DCA4.5CVG3
- D. ORD4.5CVG3

Answer: D

139. REFUNDS & EXCHANGES 17

For a refund of the return portion of the following fare calculation, how much is refunded to your client?

WAS DL X/CVG DL CHI 61.02 DL X/CVG DL WAS 61.02  
USD 122.04END ZPDCACVGGORDCVG XT 14.40ZP  
10.00AY 15.00XF DCA4.5CVG3ORD4.5CVG3

- A. \$ 80.72
- B. \$ 85.30
- C. \$108.19
- D. \$158.19

Answer: B

140. REFUNDS & EXCHANGES 18

How are fuel surcharges treated when calculating the US Ticket Tax?

- A. Fuel surcharges are exempt from the US Ticket Tax
- B. Fuel surcharges for a rural airport are exempt from the US Ticket Tax
- C. The fuel surcharge is subject to the US Ticket Tax at a rate of 8%
- D. The fuel surcharge is added to the base fare of the ticket and taxed at 7.5%

Answer: D

141. REFUNDS & EXCHANGES 19

On which flight segment is a fuel surcharge applied?

BWI DL ATL 43.83 DL FLL 43.83 DL ATL 43.83 DL BWI  
Q 4.68 43.83 USD 180.00 END ZPBWIATLFLLLATL  
XT14.40ZP 10.00AY 15.00XF BWI3ATL4.5FLL3ATL4.5

- A. BWI – ATL
- B. ATL - FLL
- C. FLL - ATL
- D. ATL - BWI

Answer: D

142. REFUNDS & EXCHANGES 20

If your client returned from Fort Lauderdale by rental car, what would be the unused PFC(s) from the fare calculation below?

BWI DL ATL 43.83 DL FLL 43.83 DL ATL 43.83 DL BWI  
Q 4.68 43.83 USD 180.00 END ZPBWIATLFLLLATL  
XT14.40ZP 10.00AY 15.00XF BWI3ATL4.5FLL3ATL4.5

- A. ATL4.5
- B. FLL3
- C. FLL3ATL4.5
- D. ATL4.5FLL3ATL4.5

Answer: C

143. REFUNDS & EXCHANGES 21

If your client returned from Fort Lauderdale by rental car, what would be the refunded US Ticket Tax from the fare calculation below?

BWI DL ATL 43.83 DL FLL 43.83 DL ATL 43.83 DL BWI  
Q 4.68 43.83 USD 180.00 END ZPBWIATLFLLLATL  
XT14.40ZP 10.00AY 15.00XF BWI3ATL4.5FLL3ATL4.5

- A. 10.21
- B. 6.93
- C. 3.64
- D. 3.29

Answer: B

144. REFUNDS & EXCHANGES 22

When a client wants to refund a ticket that was paid for with a credit card account that is now closed, how is the ticket refunded?

- A. A refund is not possible because of the closed account.
- B. Refund to any open credit card account number of the client.
- C. Refund to the agency's credit card and give cash or agency check to the client.
- D. Refund to the original credit card account number.

Answer: D

145. REFUNDS & EXCHANGES 23

How do you list all your Exchanges in IAR?



- A. Click the drop down at Transaction Type.
- B. Click the drop down System Provider.
- C. Click the drop down Document Type.
- D. Click the drop down at List Type.

Answer: A

146. REFUNDS & EXCHANGES 24

When exchanging a document in IAR how many screens are presented to you?

- A. 2
- B. 3
- C. 4
- D. 5

Answer: C

147. REFUNDS & EXCHANGES 25

When are you allowed to exchange a ticket that was issued by another agency?

- A. An agency can exchange a ticket issued by another agency only if the ticket had been issued within the previous 12 months.
- B. An agency can exchange a ticket issued by another agency only when the new ticket is validated on the same carrier as the old ticket.
- C. An agency can exchange a ticket issued by another agency, including inter-line exchanges, at any time as long as the agencies are affiliated.
- D. An agency can exchange a ticket issued by another agency at any time as long as the agencies are affiliated and the exchange occurs on the same validating carrier.

Answer: D

148. REFUNDS & EXCHANGES 26

Your client lost the credit card that was used to pay for a ticket, but has a new account number with the credit card company. This client now wants to refund the ticket. How do you refund the ticket?

- A. Refund to the new credit card account number.
- B. Refund to the old credit card account number.
- C. Refund the ticket as a cash sale since the carrier has been paid.
- D. A refund is not possible. The ticket may only be used to exchange for a new ticket.

Answer: B

149. REFUNDS & EXCHANGES 27

A client wants to get a refund for a ticket that was purchased at another, unaffiliated agency. How is this best accomplished?

- A. Refund the ticket.
- B. A refund is not possible. The ticket may only be exchanged for a new ticket.
- C. Have the client contact the previous agency or the airline(s).
- D. Refund the ticket, but charge a service fee.

Answer: C

150. REFUNDS & EXCHANGES 28

A client exchanges an old ticket worth \$323.00 for a new ticket worth \$419.00. You must also collect a \$75.00 penalty from the client. What is the final amount to be collected from or refunded to your client?

- A. Refund 21.00
- B. Refund 171.00
- C. Collect 21.00
- D. Collect 171.00

Answer: D

151. REFUNDS & EXCHANGES 29

If the carrier issues a Recall Commission Statement, in Memo Manager, it could be for all of the following reasons EXCEPT:

- A. carrier refunded a client's ticket and is recalling the commission.
- B. client changed to a lower class of service, and the carrier is recalling the commission on the difference in fares.
- C. client exchanged a ticket for one of greater value, and the carrier is recalling the commission on the difference in fares.
- D. an overcharge was refunded to the client, and the carrier is recalling commission on the amount of the overcharge.

Answer: C

152. REFUNDS & EXCHANGES 30

A client exchanges an old ticket worth \$408.00 for a new ticket worth \$468. You must also collect a \$100.00 penalty from the client. What is the final amount to be collected from or refunded to your client?

- A. Refund 60.00
- B. Collect 60.00
- C. Collect 160.00
- D. Refund 160.00

Answer: C

153. REFUNDS & EXCHANGES 31

A client purchased a round trip ticket from Chicago to Denver, total cost \$300.00. She had to move her travel date up and would like to exchange her old ticket. The new ticket costs \$250.00. The carrier will not refund any money to her and wants you to collect a \$50 penalty. What is the end result of this transaction?



- A. - 50.00 and treat as an Even Exchange
- B. + 50.00 and treat as an Add/Collect
- C. -100.00 and treat as an Even Exchange
- D. +100.00 and treat as an Add/Collect

Answer: B

154. REFUNDS & EXCHANGES 32

For a refund of the fare calculation (linear) shown, what amount should be the Base Fare of Refunded/Exchanged Documents?

BWI DL ATL 43.83 DL FLL DL ATL Q 3.17 43.83 DL BWI USD 90.83END ZPBWIATLFLATL XT14.40ZP 10.00AY 15.00XF BWI3ATL4.5FLL3ATL4.5

- A. 43.83
- B. 47.00
- C. 87.66
- D. 90.83

Answer: D

155. REFUNDS & EXCHANGES 33

For a refund of the fare calculation (linear) shown, how much US Ticket Tax is refunded?

BWI DL ATL 43.83 DL FLL DL ATL Q 3.17 43.83 DL BWI USD 90.83END ZPBWIATLFLATL XT14.40ZP 10.00AY 15.00XF BWI3ATL4.5FLL3ATL4.5

- A. 3.29
- B. 3.53
- C. 6.57
- D. 6.81

Answer: D

156. REFUNDS & EXCHANGES 34

A client has an old ticket worth \$1,000.00 and wants to exchange it for a new ticket worth \$800.00. The carrier has given you permission to issue an MCO for the residual value and has also told you to collect a \$75.00 penalty. What is the total cost of all your newly issued documents?

- A. \$ 200.00
- B. \$ 275.00
- C. \$ 800.00
- D. \$1,000.00

Answer: D

157. REFUNDS & EXCHANGES 35

A client has an old ticket worth \$1,000.00 and wants to exchange it for a new ticket worth \$800.00. The carrier has given you permission to issue an MCO for the residual value

and has told you to collect a \$75.00 penalty. What amount should be entered as the penalty amount?

- A. \$ 75.00
- B. \$200.00
- C. \$275.00
- D. \$800.00

Answer: A

158. REFUNDS & EXCHANGES 36

Your client brings in an unused old ticket worth \$1000.00, and wants a new ticket with a total value of \$800.00. What type of transaction will this be?

- A. Even Exchange
- B. Exchange with Add/Collect
- C. Partial Refund
- D. Refund with Exchange

Answer: D

159. REFUNDS & EXCHANGES 37

For the following itinerary, how much US tax would be refunded to your client for the return portion of the trip?

FP CASH FC 18JUN09 DCA US TPA Q13.33 100.00 US DCA 100.00 USD213.33 END ZPDCATPA XT 7.20ZP 5.00AY 6.00XFDCA3TPA3

- A. 16.00
- B. 8.50
- C. 7.50
- D. 5.50

Answer: C

160. REFUNDS & EXCHANGES 38

A client with a full-fare ticket, issued by your agency, validated on Carrier A asks to exchange it for a new ticket validated on Carrier B. What is the best course of action?

- A. Exchange the ticket with Carrier A's authorization
- B. Refund Carrier A's ticket and issue a new ticket for Carrier B
- C. Exchange the ticket with Carrier B's authorization
- D. Exchange the ticket after receiving authorization from both Carrier A and Carrier B

Answer: B

161. REFUNDS & EXCHANGES 39

When the credit card account that was used to purchase a ticket is closed, how is the ticket refunded?



- A. Refund to any other open credit card account.
- B. Refund cash to the client.
- C. Refund by means of an agency check made payable to the client.
- D. Refund only to the original credit card account number.

Answer: D

162. REFUNDS & EXCHANGES 40

For an exchange of the two fare calculations, what amount should be entered as the Total Cost of the New Tickets?

NEW TICKET FARE CALCULATION

FC 21JUL09 DFW AA SFO 185.00 AA DFW 137.00  
USD322.00 END ZPDFWSFO XT 7.20ZP 5.00AY 9.00XF  
DFW4.50SFO4.50

OLD TICKET FARE CALCULATION

FC 13JUL09 DFW AA SFO 480.00 AA DFW 320.00  
USD800.00 END ZPDFWSFO XT 7.20ZP 5.00AY 9.00XF  
DFW4.50SFO4.50

- A. 322.00
- B. 337.00
- C. 343.20
- D. 367.35

Answer: D

163. REFUNDS & EXCHANGES 41

NEW TICKET FARE CALCULATION

What is the total cost of the old ticket?

FC 21JUL09 DFW AA SFO 185.00 AA DFW 137.00  
USD322.00 END ZPDFWSFO XT 7.20ZP 5.00AY 9.00XF  
DFW4.50SFO4.50

OLD TICKET FARE CALCULATION

FC 13JUL09 DFW AA SFO 480.00 AA DFW 320.00  
USD800.00 END ZPDFWSFO XT 7.20ZP 5.00AY 9.00XF  
DFW4.50SFO4.50

- A. 800.00
- B. 815.00
- C. 860.00
- D. 881.20

Answer: D

164. REFUNDS & EXCHANGES 42

For an exchange of the two fare calculations, assuming there is NO penalty, what kind of transaction will this be?

NEW TICKET FARE CALCULATION

FC 21JUL09 DFW AA SFO 185.00 AA DFW 137.00  
USD322.00 END ZPDFWSFO XT 7.20ZP 5.00AY 9.00XF  
DFW4.50SFO4.50

OLD TICKET FARE CALCULATION

FC 13JUL09 DFW AA SFO 480.00 AA DFW 320.00  
USD800.00 END ZPDFWSFO XT 7.20ZP 5.00AY 9.00XF  
DFW4.50SFO4.50

- A. Add Collect of \$513.85
- B. Refund of \$513.85 with Exchange
- C. Add Collect of \$478.00
- D. Refund of \$478.00 with Exchange

Answer: B

165. REFUNDS & EXCHANGES 43

For a refund of the following fare calculation, what amount should be entered as the Base Fare of the Old Ticket?

FC 10APR09 JFK UA ORD 127.55 UA MSP 87.83 UA JFK  
103.17 USD318.55 END ZPJFKORDMSP XT 10.80ZP  
7.50AY 12.00XFJFK3ORD4.50MSP4.50

- A. 191.00
- B. 215.38
- C. 318.55
- D. 344.03

Answer: C

166. REFUNDS & EXCHANGES 44

For a refund of the following fare calculation, what amount should be entered as the US Designated Taxes on the Old Ticket?

FC 10APR09 JFK UA ORD 127.55 UA MSP 87.83 UA JFK  
103.17 USD318.55 END ZPJFKORDMSP XT10.80ZP  
7.50AY 12.00XFJFK3ORD4.50MSP4.50

- A. 25.80
- B. 23.89
- C. 16.15
- D. 14.32

Answer: B

167. REFUNDS & EXCHANGES 45

For a refund of the following fare calculation, assuming a \$75.00 penalty applies to the refund, what amount should be entered as Amount Collected from or Refunded to Client?

FC 10APR09 JFK UA ORD 127.55 UA MSP 87.83 UA JFK  
103.17 USD318.55 END ZPJFKORDMSP XT10.80ZP  
7.50AY 12.00XFJFK3ORD4.50MSP4.50



- A. – 372.27
- B. – 297.74
- C. - 243.55
- D. - 75.00

Answer: B

168. REFUNDS & EXCHANGES 46

For a refund of the following fare calculation, how many flight segments are being refunded?

FC 10APR09 JFK UA ORD 127.55 UA MSP 87.83 UA JFK 103.17 USD318.55 END ZPJFKORDMSP XT10.80ZP 7.50AY 12.00XFJFK3ORD4.50MSP4.50

- A. 1
- B. 2
- C. 3
- D. 4

Answer: C

169. REFUNDS & EXCHANGES 47

For a refund of the return portion of the following fare calculation, what amount should be entered as the Base Fare of the Old Ticket?

FC 18AUG09 LAX US X/STL Q22.56 US MIA 185.00 US X/STL US LAX 185.00 USD392.56 END ZPLAXSTLMIASTL XT 14.40ZP 10.00AY 13.50XFLAX4.50STL4.50STL4.50

- A. 185.00
- B. 207.56
- C. 370.00
- D. 392.56

Answer: A

170. REFUNDS & EXCHANGES 48

For a refund of the return portion of the following fare calculation, what amount should be entered as the US Designated Taxes on the Old Ticket?

FC 18AUG09 LAX US X/STL Q22.56 US MIA 185.00 US X/STL US LAX 185.00 USD392.56 END ZPLAXSTLMIASTL XT 14.40ZP 10.00AY 13.50XFLAX4.50STL4.50STL4.50

- A. 29.44
- B. 27.75
- C. 15.58
- D. 13.88

Answer: D

171. REFUNDS & EXCHANGES 49

For a refund of the return portion of the following fare calculation, what total amount should be entered as the Unused PFCs (XF) from the Old Tickets?

FC 18AUG09 LAX US X/STL Q22.56 US MIA 185.00 US X/STL US LAX 185.00 USD392.56 END ZPLAXSTLMIASTL XT 14.40ZP 10.00AY 13.50XFLAX4.50STL4.50STL4.50

- A. 4.50
- B. 9.00
- C. 13.50
- D. 18.00

Answer: A

172. REFUNDS & EXCHANGES 50

For a refund of the return portion of the following fare calculation, what amount should be entered as the Flight Segment Taxes (ZP) from the Old Tickets?

FC 18AUG09 LAX US X/STL Q22.56 US MIA 185.00 US X/STL US LAX 185.00 USD392.56 END ZPLAXSTLMIASTL XT 14.40ZP 10.00AY 13.50XFLAX4.50STL4.50STL4.50

- A. 3.60
- B. 7.20
- C. 10.80
- D. 14.40

Answer: B

173. REFUNDS & EXCHANGES 51

For an exchange of coupons 3 and 4 of the old document for all of the new document, what amount should be entered as the base fare of the Old Document?

NEW TICKET

FC 22SEP09 PHX DL STL 150.00 DL DCA Q18.60 214.00 USD 382.60 END ZPPHXSTL XT 7.20ZP 5.00AY 9.00XFPHX4.50STL4.50

OLD TICKET

FC 01SEP09 DCA DL STL 250.00 DL PHX Q18.60 176.00 DL STL 176.00 DL DCA Q18.60 250.00 USD889.20 END ZPDCASTLPHXSTL XT 14.40ZP 10.00AY 18.00XF DCA4.50 STL4.50PHX4.50STL4.50

- A. 889.20
- B. 852.00
- C. 444.60
- D. 426.00

Answer: C



174. REFUNDS & EXCHANGES 52

For an exchange of coupons 3 and 4 of the old document for all of the new document, what amount should be entered as the US Designated taxes of the Old Document?

NEW TICKET

FC 22SEP09 PHX DL STL 150.00 DL DCA Q18.60 214.00  
USD 382.60 END ZPPHXSTL XT 7.20ZP 5.00AY  
9.00XFPHX4.50STL4.50

OLD TICKET

FC 01SEP09 DCA DL STL 250.00 DL PHX Q18.60 176.00  
DL STL 176.00 DL DCA Q18.60 250.00 USD889.20 END  
ZPDCASTLPHXSTL XT 14.40ZP 10.00AY  
18.00XFDCA4.50 STL4.50PHX4.50STL4.50

- A. 31.95
- B. 33.35
- C. 63.90
- D. 66.69

Answer: B

175. REFUNDS & EXCHANGES 53

For an exchange of coupons 3 and 4 of the old document for all of the new document, what amount should be entered as the ZP Taxes of the Old Document?

NEW TICKET

FC 22SEP09 PHX DL STL 150.00 DL DCA Q18.60 214.00  
USD 382.60 END ZPPHXSTL XT 7.20ZP 5.00AY  
9.00XFPHX4.50STL4.50

OLD TICKET

FC 01SEP02 DCA DL STL 250.00 DL PHX Q18.60 176.00  
DL STL 176.00 DL DCA Q18.60 250.00 USD889.20 END  
ZPDCASTLPHXSTL XT 14.40ZP 10.00AY  
18.00XFDCA4.50 STL4.50PHX4.50STL4.50

- A. 14.40
- B. 10.80
- C. 7.20
- D. 3.60

Answer: C

176. REFUNDS & EXCHANGES 54

For an exchange of coupons 3 and 4 of the old document for all of the new document, for which airports are you refunding the PFCs?

NEW TICKET

FC 22SEP09 PHX DL STL 150.00 DL DCA Q18.60 214.00  
USD 382.60 END ZPPHXSTL XT 7.20ZP 5.00AY  
9.00XFPHX4.50STL4.50

OLD TICKET

FC 01SEP09 DCA DL STL 250.00 DL PHX Q18.60 176.00  
DL STL 176.00 DL DCA Q18.60 250.00 USD889.20 END  
ZPDCASTLPHXSTL XT 14.40ZP 10.00AY  
18.00XFDCA4.50 STL4.50PHX4.50STL4.50

- A. DCA and STL
- B. PHX and STL
- C. PHX and DCA
- D. STL only

Answer: B

177. REFUNDS & EXCHANGES 55

For an exchange of coupons 3 and 4 of the old document for all of the new document, assuming there is NO penalty, what kind of transaction will this be?

NEW TICKET

FC 22SEP09 PHX DL STL 150.00 DL DCA Q18.60 214.00  
USD 382.60 END ZPPHXSTL XT 7.20ZP 5.00AY  
9.00XFPHX4.50STL4.50

OLD TICKET

FC 01SEP09 DCA DL STL 250.00 DL PHX Q18.60 176.00  
DL STL 176.00 DL DCA Q18.60 250.00 USD889.20 END  
ZPDCASTLPHXSTL XT 14.40ZP 10.00AY  
18.00XFDCA4.50 STL4.50PHX4.50STL4.50

- A. Refund of \$559.59 with Exchange
- B. Add Collect of \$559.59
- C. Refund of \$66.65 with Exchange
- D. Add Collect of \$66.65

Answer: C

178. REFUNDS & EXCHANGES 56

For an exchange of the following fare calculations, what amount should be entered as the Total Cost of the New Ticket(s)?

NEW TICKET

FC 23MAR09 JFK AA X/STL AA SFO Q20.18 645.00  
USD665.18 END ZPJFKSTL XT 7.20ZP 5.00AY  
7.50XFJFK3STL4.50



OLD TICKET

FC 13MAR09 JFK AA X/STL AA SFO Q20.18 645.00  
USD665.18 END ZPJFKSTL XT 7.20ZP 5.00AY  
7.50XFJFK3STL4.50

- A. 645.00
- B. 665.18
- C. 684.88
- D. 734.77

Answer: D

179. REFUNDS & EXCHANGES 57

For an exchange of the following fare calculations, what amount should be entered as the US Designated Taxes of the Old Ticket(s)?

NEW TICKET

FC 23MAR09 JFK AA X/STL AA SFO Q20.18 645.00  
USD665.18 END ZPJFKSTL XT 7.20ZP 5.00AY  
7.50XFJFK3STL4.50

OLD TICKET

FC 13MAR09 JFK AA X/STL AA SFO Q20.18 645.00  
USD665.18 END ZPJFKSTL XT 7.20ZP 5.00AY  
7.50XFJFK3STL4.50

- A. 20.18
- B. 48.38
- C. 49.89
- D. 50.90

Answer: C

180. REFUNDS & EXCHANGES 58

For an exchange of the following fare calculations, assuming there is no penalty, what type of transaction will this be?

NEW TICKET

FC 23MAR09 JFK AA X/STL AA SFO Q20.18 645.00  
USD665.18 END ZPJFKSTL XT 7.20ZP 5.00AY  
7.50XFJFK3STL4.50

OLD TICKET

FC 13MAR09 JFK AA X/STL AA SFO Q20.18 645.00  
USD665.18 END ZPJFKSTL XT 7.20ZP 5.00AY  
7.50XFJFK3STL4.50

- A. Straight Refund
- B. Add Collect
- C. Even Exchange
- D. Refund With Exchange

Answer: C

181. REFUNDS & EXCHANGES 59

For a refund of the return portion of the following fare calculation, what amount will be entered as the Base Fare of the Old Ticket(s)?

FC 10APR09 SEA UA X/MSP UA JFK 263.00 UA SEA  
444.00 USD707.00 END ZPSEAMSPJFK XT 10.80ZP  
7.50AY 12.00XFSEA4.50MSP4.50JFK3.00

- A. 728.00
- B. 707.00
- C. 444.00
- D. 263.00

Answer: C

182. REFUNDS & EXCHANGES 60

For a refund of the return portion of the following fare calculation, what amount will be entered as the US Designated Taxes of the Old Ticket(s)?

FC 10APR09 SEA UA X/MSP UA JFK 263.00 UA SEA  
444.00 USD707.00 END ZPSEAMSPJFK XT 10.80ZP  
7.50AY 12.00XFSEA4.50MSP4.50JFK3.00

- A. 19.72
- B. 33.30
- C. 53.03
- D. 54.60

Answer: B

183. REFUNDS & EXCHANGES 61

For a refund of the return portion of the following fare calculation, what amount will be entered as the Flight Segment Tax (ZP) of the Old Ticket(s)?

FC 10APR09 SEA UA X/MSP UA JFK 263.00 UA SEA  
444.00 USD707.00 END ZPSEAMSPJFK XT 10.80ZP  
7.50AY 12.00XFSEA4.50MSP4.50JFK3.00

- A. 14.40
- B. 10.80
- C. 7.20
- D. 3.60

Answer: D

184. REFUNDS & EXCHANGES 62

For a refund of the return portion of the following fare calculation, what amount will be entered as the Passenger Facility Charges being refunded from the Old Ticket?



FC 10APR09 SEA UA X/MSP UA JFK 263.00 UA SEA  
444.00 USD707.00 END ZPSEAMSPJFK XT 10.80ZP  
7.50AY 12.00XFSEA4.50MSP4.50JFK3.00

- A. 3.00
- B. 4.50
- C. 7.50
- D. 9.00

Answer: A

185. REFUNDS & EXCHANGES 63

For a refund of the return portion of the following fare calculation, what flight coupon number(s) is/are being refunded?

FC 10APR09 SEA UA X/MSP UA JFK 263.00 UA SEA  
444.00 USD707.00 END ZPSEAMSPJFK XT 10.80ZP  
7.50AY 12.00XFSEA4.50MSP4.50JFK3.00

- A. 2 and 3
- B. 3 and 4
- C. 3 only
- D. 4 only

Answer: C

186. REFUNDS & EXCHANGES 64

When refunding or exchanging an electronic ticket, which document(s) are replaced by the ET/REA?

- A. Refund Exchange Notice
- B. New Ticket Auditor's Coupon
- C. Old Ticket Auditor's Coupon
- D. Old Ticket Flight Coupons

Answer: D

187. REFUNDS & EXCHANGES 65

An exchange transaction may result in all of the following EXCEPT:

- A. Straight Refund
- B. Additional Collection
- C. Even Exchange
- D. Refund with Exchange

Answer: A

188. REFUNDS & EXCHANGES 66

When processing a partial refund in IAR which of the following is a "True" statement?

- A. IAR automatically populates the financial information
- B. IAR does not automatically populate the financial information
- C. The coupon numbers are automatically populated

D. The Admin/Penalty Total will automatically be populated

Answer: B

189. REFUNDS & EXCHANGES 67

When processing an exchange in IAR, what screen can the Admin/Penalty Total be modified?

- A. Financial Details Screen
- B. Exchange Summary Screen
- C. Exchange Support Screen Only
- D. Exchange Summary & Exchange Support Screen

Answer: C

190. REFUNDS & EXCHANGES 68

If a client requests a refund of a ticket issued by another unaffiliated travel agency which is no longer in business, the agency must:

- A. Fill out a REN and issue a refund
- B. Exchange the ticket for one of their own and then refund the second ticket
- C. Process a TASF in Agent's Choice for the refund amount
- D. Send the client to the carrier for a refund

Answer: D

191. REFUNDS & EXCHANGES 69

In IAR on the Refund tab how do you add a full refund to your report?

- A. Click the RP radio button and type the 13-character document # and click Go button.
- B. Click the RP radio button and type the 10-character document # and click Go button
- C. Click the RF radio button and type the 10-character document # and click Go button
- D. Click the RF radio button and type the 13-character document # and click Go button

Answer: D

192. REFUNDS & EXCHANGES 70

For an IAR agency, how can the agency exchange a carrier-issued ticket for their own document?

- A. It must be entered in the IAR report as a partial exchange
- B. Only with the carrier's permission and the exchange must go into the IAR Exception report
- C. With supervisory permission, the exchange can go into IAR but only if it was issued as a result of the agency's PTA
- D. All exchanges of carrier-issued documents must always be handled directly with the carrier

Answer: D



193. REFUNDS & EXCHANGES 71

A client got a ticket as an even exchange against a carrier-issued voucher for lost luggage. The client has now decided not to travel and wants the agent to refund the full value of the ticket to his Visa card. How would the refund be entered into IAR?

- A. Enter the transaction as a full refund and add the Visa number to the FD screen
- B. Enter a partial refund and type in all the values including the Visa number
- C. Exchange the ticket for an MCO and refund the MCO in a separate transaction
- D. IAR cannot process this refund and will respond, "ERROR-OLD DOC NOT FOUND FOR REFUND/EXCHANGE"

Answer: D

194. REFUNDS & EXCHANGES 72

When does an agent use the ADJUSTMENT Field on the Exchange Summary Screen in IAR?

- A. When entering a debit memo
- B. When transferring a non-refundable difference to an MCO for residual value
- C. When the difference between the new ticket and old ticket is negative and the client is getting a refund
- D. When the difference between the new ticket and the old ticket is negative and the client is not allowed a refund

Answer: D

195. REFUNDS & EXCHANGES 73

If the GDS prints out the ET/REA instead of flight coupons, how does the agent handle that in IAR?

- A. The same as with flight coupons, issue the exchange or refund and hold on to the ET/REA for two years
- B. Have the agent void out the ET/REA and print flight coupons instead
- C. Put the exchange or refund in the IAR Exception Report because the original ET/REA document must be processed on to the Carrier
- D. Have all the documents sent directly to the Carrier for refund because ET/REAs cannot be used in IAR.

Answer: A

196. REFUNDS & EXCHANGES 74

What command should an agent use to find out when an old ticket was exchanged or refunded in a previous week's report?

- A. Click LT then OLD and enter the document number
- B. Click LT then EX and the PED
- C. Click the LD radio button and enter the 13-character document number

D. Click the LO radio button and enter the 10-character document number

Answer: D

197. REFUNDS & EXCHANGES 75

An agent is trying to refund coupons 3 and 4 which are the last two segments of a ticket, and is getting the error "No Coupons Available for Use" in IAR. What is the problem?

- A. Those coupons have already been exchanged or refunded.
- B. If the agent only uses coupons 3 & 4 it would be a partial refund. The agent can only do a full refund on this ticket.
- C. Coupon 3 was never issued because it's a void segment. The agent needs to use Coupons 4 & 1 in the refund.
- D. The agent forgot to issue the refund with the penalty amount.

Answer: A

198. REFUNDS & EXCHANGES 76

In IAR on the Sales Report Screen what represents that a ticket is an exchange under the TT column from the List of Transactions?

- A. ET
- B. EX
- C. CJ
- D. RF

Answer: B

199. REFUNDS & EXCHANGES 77

Which of the following would an agent NOT be able to use in an exchange in IAR?

- A. A ticket reported in IAR a month ago
- B. A ticket reported by a branch of the same agency two months ago
- C. A ticket reported in IAR 12 months ago
- D. A ticket reported by the agent eighteen months ago

Answer: D

200. REFUNDS & EXCHANGES 78

How many months worth of back ticketing data does IAR hold for an agent?

- A. 12 months
- B. 13 months
- C. 24 months
- D. 39 months

Answer: B



201. REFUNDS & EXCHANGES 79

A client has an old ticket worth 750 and wants to exchange it for a new ticket worth 850. There is a 100.00 penalty associated with the exchange. What is the final outcome of the transaction?

- A. 200 Add/Collect
- B. 200 Refund
- C. Even Exchange
- D. 100 Add/Collect

Answer: A

202. REFUNDS & EXCHANGES 80

In IAR, what does "ET" stand for under the TT column on a list screen?

- A. E-ticket
- B. End Transaction
- C. Electronic Transaction
- D. None of the Above

Answer: A

203. REFUNDS & EXCHANGES 81

When doing a refund with exchange in IAR, what does the LE screen error message "ENTER FP" mean?

- A. IAR did not receive the refund form of payment.
- B. IAR did not receive the new form of payment.
- C. The form of payment on the old document is invalid.
- D. The form of payment on the old document does not match that of the new document.

Answer: A

204. REFUNDS & EXCHANGES 82

When doing a refund in IAR on the old document, what does the LE screen error message "NO CPNS AVAIL" mean?

- A. The new document was issued with no flight coupons.
- B. The old document was issued with no flight coupons.
- C. The old document has already been used in a refund or exchange.
- D. The new document has already been used in a refund or exchange.

Answer: C

205. REFUNDS & EXCHANGES 83

When doing an even exchange in IAR, what might the LE screen error message "CHECK FP" mean?

- A. IAR received CASH as the form of payment.
- B. IAR received CHECK as the form of payment
- C. IAR received EVEN as the form of payment.

D. IAR received a Credit Card number as the form of payment.

Answer: D

206. REFUNDS & EXCHANGES 84

When doing an exchange in IAR, what might the LE screen error message "CHECK OLD DOC STATUS" mean?

- A. The old document has a status of System Unresolved (S)
- B. The old document has a status of Void (V)
- C. The old document has a status of Out of Period (O)
- D. The old document has a status of "Not Found"

Answer: B

207. REFUNDS & EXCHANGES 85

"RF" is the appropriate IAR radio button for adding:

- A. A full refund
- B. A full refund with exchange
- C. A partial refund
- D. A partial refund with exchange

Answer: A

208. REFUNDS & EXCHANGES 86

Which tab would you select to manually enter an exchange in IAR?

- A. View Only Tab
- B. Void Tab
- C. List Tab
- D. Modify Tab

Answer: D

209. REFUNDS & EXCHANGES 87

The ADMIN/PENALTY field appears on which IAR screen(s)?

- A. The Exchange Support and Exchange Summary screen
- B. The Financial Details, Exchange Support screen only
- C. The Financial Details screen only
- D. The Exchange Support screen only

Answer: A

210. REFUNDS & EXCHANGES 88

When doing an even exchange in IAR, what must be shown as the new ticket's form of payment?

- A. It should be left blank
- B. It should show the original form of payment
- C. It should show the ARC Number of the agency
- D. It should show "EVEN"



Answer: D

211. REFUNDS & EXCHANGES 89

Which of the following statements is TRUE about exchanging a document in IAR?

- A. IAR overrides the GDS process used in manual reporting.
- B. The action code AE (Add Exchange) is used to initiate an exchange.
- C. IAR automatically populates the EXCH TYPE field in the Exchange Summary screen with EVEN, ADD COLLECT or REFUND
- D. To initiate an exchange, the primary new document number is entered on the Financial Details screen.

Answer: C

212. REFUNDS & EXCHANGES 90

The Exchange Support screen in IAR is used for:

- A. Information about old documents in the exchange
- B. Retrieving new documents
- C. Confirming new documents
- D. Information on the new documents

Answer: A

213. REFUNDS & EXCHANGES 91

When creating, modifying or displaying an exchange in IAR, in which document can the exchange information be accessed?

- A. Old ticket
- B. New ticket
- C. REN
- D. Conj.

Answer: B

214. REFUNDS & EXCHANGES 92

In IAR, on which screen can you add an old document to initiated an exchange?

- A. Financial Details
- B. Itinerary/Endorsement
- C. Exchange Summary
- D. Exchange Support

Answer: A

215. REFUNDS & EXCHANGES 93

Can an Exchange transaction in IAR have more than one old document?

- A. Yes, but only if one of the old documents is a voucher
- B. Yes, an exchange can have up to 21 old documents
- C. Yes, but only if the exchange has more than one new document

D. No, an exchange can only have one old document

Answer: B

216. REFUNDS & EXCHANGES 94

Can an Exchange transaction in IAR have more than one new document?

- A. Yes, an exchange can have up to 21 new documents
- B. Yes, but only if it is an MCO for residual value
- C. Yes, but only if the exchange has more than one old document
- D. No, an exchange can only have one new document

Answer: A

217. REFUNDS & EXCHANGES 95

In IAR, when does an agent indicate that a document is a full or partial refund?

- A. On the Itinerary/Endorsements, enter RFND ALL CPNS in your Endorsement/restrictions Box
- B. On the Financial Details screen, indicate the coupon numbers in the TK1 field
- C. On the Exchange Summary screen indicate the transaction type as REFUND PARTIAL
- D. When entering the refund into IAR by using RF (Refund Full) or RP (Refund Partial) radio button under the Refund Tab

Answer: D

218. REFUNDS & EXCHANGES 96

Refer to the following linear (Fare Calculation)

FP CHECK FC 21JAN07 HNL HA PPG Q20.00 824.00 HA HNL Q20.00 824.00USD1688.00END XT 7.0XY 5.00XA 7.50XFHNL3PPG4.5

Which airport or airports are charging a fuel surcharge?

- A. HNL Only
- B. PPG Only
- C. HNL and PPG
- D. None of the Above

Answer: C

219. REFUNDS & EXCHANGES 97

Refer to the following linear (Fare Calculation)

FP CHECK FC 21JAN07 HNL HA PPG Q20.00 824.00 HA HNL Q20.00 824.00USD1688.00END XT 7.0XY 5.00XA 7.50XFHNL3PPG4.5

What is the base fare of the ticket?



- A. 1688.00
- B. 1648.00
- C. 844.00
- D. 824.00

Answer: A

220. REFUNDS & EXCHANGES 98

Once an Electronic Ticket Refund/Exchange Authorization (ETREA) has been generated, what should you do?

- A. Mail the ETREA directly to the carrier.
- B. Exchange or refund it following normal ARC procedures.
- C. Nothing. You are finished.
- D. Submit a special sales report to ARC.

Answer: B

221. REFUNDS & EXCHANGES 99

Refer to the following linear

FP CHECK FC 18AUG09 IAD NW MSP 125.00NW SEA 100.00 NW ORD 150.00 NW IAD 125.00 USD500.00 END ZPIADMSPSEAMSP XT14.40ZP 10.00AY 12.00XFIAD4.50MSP4.50ORD4.50

Which airport is not charging a PFC?

- A. IAD
- B. MSP
- C. SEA
- D. ORD

Answer: C

222. REFUNDS & EXCHANGES 100

Refer to the following linear (Fare Calculation)

FP CHECK FC 18AUG09 IAD NW MSP 125.00NW SEA 100.00 NW ORD 150.00 NW IAD 125.00 USD500.00 END ZPIADMSPSEAMSP XT14.40ZP 10.00AY12.00XFIAD4.50MSP3ORD4.50

What is the total value of all PFCs on this itinerary?

- A. 4.50
- B. 7.50
- C. 9.00
- D. 12.00

Answer: D

223. REFUNDS & EXCHANGES 101

Refer to the following Fare Calculation (Linear)

FP CHECK FC 18AUG09 IAD NW MSP 125.00NW SEA 100.00 NW ORD 150.00 NW IAD 125.00 USD500.00 END ZPIADMSPSEAMSP XT14.40ZP 10.00AY12.00XFIAD4.50MSP4.50ORD4.50

What is the itinerary shown in this linear?

- A. IAD-MSP-SEA-ORD-IAD
- B. IAD-MSP-SEA-MSP-IAD
- C. IAD-SEA-ORD-IAD
- D. IAD-MSP-ORD-IAD

Answer: A

224. REFUNDS & EXCHANGES 102

Refer to the following linear

FP AX3700000000000000 FC 23SEP09 TPA US X/CLT Q18.00 US DCA Q22.55 189.00 US X/CLT TPA Q22.55 189.00 USD441.10 END ZPTPACLTDCACLT XT14.40ZP 10.00AY 15.00XFTPA3CLT4.50DCA3CLT4.50

Which airport(s) are charging a Q fee?

- A. CLT only
- B. DCA only
- C. DCA and CLT
- D. TPA and CLT

Answer: D

225. REFUNDS & EXCHANGES 103

Which of the following information is not automatically populated by IAR?

- A. Base fare of the old ticket in a full refund
- B. US taxes of the old ticket in a full refund
- C. Commission being returned in a full refund
- D. Penalty fee being charged in a full refund

Answer: D

226. REFUNDS & EXCHANGES 104

Which of the following is “Not True” about the Refund Application Screen in IAR?

- A. The screen is generated after an error free refund is submitted.
- B. The screen acts as confirmation that the refund has been accepted.
- C. All the fields on this screen are pre-populated and recap the refund transaction.
- D. The Refund Application Screen is available under the Modify Tab

Answer: D



227. SALES REPORTING 1

If you issue an automated ticket in your GDS on Monday, when is the latest that you can void that ticket via your GDS?

- A. Tuesday, 11:59 PM Local Time
- B. Wednesday, 11:59 PM Local Time
- C. Thursday, 11:59 PM Local Time
- D. 11:59 PM Local Time of the Monday immediately following the PED

Answer: A

228. SALES REPORTING 2

If you issue an automated ticket in your GDS on Tuesday, when is the latest that you can void that ticket via your GDS?

- A. Tuesday, 11:59 PM Local Time
- B. Wednesday, 11:59 PM Local Time
- C. Thursday, 11:59 PM Local Time
- D. 11:59 PM Local Time of the Monday immediately following the PED

Answer: B

229. SALES REPORTING 3

If you issue an automated ticket in your GDS on Wednesday, when is the latest that you can void that ticket via your GDS?

- A. 11:59 PM Local Time of the Tuesday immediately following the PED
- B. Friday, 11:59 PM Local Time
- C. Thursday, 11:59 PM Local Time
- D. 11:59 PM Local Time of the Monday immediately following the PED

Answer: C

230. SALES REPORTING 4

On the Agent Sales Summary, what does the "PP" column designator represent?

- A. Payment Plan
- B. Partial Payment
- C. Processing Pending
- D. Processing Period

Answer: A

231. SALES REPORTING 5

On the Agent Sales Summary, what does the "AVG COMMISSION PCT" field represent?

- A. The sum of all commissions earned by the agency
- B. The sum of all commissions earned by the agency, minus any penalties
- C. The average commission earned by the agency, including TASF fees
- D. The average commission earned by the agency on newly issued tickets only

D. The average commission earned by the agency on newly issued tickets only

Answer: C

232. SALES REPORTING 6

On the Agent Sales Summary, what does the "IC" designator represent?

- A. International Code
- B. International Commission
- C. IAR Commission
- D. IAR Code

Answer: A

233. SALES REPORTING 7

In IAR, what does an "O" in the status field on the Sales Report List Transactions screen indicate?

- A. The document is out of period, but will be processed
- B. The document is outstanding, and therefore not processed
- C. The original document has been mailed to ARC for processing
- D. The original document has been mailed to the carrier and cannot be sent to ARC

Answer: A

234. SALES REPORTING 8

What is ARC Memo Manager?

- A. A web-based product that provides ticketing information.
- B. A web-based product that settles all ticket sales.
- C. A web-based product that automates and improves the current memo distribution and settlement process for both carries and agencies.
- D. A web-based reporting system that takes the place of IAR.

Answer: C

235. SALES REPORTING 9

By which day, following the report period, must the ARC Sales Report be electronically submitted to ARC?

- A. Monday
- B. Tuesday
- C. Wednesday
- D. Friday

Answer: B



236. SALES REPORTING 10

When does the ARC sales week end? (Period Ending Date)

- A. Each Friday at midnight
- B. Each Saturday at midnight
- C. Each Sunday at midnight
- D. Each Monday at midnight

Answer: C

237. SALES REPORTING 11

A \$15.00 discrepancy due to a missing commission is discovered on the Agent Sales Summary. How is the problem best resolved?

- A. Agent Automated Deduction if less than 20 weeks old
- B. Agent Automated Deduction if less than 12 weeks old
- C. Sales Summary adjustment request if less than 12 weeks old
- D. Contact ARC to issue a "Missing Commission Report" to the carrier

Answer: B

238. SALES REPORTING 12

Which of the following transactions is money owed to the agency?

- A. Credit Memo
- B. Debit Memo
- C. Straight Sale
- D. Additional Collection

Answer: A

239. SALES REPORTING 13

If you issue an automated ticket in your GDS on Thursday, when is the latest that you can void that ticket via your GDS?

- A. 11:59 PM Local Time of the Tuesday immediately following the PED
- B. Friday, 11:59 PM Local Time
- C. Saturday, 11:59 PM Local Time
- D. 11:59 PM Local Time of the Monday immediately following the PED

Answer: B

240. SALES REPORTING 14

If you issue an automated ticket in your GDS on Friday, when is the latest that you can void that ticket via your GDS?

- A. 11:59 PM Local Time of the Tuesday immediately following the PED
- B. Sunday, 11:59 PM Local Time
- C. Saturday, 11:59 PM Local Time

D. 11:59 PM Local Time of the Monday immediately following the PED

Answer: D

241. SALES REPORTING 15

If you issue an automated ticket in your GDS on Saturday, when is the latest that you can void that ticket via your GDS?

- A. 11:59 PM Local Time of the Tuesday immediately following the PED
- B. Sunday, 11:59 PM Local Time
- C. Saturday, 11:59 PM Local Time
- D. 11:59 PM Local Time of the Monday immediately following the PED

Answer: D

242. SALES REPORTING 16

If you issue an automated MCO in your GDS on Monday, when is the latest you can void that transaction via your GDS?

- A. Tuesday, 11:59 PM Local Time
- B. Wednesday, 11:59 PM Local Time
- C. Thursday, 11:59 PM Local Time
- D. 11:59 PM Local Time of the Monday immediately following the PED

Answer: A

243. SALES REPORTING 17

If you issue an automated Tour Order in your GDS on Tuesday, when is the latest that you can void that transaction via your GDS?

- A. Tuesday, 11:59 PM Local Time
- B. Wednesday, 11:59 PM Local Time
- C. Thursday, 11:59 PM Local Time
- D. 11:59 PM Local Time of the Monday immediately following the PED

Answer: B

244. SALES REPORTING 18

If you issue an automated PTA in your GDS on Wednesday, when is the latest that you can void that transaction via your GDS?

- A. 11:59 PM Local Time of the Tuesday immediately following the PED
- B. Friday, 11:59 PM Local Time
- C. Thursday, 11:59 PM Local Time
- D. 11:59 PM Local Time of the Monday immediately following the PED

Answer: C



245. SALES REPORTING 19

When processing an AAD for \$20.00 in your IAR report, what documentation is required?

- A. No documentation is required since the information is pulled directly from IAR's ticketing database.
- B. The Agent Automated Deduction and a copy of the Agent's coupon
- C. A REN and the Agent Automated Deduction
- D. A REN, the Agent Automated Deduction, and a copy of the Agent's Coupon

Answer: A

246. SALES REPORTING 20

Which transactions would you find the funds heading away from the carrier?

- A. Debit Memo, Recall Commission Statement
- B. Credit Memo, Refund with Exchange
- C. Straight Sale, Additional Collection
- D. Even Exchange, Additional Collection

Answer: B

247. SALES REPORTING 21

How can the Form of Payment be changed from cash to credit card for a ticket that has already been reported to ARC and the carrier?

- A. The Form of Payment cannot be changed after a ticket is reported.
- B. Submit a Change to Form of Payment Form (ARC-142) to ARC.
- C. Submit a new credit card charge form to ARC with your next report.
- D. Contact the carrier on which the ticket was validated.

Answer: D

248. SALES REPORTING 22

If you issue an automated MCO in your GDS on Thursday, when is the latest that you can void that transaction via your GDS?

- A. 11:59 Local Time of the Tuesday immediately following the PED
- B. Friday, 11:59 PM Local Time
- C. Saturday, 11:59 PM Local Time
- D. 11:59 PM Local Time of the Monday immediately follow the PED

Answer: B

249. SALES REPORTING 23

If you issue an automated PTA in your GDS on Friday, when is the latest that you can void that transaction via your GDS?

- A. 11:59 Local Time of the Tuesday immediately following the PED
- B. Sunday, 11:59 PM Local Time
- C. Saturday, 11:59 PM Local Time
- D. 11:59 PM Local Time of the Monday immediately following the PED

Answer: D

250. SALES REPORTING 24

If you issue an automated Tour Order in your GDS on Saturday, when is the latest that you can void that transaction via your GDS?

- A. Midnight of the Tuesday immediately following the PED
- B. Sunday, 11:59 PM Local Time
- C. Saturday, 11:59 PM Local Time
- D. 11:59 PM Local Time of the Monday immediately following the PED

Answer: D

251. SALES REPORTING 25

What effect does the Authorized Amount have on an Agent's commission?

- A. The Authorized Amount increases the commission.
- B. The Authorized Amount decreases the commission.
- C. The commission is not affected by the Authorized amount.
- D. The commission is 4% of the Authorized Amount if the formula from the "Industry Agents' Handbook" is used.

Answer: C

252. SALES REPORTING 26

If you enter a transaction into IAR on Monday, when is the latest that you can modify that transaction in IAR if it IS NOT made part of another transaction?

- A. Monday, 11:59 PM Eastern Time
- B. Wednesday, 11:59 PM Eastern Time
- C. Thursday, 11:59 PM Eastern Time
- D. 11:59 PM Eastern Time of the Monday immediately following the PED

Answer: A

253. SALES REPORTING 27

What are the benefits of ARC Memo Manager?

- A. Stores memo data and history in a central repository
- B. Reduces distribution and settlement costs for both agents and carriers.
- C. Makes it easy for agencies to settle through the familiar and broadly-used IAR system and provides a central way to track memo status
- D. All of the Above



Answer: D

254. SALES REPORTING 28

When does ARC normally draft or credit the agent's account?

- A. 4 days after the Period Ending Date
- B. 6 days after the Period Ending Date
- C. 8 days after the Period Ending Date
- D. 10 days after the Period Ending Date

Answer: D

255. SALES REPORTING 29

Data is housed in a secure central repository and remains available for review with ARC Memo Manager for how many months?

- A. 12
- B. 13
- C. 36
- D. 39

Answer: D

256. SALES REPORTING 30

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

Answer: C

257. SALES REPORTING 31

What are the ARC Memo Manager User Roles for carriers, agencies and system providers?

- A. Primary Administrator and Administrator
- B. Primary Administrator and Full Access User
- C. Primary Administrator, Administrator, Full Access User, View/Correspond User
- D. Primary Administrator, Administrator and Full Access User

Answer: C

258. SALES REPORTING 32

What should be your initial action concerning a debit memo that you are disputing with the carrier in Memo Manager?

- A. Call ARC's Customer Care Center to override the debit memo
- B. Dispute the debit memo in ARC Memo Manager
- C. Send the disputed debit memo to the client for resolution
- D. Call your Global Distribution System provider to override the debit memo

Answer: B

259. SALES REPORTING 33

If you enter a transaction into IAR on Tuesday, when is the latest that you can modify that transaction in IAR if it IS NOT made part of another transaction?

- A. Tuesday, 11:59 PM Eastern Time
- B. Wednesday, 11:59 PM Eastern Time
- C. Thursday, 11:59 PM Eastern Time
- D. 11:59 PM Eastern Time of the Monday immediately following the PED

Answer: A

260. SALES REPORTING 34

If you enter a transaction into IAR on Thursday, when is the latest that you can modify that transaction in IAR if it IS NOT made part of another transaction?

- A. 11:59 PM Eastern Time of the Tuesday immediately following the PED
- B. Thursday, 11:59 PM Eastern Time
- C. Saturday, 11:59 PM Eastern Time
- D. 11:59 PM Eastern Time of the Monday immediately following the PED

Answer: B

261. SALES REPORTING 35

If you enter a transaction into IAR on Friday, when is the latest that you can modify that transaction in IAR if it IS NOT made part of another transaction?

- A. 11:59 PM Eastern Time of the Tuesday immediately following the PED
- B. Sunday, 11:59 PM Eastern Time
- C. Saturday, 11:59 PM Eastern Time
- D. Friday, 11:59 PM Eastern Time

Answer: D

262. SALES REPORTING 36

If you enter a transaction into IAR on Saturday, when is the latest that you can modify that transaction in IAR if it IS NOT made part of another transaction?

- A. 11:59 PM Eastern Time of the Tuesday immediately following the PED
- B. Sunday, 11:59 PM Eastern Time
- C. Saturday, 11:59 PM Eastern Time
- D. 11:59 PM Eastern Time of the Monday immediately following the PED

Answer: C



263. SALES REPORTING 37

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

- A. There will be an "N" in the International Code Column.
- B. There will be an "X" in the International Code Column.
- C. There will be an "S" in the International Code Column.
- D. There will be an "F" in the International Code Column.

Answer: B

264. SALES REPORTING 38

What is the "FARE" equal to on the Agent Sales Summary?

- A. Total sale minus commission
- B. Total sale minus taxes
- C. Total sale minus cancellation penalty
- D. Total sale minus commission, minus cancellation penalty

Answer: B

265. SALES REPORTING 39

How is Net Cash calculated on the Agent Sales Summary?

- A. Cash sales, minus refunds, plus debit memos, minus credit memos, minus Agent Automated Deductions
- B. Cash sales, minus refunds, plus debit memos, plus credit memos, plus Agent Automated Deductions
- C. Cash sales, minus refunds, plus Agent Automated Deductions, minus debit memos, plus credit memos
- D. Cash sales, minus Agent Automated Deductions, minus refunds, plus debit memos, plus credit memos

Answer: A

266. SALES REPORTING 40

An Agent Automated Deduction (AAD) cannot be processed by IAR for all of the following reasons EXCEPT

- A. AAD submitted more than 12 weeks after the date of the discrepancy.
- B. AAD submitted for more than \$25.00, more than 12 weeks after the date of the discrepancy.
- C. AAD submitted for \$15.00 but more than 12 weeks after the date of the discrepancy.
- D. AAD submitted for less than \$25.00 and less than 12 weeks after the date of the discrepancy.

Answer: D

267. SALES REPORTING 41

If you issue an automated ticket in your GDS on Monday, when is the latest that you can modify that transaction in IAR if it IS NOT made part of another transaction?

- A. Tuesday, 11:59 PM Eastern Time
- B. Wednesday, 11:59 PM Eastern Time

C. Thursday, 11:59 PM Eastern Time

D. 11:59 PM Eastern Time of the Monday immediately following the PED

Answer: A

268. SALES REPORTING 42

If you issue an automated ticket in your GDS on Tuesday, when is the latest that you can modify that transaction in IAR if it IS NOT made part of another transaction?

- A. Tuesday, 11:59 PM Eastern Time
- B. Wednesday, 11:59 PM Eastern Time
- C. Thursday, 11:59 PM Eastern Time
- D. 11:59 PM Eastern Time of the Monday immediately following the PED

Answer: B

269. SALES REPORTING 43

If you issue an automated ticket in your GDS on Wednesday, when is the latest that you can modify that transaction in IAR if it IS NOT made part of another transaction?

- A. Midnight of the Tuesday immediately following the PED
- B. Friday, 11:59 PM Eastern Time
- C. Thursday, 11:59 PM Eastern Time
- D. 11:59 PM Eastern Time of the Monday immediately following the PED

Answer: C

270. SALES REPORTING 44

All of the following statements about reconciling your IAR report to ARC's Agent Sales Summary are true EXCEPT

- A. Reconciliation is a mandatory requirement by ARC.
- B. Reconciliation will resolve differences between the sales report and the Agent Sales Summary.
- C. Reconciliation can help prevent unreported sales.
- D. Reconciliation can help identify internal agency problems.

Answer: A

271. SALES REPORTING 45

If you issue an automated ticket in your GDS on Thursday, when is the latest that you can modify that transaction in IAR if it IS NOT made part of another transaction?

- A. 11:59 PM Eastern Time of the Tuesday immediately following the PED
- B. Friday, 11:59 PM Eastern Time
- C. Saturday, 11:59 PM Eastern Time
- D. 11:59 PM Eastern Time of the Monday immediately following the PED

Answer: B



272. SALES REPORTING 46

If you issue an automated ticket in your GDS on Friday, when is the latest that you can modify that transaction in IAR if it IS NOT made part of another transaction?

- A. 11:59 PM Eastern Time of the Tuesday immediately following the PED
- B. Sunday, 11:59 PM Eastern Time
- C. Saturday, 11:59 PM Eastern Time
- D. 11:59 PM Eastern Time of the Monday immediately following the PED

Answer: D

273. SALES REPORTING 47

If you issue an automated ticket in your GDS on Saturday, when is the latest that you can modify that transaction in IAR if it IS NOT made part of another transaction?

- A. 11:59 PM Eastern Time of the Tuesday immediately following the PED
- B. Sunday, 11:59 PM Eastern Time
- C. Saturday, 11:59 PM Eastern Time
- D. 11:59 PM Eastern Time of the Monday immediately following the PED

Answer: D

274. SALES REPORTING 48

When does ARC debit or credit the agent's account for a sales report?

- A. ARC debits or credits agents' accounts five (5) days after the Period Ending Date.
- B. ARC debits or credits agents' accounts ten (10) days after the Period Ending Date.
- C. ARC debits or credits agents' accounts immediately after processing the report.
- D. ARC debits or credits agents' accounts on a date after the report ending date that has been agreed upon between ARC and each agent.

Answer: B

275. SALES REPORTING 49

What are the time and dollar restrictions for an Agent Automated Deduction?

- A. Less than 12 weeks old and no more than \$25.00.
- B. Less than 8 weeks old and no more than \$25.00.
- C. Less than 12 weeks old and no more than \$50.00.
- D. Less than 8 weeks old and no more than \$50.00.

Answer: A

276. SALES REPORTING 50

All of the following are included in the weekly IAR Sales Report EXCEPT

- A. Credit transactions
- B. Cash transactions
- C. Sales Summary Adjustment Request
- D. Refunds or Exchanges

Answer: C

277. SALES REPORTING 51

A user account does inactive after how many days of inactivity in ARC Memo Manager?

- A. 120
- B. 90
- C. 60
- D. 45

Answer: B

278. SALES REPORTING 52

Which of the following is considered a straight sale?

- A. MCO for Residual Value
- B. Refund
- C. Exchange
- D. E-Ticket

Answer: D

279. SALES REPORTING 53

Which of the following is considered a straight sale?

- A. Debit Memo
- B. Credit Memo
- C. ATB Paper Ticket
- D. MCO for Residual Value

Answer: C

280. SALES REPORTING 54

The ARC Memo Manager home page is broken up into three specific sections.

- A. Search, Alerts and Saved Searches
- B. Search, Alerts and Inactive Memos
- C. Alerts, New Memos and Advanced Search
- D. Home, Memos and Advanced Search

Answer: A



281. SALES REPORTING 55

Which of the following is NOT considered a straight sale?

- A. MCO for Residual Value
- B. E-Ticket
- C. 4-Flight
- D. ATB Paper Ticket

Answer: A

282. SALES REPORTING 56

Which of the following statements best defines the deadlines for the actions indicated?

- A. All GDS and all IAR actions must be completed by 11:59 PM (Local time)
- B. All GDS and all IAR actions must be completed by 11:59 PM (Eastern time)
- C. All GDS actions must be completed by 11:59 PM (Local time) and all IAR actions must be completed by 11:59 PM (Eastern Time)
- D. All GDS actions must be completed by 11:59 PM (Eastern time) and all IAR actions must be completed by 11:59 PM (Local Time)

Answer: C

283. SALES REPORTING 57

Which of the following statements about IAR is true?

- A. Carrier issued tickets can be reported through the IAR system
- B. A web-browser based reporting system
- C. It holds 40 months of ticketing data
- D. Access is available through the GDS

Answer: B

284. SALES REPORTING 58

How do you process a partial refund in IAR?

- A. Click the Refund Tab and then choose RP in your left hand corner and Add the Document number.
- B. Click Modify Tab and add the document number.
- C. Click ADD Tab and add the document number.
- D. Click the Refund Tab and then choose RF in your left hand corner and add the document number.

Answer: A

285. SALES REPORTING 59

The following are Alerts on the ARC Memo Manager Home Page

- A. Last Selected Memo
- B. Age Limit Approaching
- C. Correspondence Received

D. All of the Above

Answer: D

286. SALES REPORTING 60

Why must you call the carrier before submitting a Sales Summary Adjustment Request (SSAR)?

- A. Some ARC participating carriers do not accept SSARs.
- B. To determine whether records are still available for the transaction.
- C. Each carrier has a different dollar minimum and maximum for an SSAR.
- D. To determine whether the carrier received payment for the transaction.

Answer: B

287. SALES REPORTING 61

On the Memo tab in ARC Memo Manager, you can select from the following functions:

- A. Search, Memo Summary
- B. Create, Memo Summary
- C. Search, Memo Summary & Alerts
- D. Search, Memo Summary & Create

Answer: D

288. SALES REPORTING 62

ARC Memo Manager gives you the ability to export data into:

- A. PDF Only
- B. TXT Only
- C. PDF, TXT, CSV
- D. PDF, TIF, CSV

Answer: C

289. SALES REPORTING 63

The “view only” tab allows you to view without making any changes but which radio button do you select to see a passenger’s name in IAR?

- A. LM
- B. LO
- C. LD
- D. None of the above

Answer: C



290. SALES REPORTING 64

How many ways do you have to modify a commission in IAR?

- A. 1
- B. 2
- C. 3
- D. You cannot modify a commission.

Answer: B

291. SALES REPORTING 65

In IAR, when modifying a transaction that contains an error, which screen appears first?

- A. The Financial Details Screen
- B. The Itinerary/Endorsements
- C. It depends on the type of transaction
- D. The Screen containing the IAR-detected error

Answer: D

292. SALES REPORTING 66

In IAR, when modifying a ticket, what screen will display the Fare Information?

- A. Financial Information
- B. Itinerary
- C. Financial Details
- D. Endorsement Screen

Answer: C

293. SALES REPORTING 67

In IAR, which format is used to initiate an Agent Automated Deduction (AAD) for document number 00112345678902?

- A. Click the TD radio button and enter 12345678902
- B. Click the TD radio button and enter 00112345678902
- C. Click the TA radio button and enter 12345678902
- D. Click the TA radio button and enter 00112345678902

Answer: B

294. SALES REPORTING 68

In IAR which qualifier would you use to view the Financial Details on the IAR Home Page?

- A. List Type
- B. Sales Report Status
- C. PED
- D. Access Group

Answer: A

295. SALES REPORTING 69

In IAR, on what screen can you reverse an authorized Sales Report?

- A. IAR Home Page Screen
- B. Financial Details Screen
- C. BOS Screen
- D. Sales Report List Screen

Answer: A

296. SALES REPORTING 70

In order to login to My ARC an agent will need?

- A. PIN and Password
- B. Primary Master PIN and Password
- C. Username and Password
- D. Username and PIN

Answer: C

297. SALES REPORTING 71

In IAR, when verifying or adding Type A certificates, what screen would you access?

- A. Certificate Screen
- B. Financial Details Screen
- C. Itinerary/Endorsements Screen
- D. Exchange Support Screen

Answer: B

298. SALES REPORTING 72

From what screen in IAR do you submit your report?

- A. Financial Details Screen
- B. IAR Home Page
- C. Exchange Summary Screen
- D. BOS Screen

Answer: B

299. SALES REPORTING 73

Passwords must be changed in My ARC when?

- A. Every 30 days
- B. Every 45 days
- C. Every 60 days
- D. Every 90 days

Answer: D



300. SALES REPORTING 74

An agent (Not a My ARC Primary Administrator) has forgotten their Password, what should they do?

- A. Call ARC's Customer Care Center
- B. Enter a new username and password
- C. Contact you're My ARC Administrator for Password Reset
- D. None of the above

Answer: C

301. SALES REPORTING 75

What is the deadline for submitting your electronic IAR Sales Report?

- A. Midnight on Sunday for the current PED
- B. Monday midnight the same as ECCB
- C. Tuesday midnight Eastern Time
- D. Thursday midnight if you are reporting for more than 10 locations

Answer: C

302. SALES REPORTING 76

How do you Close Out of IAR?

- A. Close your browser
- B. Click the ET button on the IAR Home Page
- C. Click the Close IAR link located on the IAR Home page screen or the Sales Report Screen
- D. Type Close and Enter on the Sales Report Page

Answer: C

303. SALES REPORTING 77

In IAR, when should an agent correct errors in the sales report?

- A. Every day, before midnight.
- B. Any time before Sunday, midnight.
- C. Any time before submitting the report.
- D. Within one week after submitting the report.

Answer: C

304. SALES REPORTING 78

All of the following statements about reconciling the Agent Sales Summary to your sales report are true EXCEPT

- A. to reconcile is required by the Agent Reporting Agreement.
- B. to gain valuable accounting and business information.
- C. to determine the cause and cure for any discrepancies between the two reports.
- D. to obtain valuable historical data to help make business decisions.

Answer: A

305. SALES REPORTING 79

When does ARC RECOMMEND that an agent correct errors in the IAR sales report?

- A. First thing every morning.
- B. Any time before Sunday, midnight.
- C. Any time before submitting the report.
- D. Within one week after submitting the report.

Answer: A

306. SALES REPORTING 80

Using the "R" button in IAR to reverse a report, the deadline to reverse a submitted sales report is:

- A. Prior to 5 pm Eastern Time on Tuesday.
- B. Prior to 5 pm Eastern Time on Monday.
- C. Prior to 12 midnight Eastern Time Tuesday.
- D. Prior to 12 midnight Eastern Time Monday.

Answer: C

307. SALES REPORTING 81

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

- A. 1
- B. 2
- C. 3
- D. 4

Answer: C

308. SALES REPORTING 82

TA is the appropriate radio button to click for adding:

- A. Refund transactions
- B. E-ticket
- C. Transitional Automated Tickets
- D. AADs (Agent Automated Deductions)

Answer: B

309. SALES REPORTING 83

A transaction entered directly into IAR has a System Entry Date of:

- A. One day later than the actual date it was manually entered
- B. The actual date it was manually entered
- C. The date of the last time the transaction was modified
- D. The Period Ending Date that the transaction was manually entered

Answer: B



310. SALES REPORTING 84

When using IAR, if the Agent has no sales during the report period, the Agent must

- A. Mail a "No Sales" Authorization Form to ARC
- B. Submit the IAR sales report as usual
- C. Call ARC's Audit and Fraud Department to explain why the agency was not open
- D. Call ARC to inform them that no report will be sent this week

Answer: B

311. SALES REPORTING 85

On the Sales Report List Screen in IAR, which of the following is a valid status code?

- A. R (Refund Error)
- B. B (Base Fare Error)
- C. O (Out of Period)
- D. I (In Period)

Answer: C

312. SALES REPORTING 86

On the Sales Report List Screen in IAR, which of the following is a valid status code?

- A. Y (Re-enter the Transaction)
- B. V (Void)
- C. A (Enter ARC number)
- D. W (Date of Issue)

Answer: B

313. SALES REPORTING 87

In IAR, how can you determine the PED while working on a transaction in the Financial Details Screen?

- A. PL/PED
- B. LS/PED
- C. LIST/PED
- D. Look in the upper right corner of the screen.

Answer: D

314. SALES REPORTING 88

In IAR, where is the Agency Code Number on the Financial Details Screen?

- A. Bottom Left
- B. Bottom Right
- C. Upper Left
- D. Look in the upper right corner of the screen.

Answer: D

315. SALES REPORTING 89

In IAR, when is the confirmation number assigned to a sales report?

- A. When someone authorizes and submits the report
- B. At Midnight on Tuesday, after the report PED
- C. When the Sales Summary is printed. It's in the upper right corner above the PED
- D. When the money is drafted from the agency's account

Answer: A

316. SALES REPORTING 90

Which of the following is NOT a carrier-issued adjustment memo?

- A. Agent Automated Deduction
- B. Credit Memo
- C. Debit Memo
- D. Recall Commission Statement

Answer: A

317. SALES REPORTING 91

Can an agent sign into one ACN and submit another ACN's report?

- A. Yes, any ACN can submit the report of any other ACN
- B. Yes, any ACN in the same legal family can submit the report of any other ACN
- C. Yes, a Home ACN or a Host ACN can submit the report(s) of its subordinate ACN(s)
- D. No, one ACN cannot submit another ACN's report

Answer: C

318. SALES REPORTING 92

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

- A. Postmark
- B. Printout of the Sales Report List screen
- C. Printout of the Financial Details Screen
- D. Sales Report Confirmation Number

Answer: D

319. SALES REPORTING 93

In IAR, can an agent ever "un-submit" or get the report back after it has been submitted to ARC?

- A. Yes, any time they want up to 13 weeks after the PED
- B. Yes, but only before Midnight, Tuesday after the PED
- C. Yes, but only before Midnight, the day before the Draft ten days after the PED
- D. No, once the report is submitted, it cannot be retrieved



Answer: B

320. SALES REPORTING 94

The Correspondence section of the Memo details screen in ARC Memo Manager allows you to add:

- A. Public and Internal Comments
- B. Just Public Comments
- C. Just Internal Comments
- D. Comments only to the GDS

Answer: A

321. SALES REPORTING 95

Which one of these documents cannot be reported in IAR?

- A. ATB
- B. AAD
- C. SSAR
- D. 4-Flight

Answer: C

322. SALES REPORTING 96

For what MAXIMUM period of time is information on Internet Sales Summaries available to the agency?

- A. three weeks
- B. thirteen weeks
- C. one year
- D. two years

Answer: D

323. SALES REPORTING 97

How is the Total Net Remittance calculated for the Agent Sales Summary?

- A. The Net Cash minus (-) the Commission Total
- B. The Credit Sale Total minus (-) the Cash Sale Total
- C. The Total Fares minus (-) the Total Taxes
- D. The Total Sales minus (-) the Total Commissions

Answer: A

324. SALES REPORTING 98

Under the tab “Create a BOS File” in IAR, which of the following statements is true?

- A. You can Create a Summary File
- B. You can Create a Detail File
- C. You can Schedule a BOS Internet File Request
- D. All of the Above Statements are true.

Answer: D

325. SALES REPORTING 99

In IAR under Schedule a BOS Internet File Request, the agent may request what type of file?

- A. A Summary File Only
- B. A Detail File Only
- C. Can Schedule a Summary File or Detail File
- D. None of the above

Answer: C

326. SALES REPORTING 100

A Summary File can be created for which of the following in IAR?

- A. Summary File for this Location Only
- B. Summary File for All Locations
- C. Summary File using a Reporting Table
- D. All of the Above

Answer: D

327. TAXES/FEES/CHARGES 1

For the itinerary of Miami - Nassau - Miami, what taxes apply to this itinerary?

- A. US Ticket Tax, US Flight Segment Tax and PFC
- B. PFC, Immigration, Customs, International Arrival & Departure Tax
- C. APHIS, Immigration, International Arrival & Departure Tax, Customs
- D. APHIS, Immigration, International Arrival & Departure Tax, PFC

Answer: D

328. TAXES/FEES/CHARGES 2

In the following itinerary, VEL is a rural airport. How many Flight Segment Taxes (ZP) should be collected from the client?

SLC-MSP-STL-VEL-ATL-MSP-SLC

- A. 2
- B. 3
- C. 4
- D. 6

Answer: C



329. TAXES/FEES/CHARGES 3

How is the US Ticket tax calculated for travel after October 2009?

- A. 7.5% of the base fare for all segments.
- B. 7.5% of the base fare except that rural segments are taxed at 8%.
- C. 8% of the base fare except that rural segments are taxed at 7.5%.
- D. 8% of the base fare except that rural segments are taxed at 9%.

Answer: A

330. TAXES/FEES/CHARGES 4

Which of the following is the two letter tax code for your passenger facility charges?

- A. XF
- B. XY
- C. YC
- D. XT

Answer: A

331. TAXES/FEES/CHARGES 5

What is the MAXIMUM number of PFCs that can be collected on one ticket?

- A. 2
- B. 3
- C. 4
- D. 12

Answer: C

332. TAXES/FEES/CHARGES 6

In IAR, the agent uses the Transaction Modify (TM) entry to correct an error on a - PFC - field on the Financial Details screen. There is also an error with the Passenger Name field on the Itinerary/Endorsements screen, but the agent hits ET on the Financials Details screen to end the transaction. What will happen next?

- A. The screen will display - DOCUMENT MODIFIED
- B. The screen will display - DOCUMENT MODIFIED WITH ERROR
- C. The Itinerary/Endorsements screen will be displayed
- D. The List Error screen will be displayed

Answer: B

333. TAXES/FEES/CHARGES 7

All of the following are exemptions to the U.S. Flight Segment Tax EXCEPT

- A. flight segments to or from Rural Airports.

- B. free tickets (\$0.00 collected).
- C. uninterrupted International Air Transportation.
- D. free companion tickets.

Answer: D

334. TAXES/FEES/CHARGES 8

Which of the following itineraries is NOT subject to the Immigration (INS) Fee (XY)?

- A. Tokyo - Guam
- B. Paris - San Juan, Puerto Rico
- C. San Juan, Puerto Rico - Miami, FL
- D. Mexico City - St. Croix

Answer: C

335. TAXES/FEES/CHARGES 9

How many PFCs are collected for the following itinerary if all are PFC airports except SFO?

OAK-SEA-STL-MSP-STL-SFO

- A. 1
- B. 2
- C. 3
- D. 4

Answer: D

336. TAXES/FEES/CHARGES 10

How many PFCs are collected for the following itinerary if all are PFC airports? MSP-ATL-SEA

- A. 1
- B. 2
- C. 3
- D. 6

Answer: B

337. TAXES/FEES/CHARGES 11

What does the XT Tax code represent?

- A. Immigration taxes or fees
- B. Animal and plant health inspector service taxes
- C. Combined taxes or user fees
- D. Domestic sales tax

Answer: C

338. TAXES/FEES/CHARGES 12

In IAR, when completing the Financial Detail Screen for an e-ticket, what does the AY tax code represent?

- A. When PFCs are being charged
- B. Ticket Security Fee



- C. Customs Fee
- D. Immigration Fee

Answer: B

339. TAXES/FEES/CHARGES 13

In IAR, what type of SVC CHG applies on the Financial Details Screen under the Fare, Taxes & Commission Field?

- A. When a fuel service surcharge is added to the ticket
- B. When a PTA service charge applies
- C. When your agency is collecting a service charge for issuing the ticket
- D. When more than 4 PFCs are charged on the ticket

Answer: B

340. TAXES/FEES/CHARGES 14

Consider the following itinerary: New York- Los Angeles- Tokyo (2-hour layover in Los Angeles). How many US Flight Segment Taxes (ZP) should be collected for this itinerary?

- A. 0
- B. 1
- C. 2
- D. 3

Answer: A

341. TAXES/FEES/CHARGES 15

All of the following itineraries are subject to the Immigration (INS) Fee (XY) EXCEPT

- A. Tokyo - Guam - Los Angeles
- B. Paris - San Juan, Puerto Rico
- C. Mexico City - St. Croix
- D. Guam - San Francisco

Answer: D

342. TAXES/FEES/CHARGES 16

Refer to the following linear

FP CASH FC 15JUL09 JFK DL IAD 100.00 DL DFW 150.00 DL PHX 165.00 DL DFW 165.00 DL IAD 150.00 DL JFK 100.00 END USD830.00 ZPJFKIADDFWPHXDFWIAD XT21.60ZP10.00AY18.00XFJFK4.50 IAD4.50DFW4.50IAD4.50

Which airport is NOT charging a PFC?

- A. PHX
- B. DFW
- C. IAD
- D. JFK

Answer: A

343. TAXES/FEES/CHARGES 17

Refer to the following linear

FP CASH FC 15JUL09 JFK DL IAD 100.00 DL DFW 150.00 DL PHX 165.00 DL DFW 165.00 DL IAD 150.00 DL JFK 100.00 END USD830.00 ZPJFKIADDFWPHXDFWIAD XT21.60ZP 10.00AY 18.00XFJFK4.50 IAD4.50DFW4.50IAD4.50

How many ZP taxes are being charged on this ticket?

- A. 3
- B. 4
- C. 5
- D. 6

Answer: D

344. TAXES/FEES/CHARGES 18

Refer to the following linear:

FP CASH FC 15SEP09 DFW AA LAX Q20.00 150.00 AA HNL 200.00 AA LAX 125.00 AA DFW 125.00 USD 620.00 END ZPDFWLAXHNL LAX XT 14.40ZP 10.00AY 18.00XFDFW4.50LAX4.50HNL4.50LAX4.50

On which segment(s) is the Alaska/Hawaii International Travel Facilities Tax charged?

- A. LAX-HNL only
- B. HNL-LAX only
- C. LAX-HNL and HNL-LAX
- D. DFW-LAX and LAX-DFW

Answer: C

345. TAXES/FEES/CHARGES 19

Refer to the following linear:

FP CASH FC 15SEP09 STL AA SFO 100.00 AA HNL 250.00 AA TYO 550.00 AA HNL 300.00 AA STL 400.00 USD1600.00 END ZPSTLSFO XT 7.20ZP 10.00AY5.50YC 7.00XY 5.00XA15.00XFSTL3SFO3HNL4.50HNL4.50

Why is there no segment tax (ZP) for the segment HNL-STL?

- A. HNL has chosen not to charge a ZP tax
- B. HNL is not allowed to charge a ZP tax
- C. The return portion of the ticket is uninterrupted international air transportation
- D. The return portion of the ticket is not routed through any domestic airports

Answer: C



346. TAXES/FEES/CHARGES 20

Refer to the following linear:

FP CASH FC 15SEP09 STL AA SFO 100.00 AA HNL  
250.00 AA TYO 550.00 AA HNL 300.00 AA STL 400.00  
USD1600.00 END ZPSTLSFO XT 7.20ZP 10.00AY5.50YC  
7.00XY 5.00XA15.00XFSTL3SFO3HNL4.50HNL4.50

Which airports are charging a \$3.00 PFC?

- A. HNL and TYO
- B. TYO and SFO
- C. STL and SFO
- D. SFO and HNL

Answer: C

347. TAXES/FEES/CHARGES 21

In the Document Retrieval Service (DRS) the Tax Detail Display:

- A. Shows the tax code only
- B. Shows the amount only
- C. The sum of all penalty fees
- D. The sum of all the individual taxes that match the document.

Answer: D

348. TAXES/FEES/CHARGES 22

Refer to the following linear:

FP CASH FC 15SEP09 DFW AA LAX 150.00 AA HNL  
200.00 AA LAX Q20.00 135.00 AA DFW 135.00 USD640.00  
END ZPDFWLAXHNLLAX XT 14.40ZP  
10.00AY18.00XFDFW4.50LAX4.50HNL4.50LAX4.50

On which segment does a Fuel Surcharge apply?

- A. DFW-LAX
- B. LAX-HNL
- C. HNL-LAX
- D. LAX-DFW

Answer: C

349. TAXES/FEES/CHARGES 23

Refer to the following linear:

FP CHECK FC 18AUG02 IAD NW MSP 125.00NW SEA  
100.00 NW ORD 150.00 NW IAD 125.00 USD500.00 END  
ZPIADMSPSEAMSP XT14.40ZP  
10.00AY10.50XFIAD3MSP3ORD4.50

What is the total value of all PFCs on this itinerary?

- A. \$ 6.00
- B. \$ 7.50
- C. \$10.50
- D. \$12.00

Answer: C

350. TAXES/FEES/CHARGES 24

Refer to the following linear

FP CASH FC 23SEP09 TPA US CLT 75.00 US DCA Q22.50  
114.00 US CLT 100.00 TPA Q22.50 100.00 END USD434.00  
ZPTPACLTDCACLT XT14.40ZP 10.00AY  
16.00XFTPA4CLT4.50DCA3CLT4.50

Which airport(s) are charging a Q fee?

- A. CLT and TPA
- B. CLT only
- C. DCA and TPA
- D. DCA only

Answer: B

351. TAXES/FEES/CHARGES 25

Refer to the following linear

FP CASH FC 23SEP09 TPA US X/CLT US DCA Q22.50  
189.00 US X/CLT TPA Q22.50 200.00 USD434.00 END  
ZPTPACLTDCACLT XT14.40ZP  
10.00AY16.00XFTPA4CLT4.50DCA3CLT4.50

What is the total XT value for this ticket?

- A. \$14.40
- B. \$16.00
- C. \$40.40
- D. \$73.00

Answer: C

352. TAXES/FEES/CHARGES 26

Refer to the following linear

FP CASH FC 10OCT09 JFK AA ORD 150.00 AA SFO  
Q20.00 175.00 AA MDW 175.00 AA JFK 250.00 USD770.00  
END ZPJFKORDSFOMDW XT14.40ZP 10.00AY  
18.00XFJFK4.50ORD4.50SFO4.50MDW4.50

Which airport is charging a fuel surcharge?

- A. JFK
- B. ORD
- C. SFO
- D. MDW

Answer: B



353. TAXES/FEES/CHARGES 27

Refer to the following linear

FP CASH FC 10OCT09 JFK AA ORD 150.00 AA SFO  
175.00 AA MDW 175.00 AA JFK 250.00END USD750.00  
ZPJFKORDSFOMDW XT14.40ZP  
10.00AY18.00XFJFK4.50ORD4.50SFO4.50MDW4.50

What are the total US designated taxes on this ticket?

- A. \$18.75
- B. \$30.00
- C. \$37.50
- D. \$56.25

Answer: D

354. TAXES/FEES/CHARGES 28

Refer to the following linear

FP CASH FC 15JUL09 JFK DL IAD 100.00 DL DFW 150.00  
DL PHX 185.00 DL DFW 155.00 DL IAD 150.00 DL JFK  
100.00 END USD840.00 ZPJFKIADDFWPHXDFWIAD  
XT21.60ZP 10.00AY 18.00XFJFK4.50  
IAD4.50PHX4.50IAD4.50

Which airport is NOT charging a PFC?

- A. PHX
- B. DFW
- C. IAD
- D. JFK

Answer: B

355. TICKETING 1

In the Document Retrieval Service (DRS) under Quick Search you can search by:

- A. Document Number and Processing PED Only
- B. PNR and Reporting PED Only
- C. Document Number and Date of Issue Only
- D. Processing PED, Reporting PED, Document Number, Date of Issue and PNR

Answer: D

356. TICKETING 2

In IAR, on the add tab how would you add a ticket as a straight sale?

- A. Click TA and enter the 13-character document #
- B. Click TD and enter the 14-character document #
- C. Click TA and enter the 14-character document #
- D. Click TA and enter the 10-character document #

Answer: C

357. TICKETING 3

In the Document Retrieval Service (DRS) under User Settings, you can:

- A. Mask Passenger Name Only
- B. Can Suppress Commission Information Only
- C. Unmask Credit Card Numbers
- D. Mask Passenger Name and Suppress Commission Information

Answer: D

358. TICKETING 4

An Administrator in ARC Memo Manager has the ability to:

- A. Edit User Accounts
- B. Modify User Account Status
- C. Modify User Role
- D. All of the Above

Answer: D

359. TICKETING 5

What is the MAXIMUM number of passengers that can be shown when issuing an automated MCO for land arrangements of a specified inclusive tour?

- A. 4
- B. 3
- C. 2
- D. 1

Answer: D

360. TICKETING 6

After the Prepaid Ticket Advice has been called in to the carrier, what restrictions apply for refunding or voiding the Prepaid?

- A. The agent can void the Prepaid if the passenger hasn't picked up the passenger receipt.
- B. The agent may refund the Prepaid at any time using a Refund Exchange Notice as long as the ticket has not been issued or picked up.
- C. The agent may pull the Auditor's coupon and not report the Prepaid if the passenger or client is not going to use the prepaid.
- D. The agent may not void or rescind the Prepaid and must get an "Authority to Refund a PTA" from the validating carrier for a refund.

Answer: D



361. TICKETING 7

To prevent a client from being billed for a credit card transaction, when must the agent void the transaction?

- A. By Monday, midnight following the close of the sales period
- B. By midnight of the day following the day of the transaction
- C. By midnight of the day of the transaction
- D. By close of business Friday of the sales period

Answer: C

362. TICKETING 8

Which of the following statements about Type A certificates is NOT correct.

- A. a REN is required to trade in the value of the Type A certificate.
- B. no REN is required for a Type A transaction.
- C. the Type A certificate number is entered into IAR on the Financial Details screen
- D. the ticket is issued at the reduced rate reflecting the discount of the Type A certificate.

Answer: A

363. TICKETING 9

Electronic Credit Card Billing is a program

- A. that eliminates the requirement for travel agents to report the Auditor's Coupon of a credit card sale.
- B. that was set up to expedite the receipt of authorization codes for credit cards.
- C. whereby automated credit card sales (generated by the GDS) are transmitted to credit card companies on a daily basis.
- D. whereby automated credit card sales (generated by the GDS) are transmitted to credit card companies weekly.

Answer: C

364. TICKETING 10

What two credit card companies accept proper Address Verification as protection against a chargeback?

- A. Carte Blanche/Diners Club
- B. Visa and MasterCard
- C. Air Travel Card (UATP) and NOVUS
- D. American Express and Visa

Answer: D

365. TICKETING 11

A ticket is issued on Tuesday. Visa is the form of payment. The client returns Friday and requests a refund on that ticket. You refund the ticket in your GDS. Which of the following may occur with regard to the credit card charge?

- A. The client is not debited for the transaction since it was voided in the same sales week.
- B. The client does not receive a credit since the transaction was voided in the GDS.
- C. The client is always debited on the same statement.
- D. The client may be debited on one statement and credited on the next statement.

Answer: D

366. TICKETING 12

An e-ticket is issued on Monday. MasterCard is the form of payment. The client returns on Tuesday and requests a refund. The e-ticket is never reported to ARC as a refund. How will this transaction appear on your client's credit card statement?

- A. It will not appear on the client's statement because the document was not reported to ARC.
- B. It will appear as a debit on the statement when the ticket is issued, but won't be credited because the refund was not reported to ARC.
- C. It will appear as a debit on the statement when the ticket is issued and be automatically credited two processing weeks after the close of the sales week in which it was sold.
- D. It will appear as a debit on the statement when the ticket is issued and be automatically credited at the end of the sales week in which it was sold.

Answer: B

367. TICKETING 13

In IAR, which entry would be used to report ticket number 01684001234568 as a straight sale?

- A. Click the radio button TM and enter 01684001234568 then Go
- B. Click the radio button TD and enter 01684001234568 then Go
- C. Click the radio button TA and enter 01684001234568 then Go
- D. Click the radio button AT and enter 01684001234568 then Go

Answer: C

368. TICKETING 14

At the Sales Report Screen in IAR what is the correct way to indicate a 5% commission after you click the CM radio button on the Modify tab?



- A. Enter .05, 10-Character document # then Go
- B. Enter 5.0, 10-Character document # then Go
- C. Enter 5P, 10-Character document # then Go
- D. Enter KP5, 10-Character document # then Go

Answer: C

369. TICKETING 15

In ARC Document Retrieval Service (DRS), the system gives you the ability to export data into a:

- A. PDF Format Only
- B. TXT Format Only
- C. PDF and Text Format
- D. XLS, CSV and TXT Format

Answer: D

370. TICKETING 16

In IAR, conjunction document(s) information is entered on what screen?

- A. List Old Screen
- B. Exchange Support Screen
- C. Exchange Summary Screen
- D. Additional Itinerary/Endorsement Screen

Answer: D

371. TICKETING 17

Which of the following statements is NOT Correct?

- A. VA is the radio button to Void a document under the Void Tab in IAR.
- B. VR is the radio button to Void Reverse a document under the Void Tab in IAR.
- C. You may Void Reverse an E-Ticket in IAR.
- D. You may Void Reverse a Paper Ticket in IAR.

Answer: C

372. TICKETING 18

For an E-ticket, ARC's Printable Collection maybe used to print what instead of using ATB stock?

- A. Auditor's coupon
- B. Agent's coupon
- C. Flight coupon(s)
- D. Passenger receipt

Answer: D

373. TICKETING 19

What indicator prints on the ATB document to identify an electronic ticket?

- A. SITI
- B. Electronic
- C. ETKT
- D. E-ATB

Answer: C

374. TICKETING 20

In IAR, when adding a 4-flight ticket which field is always mandatory on the Financial Details Screen?

- A. TAX
- B. FARE CALCULATION
- C. CERTIFICATE
- D. MISC SUPPORT

Answer: B

375. TICKETING 21

When adding a manual ticket to IAR, from which coupon is the check digit taken?

- A. The first flight coupon
- B. The last flight coupon
- C. Passenger's receipt
- D. Agent's coupon

Answer: D

376. TICKETING 22

When may an Agent refuse to accept a certain credit card brand as payment for a document?

- A. When ARC does not accept the credit card brand.
- B. When the carrier does not accept the credit card brand.
- C. When the Agent does not recognize the credit card brand.
- D. When the Agent prefers cash as the form of payment.

Answer: B

377. TICKETING 23

If you enter a transaction into IAR on Wednesday, when is the latest that you can modify that transaction in IAR if it IS NOT made part of another transaction?

- A. 11:59 Eastern Time of the Tuesday immediately following the PED.
- B. Wednesday, 11:59 PM Eastern Time
- C. Thursday, 11:59 PM Eastern Time
- D. 11:59 PM Eastern Time of the Monday immediately following the PED

Answer: B



378. TICKETING 24

What does A/C at the end of a ticket linear mean?

- A. Agency Code
- B. Authorizing Carrier
- C. Add Collect
- D. Administrative Change

Answer: C

379. TICKETING 25

Where is the 4-digit "Card Identifier Code" (CID) located on an American Express card?

- A. On the front, near the account number
- B. On the back, underneath the signature line
- C. On the front, at the upper left-hand corner
- D. On the back, at the lower right-hand corner

Answer: A

380. TICKETING 26

The SERV CARR ID field on the IAR Financial Details screen relates to the:

- A. Originating carrier.
- B. Validating carrier.
- C. The GDS providing the automated ticketing service.
- D. Country of commencement of international travel.

Answer: C

381. TICKETING 27

On the Sales Report List Transactions screen in IAR an asterisk (\*) indicates which of the following?

- A. A break in the normal document number sequence
- B. A document that can not be processed in IAR
- C. A conjunction ticket
- D. An error in the fare calculation

Answer: A

382. TICKETING 28

What happens if the agent issues and voids a ticket in the GDS on the same day?

- A. The client sees a charge and a reversal on their credit card statement on the same day
- B. The client should not see any charge for the transaction on the credit card bill
- C. The client sees a charge on one day and a reversal on the next
- D. The client will be charged on one billing cycle and receive the reversal on the next billing cycle

Answer: B

383. TICKETING 29

The Address Verification System (AVS) works by:

- A. The agent checking a telephone directory to confirm that the address exists.
- B. The agent comparing the client's driver's license address to the address the tickets are mailed to
- C. The agent verifying through the phone or GDS the client's billing address with the credit card company.
- D. The agent repeating back the client's address when taking orders over the phone.

Answer: C

384. TICKETING 30

When does an agent issue a Conjunction Ticket?

- A. When two or more separate accountable documents are processed together in the same transaction.
- B. When one passenger has more than four flight segments on the same itinerary
- C. When a passenger has an old ticket and is trading it for a new ticket
- D. When a client needs a ticket in under 24 hours

Answer: B

385. TICKETING 31

Agencies should use TASF Automated MCOs or Agent's Choice to charge agency service fees:

- A. Only when the client pays for the fee with cash.
- B. Whenever the client pays for a fee, either with cash or credit card.
- C. Only when the client pays for the fee with a credit card.
- D. Only when they need to issue a refund of a TASF to the client.

Answer: C

386. TICKETING 32

If an agency wants to charge an agency service fee to a client's credit card, how should the fee be collected to ensure that the agency gets to keep the money?

- A. By including the agency fee in the price of the ticket as an extra tax.
- B. By adding the agency fee to the penalty in Box H on the REN.
- C. By issuing a TASF automated MCO via your GDS or use Agent's Choice.
- D. Agencies are not allowed to impose fees, only airlines can.

Answer: C



387. TICKETING 33

If an agency wants to charge clients a fee, which of the following are methods for ARC to process Travel Agency Service Fees?

- A. Either hand-written MCOs validated on ARC or a charge form for the amount which is process in the ARC Sales Report
- B. Process your services with a charge form in the weekly ARC Sales Report
- C. In a spare tax box on the ticket or as a separate MCO on the same carrier
- D. Via your GDS system issue an Automated MCOs validated on ARC which is included in the weekly ARC Sales Report or use Agent's Choice

Answer: D

388. TICKETING 34

What is the correct procedure if an agent needs to charge over and above the TASF dollar limit?

- A. Divide the charge between two TASFs
- B. Contact ARC's TASF department for authorization
- C. Submit the TASF with a letter of explanation
- D. The limit cannot be increased

Answer: B

389. TICKETING 35

Which of the following navigation options applies to the NEXT button which is found on most Transaction Processing screens in IAR?

- A. When the next button is used within a transaction it follows the default navigation of one page to the next page.
- B. Pressing Next will not override any error conditions. If errors are found then the current screen is redisplayed indicating the field in error.
- C. The Next Page link is not available on the last default transaction screen.
- D. All of the Above

Answer: D

390. TICKETING 36

If an automated MCO is generated through the GDS, will it be automatically received in IAR via the nightly electronic GDS feed?

- A. No, MCOs need to be manually entered into IAR
- B. Yes, all automated transactions are fed to IAR by the GDS
- C. Yes, but only if the agent also runs an invoice
- D. Yes, but only if the MCO is linked to an exchange

Answer: B

391. TICKETING 37

Which of the following carrier-issued documents cannot be processed in IAR?

- A. Carrier-issued Voucher
- B. Carrier-issued Credit Memo
- C. Carrier-issued Certificate
- D. Carrier-issued ticket

Answer: D

392. TICKETING 38

In IAR, what does the error message "ERROR- INVALID CREDIT CARD NUMBER IN -FP- FIELD" mean after entering ticket information?

- 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. The agent must call the credit card company for a new authorization
- D. The credit card number is typed incorrectly

Answer: D

393. TICKETING 39

In IAR, documents may be voided using the VA radio button and entering \_\_\_\_-digit document number?

- A. 14-digit document number.
- B. 13-digit document number.
- C. 11-digit document number.
- D. 10-digit document number.

Answer: D

394. TICKETING 40

An agent is adding a ticket to the sales report and needs to get out of the document before entering all of the data. What button is used to force the system to save the information already entered and to exit out of the document?

- A. Hit [Esc]
- B. Hit IGNORE Button
- C. Hit the ET Button
- D. The document must be completed before IAR can save the information

Answer: C



395. TICKETING 41

In IAR, what happens if an agent walks away during the entry of a document and does not complete the data entry?

- A. The document will remain open indefinitely until the agent comes back
- B. IAR will time out after 30 minutes and the agent will have to re-add the transaction
- C. IAR will time out after 15 minutes and will save all the information the agent has typed and the document will not be in error
- D. IAR will time out after 15 minutes but will save only the data that has previously been saved but the document will be in error

Answer: D

396. TICKETING 42

In IAR, what financial information will be displayed under the Document Total on a transaction list for a \$328.00 ticket after it has been voided?

- A. The Document Total is blank.
- B. 0.00
- C. - 328.00
- D. 328.00\*

Answer: B

397. TICKETING 43

In IAR, what will be the status after the agent voids a document that has an error?

- A. VE
- B. V
- C. E
- D. Blank

Answer: B

398. TICKETING 44

If a ticket is voided in the GDS the same day it is issued, how will it be reflected in IAR?

- A. The sale will show the day after the ticket is issued and the void will show up the day after the sale
- B. The sale and the void will show up the next day
- C. Only the void will show in IAR
- D. Neither the sale nor the void will appear in IAR

Answer: C

399. TICKETING 45

What is the SYSTEM ENTRY DATE of a GDS-generated ticket (when does the document appear in IAR)?

- A. The same date as the ticket was issued in the GDS
- B. The day after the ticket was issued in the GDS
- C. The Period Ending Date
- D. GDS-generated documents do not appear in IAR automatically

Answer: B

400. TICKETING 46

What is the SYSTEM ENTRY DATE of a manually entered document (when does the document appear in IAR)?

- A. The same date as the ticket was entered
- B. The day after the ticket was entered
- C. The Period Ending Date
- D. The date the agent created an invoice in the GDS

Answer: A

401. TICKETING 47

How does an agent indicate that a 4-Flight manual ticket is conjunctive in IAR?

- A. Click the TA radio button then enter 84001001011/1023
- B. Click the TM radio button then enter 84001001011/1023
- C. Enter the conjunctive number in the THRU field on the Financial Detail Screen
- D. 4-Flight manual tickets cannot be conjunctive.

Answer: C

402. TICKETING 48

In IAR, when are the EQUIVALENT AMOUNT and BANK RATE fields completed on any given transaction?

- A. When the fare is in a currency other than US dollars
- B. When entering an ATB document
- C. When entering a manual document
- D. When entering an out of period document

Answer: A

403. TICKETING 49

The SVC CHG field is only used when entering which of the following documents into IAR?

- A. ATB
- B. MCO
- C. PTA
- D. TASF

Answer: C



404. TICKETING 50

Which of the following is NOT considered a straight sale?

- A. PTA
- B. E-Ticket
- C. 4-Flight
- D. Recall Commission Statement

Answer: D

405. TICKETING 51

In a normal (non-holiday) week, how can an agent modify a refund or exchange on a sales report that was already submitted via IAR prior to the Tuesday submission deadline?

- A. Move to the correct PED and modify the ticket
- B. Move to the correct ACN and modify the ticket
- C. Reverse the authorize report, modify the ticket, then resubmit the report before the deadline
- D. Once the report is submitted, no changes can be made either before or after the deadline

Answer: C

406. TICKETING 52

When modifying a document with an error status, what is the first screen IAR always goes to?

- A. The Financial Details Screen
- B. The Itinerary/Endorsements Screen
- C. Sales Report List Screen
- D. The screen with the first error.

Answer: D

407. TICKETING 53

Refer to the following linear:

```
FP CASH FC 15SEP09 DFW AA LAX Q20.00 150.00 AA
HNL 200.00 AA LAX 125.00 AA DFW 125.00 USD 620.00
END ZPDFWLAXHNL LAX XT 14.40ZP 10.00AY
18.00XDFW4.50LAX4.50HNL4.50LAX4.50
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On which segment is there a Q fee being charged?

- A. DFW-LAX
- B. LAX-HNL
- C. HNL-LAX
- D. LAX-DFW

Answer: A

408. TICKETING 54

My ARC allows single sign on for:

- A. IAR Only
- B. Internet Sales Summary Only
- C. IAR and Internet Sales Summary
- D. IAR, Internet Sales Summary and Agent's Choice

Answer: D