



**CERTIFIED CLAIMS PROFESSIONAL
ACCREDITATION COUNCIL, INC.**

**The Official
Certified Claims Professional
Study & Information Guide**



The Official Certified Claims Professional Study & Information Guide

This Official CCPAC Certification Examination Guide is prepared for cargo claim professionals interested in taking the certification examination to become Certified Claims Professionals and earn the prestigious designation of "CCP".

The policies, application, fees and procedures described in this guide apply to all aspects of the certification program of the Certified Claims Professional Accreditation Council, Inc. (CCPAC) as determined by the CCPAC Examination Committee.

This guide provides you with the official application form, instructions and fee schedule. Refer to the Exam Schedule on the website for the next exam date and location. Suggested reading materials are also provided and most publications can be purchased from the Books & Publications area of the CCPAC web site at www.ccpac.com. CCPAC Members can purchase text at discount prices in the Members Area of the web site. A person does not have to be certified to be a member of CCPAC. A person must be Certified and a member in good standing though in order to use the Official "CCP" designation on business cards, letterheads, etc.

The certification examination is sponsored and directed by the CCPAC Examination Committee. CCPAC, its Officers and Board of Directors are not responsible for applications not timely received at headquarters nor for any errors or delays in receiving notification of the examination time and location.

Applicants must direct all exam applications, fees and communications to:
CCPAC, Inc.
Examination Committee
P. O. Box 550922
Jacksonville, FL 32255-0922

Phone: (904) 390-1506
e-mail: director@ccpac.com

The Official Certified Claims Professional Study & Information Guide

WHAT IS CCPAC ?

The Certified Claims Professional Accreditation Council, **CCPAC**, is a not for profit organization that seeks to elevate the professional standards of individuals who specialize in the administration and negotiation of freight claims for all modes of transportation worldwide. Specifically it seeks to give recognition to those who have acquired the necessary degree of experience, education and expertise in domestic and international freight claims to warrant acknowledgement of their professional stature.

The foundation was laid for CCPAC at a special meeting of a Blue Ribbon Steering

WHAT IS CCPAC, continued

Committee in Washington, DC, in January, 1980. Over thirty farsighted transportation executives were at that historic gathering. The participants represented all modes of transportation – motor carriers, forwarders, railroads, airlines, water carriers, educational institutions, governmental agencies, shippers, receivers, insurers and the press.

CCPAC was first officially incorporated in Washington, DC on January 7, 1981. As shippers and transportation companies expanded to meet the needs of a global economy individuals and corporations alike expressed more interest in CCPAC and the desire to fill key freight claim positions with Certified Claims Professionals, “CCP” became more apparent. Today many of the top companies have CCP’s in key positions. Interest in CCPAC continues and in order to meet the growing needs of its members its world headquarters were relocated from Port Washington, MD to Jacksonville, Florida in April, 2007.

WHAT IS THE PURPOSE & OBJECTIVE OF CCPAC ?

- ✚ To raise the professional standards and improve the practices of domestic and international freight claims management by giving special recognition to those persons who, by successfully passing an examination and fulfilling prescribed standards of performance and conduct and have demonstrated a high level of competence and ethical fitness for freight claims management.
- ✚ To identify persons with the required degree of knowledge of the principles and practices of freight claims management; and,
- ✚ To encourage freight claims personnel to improve their knowledge, understanding and application of the paralegal aspects of freight claims management.

DOES ONE HAVE TO TAKE THE EXAM AND BECOME CERTIFIED TO JOIN CCPAC ?

Of course not, but CCPAC was founded on the premises of encouraging those in the profession to take the exam and become certified. Associate Members receive all of the news and networking benefits as Certified Members but only Certified Members can use the official “CCP” designation on their business cards, letterheads, etc. and only CCP’s have voting privileges when it comes to deciding official council business.

ARE THERE ANY FEES OR DUES ASSOCIATED WITH MEMBERSHIP ?

The initial membership fee to join as an Associate Member is \$40 and is renewable each calendar year at the same rate.

The initial membership fee to join as a Certified Member is \$50 and is renewable each calendar year at the same rate.

The fee for taking the CCP Exam is \$150 and is payable with the application and your supporting qualification material. If an applicant does not pass the exam, the fee to retake

the exam within one year is \$62.50. If the make up exam is greater than one year from the initial exam then the applicant must re-apply and re-qualify.

WHAT IS AN ASSOCIATE MEMBERSHIP ?

It only cost \$40 annual dues for an individual to join CCPAC as an Associate Member. Associate members are those individuals who are aspiring to become certified but have not taken and successfully passed the CCP Exam or they are individuals who do not plan to become Certified right away but want to benefit by membership in a worldwide organization of claims professionals in all modes of transportation. The networking opportunities are unlimited. Plus Associate Members get all of the benefits like discounts on educational text and reference books, accredited conferences, seminars and webinars. An Associate member also is entitled to discount hotel rates at hotels where accredited conferences are hosted by either CCPAC or one of its Co-Sponsor Organizations. An associate member must renew each year to maintain an active status and upon joining and each subsequent annual renewal will earn 5 continuing education points towards qualifying for accreditation or maintaining an existing accreditation. An Associate member is non-voting member.

WHAT IS A CERTIFIED MEMBERSHIP ?

A Certified Member is an individual who has meet all of the background, educational and work experience requirements and has generated enough points to qualify for and sit for the CCP Exam and successfully pass it. The professional designation of a Certified Claims Professional is "CCP" or "HCCP". The dues for a Certified Member is only \$50 annually and Certified Members have the exclusive right to voting on Council matters and are eligible for a Council Officer or Committee Chair position. Certified Members are recognized and hold elite status in a worldwide organization of claims professionals involving all modes of transportation. The networking opportunities are unlimited. Plus Certified Members get all of the benefits like access to the Members Area of the website, networking opportunities with other members in all types of transportation related businesses, discounts on educational text and reference books, accredited conferences, seminars and webinars. A Certified Member also is entitled to discount hotel rates at hotels where accredited conferences are hosted by either CCPAC or one of its Co-Sponsor Organizations. A Certified Member must renew each year to maintain an active status and upon joining and each subsequent annual renewal will earn 5 continuing education points towards maintaining their existing accreditation.

WHY SHOULD FREIGHT CLAIMS MANAGEMENT BE ELEVATED TO A PROFESSIONALLY CERTIFIED STATUS ?

As more and more companies compete globally and as more industries subscribe to or have become part of the International Standards Organization, the desire for the best has never been more paramount. Many specialized fields requiring education and training have and are instituting certification program to offer the public and private business an additional aid in selecting or hiring qualified experts in the field of freight claims management. The administration of freight claims requires a significant amount of knowledge of the legal principals of carrier liability, burdens of proof and the ability to develop and apply pertinent

facts. The paralegal aspects of claims management have not heretofore been given appropriate recognition.

By establishing a program whereby claims professionals might be certified, CCPAC seeks to enhance the credentials of those who specialize in this important field of transportation and logistics and to encourage specialized training and a commitment to continued education in the field and to adhere to high professional standards.

DOES ONE HAVE TO BE CERTIFIED IN ORDER TO GET A JOB OR A PROMOTION IN THE FREIGHT CLAIMS PROFESSION ?

Of course not. CCPAC was created to recognize formally what already exists. There are many professionals in this field of expertise and deserve recognition as such. Certification will help to accelerate the advancement of worthy professionals.

HOW DOES ONE BECOME A CERTIFIED ?

An applicant for "CCP" must satisfy the minimum requirements in education and/or experience in transportation freight claims. The specific requirements are outlined in detail in the CCPAC "Rules for Certification of Freight Claims Professionals", which are found in this guide and on the official web site at www.ccpac.com. Once the educational and experience threshold has been satisfied, the applicant must take and successfully pass the written Official CCPAC Accredited "CCP" examination. After certification the "CCP" must maintain status as a member in good standing of CCPAC, Inc. and every three years fulfilling the educational requirements, by participation in CCPAC accredited transportation educational courses, organizations, or by re-examination. The period for qualification as an "HCAP" has now closed.

HOW MANY POINTS DOES ONE NEED TO QUALIFY TO APPLY AND SIT FOR THE EXAM?

100 points are needed to qualify to sit for the CCP Exam. Points are accumulated as per the schedule "CCP APPLICANT'S CALCULATION OF POINTS" FORM. Scroll down to view the form. A downloadable .pdf version is available under "FORMS". Scroll down to continue.

CCP APPLICANT'S CALCULATION OF POINTS ACCUMALTED SCHEDULE FORM

Attach to Application for Certification

In order to be eligible to take the CCP examination, the applicant must have earned no fewer than 100 points (at least 25 of which must be derived from experience) under the system described in the Rules for Certification. The following constitutes a sufficient summary of the Rules. However, the applicant should carefully examine the CCPAC Rules for Certification to be certain that he/she understands them. The schedule below can be used to show how point accumulation has been met.

A. EXPERIENCE: Enter points here based on schedule below; [_____]

- (1) Employment: Freight claims preparation and filing, investigation and settling or supervision or management thereof; teaching of courses related there to as a full-time faculty member, and in the practice of transportation law. If more than 50 percent of your responsibilities consisted of these functions, 20 points per year; if less than 50 percent, 10 points per year.
- (2) Officer in a Professional Organization? Enter points here based on schedule below; [_____] Participation as Chairman, President, Director, Officer, Committee Chairperson of freight claims or related organizations entitles the applicant to record earned points, with a maximum of 10 points per year.

B. EDUCATION: Enter total points here based on schedule below; [_____]

College or University Credit? (a) Degree Credit or (b) Non-Degree Credit:

- (a) If you received a degree from an accredited college, university, or transportation academy, 50 points; 25 additional points for a Master's Degree, and 25 additional points for a Doctorate.
- (b) If you did not receive any such degree, 12 points per successfully completed academic year (non-degree).

Special Courses: Enter points here based on schedule below; [_____]

- (a) Transportation Courses (other than those focusing on loss and damage) received from an accredited university or transportation academy; 5 points per "quarter hour" and 7 points per "semester hour" (or the equivalent).
- (b) Loss and damage courses successfully completed at an accredited college, university, or transportation academy; 10 points per "quarter hour" and 15 per "semester hour" (or the equivalent).
- (c) For courses taken at educational seminars, conferences, meetings or home study, whose focus is freight loss and damage and which have been accredited by CCPAC; one point per hour of formal classroom lecture or the equivalent thereof.

(d) Publication of Articles. No less than two points nor more than ten points per article, as determined by CCPAC.

In computing your points, remember that each category is cumulative. An applicant with a degree or years of credit at a business school, but without a transportation or logistics major, may upon subsequently achieving 15 credits in logistics or transportation may amend and petition CCPAC for full academic credit for the previous education. NOTE: Fulltime faculty at accredited colleges, universities, or transportation academies shall not be entitled to points for teaching their college credit courses. Completion of special courses such as seminars conducted CCPAC Co-Sponsor Organizations, where the courses have been accredited by CCPAC shall entitle the applicant to the points ascribed by CCPAC. A certificate designating successful completion of the course and listing the CCPAC Educational Credits assigned should be given to each person attending.

Applications for the national exam in November and payment (\$150.00) must be submitted no later than August 31st each year (postmark date) for the next CCPAC examination generally scheduled on the first Saturday in November of each year. A non-refundable late application fee of \$25.00 will be charged for applications postmarked between September 1-30. Applications received after that date will be held for the following year's examination. CCPAC will from time to time offer optional dates and times for CCP certification exams to be held in conjunction with Co-Sponsor Organization conferences and meetings. Information on submitting applications and payment of exam fees will be made available on the Office CCPAC website.

Total Points Accumulated: _____

**WHERE IS THE EXAM HELD AND HOW LONG
DOES IT TAKE TO COMPLETE ?**

The CCP Exam is administered by an Official CCP Proctor that has been selected and appointed by the CCP Exam Committee and approved by the Board of Directors. The exam is in a city near where the candidate works or lives. The exam being administered during 2008 is allotted three (3) hours. The average time taken to complete the exam is generally two (2) hours, however, applicants are encouraged to take the full 3 hours if needed. CCPAC has begun offering exams at most major claim conferences that are hosted by CCPAC Co-Sponsor organizations. Attendance is required on site. Check the 2008 CCP Exam Schedule for dates and locations.

HOW MANY QUESTIONS ARE ON THE EXAM ?

The exam consists of five parts. The candidate is required to complete three parts that make up 150 multiple choice and true or false questions . 110 questions are general in nature. All candidates are required to answer the 110 general questions. To make up the additional 40 questions, the candidate must choose two (2) of four (4) specialty modules. Each specialty module contains 20 questions each. The areas to choose from are: air cargo, ocean cargo, rail cargo, and motor truck cargo. The applicant answers the first 110 general questions and then chooses two of the four 20-question specific modules to equal 150 questions answered total.

ARE THERE ANY ESSAY TYPE ANSWERS REQUIRED ON THE EXAM ?

There are currently no essay type answers on the 2008 exam. Initially some of the founding members were grandfathered as honorary (HCCP) by completing an essay on various transportation subjects. However, the HCCP qualification period is now closed.

HOW MUCH DOES IT COST TO APPLY AND TAKE THE EXAM ?

The fee to cover the cost of the exam is \$150. Once the applicant applies and is deemed qualified to sit for the exam, the fee is not refundable. In the event the candidate can not sit for the selected exam, the candidate will be offered future dates. The exam must be taken within one year of acceptance or the fee is forfeited and the candidate must re-apply.

**WHAT HAPPENS IF I APPLY TO TAKE THE EXAM AND THEN SOMETHING
COMES UP TO PREVENT IT ?**

Once the applicant applies and is deemed qualified to sit for the exam, the fee is not refundable. In the event the candidate can not sit for the selected exam, the candidate will

be offered future dates. The exam must be taken within one year of acceptance or the fee is forfeited and the candidate must re-apply.

WHAT HAPPENS IF I DO NOT PASS THE EXAM THE FIRST TIME?

Regardless of the amount of experience one has each candidate is encouraged to review the study material for the exam. In the event a candidate does not pass the exam on the first attempt, the candidate may request in writing to sit for the exam again. Once the request is approved the candidate has one year from the date of the first exam to sit for the exam. There is no limit on the number of times a candidate can re-take the exam. As a matter of fact, many members opt to voluntarily re-take the exam every three (3) years to keep their certificate current. A fee of \$62.50 is required with the written request to retake the exam.

Written requests and fee should be addressed to:

CCPAC, Inc.

Examination Committee

P. O. Box 550922

Jacksonville, FL 32255-0922

HOW AND WHEN WILL I BE NOTIFIED OF THE EXAM RESULTS ?

Candidates are notified by the Exam Committee within 60 days of taking the exam. The notification is made by telephone and is followed up by written confirmation.

WHAT ARE THE RULES FOR CERTIFICATION ?

The Rules for Certification were Adopted March 25, 1986 and modified March 22, 2005 and are as follows:

I. Statement of Objectives

To raise the professional standards and improve the practices of domestic and international freight claims handling and management by giving special recognition to those persons who by passing an examination and fulfilling prescribed standards of performances and conduct have demonstrated a high level of competence and ethical fitness for freight claim handling and management.

To indentify freight claims persons with the required degree of knowledge of the law, principles and practices of freight claims handling and management.

To encourage freight claims personnel to improve their knowledge, understanding and application of paralegal aspects of freight claims handling and management.

The purpose of this voluntary program adopted by the Certified Claims Professional Accreditation Council, Inc. (CCPAC) is not to determine who shall engage in claims handling and management. The lack of certification does not indicate that a person is not qualified to practice in the field of freight claims.

II. Certification

No applicant shall be deemed qualified to take the certification examination unless and until a total of 100 points has been accumulated by the applicant (no less than 25 percent of which shall be derived from experience) according to the following system:

The Rules for Certification, continued

A. Experience

1. Employment

Applicants shall receive 20 points for every year during which the applicant devoted more than 50 per cent of his/her professional time (i.e. employed hours) to the following functions: the applicant shall receive 10 points for every year during which less than 50 percent of his/her professional time was devoted to such functions:

- a. the preparation and filing of freight claims;
- b. the investigation, settlement, negotiation or adjudication of freight claims;
- c. the supervising of managing of freight claims processing, analysis, prevention, adjudication or administration;
- d. the teaching by individuals who hold a full time faculty position of courses in cargo transportation liability, investigation, settlement or adjudication of cargo claims, or the teaching of other related courses, as recognized and accredited by CCPAC and/or as licensed transportation attorney.

2. Participation in Transportation Organizations

Applicants who have participated in a transportation trade or professional organization related to freight claims, loss prevention, transportation insurance, cargo security and/or transportation law in a position of leadership (e.g. Chairman, President, Director, Officer, Board Member, Committee Chair) shall be entitled to a maximum of 10 points for each year of service. These organizations include all levels of the organizations of CCPAC, T&LC, TLP&SA, SLPMC, LPC, DNA.

Claims arbitrators service on TAB shall be entitled to 10 points for each case in which they participate as an arbitrator.

3. Verification

The duration, continuity and nature of the applicant's experience shall be verified by the applicant, as part of the application process, as true on the basis of the applicant's knowledge and belief.

B. EDUCATION

1. College and University Credit

- a. Degree credit: Applicants who have earned a degree in transportation or logistics from an accredited college, university or transportation academy shall receive 50 points for the completion of a BA or BS degree and an additional 25 points for a Masters, and an additional 25 points for a Doctorate.
- b. Applicants who have not earned a degree shall receive 12 points for each year in which they earned 30 semester hours (45 quarter hours) of undergraduate credit and/or 12 semester hours (18

quarter hours) of graduate credit from an accredited college, university or transportation academy.

The Rules for Certification, continued

2. Special Courses and Publications

- a. Loss and Damage courses: Completion of courses in which the focus is freight loss and damage, freight loss and damage prevention and/or cargo security where CCPAC has provided accreditation shall entitle the applicant to one point for each hour of instruction.
- b. Transportation courses: Completion of transportation or logistics courses (the focus of which is other than freight loss and damage) where CCPAC has provided accreditation shall entitle the applicant to 5 points for each 8 hours of instruction. Time for breaks and meals are not included.
- c. Publications: Articles about claims, claim prevention, cargo security or insurance written exclusively by the applicant and published in professional journals, trade publications etc. shall entitle the applicant to 10 points for each different article published. Similar articles published in CCPAC's newsletter, ProClaim shall entitle the applicant to 10 points for each different article. 5 points are awarded for articles published in other newsletters. Articles published in employment manuals or newsletters are not eligible.

3. Faculty Credit

Time spent in the teaching of courses described herein shall entitle the instructor to twice as many points as awarded to the students (e.g. where students are awarded 10 points for a course the instructor is entitled to 20 points. For one hour of instruction the instructor would be entitled to 2 points). Note: Full time faculty at accredited colleges, universities and transportation academies shall not be entitled to points for teaching their collect credit courses.

4. Proof of Compliance

Proof of compliance shall be obtained from the appropriate educational institution and shall include office transcripts of courses taken, credit hours awarded, grades earned and degrees given. No applicant shall become eligible to take the examination until his/her college transcript has been submitted and received by CCPAC. Photo copies of CCPAC certificates should be submitted for all CCPAC accredited courses.

III. Certification Examination

The preparation and grading of certification examinations shall be performed in a manner in which insures compliance with all regulations. Actual examinations shall be prepared by the Official CCPAC Certification Committee as appointed by the President and approved by the Board of Directors. Examinations shall consist of sound, job related, equitable and meaningful questions and answers. This guide to taking the certification examination was prepared by the Examination Committee.

The examination shall be given annually, usually on the first Saturday in November at numerous locations to make them accessible to a wide spectrum of applicants.

The examinations shall be proctored. Hence, the examination will be held as near to the applicant's place of work or residence as possible depending on the availability of a suitable proctor. Additional exam dates and locations may be offered by the

The Rules for Certification, continued

Examination Committee from time to time and are typically in conjunction with a major claims conference.

All modes of transportation including insurance and claims prevention and security shall be encompassed in the examination. Each applicant must take and pass the general section of the examination plus two specialty modules to qualify as a Certified Claims Professional.

IV. Certification Title

Currently two levels of certification has been approved, to wit:

Certified Claims Professional (CCP)

Honorary Certified Claims Professional (HCCP) *

The award of the Certified Claims Professional status shall include the requirement to Maintain competency as indicated under Section V of the Rules for Certification. The Applicant agrees to abide by these rules and Code of Professional Responsibility as established by CCPAC and consents to a possible court order prohibiting the use of the certification title upon failure to maintain a minimum concurrency qualification.

CCPAC may create other certifications including a higher level, subject to the successful completion of additional criteria.

V. Continuing Education and Certification Program

Periodic maintenance of the Certified Claims Professional (CCP) and (HCCP) title shall be required of all individuals who such titles in order to continue its use thereof. The maintenance of the concurrency of the CCP and HCCP title shall be accomplished by accumulating 30 points under the provisions of "B" (below) in each 3-year period following original certification or by the re-examination during the third year. CCPAC considers the importance of continuing education and service to reach beyond the experience of one's current job performance. A true professional is constantly seeking knowledge to increase his or her professional qualifications.

B. Continuing Education Time Limits

Continuing education points may be earned during the 3-year period following Certification and during each subsequent 3-year period as follows:

1. Participation in Transportation Organizations

Applicants who have participated in a transportation or trade or professional organization related to freight claims, cargo loss prevention, cargo insurance and/or cargo security in a position of leadership (e.g. Chairman, President, Director, Officer, Committee Chairperson) shall be entitled to a maximum of 10 points for each year of service. These organizations include all levels of the organization of CCPAC, T&LC, TLP&SA. Other organizations may become eligible upon written application to CCPAC.

Associate and Certified members of CCPAC earn 5 points for each year of the current 3-year period with paid membership in CCPAC.

TAB Arbitrators shall be entitled to 10 points for each case in which they participate as an arbitrator.

2. College and University Credits

- a. Degree Credit: Upon satisfactory proof, applicants who have earned a

The Rules for Certification, continued

degree in transportation or logistics from an accredited college, university or transportation academy during the current 3-year period after certification shall receive 50 points for completion of the BA or BS degree and an additional 25 points for a Masters and 25 for a Doctorate.

- b. Applicants who have not earned a degree but are pursuing one shall receive 12 points for each year in which they earn 30 semester hours (45 quarter hours) of undergraduate credit and/or 12 semester hours (18 quarter hours) of graduate credit from an accredited college, university or transportation academy.

3. Special Courses and Publications

- a. Loss and Damage courses: Completion of courses in which the focus is freight loss and damage, cargo loss prevention, cargo security or cargo insurance and which have CCPAC accreditation shall entitle the applicant to one point per hour of instruction (actual contact hours less time for breaks and meals).
- b. Transportation Courses: Completion of transportation or logistics courses (the focus of which is other than freight loss and damage) which receives CCPAC accreditation shall entitle the applicant to 5 points for each 8 hours of instruction (actual contact hours less time lost for breaks and meals) or fraction thereof.
- c. Publications: Articles about claims, claims prevention, cargo security or cargo insurance published by the applicant in a professional journal, trade publication, etc. shall entitle the applicant to 10 points for each different article published. Similar articles published in the CCPAC Newsletter ProClaim shall entitle the applicant to 10 points for each different article published and 5 points for articles on claims in other newsletters.

4. Faculty Credit

Time spent in teaching courses described herein shall entitle the instructor to twice as many points as awarded to the students (e.g. where students are awarded 10 points for a course the instructor is entitled to 20 points. For one hour of instruction the instructor would be entitled to 2 points).
NOTE: Fulltime faculty at accredited colleges, universities or transportation academies shall not be entitled to points for teaching their college credit courses.

5. Essay

Applicants may submit for continuing education credit written verification describing precise pieces of literature, articles and or books that the applicant has studied in order to keep abreast of current developments in the freight claims, loss prevention, security and insurance area. The essay must be an original manuscript of no less than 2,500 words analyzing and critiquing such literature, or a portion thereof, or describing current developments in any of these areas. Such original manuscript shall be of quality as to positively contribute to the state of the art. Such essay when accepted by CCPAC shall entitle the author to a maximum of 50 points.

The author shall grant CCPAC the right to publish the article in ProClaim or other CCPAC publications and media. IF the author desires to submit the article to other publications, the author shall, acknowledge that the article was submitted to CCPAC to meet continuing education requirements for certification. Essays will be evaluated for credit by the Certification Examination Committee of the Council.

The Rules for Certification, continued

5. Verification

Applicants for CCP concurrency update shall provide similar verification of competency as required by Section III of The Rules for Certification.

VI. Educational Courses and Texts

CCPAC shall publish a list of accredited courses, seminars, webinars and recommended texts to aid applicants in their preparation for the certification examination.

Organizations, associations and/or individuals offering freight claims, claims prevention, cargo security and cargo insurance courses and seminars may obtain instructions and an application for course accreditation by contacting CCPAC Council headquarters.

VII. Fees and Conditions

The application fee for certification as a Certified Claims Professional (CCP) is \$150.00. Applications must be submitted no later than August 31st of each year for the CCP examination taking place on the first Saturday in November. A non-refundable late filing fee of \$25.00 will be charged for applications postmarked Between September 1 and September 30th. Applications received after that date will be held for the following year.

CCPAC from time to time may offer additional CCP examinations throughout the year and are typically held in conjunction with national or regional CCPAC accredited conferences. The same rules and fees apply to these CCP examinations as the annual examination except the dates for the submission deadline will be published on the CCPAC website.

Applicants who file a CCP application but who are determined by CCPAC to be ineligible for the certification examination, may receive a total refund of their application fee (not including any late filing fees), upon request. Except for good cause shown, applicants who qualify to take the examination but fail to appear or to successfully complete the examination shall not be entitled to a refund of the application fee.

Applicants who fail the examination are entitled to reapply within one year of the original exam for half the fee of \$62.50.

VIII. Code of Professional Responsibility

On May 16, 1982, the CCPAC Board of Governors adopted a Code of Professional Responsibility with which all persons certified by CCPAC are expected to comply. Any failure of compliance with or breach of this Code will entitle the CCPAC Board to decertify the Claims Professional involved.

These Rules for Certification were adopted by CCPAC on March 25, 1986, and amended March 22, 2005.

IN WHAT WAYS CAN I USE MY PROFESSIONAL TITLE ?

The titles "Certified Claims Professional" (CCP) or "Honorary Certified Claims Professional" (HCCP) may be used on letterheads, business cards, correspondence, resumes and employment records, etc., to indicate the professional status of a successful applicant.

ARE THERE CONTINUING EDUCATION REQUIREMENTS ?

In addition to maintaining membership in good standing in CCPAC, Inc., every three years you must complete continuing education points either by taking CCPAC accredited courses, conferences and/or exhibit certain levels of participation in transportation and logistics organizations, including CCPAC, college/university courses, special courses or other educational activities accredited by CCPAC or re-taking the official CCPAC exam. Periodic maintenance of your "CCP" status is necessary to ensure the integrity and uniqueness of the certification program.

WHAT ARE THE RECOMMENDED EXAMINATION PREPARATIONS ?

The examination consists of five modules: a general section plus four modules dealing with issues related to the transportation modes of air, rail, truck and water. Each examinee must complete the general section plus two of the related modules for a total of 150 questions.

The Examination Committee has prepared a list of topical subjects similar to those from which the examinations are drawn and a sampling of questions from previous examinations as an aid to applicants in preparing for the examination. The Examination Committee does not guarantee a set proportion of any type of question nor rule out the use of other question answer forms on future exams. The Examination Committee, the officers and Board of Directors of CCPAC is not responsible for any applicants failure of the exam.

WHAT ARE SOME OF THE TOPICS FOR EXAMINATION ?

Air Carrier Liability
Bills of Lading
Bills of Lading Notations and Exceptions Thereon
Burdens of Proof
Cargo Insurance
Cargo Security
Cartage Agents

TOPICS, continued

Claims Adjudication
Claims Administration
Claims Arbitration
Claims Filing
Claims Prevention
Claims Settlement
Common Carrier Liability
Concealed Loss or Damage
Contract Carrier Liability
Contractual vs. Statutory
Court Actions Concerning Cargo Claims
Declinations
Determination of Liability
Disposition of Claims
Documentation of Claims
Exempt Commodities
Freight Forwarder Liability
Inspections and marine surveys
Intermodal Shipments
International Claims
International Treaties
Intrastate vs. Interstate
Legal Principles of Claims
Limitations of Liability
Measures of Damage
Notice of Loss or Damage
Perishables
Preserving Evidence
Rail Carrier Liability
Released Rates
Salvage
Statutes
Surface Carrier Liability
Tariff Rules
Time Limits
Warehouseman's Liability
Water Carrier Liability

ARE THERE ANY SAMPLE EXAM QUESTIONS ?

Each question has only one best answer, therefore more than one answer is a wrong answer. Care is required in reading the question and answering each question. Erasures on the exam are not permitted. Examinees to change an answer need to draw a circle around the incorrect answer checkmark and place a check in the appropriate space of the correct answer.

Sample questions begin here.

1. The following would qualify as a properly filed claim with a carrier:
 - (A) A proof of delivery request indentifying the shipment.
 - (B) A statement of the claimed amount and identification of the shipment.
 - (C) A claim form and a copy of the applicable invoice.
 - (D) An inspection report and supporting receipts.
 - (E) Repair bills and bill of lading.

2. What is the purpose of a carrier inspection ?
 - (A) To establish improper packaging.
 - (B) To establish liability of the shipper.
 - (C) To determine the nature and extent of loss or damage.
 - (D) All of the Above.

3. The difference between a Surety Bond and an insurance policy is:
 - (A) A Surety Bond only covers the honesty of the insured, whereas an Insurance policy covers losses from all causes.
 - (B) A Surety Bond acts as a guarantee of payment whereas an insurance Policy does not guarantee payment of claims.
 - (C) No real difference – only different terminology in federal statutes governing application with carriers.
 - (D) All of the above.
 - (E) None of the above.

4. In cases concerning loss and damage, a freight forwarder is:
 - (A) Not considered as the carrier.
 - (B) Considered as only the origin carrier.
 - (C) Considered as only the destination carrier.
 - (D) Considered as both the origin and destination carrier.
 - (E) Considered as performing intercity service only and is not acting in the capacity of a carrier.

5. What governing body controls international air freight traffic:
 - (A) Carmack Amendment
 - (B) C.O.G.S.A.
 - (C) Warsaw Convention
 - (D) All of the above

6. The U.S. Supreme Court's decision in Missouri Pacific RR Co. v. Elmore & Stahl concerned:
 - (A) Time limits.
 - (B) Burden of proof.
 - (C) Acts of God.
 - (D) The Staggers Rail Act.
 - (E) The TIRRA Act of 1994.

7. When a shipper of household goods collects for loss or damage from an insurance company from whom he purchased trip insurance, the carrier is liable to:
 - (A) The consignee.
 - (B) No longer liable.
 - (C) The shipper.
 - (D) The insurance company.

8. Satisfaction and accord are evident in the acceptance of a claim check only when the carrier and claimant have agreed about the settlement amount and there is consideration for the release of the claim.
 - (A) True.
 - (B) False

Continued

9. In domestic air carriage, liability rules and limits are:
 (A) Governed by the DOT.
 (B) Air Transport Association
 (C) Governed by IATA.
 (D) All of the above.
 (E) None of the above.
10. What starts the time limit for filing claims on domestic airfreight shipments?
 (A) Delivery date.
 (B) Acceptance of shipment by carrier.
 (C) Scheduled flight date.
 (D) None, because this traffic is exempt.
 (E) Date cargo was damaged or lost.
11. The maximum liability on a carrier for loss or damage to shipments moving under released value rates is:
 (A) The actual value.
 (B) The declared or released value.
 (C) Market value less unpaid freight.
 (D) invoice price.
12. The I.C.C. Act gives a carrier which is required to pay a claim on a joint movement the right of recovery against the carrier actually responsible for the loss or damage.
 (A) True.
 (B) False.
13. A claim is required to be in writing by the:
 (A) Carmack Amendment.
 (B) Staggers Rail Act of 1980.
 (C) Terms of the Uniform Straight Bill of Lading.
 (D) The Motor Carrier Act of 1980.
 (E) None of the above.
14. A claim resulting from damage incurred during intrastate movement by private truck following an interstate rail movement;
 (A) Is subject to ICC claim regulations.
 (B) Is not subject to ICC claim regulations.
 (C) May be filed against either carrier.
 (D) A and C only.
15. The National Motor Freight Classification rules provide that carriers will make an inspection within how many working days after the receipt of an inspection request by the consignee or consignor?
 (A) 5 days.
 (B) 10 days
 (C) 15 days
 (D) 9 months
 (E) There is no time limit.
16. A shipment consisting of two pallets is delivered without exception to the consignee. Each pallet contains 100 cartons and each pallet is shrink-wrapped and upon breaking down the pallets, the consignee discovers 10 cartons missing. The shipper denies a packing error. The consignee can expect to:
 (A) Absorb the shortage.
 (B) Receive a credit from the shipper.
 (C) Receive a compromise from the carrier.
 (D) Recover fully from the carrier.

continued

17. The measure of damage for delay for which a common carrier is liable at common law is:
 (A) The invoice value.
 (B) The difference between the manufacture costs and the destination market value in the condition delivered.
 (C) Destination market value.
 (D) The difference between the destination market value on the originally expected date of delivery and the destination market value on the date delivered.
 (E) None. Delay results In "special damages."
18. The Second Cummins Amendment provides that released rates can be established only in connection with "value declared in writing by the shipper or agreed upon in writing as the released value of the property."
 (A) True.
 (B) False.
19. The movement of goods by sea between the US and a foreign port are controlled by:
 (A) I.C.C.
 (B) Elkins Act
 (C) C.O.G.S.A.
 (D) 49 U.S.C.
 (E) None of the above.
20. On an FOB destination sale, the sale is usually complete when goods are:
 (A) Delivered to the consignee.
 (B) Delivered to the carrier.
 (C) Ordered by the customer.
 (D) Damaged by the carrier.
21. Which of the following is an agreement by a claimant to repay a claim if it is found the wrong party was paid by the carrier?
 (A) Proof of loss.
 (B) Subrogation agreement.
 (C) Bond of indemnity.
 (D) Section 5(A), Bill of Lading contract terms and conditions.
22. When a loss is partially attributable to an excepted cause, the burden of proof as to the allocation falls to the:
 (A) Claimant.
 (B) Shipper.
 (C) Consignee.
 (D) Carrier.
23. If a carrier does not offer protective service in its tariffs, shipments of perishable products are transported at the shipper's risk.
 (A) True.
 (B) False.
24. The legal principles applied in a court action on carrier liability differ substantially from the legal principles governing freight claims during the claim investigation and negotiation process.
 (A) True.
 (B) False.
25. The rule that a plaintiff is precluded from any restitution by the defendant if there is any negligence on the part of the plaintiff which added to or caused his loss is called:
 (A) Comparative negligence.
 (B) Law of parity.
 (C) Commensurate negligence.
 (D) Contributory negligence.
 (E) Law of equity.

Continued

26. A carrier's showing that damage was caused by defective packaging is enough to defend a claim.
 (A) True.
 (B) False.
27. The Staggers Rail Act of 1980 defined judicial district as a U.S. District Court or State Court.
 (A) True.
 (B) False.
28. Is a contract carrier subject to the BMC 32 endorsement?
 (A) Yes.
 (B) No.
 (C) Depends on whether it's motor or rail.
 (D) Only motor contract carriers are subject.
29. Which of the following is not a provision of the Staggers Rail Act of 1980?
 (A) Released rates may be filed without ICC approval.
 (B) The ICC could exempt certain traffic from regulation.
 (C) Changes to the Carmack Amendment venue provisions.
 (D) Deductibles must be a part of any contract between the shipper and the railroad.
 (E) None of the above.
30. The United States Carriage of Goods by Sea Act can only be amended by:
 (A) United States Supreme Court.
 (B) Department of Transportation.
 (C) Congress.
 (D) None of the above.

-End of sample

RECOMMENDED TEXTS AND READING MATERIALS IN PREPARING FOR THE EXAM

All of the texts listed are available on this website and members receive special pricing.

1. Freight Claims in Plain English, 3rd Edition by William Augello.
2. Transportation Logistics and the Law, 2nd Edition by William Augello.
3. Transportation Q&A by Colin Barrett
4. Manager's Guide to Freight Loss & Damage Claims by Colin Barrett
5. Goods in Transit by Saul Sorkin (not available on this website)
6. Transportation & Logistics Q&A in Plain English
7. Motor Carrier Cargo Claims, 5th Edition, by John McNeil

CCP PRIMER COURSE

From time to time CCPAC offers an optional 1-day exam primer course.

The course is typically offered in conjunction with national or regional claim conference hosted by a CCPAC Co-Sponsoring member. The course covers a wide range of subject matter that is typically included in the exam. The fee for the course is \$325.

ON-LINE COURSES AND STUDY MATERIALS

There are currently no on-lines courses offered by CCPAC. CCPAC has accredited on-line and correspondence courses offered by educational institutions who are also CCPAC Co-sponsor organizations and CCP professionals.

Interested parties are encouraged to seek out the various web sites of these organizations

or contact Council Headquarters for more information. In the mean time, CCPAC is striving towards offering various educational courses and self-administered exams on-line through this web site. These projects are very costly to develop and will be added as funds are available or upon receipt of any special contributions made by benefactors.

Answers to the sample exam questions are as follows:

1. B
2. C
3. B
4. D
5. B
6. B
7. D
8. A
9. D
10. B
11. B
12. A
13. C
14. B
15. A
16. A
17. D
18. A
19. B
20. A
21. C
22. D
23. B
24. B
25. D
26. B
27. A
28. B
29. D
30. C