

PRACTICE EXAM 13: PRINCIPAL ADMINISTRATIVE ASSOCIATE EXAM PREP 2026-2027 (100 QUESTIONS)

Choose one best answer for each question. Suggested practice time: 150 minutes; this is an author-selected study limit. Use scratch paper and a basic calculator. Award one point per correct answer, with no deduction for incorrect answers. Your percentage equals the number correct; no official passing score is implied. Scenarios, amounts, and local procedures are fictional unless expressly identified. This is an independent educational skills practice set. Archived DCAS Exam 1128 uses an Education and Experience rating, not this 100-question format. Follow the official notice for your examination. Roger C. Newlin | Copyright 2026.

1. Qualification review file 10301: According to the archived NYC DCAS Notice of Examination for Principal Administrative Associate, Exam No. 1128, what determines a candidate's examination score? Use the facts in this separate case.

- A. A practical demonstration of keyboard and filing speed.
- B. An interview assessing preferred unit software skills.
- C. An evaluation of qualifying education and experience.
- D. A timed examination of written administrative scenarios.

2. Qualification review file 10302: A candidate held the title "unit Coordinator" but has not described the work performed. Which addition would best help a reviewer assess the nature of that experience? Use the facts in this separate case.

- A. Software brands, preferred schedule, awards, and personal interests.
- B. Unit location, commuting distance, salary, and parking access.
- C. Reviewer title, employer size, benefits, and unit appearance.
- D. Specific duties, decision authority, dates, and weekly hours.

3. Qualification review file 10303: For this exercise, equivalent full-time months equal weekly hours divided by 35, multiplied by months worked. A candidate worked 28 hours weekly for 15 months. What is the equivalent full-time experience? Use the facts in this separate case.

- A. 10 months
- B. 12 months
- C. 15 months
- D. 18 months

4. Qualification review file 10304: A practice submission counts each calendar month only once when jobs overlap. Job One ran from January through August, and Job Two ran from June through December of the same year. Counting both endpoints, how many distinct months are documented? Use the facts in this separate case.

- A. 12 months
- B. 15 months
- C. 18 months
- D. 10 months

5. Qualification review file 10305: A candidate's resume lists a promotion as effective in March, but the employer's personnel record lists April. The submission has not been submitted. What is the most reliable next step? Use the facts in this separate case.

- A. Omit both dates and let the reviewer infer duration.
- B. Use the earlier date because it provides more credit.
- C. Resolve the date using employer records before submitting.
- D. Use either date because the difference is one month.

6. Qualification review file 10306: A practice notice requires 24 months of general experience, including at least 6 months of supervisory experience. Supervisory months are part of the total. Which candidate meets both experience requirements? Use the facts in this separate case.

- A. 30 total months, including 5 supervisory months.
- B. 26 total months, including 7 supervisory months.
- C. 23 total months, including 8 supervisory months.
- D. 18 total months, including 6 supervisory months.

7. Qualification review file 10307: A supporting letter must establish that a candidate actually supervised clerical associates. Which statement provides the strongest direct evidence of that responsibility? Use the facts in this separate case.

- A. Maintained personal documents and answered the main telephone line.
- B. Held a senior title and received regular salary increases.
- C. Shared a unit with the clerks and attended meetings.
- D. Assigned daily workloads and reviewed the clerks' completed work.

8. Qualification review file 10308: A submission checklist says both the submission worksheet and a separate experience questionnaire must show "Submitted." The worksheet shows "Submitted," but the questionnaire shows "Draft." What remains to be done? Use the facts in this separate case.

- A. Review and submit the separate experience questionnaire.
- B. Treat the submission worksheet status as covering both items.
- C. Submit another copy of the completed submission worksheet.
- D. Wait for the questionnaire to change status automatically.

9. Qualification review file 10309: A reviewer is preparing an employment verification letter from records. The records confirm duties and dates but contain no performance ratings. Which approach produces the most supportable letter? Use the facts in this separate case.

- A. Add an excellent rating because the candidate submissions support.
- B. State documented duties and dates without inventing performance ratings.
- C. Estimate a rating from the length of the employment.
- D. Replace all factual details with a general personal endorsement.

10. Qualification review file 10310: A practice checklist accepts education evidence only when the student name, institution, award, and conferral date all appear. Which record satisfies every listed evidence requirement? Use the facts in this separate case.

- A. Mira Chen; institution not shown; BA degree; conferred June 12, 2024.
- B. Student not identified; Bay College; BA degree; conferred June 12, 2024.
- C. Mira Chen; Bay College; BA degree; conferral date not shown.
- D. Mira Chen; Bay College; BA degree; conferred June 12, 2024.

11. Independent intake check 10311: A unit memo states: "Routine submissions require a completed worksheet. Urgent submissions also require a reviewer's approval. No submission may be processed without a completed worksheet." Which urgent submission is ready for processing? Use the facts in this separate case.

- A. An unsigned approval note accompanied by no submission worksheet.
- B. An incomplete worksheet accompanied by the reviewer's approval.
- C. A completed worksheet accompanied by the reviewer's approval.
- D. A completed worksheet accompanied by the requester's explanation.

12. Independent intake check 10312: A report states: "Late submissions fell after the reminder pilot began. The same month, the unit reduced its caseload. The available data do not isolate the effects of these two changes." Which conclusion is supported? Use the facts in this separate case.

- A. The decline occurred, but its cause remains unresolved.
- B. The reminder pilot caused the entire reported decline.
- C. The caseload reduction had no effect on submission timing.
- D. The pilot failed because two changes occurred together.

13. Independent intake check 10313: A routing rule says: "Send submissions about an existing matter to the assigned matter officer. Send submissions without a matter number to Intake. If the assigned officer is absent, send existing-matter submissions to the duty reviewer." The officer for matter 417 is absent. Where should the submission go? Use the facts in this separate case.

- A. To the absent officer for later processing.
- B. To the duty reviewer for existing matters.
- C. To the requester for a new submission.
- D. To Intake for assignment of another matter number.

14. Independent intake check 10314: A memo says, "By Wednesday, each team must submit a list of unresolved matters that were received before July 1." Which matter belongs on that list? Use the facts in this separate case.

- A. Received July 1 and resolved before Wednesday.
- B. Received July 2 and still unresolved on Wednesday.
- C. Received June 28 and still unresolved on Wednesday.
- D. Received June 20 and resolved before Wednesday.

15. Independent intake check 10315: The processing manual says: "associates may return an incomplete document set for correction. Associates must return a document set if its authorization signature is missing." What does "may" indicate in the first sentence? Use the facts in this separate case.

- A. A requirement to take the action in every instance.
- B. A prohibition against taking the action without an appeal.
- C. A guarantee that the action will resolve the problem.
- D. Permission to take the action, rather than a requirement.

16. Independent intake check 10316: A report reads: "Of the complaints reviewed, several concerned unclear letters. The review did not examine telephone service." Which statement preserves the limits of that report? Use the facts in this separate case.

- A. Some reviewed complaints involved letters; telephone service was not assessed.
- B. Most callers disliked telephone service; letters were only a minor issue.
- C. The review assessed every channel; telephone service received favorable ratings.
- D. All service complaints involved letters; telephone service caused no complaints.

17. Independent intake check 10317: A document set checklist requires the budget worksheet before reviewer review and reviewer review before director approval. Which sequence follows both dependencies? Use the facts in this separate case.

- A. Budget worksheet, reviewer review, director approval.
- B. Budget worksheet, director approval, reviewer review.
- C. Reviewer review, budget worksheet, director approval.
- D. Director approval, budget worksheet, reviewer review.

18. Independent intake check 10318: A unit bulletin states: "Beginning Monday, use worksheet R for new submissions. Submissions received before Monday remain on worksheet Q, even if they are still pending." A submission arrived Friday and remains pending Tuesday. Which worksheet applies? Use the facts in this separate case.

- A. Worksheet R, because the submission is pending after Monday.
- B. Worksheet Q, because the submission arrived before Monday.
- C. Both worksheets, because the submission spans the change date.
- D. Neither worksheet, because the submission must first be withdrawn.

19. Independent intake check 10319: A report says a new checklist "could reduce errors if associates receive training and supervisors monitor its use." Which revision changes the original meaning by overstating certainty? Use the facts in this separate case.

- A. Error reduction is possible if the stated supports occur.
- B. The expected benefit depends on associates training and monitoring.
- C. The checklist may reduce errors with training and monitoring.
- D. The checklist will eliminate errors in every unit.

20. Independent intake check 10320: A service standard classifies a response as on time if it is sent no later than the stated deadline. A response is sent at 3:00 p.m., and its deadline is 3:00 p.m. The same day. How should it be classified? Use the facts in this separate case.

- A. Early, because the response was sent that same day.
- B. Late, because it was not sent before the deadline.
- C. On time, because the deadline itself is included.
- D. Unclassified, because exact deadline matches are excluded.

21. New correspondence audit 10321: Which sentence uses standard subject-verb agreement? Use the facts in this separate case.

- A. The list of missing worksheets are on the desk.
- B. The lists of missing worksheets is on the desk.
- C. The lists of missing worksheets was on the desk.
- D. The list of missing worksheets is on the desk.

22. New correspondence audit 10322: Dana reviewed a draft with Lee. Dana, not Lee, will revise it. Which sentence communicates that responsibility most clearly? Use the facts in this separate case.

- A. After reviewing the draft with Dana, Lee will revise it.
- B. After reviewing the draft with Lee, Dana will revise it.
- C. After the draft review, the revisions will soon be made.
- D. After Dana reviewed the draft with Lee, they will revise it.

23. New correspondence audit 10323: Which sentence is punctuated correctly as two independent clauses joined by a semicolon? Use the facts in this separate case.

- A. The report is complete; the director will review it today.
- B. The report; is complete the director will review it today.
- C. The report is complete, the director will review it today.
- D. The report is complete the director; will review it today.

24. New correspondence audit 10324: An email submissions a unit's final staffing totals by noon Friday so Finance can finish a report. Which subject line is most useful for identifying both the action and deadline? Use the facts in this separate case.

- A. Information about the upcoming Finance reporting process.
- B. A question concerning your unit staffing information.
- C. Submit final staffing totals by noon Friday.
- D. Important message for everyone on this distribution.

25. New correspondence audit 10325: A meeting ends with this decision: Omar will reconcile the March invoice log and send the corrected document to Priya by 2:00 p.m. Thursday. Which minutes record best records the action? Use the facts in this separate case.

- A. Priya to send Omar the unreconciled March invoice log after the Thursday meeting.
- B. Omar to review several invoice issues and report back when additional information arrives.
- C. Omar to send Priya the reconciled March invoice log by 2:00 p.m. Thursday.
- D. The team discussed March invoices and agreed that reconciliation would be beneficial soon.

26. New correspondence audit 10326: A notice must say that the service desk will close at 1:00 p.m. Friday and reopen at 9:00 a.m. Monday. Which version is clearest and most concise? Use the facts in this separate case.

- A. Please be advised that the service desk has operating changes affecting its usual availability.
- B. There will be a closure of the service desk occurring sometime over the weekend.
- C. The service desk will be unavailable Friday, with service possibly returning early next week.
- D. The service desk closes Friday at 1:00 p.m. And reopens Monday at 9:00 a.m.

27. New correspondence audit 10327: A reviewer observed that three required attachments were missing from a document set. Which sentence is most appropriate for a factual status report? Use the facts in this separate case.

- A. The document set lacked three attachments required by the checklist.
- B. The careless preparer ignored three important requirements again today.
- C. The document set was obviously assembled without any serious effort.
- D. The preparer probably hoped nobody would inspect the document set.

28. New correspondence audit 10328: Which sentence keeps all three items in the list grammatically parallel? Use the facts in this separate case.

- A. The associate schedules meetings, agenda preparation, and records decisions.
- B. The associate schedules meetings, prepares agendas, and records decisions.
- C. The associate schedules meetings, prepares agendas, and decision recording.
- D. The associate schedules meetings, preparing agendas, and records decisions.

29. New correspondence audit 10329: The source instruction reads, "Send the revised roster to Facilities by 4:00 p.m. Tuesday." Which revision preserves the recipient, deadline, and required version? Use the facts in this separate case.

- A. By Tuesday at 4:00 p.m., send Payroll the revised roster.
- B. By Tuesday at 4:00 p.m., send Facilities the original roster.
- C. By Tuesday at 4:00 p.m., send Facilities the revised roster.
- D. By Thursday at 4:00 p.m., send Facilities the revised roster.

30. New correspondence audit 10330: Which sentence uses an introductory modifier without implying that an inanimate object performed the review? Use the facts in this separate case.

- A. After reviewing the invoices, the payment log required several corrections.
- B. After reviewing the invoices, several corrections appeared in the log.
- C. After reviewing the invoices, the accuracy of the log improved.
- D. After reviewing the invoices, the associate corrected the payment log.

31. Separate process memorandum 10331: Compare each record with this source record: Invoice 483716; vendor 2094; amount \$1,260.00. Which record matches all three fields exactly? Use the facts in this separate case.

- A. Invoice 483716; vendor 2049; amount \$1,260.00.
- B. Invoice 483716; vendor 2094; amount \$1,260.00.
- C. Invoice 483716; vendor 2094; amount \$1,206.00.
- D. Invoice 483761; vendor 2094; amount \$1,260.00.

32. Separate process memorandum 10332: Document these names alphabetically by surname and then given name: 1. Nolan, Erin; 2. Noble, Kai; 3. Nolan, Ada; 4. Norton, Bea. Which order is correct? Use the facts in this separate case.

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

33. Separate process memorandum 10333: A register sorts records first by year ascending, then by sequence number ascending. The records are 2025-019, 2024-120, 2025-003, and 2024-021. Which record belongs first? Use the facts in this separate case.

- A. 2024-120
- B. 2024-021
- C. 2025-003
- D. 2025-019

34. Separate process memorandum 10334: An associate must determine whether a scanned eight-page document is complete and readable. Which review best addresses both requirements before the paper is routed onward? Use the facts in this separate case.

- A. Confirm the document opens and assume all pages scanned correctly.
- B. Confirm the document size and compare it with yesterday's scans.
- C. Confirm all eight pages and inspect their text and edges.
- D. Confirm the filename and inspect only the first scanned page.

35. Separate process memorandum 10335: A unit's version log marks v3 "Approved" and v4 "Draft." associates are told to distribute only the current approved version. Which document should an associate send? Use the facts in this separate case.

- A. Version 3, which carries the current approval.
- B. Neither version, because any draft cancels earlier approval.
- C. Version 4, which carries the highest version number.
- D. Both versions, allowing recipients to select their preference.

36. Separate process memorandum 10336: A register flags duplicate invoice candidates only when both vendor ID and invoice number match. Which pair should be flagged under this rule? Use the facts in this separate case.

- A. Vendor 318 / invoice 9042 and vendor 319 / invoice 9042.
- B. Vendor 318 / invoice 9042 and vendor 318 / invoice 9043.
- C. Vendor 318 / invoice 9042 and vendor 319 / invoice 9043.
- D. Vendor 318 / invoice 9042 and vendor 318 / invoice 9042.

37. Separate process memorandum 10337: A data-record rule allows a matter number only when it contains exactly six digits and begins with 4. Which record satisfies the rule? Use the facts in this separate case.

- A. 407218
- B. 507218
- C. 4072189
- D. 47218

38. Separate process memorandum 10338: A correction procedure requires retaining the original record, identifying the correction, and recording who changed it and when. Which method best follows that procedure? Use the facts in this separate case.

- A. Change the value and omit the editor's identifying information.
- B. Add a linked correction with the editor and timestamp.
- C. Replace the original record without retaining its earlier value.
- D. Delete the record and create an unrelated replacement record.

39. Separate process memorandum 10339: A spreadsheet contains IDs 6102, 6103, 6105, 6106, and 6107. Every integer ID from 6102 through 6107 should appear exactly once. Which ID is missing? Use the facts in this separate case.

- A. 6103
- B. 6106
- C. 6108
- D. 6104

40. Separate process memorandum 10340: A paper document is transferred between units. Which tracking record best supports locating it and establishing the handoff? Use the facts in this separate case.

- A. Sender's job title, unit decor, preferred contact, and extension.
- B. Document topic, font size, stapling method, and page orientation.
- C. Document identifier, sending unit, receiving person, and transfer date.
- D. Document color, cabinet manufacturer, paper size, and folder condition.

41. Updated records-control case 10341: For this exercise, an record's check digit is the remainder after the sum of its first four digits is divided by 10. Which five-digit record has a valid check digit? Use the facts in this separate case.

- A. 58328
- B. 58329
- C. 58325
- D. 58320

42. Updated records-control case 10342: A reviewer compares original data with an entered copy. Original: 72 Harbor Lane, Suite 406, ZIP 10458. Copy: 72 Harbour Lane, Suite 460, ZIP 10458. Counting each changed field once, how many fields differ? Use the facts in this separate case.

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

43. Updated records-control case 10343: A report includes records with status "Open" and receipt month "August." Which record should be included? Use the facts in this separate case.

- A. Matter 823: Open; received September 2.
- B. Matter 824: Closed; received July 31.
- C. Matter 822: Closed; received August 19.
- D. Matter 821: Open; received August 19.

44. Updated records-control case 10344: A unit can view personnel documents only through assigned accounts, and sharing account credentials is prohibited. A coworker asks to use your password while awaiting access. What response follows both rules? Use the facts in this separate case.

- A. Send screenshots of every personnel document to avoid account use.
- B. Share the password and require its deletion after one use.
- C. Open the account and let the coworker work under it.
- D. Decline and direct the coworker to the access-submission process.

45. Updated records-control case 10345: A unit rule says records under an active preservation hold must not be destroyed, even if their routine retention period has ended. A held document reaches that date today. What should associates do? Use the facts in this separate case.

- A. Destroy the document because its routine retention period ended.
- B. Delete the scan but keep only the empty folder.
- C. Keep the document until the hold is properly released.
- D. Remove its hold label and apply the routine schedule.

46. Updated records-control case 10346: A unit budget is \$48,500. Recorded spending is \$31,760, and approved commitments not yet spent total \$9,240. Treat commitments as unavailable funds. How much remains available? Use the facts in this separate case.

- A. \$9,240
- B. \$8,500
- C. \$7,500
- D. \$16,740

47. Updated records-control case 10347: A unit received 240 service submissions in May and 276 in June. What was the percentage increase from May to June? Use the facts in this separate case.

- A. 36%
- B. 15%
- C. 13%
- D. 18%

48. Updated records-control case 10348: An associate processes 18 comparable submissions per hour. At that constant rate, how long will 117 submissions take, excluding breaks? Use the facts in this separate case.

- A. 6.5 hours
- B. 5.5 hours
- C. 6.0 hours
- D. 7.0 hours

49. Updated records-control case 10349: A unit handled 120 matters at an average of 8 minutes each and 80 matters at an average of 13 minutes each. What was the overall average handling time per matter? Use the facts in this separate case.

- A. 9.5 minutes
- B. 11.0 minutes
- C. 10.0 minutes
- D. 10.5 minutes

50. Updated records-control case 10350: The unit orders 36 cartons at \$42.50 each. A 10% discount applies to merchandise only, followed by a \$65 delivery fee. Ignore tax. What is the final amount? Use the facts in this separate case.

- A. \$1,595.00
- B. \$1,442.00
- C. \$1,435.50
- D. \$1,530.00

51. Alternate resource worksheet 10351: A petty-cash fund should total \$300 in cash plus valid receipts. A count finds \$87.65 in cash and \$204.85 in valid receipts. What is the discrepancy? Use the facts in this separate case.

- A. \$7.50 short
- B. \$7.50 over
- C. \$12.50 short
- D. \$12.50 over

52. Alternate resource worksheet 10352: A unit began the week with 185 matters pending, received 420 new matters, and closed 397 matters. No matters were transferred or reopened. How many matters remain pending? Use the facts in this separate case.

- A. 235 matters
- B. 605 matters
- C. 162 matters
- D. 208 matters

53. Alternate resource worksheet 10353: A quality review finds 27 records with errors among 450 records checked. Each erroneous record is counted once. What percentage of checked records contains errors? Use the facts in this separate case.

- A. 6%
- B. 16%
- C. 5%
- D. 9%

54. Alternate resource worksheet 10354: An associate works 7 hours 45 minutes on each of four days and 6 hours 30 minutes on a fifth day. All stated time is paid work. What is the weekly total? Use the facts in this separate case.

- A. 36.5 hours
- B. 37.5 hours
- C. 37.0 hours
- D. 38.5 hours

55. Alternate resource worksheet 10355: A workshop has 84 attendees and requires one document set per attendee plus a 10% reserve. Packets are purchased only in packs of 12. What is the minimum number of packs needed? Use the facts in this separate case.

- A. 9 packs
- B. 10 packs
- C. 8 packs
- D. 7 packs

56. Alternate resource worksheet 10356: Unit A and unit B share a \$3,600 service charge in proportion to their 45 and 75 associates members. How much should unit B be charged? Use the facts in this separate case.

- A. \$2,700
- B. \$1,350
- C. \$1,800
- D. \$2,250

57. Alternate resource worksheet 10357: Five submission completion times are 2, 3, 4, 5, and 21 days. What is the median completion time? Use the facts in this separate case.

- A. 5 days
- B. 4 days
- C. 7 days
- D. 9 days

58. Alternate resource worksheet 10358: A team cleared 342 of 360 assigned documents by Friday. What percentage was cleared? Use the facts in this separate case.

- A. 92%
- B. 98%
- C. 95%
- D. 90%

59. Alternate resource worksheet 10359: A service unit plans for 96 documents tomorrow. Each document requires 12 minutes of work, and each associate has 6 productive hours available. What is the minimum whole number of associates needed? Use the facts in this separate case.

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

60. Alternate resource worksheet 10360: For this exercise, projected monthly use is 85 boxes and the unit requires a two-month stock target. It has 112 boxes on hand and 24 already on order. What additional quantity is needed to reach the target? Use the facts in this separate case.

- A. 34 boxes
- B. 58 boxes
- C. 61 boxes
- D. 146 boxes

61. Fresh spreadsheet review 10361: A unit budgeted \$12,800 for equipment and spent \$13,440. By what percentage did spending exceed the budget? Use the facts in this separate case.

- A. 6%
- B. 5%
- C. 8%
- D. 4%

62. Fresh spreadsheet review 10362: An invoice includes 14 desk sets at \$28 each and 9 lamps at \$36 each. The vendor then issues a \$52 credit for a returned item. Ignoring tax and delivery, what amount is due? Use the facts in this separate case.

- A. \$664
- B. \$612
- C. \$716
- D. \$768

63. Fresh spreadsheet review 10363: Two acceptable suppliers offer the same 120 folders. Supplier A charges \$2.40 each plus \$18 delivery. Supplier B charges \$2.25 each plus \$42 delivery. Which statement correctly compares their total prices? Use the facts in this separate case.

- A. Supplier B costs \$6 less than Supplier A.
- B. Supplier A costs \$18 less than Supplier B.
- C. Supplier A costs \$6 less than Supplier B.
- D. Supplier B costs \$18 less than Supplier A.

64. Fresh spreadsheet review 10364: For a financial control review, the unit requires one person to prepare a payment and a different authorized person to approve it. Which assignment follows that requirement? Use the facts in this separate case.

- A. Leon prepares the payment; Leon approves after a short delay.
- B. Maya prepares the payment; an unapproved temporary worker approves it.
- C. Maya prepares the payment; Maya approves using another account.
- D. Maya prepares the payment; authorized reviewer Leon approves it.

65. Fresh spreadsheet review 10365: A purchase order lists 50 chairs, but the receiving report confirms only 46 delivered. The invoice bills for 50. The unit requires verified receipt before payment. What should the associate do next? Use the facts in this separate case.

- A. Resolve the four-chair discrepancy before approving the full invoice.
- B. Discard the receiving report because the vendor already billed fifty.
- C. Approve all fifty chairs because the purchase order authorized them.
- D. Change the receiving report to fifty to match the invoice.

66. Fresh spreadsheet review 10366: Cells B2 through B5 contain the numeric values 12, 18, 9, and 21. A total cell adds exactly those four values, with no other adjustments. What should it display? Use the facts in this separate case.

- A. 51
- B. 48
- C. 60
- D. 69

67. Fresh spreadsheet review 10367: In Excel, cell D2 contains =B2*\$F\$1. The formula is copied straight down to D5. Which formula should appear in D5? Use the facts in this separate case.

- A. =B5*\$F\$4
- B. =B2*\$F\$4
- C. =B2*\$F\$1
- D. =B5*\$F\$1

68. Fresh spreadsheet review 10368: In Excel, B2 contains the number 20. What text does =IF(B2>=20,"Review","Routine") return? Use the facts in this separate case.

- A. FALSE
- B. Review
- C. Routine
- D. TRUE

69. Fresh spreadsheet review 10369: Cells C2 through C6 contain Open, Closed, Open, Pending, and Open, respectively. What does the Excel formula =COUNTIF(C2:C6,"Open") return? Use the facts in this separate case.

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

70. Fresh spreadsheet review 10370: In Excel, A2:A5 contains East, West, East, and North. B2:B5 contains 120, 80, 150, and 50. What does =SUMIF(A2:A5,"East",B2:B5) return? Use the facts in this separate case.

- A. 350
- B. 400
- C. 270
- D. 200

71. New customer-service matter 10371: A worksheet stores one associate per row, with columns for name, associate ID, and assigned unit. You need to sort by name while preserving each person's information. Which approach is appropriate? Use the facts in this separate case.

- A. Sort the complete records together using the name column.
- B. Sort associate IDs and leave names in their original rows.
- C. Sort only names while leaving associate IDs in place.
- D. Sort each column separately into its own alphabetical order.

72. New customer-service matter 10372: A spreadsheet shows 45 completed matters in E2 and 60 assigned matters in D2. The completion proportion is completed divided by assigned. What percentage should the report show? Use the facts in this separate case.

- A. 25%
- B. 60%
- C. 80%
- D. 75%

73. New customer-service matter 10373: A data dictionary defines a blank field as "not reported" and zero as "reported none." An analyst proposes replacing all blanks with zero before summarizing. What is the main concern? Use the facts in this separate case.

- A. It proves that every reporting unit submitted complete information.
- B. It converts missing information into a claim that none occurred.
- C. It ensures that reported totals can no longer contain errors.
- D. It preserves both meanings while making the sheet easier to read.

74. New customer-service matter 10374: A worksheet reports quarterly totals of 125, 140, 135, and 160. Its annual total cell displays 400 because the fourth quarter was omitted. What should the corrected annual total be? Use the facts in this separate case.

- A. 585
- B. 400
- C. 560
- D. 435

75. New customer-service matter 10375: A unit designates yellow cells for inputs and locks formula cells against routine editing. What is the main purpose of that arrangement? Use the facts in this separate case.

- A. Guarantee that every entered value is factually accurate and current.
- B. Replace the need to review formulas before using the workbook.
- C. Ensure that everyone can change formulas without affecting other users.
- D. Reduce accidental changes to calculations while allowing intended inputs.

76. New customer-service matter 10376: A meeting must last 45 uninterrupted minutes. Ava is free from 9:00 to 10:30 a.m., Ben from 9:30 to 11:00 a.m., and Cara from 10:00 to 11:30 a.m. Which conclusion is correct? Use the facts in this separate case.

- A. Their shared availability is 30 minutes, so no slot fits.
- B. Their shared availability is 60 minutes, so 9:30 a.m. Fits.
- C. Their shared availability is 90 minutes, so 9:00 a.m. Fits.
- D. Their shared availability is 45 minutes, so 10:00 a.m. Fits.

77. New customer-service matter 10377: A report needs 35 minutes of data checking, followed by 20 minutes of drafting and 15 minutes of review. The steps cannot overlap. If work starts at 9:10 a.m., when is the report ready? Use the facts in this separate case.

- A. 10:35 a.m.
- B. 10:10 a.m.
- C. 10:20 a.m.
- D. 10:25 a.m.

78. New customer-service matter 10378: A room can seat 24 people, including presenters. A session needs places for 21 participants and 3 presenters. No other people will attend. Does the room meet the stated seating requirement? Use the facts in this separate case.

- A. No; the session requires 25 seats in total.
- B. Yes; all 24 available seats will be occupied.
- C. Yes; three seats will remain available for others.
- D. No; presenters must be excluded from the room capacity.

79. New customer-service matter 10379: At 10:00 a.m., an associate must complete three tasks sequentially: A takes 20 minutes and is due at 10:30; B takes 30 minutes and is due at 11:00; C takes 15 minutes and is due at noon. Which order meets every deadline? Use the facts in this separate case.

- A. C, A, B
- B. A, C, B
- C. B, A, C
- D. A, B, C

80. New customer-service matter 10380: A project requires Task A, lasting 2 days, before Tasks B and C can start. B takes 3 days, C takes 5 days, and they can run simultaneously. Task D takes 1 day and starts only after both finish. What is the earliest total duration? Use the facts in this separate case.

- A. 8 days
- B. 11 days
- C. 6 days
- D. 10 days

81. Independent supervisor review 10381: A customer appointment begins at 2:30 p.m. Associates need 15 minutes to check the customer in and 10 minutes to escort the customer to the meeting room. These steps occur sequentially. What is the latest arrival time that allows both steps? Use the facts in this separate case.

- A. 2:15 p.m.
- B. 2:20 p.m.
- C. 2:05 p.m.
- D. 2:25 p.m.

82. Independent supervisor review 10382: A unit transfers an unfinished matter to another unit. Which handoff note is most useful for continuing work without repeating completed steps? Use the facts in this separate case.

- A. Record completed actions, outstanding items, the next owner, and deadline.
- B. Record the sender's preferred method and omit all unresolved questions.
- C. Record that the matter is urgent without naming any next action.
- D. Record only the matter title and the original opening date.

83. Independent supervisor review 10383: A printer produces 32 pages per minute. A 640-page job must finish by 11:00 a.m., and setup takes 8 minutes before printing starts. What is the latest time setup can begin? Use the facts in this separate case.

- A. 10:52 a.m.
- B. 10:40 a.m.
- C. 10:28 a.m.
- D. 10:32 a.m.

84. Independent supervisor review 10384: The service desk must have at least 2 trained associates present throughout lunch. Four trained associates are scheduled, and one is already at lunch. What is the maximum number of additional associates who may leave together? Use the facts in this separate case.

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

85. Independent supervisor review 10385: A process log shows matters waiting three days for a reviewer's signature, while data record and document preparation each take less than an hour. Which step should a workflow review examine first to address the largest recorded delay? Use the facts in this separate case.

- A. The preparation of documents before reviewer review.
- B. The queue awaiting the reviewer's required signature.
- C. The choice of font used in completed correspondence.
- D. The record of information into the matter register.

86. Independent supervisor review 10386: An associate is assigned two reports due at noon and estimates that both cannot be completed accurately by then. What is the most effective immediate response? Use the facts in this separate case.

- A. Choose a preferred report and leave the other submission unanswered.
- B. Wait until noon to announce that one report is unfinished.
- C. Tell the reviewer early and propose priority or resource options.
- D. Submit both reports without checking their figures or source data.

87. Independent supervisor review 10387: A unit works Monday through Friday with no holidays during the period. A task received Wednesday is due after 3 business days. Do not count the receipt day. On which day is it due? Use the facts in this separate case.

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

88. Independent supervisor review 10388: A team needs a 60-minute meeting. The director is available 1:00-3:00 p.m., Finance 1:30-2:30 p.m., and Operations 2:00-4:00 p.m. How many additional shared minutes are needed beyond their existing overlap? Use the facts in this separate case.

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

89. Independent supervisor review 10389: An approved procedure changes next Monday. Which rollout plan best reduces the chance that associates will continue using the old instructions? Use the facts in this separate case.

- A. Wait until errors occur and explain the new procedure individually.
- B. Mention the change informally and leave all previous copies available.
- C. Upload an undated draft and assume associates will recognize the changes.
- D. Issue the dated procedure, identify changes, and withdraw obsolete copies.

90. Independent supervisor review 10390: A tracker says a matter is complete only after work is finished, review is approved, and the outcome notice is sent. Work is finished and review is approved, but the notice remains unsent. What status is supported? Use the facts in this separate case.

- A. Complete; finishing the work satisfies all remaining requirements.
- B. Closed without notice; approval eliminates the notification requirement.
- C. Pending notification; the completion requirements are not yet met.
- D. Ready for deletion; the reviewer has finished checking the matter.

91. Final readiness file 10391: A reviewer has identified repeated date-record errors in one associate's work. Which feedback is most likely to support a clear, actionable correction? Use the facts in this separate case.

- A. Tell the associate to be better without describing any examples.
- B. Review specific examples privately, explain the standard, and check improvement.
- C. Correct every error silently and assume the associate will notice.
- D. Announce the errors publicly and ask coworkers to monitor the associate.

92. Final readiness file 10392: Two clerks handle comparable matters. Associate A completes 180 matters with 9 returned for correction. Associate B completes 150 matters with 3 returned. Which comparison of return rates is accurate? Use the facts in this separate case.

- A. Associate A has 5%; associate B has 2%.
- B. Associate A has 6%; associate B has 2%.
- C. Associate A has 9%; associate B has 3%.
- D. Associate A has 2%; associate B has 5%.

93. Final readiness file 10393: After showing a new associate how to route a complex submission, a trainer wants to check understanding. Which method provides the strongest direct evidence that the associate can apply the procedure? Use the facts in this separate case.

- A. Ask whether the associate enjoyed the training and liked the materials.
- B. Ask the associate to confirm attendance at the completed training session.
- C. Ask the associate to route a new example and explain the choice.
- D. Ask the associate to copy the procedure title into the training log.

94. Final readiness file 10394: A reviewer assigns a 90-minute task only to associates with at least that much uncommitted time and the required training. Which associate qualifies? Use the facts in this separate case.

- A. Rina: 110 uncommitted minutes; required training completed.
- B. Tori: 120 uncommitted minutes; required training not completed.
- C. Noah: 60 uncommitted minutes; required training not completed.
- D. Luis: 80 uncommitted minutes; required training completed.

95. Final readiness file 10395: A caller submissions another person's matter details. Unit instructions require associates to verify the requester's authorization through an approved process before disclosure. The caller's identity and authorization have not been verified. What should the associate do? Use the facts in this separate case.

- A. Ask for a promise of confidentiality and then disclose.
- B. Share the details because the caller knows the matter number.
- C. Share a brief report because it contains less information.
- D. Use the verification process before sharing any matter details.

96. Final readiness file 10396: A customer is upset about a delay. The associate can check status and explain the review process but cannot promise an approval date. Which response stays within that authority while helping the customer? Use the facts in this separate case.

- A. Promise approval tomorrow and ask the customer to stop contacting the unit.
- B. Acknowledge the delay, check status, and explain the available next step.
- C. Blame another unit and advise the customer that further inquiries are pointless.
- D. Guarantee priority processing and close the inquiry without checking matter status.

97. Final readiness file 10397: A unit rule requires associates to disclose a personal relationship with a vendor and obtain reassignment before evaluating that vendor's proposal. An associate recognizes a close relative as the vendor's owner. What action follows the rule? Use the facts in this separate case.

- A. Reject the proposal immediately without informing the reviewer of the relationship.
- B. Score the proposal normally and let a coworker sign the evaluation.
- C. Evaluate the proposal privately and disclose only if the vendor wins.
- D. Disclose the relationship and obtain reassignment before evaluating the proposal.

98. Final readiness file 10398: A service desk offers an approved interpreter service. A customer says they do not understand the written instructions well enough to complete a worksheet. Which response best supports accurate completion? Use the facts in this separate case.

- A. Offer the approved language support and explain how to submission it.
- B. Tell the customer to guess and return only if the worksheet is rejected.
- C. Speak more loudly and repeat the same unfamiliar written instructions.
- D. Ask another waiting customer to complete and sign the worksheet instead.

99. Final readiness file 10399: A unit sends 200 satisfaction surveys and receives 40 responses, of which 36 are favorable. Which report accurately states the result without treating nonresponses as favorable? Use the facts in this separate case.

- A. 90% of all recipients were favorable; the response rate was 20%.
- B. 90% of respondents were favorable; the response rate was 20%.
- C. 20% of respondents were favorable; the response rate was 90%.
- D. 18% of respondents were favorable; the response rate was 80%.

100. Final readiness file 10400: A reviewer wants to assess whether a revised intake checklist improves performance. Which evaluation plan provides the most useful evidence about both speed and accuracy? Use the facts in this separate case.

- A. Ask the checklist author whether the new format appears more professional.
- B. Select one successful matter and describe it as the typical outcome.
- C. Compare turnaround and error rates before and after, noting workload differences.
- D. Count only completed worksheets after launch and assume every change is beneficial.

Practice Exam 13: Answer Key and Explanations

1. C - The archived notice identifies an Education and Experience Exam as the scoring method. This practice booklet develops useful administrative skills, but its multiple-choice score does not reproduce that official rating. A written test, keyboard demonstration, or interview is not the scoring method described there. Applicants should check the notice governing their own examination.

2. D - A job title can cover very different responsibilities in different organizations. Specific duties and decision authority describe the work, while dates and hours support its duration. The other details may identify employment circumstances but do not establish the experience being claimed. The description should accurately reflect actual responsibilities and available supporting records.

3. B - Divide the weekly schedule, 28 hours, by the stated full-time standard of 35 hours to obtain 0.8. Multiply 0.8 by 15 months to obtain 12 equivalent months. Counting all 15 months ignores the reduced schedule. This exercise supplies its own conversion rule; actual submissions require the rule in the governing notice.

4. A - Job One covers eight months, while Job Two covers seven months. June, July, and August appear in both jobs, so subtract those three overlapping months from the total of fifteen. The result is twelve distinct calendar months. Adding both job durations without removing the overlap would overstate experience under the supplied rule.

5. C - Conflicting dates should be reconciled against reliable documentation before the submission is finalized. The candidate should seek clarification from the employer and report the supported date. Choosing the earlier date maximizes a claim without evidence. Treating the discrepancy as immaterial or omitting dates prevents the reviewer from assessing the actual duration accurately.

6. B - The candidate with twenty-six total months and seven supervisory months meets both minimums. Thirty total months do not compensate for only five supervisory months. Twenty-three or eighteen total months fall below the overall requirement despite sufficient supervisory time. Because supervisory months are included in total experience, they must not be added again.

- 7. D** - Assigning work and reviewing its completion directly describe supervisory responsibilities. Sharing unit space or attending meetings does not establish authority over other associates. Personal filing and telephone duties describe individual clerical work. A senior title or salary history can provide context, but neither proves that the candidate performed the supervisory functions claimed.
- 8. A** - The checklist creates two separate submission requirements. A submitted submission worksheet does not establish that the experience questionnaire was submitted. The candidate must complete the review and submission step for the questionnaire and verify its status. Repeating the first submission or assuming an automatic change leaves the specifically identified requirement unresolved.
- 9. B** - A verification letter should distinguish documented facts from unsupported conclusions. The reviewer can state duties and dates confirmed by the records without supplying a performance rating that the records do not contain. A favorable submission or long employment does not establish a rating. A general endorsement also fails to verify the relevant facts.
- 10. D** - The complete record includes all four required fields: the student, institution, award, and conferral date. Each other record omits one required field. A reviewer should test every requirement rather than assume that a familiar institution or award makes missing information unnecessary. This question concerns the supplied checklist, not a determination of academic equivalency.
- 11. C** - An urgent submission must satisfy both conditions: a completed worksheet and supervisory approval. Urgency adds a requirement; it does not waive the worksheet requirement. An explanation from the requester is not the approval specified in the memo. Processing should begin only after the documentation satisfies every condition that applies to that submission.
- 12. A** - The report establishes an observed decline and identifies two changes that occurred during the same period. It expressly says their separate effects cannot be isolated. Therefore, the cause remains unresolved. Assigning the entire effect to reminders, excluding workload as a factor, or declaring failure goes beyond the evidence supplied in the passage.
- 13. B** - The submission concerns an existing matter, and the assigned officer is absent. Those facts trigger the stated exception directing the submission to the duty reviewer. Intake handles submissions without a matter number, which does not describe this submission. Holding the submission or demanding another submission introduces steps that the routing rule does not require.
- 14. C** - The list requires both an unresolved status and receipt before July first. The June twenty-eighth matter satisfies both conditions. The July second matter is unresolved but too recent. The resolved June matter fails the status condition, and the July first matter fails both. Test the date and status separately before including a matter.
- 15. D** - In the first sentence, may grants permission rather than imposing a universal requirement. The second sentence uses must to make return mandatory when the authorization signature is missing. The terms therefore establish different levels of obligation. Neither sentence promises a successful correction or introduces an appeal requirement before associates can act.

16. A - The report supports a finding about some of the reviewed complaints and explicitly excludes telephone service from its scope. It does not establish how all complaints were distributed or how telephone service performed. The accurate restatement preserves both the limited population and the excluded topic instead of filling those gaps with assumptions.

17. A - The worksheet must exist before the reviewer reviews the document set, and the reviewer must review it before the director approves it. Placing the steps in that order satisfies both dependencies. Each alternative reverses at least one required relationship. A sequence is acceptable only when every stated prerequisite precedes the step that depends on it.

18. B - The bulletin bases the worksheet choice on the date a submission was received, not the date associates process it. A Friday receipt falls within the explicit exception for submissions received before Monday. Remaining pending on Tuesday does not change that classification. The bulletin requires neither duplicate worksheets nor withdrawal of an existing submission.

19. D - The original statement presents a possible benefit that depends on training and monitoring. Saying the checklist will eliminate every error converts possibility into certainty and reduction into complete elimination. The other statements retain the conditional nature of the claim. Accurate reports must preserve both the strength of the prediction and its stated conditions.

20. C - No later than includes the deadline itself. A response sent at exactly three o'clock therefore satisfies a three o'clock deadline. A rule requiring delivery before three would be different, but that is not the wording supplied. Being on the same day alone is insufficient; the decisive comparison is the response time against the deadline.

21. D - The subject of the correct sentence is the singular noun list, so the singular verb is agrees with it. The phrase of missing worksheets modifies list and does not determine the verb. The alternatives pair a singular subject with are or a plural subject with is or was, creating errors in agreement.

22. B - The correct sentence names Dana as the person who will revise the draft and identifies Lee as a participant in the review. They leaves responsibility ambiguous, while the sentence naming Lee as reviser changes the facts. The passive alternative states that revisions will occur but omits the person responsible for completing them.

23. A - Each side of the correct semicolon can stand as a complete sentence. The semicolon appropriately links two closely related independent clauses. A comma alone creates a comma splice. The other placements interrupt a clause instead of separating complete clauses, so they do not satisfy the grammatical relationship specified in the question.

24. C - The useful subject line identifies the requested deliverable and the time it is due. Readers can recognize the action before opening the message and distinguish it from general information. The other subjects provide a broad topic or urgency signal without the specific submission and deadline needed to organize and prioritize the work.

25. C - The correct record captures the owner, deliverable, recipient, and deadline established in the meeting. A general description of discussion does not record the commitment. Reversing Omar and

Priya changes responsibility, while replacing the deadline with an indefinite condition weakens the decision. Action minutes should preserve what was actually assigned and agreed.

26. D - The direct sentence provides both exact times and the corresponding days without unnecessary wording. The alternatives omit essential timing, introduce uncertainty, or describe a change without explaining it. A concise notice is not simply short; it retains the information readers need to plan their visit while removing phrases that add no useful meaning.

27. A - The correct sentence describes an observable condition and connects it to the checklist. It does not infer carelessness, effort, or intent from the missing attachments. Those judgments would require additional evidence and can distract from the correction needed. A factual report should make the deficiency clear without assigning unsupported motives to the preparer.

28. B - The correct list uses three matching present-tense verb phrases: schedules meetings, prepares agendas, and records decisions. The alternatives mix that structure with participles or noun phrases. Parallel structure makes related responsibilities easier to read and signals that each item performs the same grammatical role in describing what the associate does.

29. C - The correct revision changes sentence order while preserving all three operational facts. The other versions change the document version, day, or recipient. A sentence can be grammatical and still be an inaccurate revision. When editing instructions, compare each essential fact against the source instead of judging only how smoothly the new wording reads.

30. D - The introductory phrase describes an action performed by a person. In the correct sentence, the associate immediately follows that phrase and is the logical reviewer. The alternatives attach the reviewing action to a log, corrections, or accuracy. Naming the actor in the main clause eliminates the dangling modifier and clarifies responsibility.

31. B - The matching record preserves the invoice number, vendor number, and amount. Each alternative changes one field through a transposition. Familiar-looking digits can conceal these errors, so compare each field independently rather than reading the record as a whole. Matching the amount alone is insufficient when the invoice and vendor identifiers must also agree.

32. A - Noble comes before Nolan because the first differing letters are b and l. The two Nolan records are then ordered by given name, placing Ada before Erin. Norton follows both surnames. Applying the secondary given-name rule only after surnames match produces the order two, three, one, four without changing the primary filing rule.

33. B - The year is the primary sort field, so both records from 2024 precede both records from 2025. Within 2024, sequence twenty-one precedes sequence one hundred twenty. The lowest sequence across all years is irrelevant until the year comparison is resolved. Following the fields in their specified priority places 2024-021 first.

34. C - Page count checks completeness, while inspecting text and page edges checks readability and clipping. Both are necessary because a document can contain eight pages with unreadable content or

legible pages with some missing. Opening the document, reviewing its name, or comparing document size does not directly establish both qualities of this specific scan.

35. A - The distribution rule depends on approval status, not simply the largest version number. Version three is the approved version, while version four remains a draft. Sending both would distribute unapproved material. The existence of a draft does not cancel the current approval unless a separate rule says so, and none is provided here.

36. D - The duplicate screen requires agreement on both identifying fields. Only the pair with vendor 318 and invoice 9042 repeated satisfies that rule. Matching just the invoice number or just the vendor is insufficient. A flag identifies a candidate for review; it does not by itself prove that a duplicate payment has occurred.

37. A - The accepted record has six digits and begins with four. The five-digit record is too short, the seven-digit record is too long, and the remaining six-digit record begins with five. Validation requires both the length and prefix conditions to hold. Passing one check does not compensate for failing the other stated requirement.

38. B - A linked correction preserves the original record while documenting the replacement information, editor, and time. That history allows a later reviewer to reconstruct what changed. Overwriting or deleting the original destroys the required link to prior information. Omitting the editor also fails an explicit part of the correction procedure described in the question.

39. D - The required sequence includes six consecutive integers: 6102, 6103, 6104, 6105, 6106, and 6107. Comparing that sequence with the listed records shows that 6104 is absent. The other listed candidates either already appear or fall outside the required interval. Checking both endpoints prevents mistakenly adding a number beyond the specified range.

40. C - A useful transfer record identifies the document, its source, its recipient, and when custody changed. Those fields support locating the item and following the handoff if questions arise. Physical appearance and formatting details may describe the folder but do not establish who received it. A topic alone may also fail to distinguish similar documents.

41. A - Add the first four digits: five plus eight plus three plus two equals eighteen. The remainder when eighteen is divided by ten is eight, so the final digit must be eight. Only 58328 satisfies the stated rule. The check digit detects certain record errors but does not establish that the underlying transaction is authorized.

42. B - The street field differs because Harbor became Harbour, and the suite field differs because 406 became 460. The building number and ZIP code still match. Under the instruction to count changed fields rather than changed characters, those differences produce a total of two. Counting individual transposed digits would answer a different question.

43. D - Matter 821 meets both required conditions: its status is Open and its receipt month is August. Matter 822 meets only the month condition, while matter 823 meets only the status condition. Matter

824 meets neither. Combining filters with and requires each selected record to satisfy both tests, not merely one of them.

44. D - The coworker needs access through an assigned account, so the access-submission process is the appropriate route. Sharing a password or allowing work under another person's account defeats that requirement. Sending the documents outside the access process also avoids rather than satisfies the restriction. Temporary inconvenience does not change the two rules supplied here.

45. C - The stated hold expressly overrides routine disposal timing. Associates must preserve the document while the hold remains active and use the authorized release process before considering disposal. Deleting a scan still destroys a record, while removing a label does not release the hold. The answer follows the hypothetical rule given, not an unstated retention period.

46. C - Available funds equal the budget less both recorded spending and outstanding commitments. Subtracting \$31,760 and \$9,240 from \$48,500 leaves \$7,500. Using only recorded spending gives \$16,740, which incorrectly treats committed funds as available. The calculation follows the question's stated planning treatment and avoids counting already reserved money as free for another purchase.

47. B - The increase is 276 minus 240, or 36 submissions. Divide that increase by the original May count of 240 and multiply by 100 to obtain 15 percent. Using June as the denominator measures a different relationship. Reporting 36 percent confuses the numerical increase in submissions with the percentage increase from the original level.

48. A - Time equals workload divided by processing rate. Dividing 117 submissions by eighteen submissions per hour gives 6.5 hours, or six hours thirty minutes. Multiplying workload by the rate reverses the relationship. The calculation assumes the same constant rate throughout and excludes breaks exactly as the stem specifies, so no additional time is added.

49. C - Compute total handling time before averaging: 120 times eight equals 960 minutes, and eighty times thirteen equals 1,040 minutes. Their sum is 2,000 minutes for 200 matters, giving ten minutes per matter. Simply averaging eight and thirteen gives 10.5, which incorrectly gives the two groups equal weight despite their different matter counts.

50. B - The merchandise total is thirty-six times \$42.50, or \$1,530. A ten percent discount reduces that amount by \$153 to \$1,377. Adding the undiscounted \$65 delivery fee produces \$1,442. Discounting the delivery fee would produce the wrong total because the stem expressly limits the discount to merchandise and excludes tax from the calculation.

51. A - Cash and valid receipts total \$292.50: \$87.65 plus \$204.85. Compared with the authorized \$300 fund, that leaves a shortage of \$7.50. Calling it an overage reverses the direction of the difference. The discrepancy should be investigated through the unit's reconciliation process rather than silently changing the expected fund amount to match the count.

52. D - Ending pending work equals beginning pending work plus new arrivals minus completed matters. Add 185 and 420 to obtain 605 available matters, then subtract 397 closures to obtain 208. The

result is twenty-three higher than the opening backlog because arrivals exceeded closures by twenty-three. No transfer or reopening adjustment is needed under the stem.

53. A - Divide the twenty-seven erroneous records by the 450 records checked to obtain 0.06. Multiplying by 100 converts the proportion to six percent. The denominator is all checked records, not only error-free records. Counting each erroneous record once also means that a record with several mistakes does not increase the numerator more than once.

54. B - Forty-five minutes is three-quarters of an hour, so each of the first four days contributes 7.75 hours. Four times 7.75 equals thirty-one hours. The final day contributes 6.5 hours, giving 37.5 hours overall. Treating forty-five minutes as 0.45 hours would understate the total because time conversions use sixty minutes per hour.

55. C - The target including reserve is eighty-four times 1.10, or 92.4 packets. Since packets are whole items, at least ninety-three are required. Dividing that requirement by twelve and rounding up gives eight packs, which supply ninety-six packets. Seven packs cover only the attendees and provide no reserve, while larger purchases exceed the minimum.

56. D - The combined associates count is 120. Unit B has seventy-five of those associates, so its share is seventy-five divided by 120, or 62.5 percent. Multiplying \$3,600 by that proportion gives \$2,250. Equal division ignores the required allocation basis, while using unit A's forty-five associates calculates the other unit's share instead.

57. B - The values are already in ascending order. With five observations, the median is the third value, which is four days. The unusually long twenty-one-day matter affects the mean but does not change the middle position. Adding all values and dividing by five gives seven days, the mean, rather than the median requested here.

58. C - The completion percentage uses cleared documents as the numerator and assigned documents as the denominator. Dividing 342 by 360 gives 0.95, or ninety-five percent. The eighteen remaining documents represent five percent, providing a useful cross-check. The requested measure is completed workload, so reporting the remaining share would reverse the meaning of the result.

59. D - The workload is ninety-six times twelve, or 1,152 minutes. Each associate supplies six times sixty, or 360 productive minutes. Dividing workload by individual capacity gives 3.2 associates. Because staffing must be a whole number and the entire workload must be covered, round up to four. Three associates supply only 1,080 productive minutes.

60. A - The two-month target is twice eighty-five, or 170 boxes. On-hand stock plus existing orders equals 112 plus twenty-four, or 136 boxes. Subtracting 136 from 170 leaves thirty-four additional boxes. Ignoring the order would overstate the new purchase by twenty-four boxes. The question asks for the additional amount, not the full target stock.

61. B - Spending exceeded the budget by \$640, calculated as \$13,440 minus \$12,800. Divide the excess by the budget of \$12,800 to obtain 0.05, or five percent. Using actual spending as the denominator

produces a different measure. A budget variance percentage compares the difference with the original budget because the question asks how much it was exceeded.

62. A - Fourteen desk sets cost \$392, and nine lamps cost \$324. Their combined charge is \$716. Subtract the \$52 credit to obtain \$664 due. Adding the credit increases the liability instead of reducing it, while ignoring it leaves the original charge unchanged. The stem excludes tax and delivery, so neither should be introduced.

63. C - Supplier A totals 120 times \$2.40 plus \$18, or \$306. Supplier B totals 120 times \$2.25 plus \$42, or \$312. Therefore, Supplier A costs six dollars less. The lower unit price from Supplier B is outweighed by its higher delivery charge. Comparing the complete delivered totals avoids choosing on unit price alone.

64. D - The stated control requires both a different person and proper approval authority. Maya preparing and authorized reviewer Leon approving satisfies those conditions. A second account or a time delay does not turn one person into two independent participants. Assigning approval to someone without authorization meets the separation condition but still fails the authority requirement.

65. A - Authorization to buy fifty chairs does not prove that fifty arrived. The receiving report supports only forty-six, leaving a four-chair discrepancy that must be resolved before full approval under the supplied rule. Altering or discarding the receipt record would hide the mismatch. The associate should investigate with the responsible receiving and purchasing personnel.

66. C - Adding the four stated values gives twelve plus eighteen plus nine plus twenty-one, or sixty. The calculation includes every cell from B2 through B5 exactly once. Omitting a row or including an unintended cell changes the total. Comparing the displayed result with a simple independent calculation is a useful way to detect range-selection mistakes.

67. D - Copying from row two to row five moves the formula down three rows. The relative reference B2 therefore becomes B5. The dollar signs make both the column and row of \$F\$1 absolute, so that reference stays fixed. The resulting formula changes only the relative row and continues using the original multiplier cell.

68. B - The logical test asks whether B2 is greater than or equal to twenty. Because B2 equals twenty, the condition is true and IF returns its first result, Review. Routine is the result for a false test. Although the comparison evaluates to a logical value, the complete formula returns the specified text instead.

69. B - COUNTIF counts cells in the specified range that meet its criterion. Open appears in C2, C4, and C6, so the result is three. Closed and Pending do not match the requested status. Counting all five cells would measure the number of records, while this formula specifically measures how many records contain the selected status.

70. C - SUMIF tests the region labels in A2 through A5 and adds the corresponding values from B2 through B5 when the label is East. The matching amounts are 120 and 150, totaling 270. The West and North amounts are excluded. Summing every amount would ignore the condition that the formula applies to the region column.

71. A - All fields belonging to an associate must move together when the records are sorted. Sorting the complete range by name preserves the relationship between name, identifier, and unit. Sorting a single column or sorting columns independently can attach one person's information to another. The desired ordering must not break the structure of each associate record.

72. D - Divide the forty-five completed matters by the sixty assigned matters to obtain 0.75. Expressed as a percentage, that is seventy-five percent. The fifteen unfinished matters account for the remaining twenty-five percent. Reporting sixty percent confuses the denominator with a percentage, while dividing assigned by completed reverses the defined relationship between the two fields.

73. B - Under the supplied definitions, blank and zero communicate different facts. Replacing blanks with zero turns an absence of reporting into an affirmative report that none occurred. That can mislead readers about completeness and activity. Cleaner appearance does not justify changing meaning, and the replacement neither proves complete submission nor guarantees accurate totals in the report.

74. C - The annual total must include all four quarters: 125 plus 140 plus 135 plus 160 equals 560. The displayed 400 includes only the first three quarters. Adding the omitted fourth quarter corrects the total. Reviewing the included range is essential because a formula can calculate its selected cells correctly while still excluding required data.

75. D - Separating editable inputs from protected formulas reduces the chance that routine data record will overwrite a calculation. It does not establish that inputs are accurate or that the original formulas are correct. Those still require appropriate review. The arrangement controls where ordinary edits occur; it does not replace the wider process of checking workbook reliability.

76. A - The common window begins at the latest start time, ten o'clock, and ends at the earliest end time, ten-thirty. That provides only thirty minutes. A forty-five-minute meeting cannot fit without changing someone's availability. Looking at one person's open time instead of the overlap can create a meeting that another required participant cannot fully attend.

77. C - Because the steps must occur sequentially, add their durations: thirty-five plus twenty plus fifteen equals seventy minutes. Adding seventy minutes to 9:10 a.m. Gives 10:20 a.m. Using only the longest step would assume overlap that the question prohibits. Each required phase must finish before the next phase can contribute toward completion of the report.

78. B - Add the twenty-one participants and three presenters to obtain twenty-four occupants. That exactly matches the room's stated seating capacity. Presenters count because the stem explicitly includes them. The room therefore satisfies the requirement with no spare seats. Adding an unstated attendee or treating presenter seats as outside the capacity changes the supplied facts.

79. D - Doing A first finishes it at 10:20, B next finishes at 10:50, and C finishes at 11:05. All deadlines are met. Starting with B makes A late, starting with C also makes A late, and placing C between A and B makes B finish at 11:05. Completion times determine whether each sequence is feasible.

80. A - Task A uses the first two days. B and C then run together, so their combined stage lasts as long as the slower task, five days. Task D adds one more day after both finish. The total is two plus five plus one, or eight days. Adding B and C separately would ignore their permitted overlap.

81. C - The two preparation steps require twenty-five minutes in total. Subtracting twenty-five minutes from the 2:30 p.m. Appointment gives 2:05 p.m. Using only the check-in time or only the escort time leaves a required step uncovered. Working backward from the fixed appointment time provides the latest feasible arrival when both steps must occur in sequence.

82. A - A useful handoff establishes what has already happened, what remains, who will act next, and when action is due. Those details support continuity and accountability. A title and opening date identify the matter but do not explain its current state. A general urgency label likewise fails to provide the next unit with actionable information.

83. D - Printing requires 640 divided by thirty-two, or twenty minutes. Setup adds eight minutes before printing, creating a total lead time of twenty-eight minutes. Subtracting that from 11:00 a.m. Gives 10:32 a.m. Starting at 10:40 accounts only for printing, while 10:52 accounts only for setup. Both required stages must fit before the deadline.

84. B - With one of four associates already away, three remain at the desk. The minimum coverage is two, so only one additional associate can leave. If two more left, only one would remain and coverage would fail. The calculation must use current available staffing rather than the full scheduled headcount before the first lunch began.

85. B - The recorded waiting time for a signature is much longer than the other stated stages, making it the first place to investigate delay. That observation does not justify removing a required approval. The review should examine capacity, routing, and timing at the queue. Optimizing short stages first may have little effect on overall turnaround.

86. C - Early notice gives the reviewer time to set priorities, adjust scope, or provide help before the deadline is missed. Offering practical options makes that discussion actionable. Waiting removes those opportunities. Skipping accuracy checks or silently choosing a task can create avoidable errors and unmet expectations without giving the responsible decision-maker a chance to respond.

87. A - Exclude Wednesday because the rule says not to count the receipt day. Thursday is the first business day, Friday the second, and Monday the third because the weekend does not count. Therefore, Monday is the due day. Counting calendar days or including Wednesday would produce a different result from the business-day convention explicitly supplied.

88. D - The shared window runs from the latest starting time, 2:00 p.m., to the earliest ending time, 2:30 p.m. That provides thirty minutes. A sixty-minute meeting therefore needs thirty additional minutes of shared availability. The question asks for the shortfall, not the full meeting length or the availability of any individual participant.

89. D - A dated, approved procedure establishes the applicable version, an explanation identifies what associates must do differently, and withdrawing obsolete copies reduces conflicting guidance. Informal

notice or an undated draft leaves uncertainty about which instructions control. Waiting for errors creates avoidable rework. Associates also need a clear effective date so they can apply the change consistently.

90. C - Completion requires three conditions, and the notification condition remains unmet. Pending notification accurately describes the remaining step without implying that the matter is fully complete. Finished work and approved review satisfy only two requirements. Neither fact removes the third requirement, and the tracker provides no authority to delete the matter merely because review is finished.

91. B - Specific examples show the associate exactly what needs to change, the standard defines correct performance, and a follow-up checks whether the correction worked. A private discussion supports focused feedback. Public criticism can distract from learning, vague advice lacks an actionable target, and silently correcting errors gives the associate no clear opportunity to improve the process.

92. A - Associate A's return rate is nine divided by 180, or five percent. Associate B's is three divided by 150, or two percent. Counts alone should not be treated as percentages because the clerks completed different totals. This comparison describes the stated return rates; it does not by itself explain the causes of the difference.

93. C - Applying the procedure to a new example demonstrates transfer beyond watching the trainer. Explaining the choice reveals whether the associate understands the decision rule or simply guessed. Satisfaction, attendance, and copying a title can document participation but do not directly show correct submission. The trainer can then address the particular misunderstanding revealed by the exercise.

94. A - Rina has more than the required ninety minutes available and has completed the required training. Luis meets the training condition but lacks enough time. Tori has time but lacks training, and Noah lacks both. A feasible assignment must satisfy capability and capacity together rather than treating either condition as sufficient on its own.

95. D - The supplied instruction makes authorization verification a prerequisite to disclosure. Knowing a matter number, requesting only a report, or promising confidentiality does not complete that process. The associate should follow the approved verification route before providing details. This applies the specific unit rule given; no additional legal exception or disclosure authority is established by the scenario.

96. B - Acknowledging the concern and checking available information provide useful service without making an unsupported promise. Explaining the next step gives the customer a concrete path forward. Promising approval or priority exceeds the stated authority, while blame and dismissal do not resolve the information need. The response should remain courteous, accurate, and within the associate's role.

97. D - The rule requires disclosure and reassignment before evaluation begins. Those steps address the conflict through the stated process. Waiting until an award is made is too late, and automatic rejection is not authorized by the rule. Having another person sign an evaluation still leaves the conflicted associate performing the work the instruction requires reassignment to avoid.

98. A - The approved interpreter service directly addresses the customer's stated difficulty understanding the instructions. Offering it supports accurate communication and use of the established process. Greater volume does not resolve a language barrier, and relying on another customer or guessing creates avoidable errors. The associate should help the customer access the support already available at the desk.

99. B - Favorable responses are thirty-six out of forty responses, or ninety percent. The response rate is forty out of 200 invitations, or twenty percent. Nonrespondents did not supply an opinion and cannot be counted as favorable. Keeping the two denominators clear describes the results accurately without assuming that respondents represent every person who received a survey.

100. C - Comparing turnaround and error rates addresses both speed and accuracy, while noting workload differences helps interpret changes fairly. A completion count alone does not show whether work became faster or more accurate. An author's opinion and one successful matter provide limited evidence. The comparison supports assessment without assuming that every observed change was caused by the checklist.