



Certified Claims Professional
Accreditation Council, Inc.

www.ccpac.com

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



The Official Certified Claims Professional CCP Exam Study & Information Guide Prelude

This Official CCPAC Certification Examination and Study Guide is prepared for cargo claim individuals 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 herein apply to all aspects of the certification process as determined by the CCPAC Examination Committee and approved by the Board of Directors.

This guide provides the applicant with the official application form, calculation of points eligibility form, instructions and the fee schedule. Refer to the Exam Schedule on the website for the next exam date and location. Suggested study texts are also provided and most publications can be purchased from the Book Store area of the CCPAC web site at www.ccpac.com. CCPAC Members can purchase text at discount prices from the Book Store when logged into the [Members Area of the website](#). One does not have to be certified to be a member of CCPAC although certification is encouraged. A member will be classified as an "Associate" Member up until the time they take and successfully pass the CCP Exam at which time their membership will be upgraded to that of "Certified". Only Certified Claims Professionals and members in good standing can use the Official "CCP" designation as part of their professional title on business cards, letterheads, publications, etc.

The CCP certification examination is sponsored and directed by the CCPAC Examination Committee. CCPAC, its' Officers, Board of Directors, Committee members, members and affiliates are not responsible for applications that are not timely received at CCPAC headquarters nor for any errors, omissions or delays in receiving notification of the examination times and locations and for any errors or omissions of content in its printed materials, taking and passing exams or any information on its website or authorized networking sites.

Applicants must direct all exam applications, fees and communications to:

CCPAC, Inc.
Examination Committee
P. O. Box 550922
Jacksonville, FL 32255-0922

Phone: (904) 322-0383

[e-mail: director@ccpac.com](mailto:director@ccpac.com)

The Official Certified Claims Professional Study & Information Guide

WHAT IS CCPAC ?

The Certified Claims Professional Accreditation Council, Inc, (**CCPAC**), is a not for profit organization that seeks to elevate the professional standards of individuals who specialize in the administration and negotiation of cargo claims for all modes of transportation worldwide including insurance and the legal professions. Specifically it seeks to give recognition to those who have acquired the necessary degree of experience, education and expertise in domestic and international cargo claims and having successfully taken and passed the certification exam to warrant acknowledgement of their professional stature.

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

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Washington, DC, January, 1980. Over thirty farsighted transportation executives were at that historic gathering. The participants represented all modes of transportation – motor carriers, forwarders, rail carriers, air carriers, water carriers, educational institutions, law firms, 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 have increasingly expressed an interest in CCPAC and the desire to fill key cargo claim administrative positions with Certified Claims Professionals, "CCP." Today many of the top companies have CCP's in key positions. Interest in CCPAC continues to grow globally and 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 cargo 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 cargo claims management.

To identify persons with the required degree of knowledge of the principles and practices of cargo claims management.

To encourage cargo claims personnel to improve their knowledge, understanding and application of the paralegal aspects of cargo claims management through continuing education requirements.

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 including use of the social media LinkedIn Certified Claims Group. Only Certified Members may use the official "CCP" title 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 OR TAKING THE CCP EXAM

The initial membership fee to join as an "Associate" Member is \$75 and is renewable each calendar year at the same rate.

The membership fee to renew membership as a "Certified" Member is \$75 and is Renewable each calendar year at the same rate.

Each Associate and Certified member that renews their membership and pays their dues each year will be granted 5 points towards certification.

The CCP Exam Application and Calculation of Points Eligibility forms can be downloaded from the CCPAC website. The completed application and calculation of points forms and supporting qualification material along with payment of the \$250 exam fee must be received by CCPAC no later than 30 days prior to the examination. Applications received after the 15th of the preceding month the exam will be assessed a late fee of \$35. If an applicant does not successfully pass the exam, the fee to retake the exam within one year is \$150.00. If the makeup exam is taken at a time greater than one year from the initial exam date, the applicant must re-apply and re-qualify.

Periodically CCPAC will offer a CCP Exam Primer Class held in conjunction with a claim or related transportation conference. The fee for taking the 1 day CCP Primer Course when offered is \$295.00. If registering to take both the CCP Primer Class and the CCP Exam fee of \$495, or a savings of \$50. Attendees must have a minimum of 100 points, 25 must be from experience (Calculation of Points Form-Page 2 of CCP Exam Application) in order to attend the class. Pre-approval and pre-registration are required to attend either one.

WHAT IS AN ASSOCIATE MEMBERSHIP

It only cost \$75 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. Additionally Associate Members get all of the benefits such as participation on the Certified Claims LinkedIn Group blog, 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 a 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 are only \$75 annually and Certified Members have the exclusive right to voting on Council matters and are eligible for a Council Officer or Committee Chair position and can be eligible to serve as a Transportation Arbitrator (TAB). 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, access to the Certified Claims LinkedIn Group blog, 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 CARGO CLAIMS MANAGEMENT BE ELEVATED TO A PROFESSIONALLY CERTIFIED STATUS

As more and more companies compete in the global marketplace and as more industries subscribe to or have become part of the International Standards Organization, the desire for knowledge and the best has never been more paramount. Many specialized fields requiring education and training have and are instituting certification programs to offer the public and private business an additional aid in selecting or hiring qualified experts in the field of cargo claims management. The administration of cargo claims requires a significant amount of knowledge of the legal principals and practices of carrier liability and claim handling, including 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 for all modes of transportation, insurers, shippers, receivers, manufacturers, freight brokers, freight forwarders and other third party intermediaries 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 CARGO CLAIMS PROFESSION

Of course not! CCPAC was created to recognize formally what already existed. There are many professionals in this field of expertise who are not CCP's and yet they still deserve recognition as informed professionals. However certification has proven to help accelerate the advancement of worthy professionals.

HOW DOES ONE BECOME A CERTIFIED

An applicant for "CCP" must satisfy the minimum requirements in education and experience in transportation cargo claims. The specific requirements are outlined in detail in the CCPAC "Rules for Certification of Cargo Claims Professionals", which are found later 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 continuing education requirements by participation in CCPAC accredited transportation educational courses, organizations, outside seminars, conferences, webinars, etc or by re-examination. The period for qualification as an "HCCP" has now closed.

HOW MANY POINTS DOES ONE NEED TO QUALIFY TO APPLY AND SIT FOR THE EXAM OR ATTEND A CCP PRIMER CLASS

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 is on the next page in this guide and on the web-site www.ccpac.com

CCP APPLICANT'S CALCULATION OF ACCUMULATED POINTS SCHEDULE FORM

Complete this form to determine eligibility to sit for the CCP Primer Class and/or the CCP Exam

Attach to Application for Certification

In order to be eligible to take the CCP examination and/or attend the CCP Exam Primer Course, the applicant must have earned no fewer than 100 points (at least 25 must be derived from experience) under the minimum requirements 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.

A1. EXPERIENCE:: Enter points for Schedule A1 in the space provided on the left based on your job experience

(1) **Employment:** Cargo claims preparation and filing, investigation and settling or supervision or management thereof; teaching of courses related thereto as a full-time faculty member, and/or an attorney at law 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.

B2. VOLUNTEER EXPERIENCE: Enter points for Schedule B2 in the space provided on the left based on your volunteer work in helping others professionally in the area of cargo claims, loss prevention, cargo security. 5 points per year for each year of volunteer work. If you are serving in the capacity as the Chairman, President, Director, Officer, Committee Chairperson of a cargo claim organization, you are entitled to 10 points per year.

C2. EDUCATION: Enter total points for Schedule C2 in the space provided on the left based on any higher education degree you have earned.

Any **College or University Degree** in any subject matter: (a) Degree Credit or (b) Non-Degree Credit: a) If you received a degree from an accredited college, university in any subject matter, 15 points for Associate, 50 points for a Bachelor degree, 25 points for a Masters and 25 points for Doctorate. If your degree is in Transportation from an accredited college, university or transportation academy, add an additional 10 points to your education points.

(b) If you did not receive any such degree, 10 points for successfully completing an academic year (non degree).

C3. Special Courses: Enter point based on any special transportation related courses

(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) **Cargo Loss and damage & Security** 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; 1 point per hour of formal classroom lecture or the equivalent thereof.

(d) **Publication of Articles.** No less than 2 points or 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: Full time faculty member 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 by CCPAC and/or its 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 of the exam fee (\$250.00) must be received by CCPAC no later than October 1st. The November CCPAC Exam is scheduled on the first Saturday in November of each year. A non-refundable late application fee of \$35.00 will be charged for applications received after September 15. Applications received after October 1 may be held for the following year's examination. CCPAC will from time to time offer optional dates and times for CCP certification exams and CCP Exam Primer Classes to be held in conjunction with Co-Sponsor Organization conferences and meetings. Information on fees submitting applications and payment of exam and class fees will be made available on the Office CCPAC website.

Total Points Accumulated: _____ **100 Minimum Required**
(25 must be experience)

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 given each year on the First Saturday in November in a city near where the candidate works or lives. The examinees are given up to three (3) hours to complete the exam. 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 website for a 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 question. 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 exam. Initially some of the founding members were grand fathered as honorary (HCCP) by completing an essay on various transportation subjects named by CCPAC. 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 \$250. Once the applicant applies and is deemed qualified to sit for the exam, the fee is not refundable. In the event the candidate cannot 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 cannot 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

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 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 to retake 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 in lieu of continuing education credits. A fee of \$150.00 is required with the written request to retake the exam for re-certification.

Written requests and the 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 30 days of taking the exam. The notification is made by telephone and followed 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 cargo claims handling and management by giving special recognition to those persons who by passing an examination and fulfilling prescribed standards of performances and conduct that have demonstrated a high level of competence and ethical fitness for cargo claim handling and management.

To identify cargo claims persons with the required degree of knowledge of the law and the principles and practices of cargo claims handling and management.

To encourage cargo claims personnel to improve their knowledge, understanding and application of the paralegal aspects of cargo 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 cargo 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 Rules for Certification, as follows:

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 cargo claims;
- b. the investigation, settlement, negotiation or adjudication of cargo claims;

- c. the supervising or managing of cargo 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 cargo claims, loss prevention, transportation insurance, logistics, 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, IATA, etc.

Claims arbitrators who serve on TAB shall be entitled to 10 points for each year 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, 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.

2. Special Courses and Publications

- a. Loss and Damage courses: Completion of courses in which the focus is cargo loss and damage, cargo 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 cargo 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 college 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 have 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 hold 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, SLPMC, LPC, DNA, IATA, etc. 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: Full time 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.

5. Verification

Applicants for CCP competency 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 to take the CCP Exam for certification as a Certified Claims Professional (CCP) is \$250.00. Applications must be submitted no later than 30 days prior the CCP examination taking place. The annual exam is held on the first Saturday in November. A non-refundable late filing fee of \$35.00 will be charged for applications received by CCPAC after the 15th of September. Applications received after September 30th may be held for the following year depending on Proctor availability.

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 and fees 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. Applicants who qualify to take the examination but fail to appear for any reason or to successfully complete the examination shall not be entitled to a refund of the application fee.

Applicants who fail to appear or fail the examination are entitled to reapply within one year of the original exam for half the fee of \$150.00.

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.

The 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 title designations "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. No person may use these trade mark designations without having been certified by CCPAC.

ARE THERE CONTINUING EDUCATION REQUIREMENTS?

Each CCP and HCCP must acquire 30 units of continuing education every three years to maintain their certification. Failure to do so, will require the individual to re-take the exam or cease to use the official CCP and HCCP trade mark designations. One can complete the continuing education points by taking CCPAC accredited courses, attending related conferences, seminars, webinars and/or exhibit certain levels of participation in transportation and logistics organizations, including CCPAC, taking 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 exam is currently based on content found in the authoritative text, Freight Claims in Plain English, 4th Edition. 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 applicant's failure to pass 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
CARMACK Liability
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 Insurance requirements 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
Surface Transportation Board Tariff Rules
Time Limits
Warehouseman's Liability
Water Carrier Liability

A SAMPLE EXAM is provided on the next 2 pages

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.

1. The following would qualify as a properly filed claim with a carrier:
 - (A) A notice of claim and proof of delivery request.
 - (B) A statement of a specific amount, identification of the shipment, an assertion of liability.
 - (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) 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) Staggers Act
 - (D) All of the above
 - (E) None 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 the owner of household goods collects for their loss or damage directly from an insurance company from whom they purchased 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

9. In domestic air carriage, liability rules and limits are:
 (A) Governed by the DOT.
 (B) Air Transport Association
 (C) Governed by IATA.
 (D) Individual carrier's tariffs and air way bills. (E) None of the above.
10. What starts the time limit for filing claims on domestic air freight 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 of 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. Freight brokers are always liable for payment of cargo claims when the carrier does not pay?
 True
 False
13. A cargo claim for goods moved via truck within the US is required to be in writing by the:
 (A) Carmack Amendment.
 (B) Staggers 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 described as two pallets on the bill of lading and the freight bill is delivered without exception. The packing slip attached to one of the cartons shows each pallet contains 100 cartons and is shrink-wrapped. Upon breaking down the pallets, the consignee discovers 10 cartons missing. The carrier denies the claim based on clear delivery. 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.

17. The measure of damage for delay under 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. Concealed loss or damage claims must always be paid in full by the carrier if reported to the carrier within 15 days after delivery.
- (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. A consignee may not refuse a damaged shipment unless the complete shipment is damaged to the point of rendering it valueless:
- (A) True
 - (B) False
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 cargo 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 Act of 1980 contains rules and regulations that applies to freight brokers
 (A) True.
 (B) False.
28. After 2011 are all common carriers required to have cargo insurance?
 (A) Yes.
 (B) No.
29. Which of the following is not a provision of the Carmack Amendment? (A) Claims must be filed within 9 months
 (B) Concealed loss and damage must be reported to the carrier within 5 days after delivery.
 (C) A notice of refused and on hand notice must be made when shipments are refused
 (D) 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. Check on how well you did, the answers are at the end of this publication.

RECOMMENDED TEXTS AND READING MATERIALS IN PREPARING FOR THE EXAM

The current exam is based on the contents found in Freight Claims in Plain English, 4th Edition. All of the following texts are also recommend reading and are available on this website and members receive special pricing when logged into the Members Only Area.

1. Freight Claims in Plain English, 4th Edition by William Augello & George Pezold
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 (This is no longer available from the CCPAC website)

ON-LINE COURSES AND STUDY MATERIALS

There are currently no on-lines courses offered by CCPAC. CCPAC has accredited online and correspondence courses offered by educational institutions who are also CCPAC Cosponsor 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. E
6. B
7. D
8. A
9. D
10. B
11. B
12. B
13. A
14. C
15. A
16. B
17. D
18. B
19. C
20. A
21. C
22. A
23. B
24. B
25. D
26. B
27. B
28. B
29. D
30. C