



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

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



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

This Official CCPAC Certification Examination Guide is prepared for cargo claim personnel 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 live exam date and location or access anytime 24/7 on-line. 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](http://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 an Associate 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 or accessing the CCP Exam on-line.

Applicants must direct all exam applications, fees and communications to:  
CCPAC, Inc.  
Exam Committee  
P. O. Box 600249  
Jacksonville, FL 32260

Phone: (904) 322-0383  
e-mail: [jodell@ccpac.com](mailto:jodell@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, negotiation and settlement of cargo claims for all modes of transportation in North America. Specifically it seeks to give recognition to those who have acquired the necessary degree of experience, education, expertise and testing in domestic and international cargo claims to warrant acknowledgement of their professional stature.

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

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 cargo 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 headquarters were relocated from Port Washington, MD to Jacksonville, Florida area 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; and,
- ✚ To encourage cargo claims personnel to improve their knowledge, understanding and application of the paralegal aspects of cargo claims management through on-going continuing education.

### **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 OR TAKING THE CCP EXAM ?**

The initial membership fee to join as an Associate Member is \$125 and is renewable each calendar year at the same rate.

The membership fee to renew CCP Membership and maintain Certification as a Certified Member is \$125 and is renewable during the first quarter of each calendar year at the same rate.

The fee for taking the CCP Exam online is \$575 or if taking the CCP Exam at a live conference the fee is \$725 for CCPAC Members and \$875 for non-members and is payable upon CCPAC's approval of the application and supporting qualification material. If an applicant does not pass the exam, the fee to retake

Continued from prior page, Fees or Dues Associated With Membership or the Exam?

the exam within one year is \$287.50. If the make-up exam is greater than one year from the initial exam then the applicant must re-apply and re-qualify and pay the full fee.

### **CCPAC OFFERS A CCP EXAM PRIMER CLASS TO HELP APPLICANTS PASS THE EXAM**

The CCP Exam Primer Class is a fast paced live full day review of topics that will appear on the exam. The one day live class is only offered in conjunction with a Transportation & Logistics Council (TL&C) Annual Conference. The TL&C Conference is typically in the Spring and is held in different cities and states each calendar year. The fee for attending the live CCP Exam Primer Class in conjunction with a TL&C conference is \$725. Applicants must submit the CCP Exam Application and Calculation of Points Forms and be preapproved by CCPAC before attending a live CCP Exam Primer Class.

As an alternative to travel to a live class, CCPAC also offers approved applicants to take the CCP Exam Primer Course on-line 24/7 through the Exam Portal on the website. Applicants must preregister through the Exam Portal on the website for the on-line course. The fee for taking the on-line CCP Exam Primer Course is \$575. Applicants once approved will have 3 days to complete their review and take notes of the class contents.

**IMPORTANT NOTE: NO REFUNDS OF ANY CCP EXAM PRIMER CLASS FEE OR CCP EXAM FEE ONCE AN APPLICATION HAS BEEN RECEIVED AND APPROVED BY CCPAC. ATTENDING A LIVE OR ON-LINE CCP EXAM PRIMER CLASS DOES NOT GUARANTEE THE APPLICANT WILL PASS THE EXAM.**

### **WHAT IS AN ASSOCIATE MEMBERSHIP ?**

Membership is open to cargo claim personnel upon submitting an application, meeting certain qualifications and once approved pay an annual membership fee of \$125 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 the organization of claims professionals for 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 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 their Associate Membership during the first quarter of each calendar year to maintain an active status. Upon joining an applicant will earn 5 CCPAC continuing education credits and each subsequent annual renewal will earn additional 5 continuing education points to apply towards the 100 points needed to qualify for the CCP Exam Primer Course and/or the CCP Exam. An Associate member is non-voting member during Council business meetings.

### **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 professional Certified Member are only \$125 annually. Certified Members have the exclusive right to voting on Council matters and are eligible for a Council Officer or Committee Chair or as an Arbitrator on the Transportation Arbitration Board (TAB). Certified Members are recognized and hold elite status in a national organization of claim 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, and discounted rates at accredited conferences, seminars and webinars where application and in conjunction with a TL&C annual conference. A Certified Member must renew their membership during the first quarter of each calendar year to maintain an active status and maintain their Certification. Certified Members must complete 30 credit hours or continuing education every three years to maintain their certification. Certified members will earn 5 continuing education credits each calendar they renew membership and pay dues.

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## **WHY SHOULD CARGO CLAIM MANAGEMENT BE ELEVATED TO A PROFESSIONAL CERTIFIED STATUS ?**

As more and more companies compete globally and as more industries subscribe to or have become part of the International Standards Organization (ISO), the desire for 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 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 claim 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 and the Code of Professional Responsibility adopted by CCPAC.

## **DOES ONE HAVE TO BE CERTIFIED IN ORDER TO GET A JOB OR A PROMOTION IN THE CARGO CLAIM 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 candidate desiring to become a Certified Claim Professional (CCP) must satisfy the minimum requirements in education and/or experience in transportation cargo claims. The specific requirements are outlined in detail in the CCPAC "Rules for Certification of Cargo Claim Professionals", which are found in this guide and on the official website at [www.ccpac.com](http://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" Exam. After earning certification a "CCP" must maintain status as a member in good standing of CCPAC, Inc. by renewing their membership and paying dues during the first quarter of each calendar year and must fulfill the continuing educational requirements of 30 credits every three years or by re-examination. The period for qualification as an Honorary Certified Claim Professional "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 take the CCP Exam Primer Course and/or to sit for the CCP Exam either in person or on-line. Points are accumulated as per the schedule "CCP APPLICANT'S CALCULATION OF POINTS" FORM and can be found on the website [www.ccpac.com](http://www.ccpac.com) and is page 2 of the CCP Exam Application and can be found below:

## CCP APPLICANT'S CALCULATION OF POINTS ACCUMALATED SCHEDULE FORM

Attach to Application for Certification

In order to be eligible to take the CCP Exam Primer Class and/or the CCP Exam, an applicant must have earned no fewer than 100 points (at least 25 of which must be derived from cargo claim experience) under the system described in the Rules for Certification below. 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 total Experience points here based on schedule below; [ \_\_\_\_\_ ]

(1) **Employment:** Cargo claim preparation and/or filing, investigation and settling or supervision or management thereof; teaching of courses related thereto as a full-time faculty member, or in the practice of transportation law as an attorney. If more than 50 percent of your responsibilities consisted of these functions, give yourself 20 points per year; if less than 50 percent, of your time spent on these function give yourself 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 a cargo claims or related organizations entitles the Applicant to record earned points of not to exceed 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; add an additional 25 points for a Master's Degree, and add an additional 25 points for a Doctorate in any transportation related or other accredited field of study.

(b) If you did not receive a degree, give yourself 12 points for each academic year successfully completed (non-degree).

**Special Courses:** Enter points here based on schedule below; [ \_\_\_\_\_ ]

(a) **Transportation Courses** (other than those focusing on loss and damage claims) received from an accredited university or transportation academy; 5 points per "quarter hour" completed and 7 points per "semester hour" completed (or the equivalent).

(b) **Cargo Loss and damage courses** successfully completed at an accredited college, university, or transportation academy; 10 points per "quarter hour" completed and 15 per "semester hour" completed (or the equivalent).

(c) For attending courses offered at educational seminars, webinars, conferences, meetings or home study, where focus is cargo 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.

NOTE: Publication of Papers or Articles by a Fulltime faculty member shall not be entitled to points for teaching their non transportation related college credit courses

Applications for the live annual CCP Exam Primer Class and/or CCP Exam conducted in the Spring of each calendar year must be submitted no later than 30 days prior to the event. Applications to take online CCP Exam Primer Course and/or CCP Exam must be submitted and be approved by CCPAC before making the Exam Portal Registration. A non-refundable late application fee of \$50.00 will be charged for applications submitted after the stated time period..

**IMPORTANT NOTE: The CCP Exam Primer Class fees, CCP Exam fees are not refundable once an Application has been received and approved by CCPAC. CCPAC is not responsible for no-shows nor will it refund any fees paid because of the applicant not completing the CCP Exam Primer Course and/or the CCP Exam either live or online.**

Enter Here the Total Points Accumulated from above: \_\_\_\_\_

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

Those interested in taking the CCP Exam have two options available. The first option is the CCP Exam and the CCP Exam Primer Class are both available on-line 24/7. Applicants must complete the Application to Take the CCP Exam and email it to CCPAC for approval before the exam can be purchased and accessed through the CCPAC website Exam Portal. The second option is for attendees wishing to take The CCP Exam and/or the CCP Exam Primer Class live preceding and immediately following an annual TL&C conference.

The CCP Exam has been selected and approved by the CCP Exam Committee and approved by the Board of Directors. The exam is given each year typically in the Spring in conjunction with the Transportation & Logistics Council (TL&C) Annual Conference. The city and State where the Conference is held is decided by the TL&C Board. The CCPAC Board approves the location and authorizes the Exam Committee to conduct a preconference CCP Exam Primer Class a full day on Sunday, typically from 8:00 AM to 5:00 PM and to conduct the CCP Exam the following Wednesday afternoon typically from 12:30 to 3:30 PM.

Applicants are given up to three (3) hours to complete the exam regardless of which option is selected. 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.

### **HOW MANY QUESTIONS ARE ON THE EXAM ?**

The exam consists of several parts. The candidate is required to complete three parts that total 150 multiple choice and true or false questions. The first 110 questions are general in nature covering all four modes of transportation but mostly truck cargo, and be answered by all examinees. To make up the additional 40 questions, the candidate must choose any 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 examinee will have completed 150 questions to complete the exam.

### **ARE THERE ANY ESSAY TYPE ANSWERS ON THE EXAM ?**

There are currently no essay type answers on the 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 take the CCP Exam depends on which option the examinee chooses. If the examinee chooses to take the CCP Exam and/or the CCP Exam Primer Class on-line, the fee for each is \$575 for members and \$725 each for non-members. Examinees wish to attend a live CCP Exam and/or CCP Exam Primer Class at a designated TL&C annual conference the fee is \$725 for members and \$875 for non-members. The increase cost to take the CCP Exam Primer Class at a live event includes Sunday meals including continental breakfast, lunch and two beverage breaks during the day. The fees are not refundable once the examinees application to take either the CCP Exam and/or the CCP Exam Primer Class has been received and approved by CCPAC. In the event the candidate cannot sit for the selected exam and/or class, the candidate will be offered options. The exam must be taken within one year after approval of the initial application acceptance or the fee is forfeited and the candidate must re-apply.



**WHAT HAPPENS IF THE APPLICANT FAILS TO SHOWUP FOR WHATEVER REASON OR FAILS TO COMPLETE THE ON-OLINE CCP EXAM AND/OR CCP EXAM PRIMER CLASS DURING THE ALLOTTED TIME OR FAILS TO SHOW FOR THE LIVE CCP EXAM AND/OR LIVE CCP EXAM PRIMER CLASS ?**

-

Once the examinees Application has been approved by CCPAC, the fee is not refundable. In the event the candidate cannot take the selected exam, the candidate will be offered future dates within one year of the initial application approval. If the examinee does not make up the missed exam or class within the one year allotted the fee is forfeited and the candidate must re-apply and pay the applicable fees.

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### **WHAT HAPPENS IF THE EXAMINEE 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 including the study text Freight Claims in Plain English, 4<sup>th</sup> Edition. Getting involved with a study group with others that you know who have already taken and passed the exam and/or other examinees studying for the same exam has been proven helpful. In the event a candidate does not pass the exam the candidate may request in writing to retake the exam. Once the request to retake the exam is approved by CCPAC the candidate has one year from the date of the first exam to take the makeup 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 Certification current in lieu of acquiring 30 continuing education credits.

A fee of \$100.00 is required with the written request each time the applicant wishes to retake the exam.

Written requests and fee should be addressed to:  
CCPAC, Inc.  
Examination Committee  
P. O. Box 600249  
Jacksonville, FL 32260

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

Candidates taking the on-line exam will know immediately as to whether they passed or failed. Those that pass can print their Certificate immediately on-line. Candidates that take the live version of the exam at a designated location will be notified by the Exam Committee within 10-15 working 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 cargo claims handling and management persons by giving special recognition to those who upon passing an examination and fulfilling prescribed standards of performances and conduct and 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, principles and practices of freight claims handling and management.

To encourage cargo claim 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 be entitled to 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 following system:

- III.** The Rules for Certification can be found in the CCP Applicants Calculation of Points Form appearing earlier in this pamphlet.

**HOW 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., following ones name to indicate the professional status of a successful applicant, i.e. John Doe, CCP

**ARE THERE CONTINUING EDUCATION REQUIREMENTS ?**

Certified Members must be in good standing in addition to paying annual dues and renew their membership on-line annually. To maintain Certified Status the applicant must complete 30 continuing education credits every three years. Continuing education credits can be earned by taking college or university courses, attending the TL&C Annual Claim Conference or by taking CCPAC accredited special courses offered by CCPAC, Delta Nu Alpha Transportation Fraternity or the Transportation & Logistics Council and by participating in webinars, seminars, etc. as announced on the CCPAC website from time to time or by holding an Officers position in CCPAC. In lieu of earning continuing education credits Certified Members may opt to re-taking the CCP 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: 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 110 questions in the first general section plus choose any two of the four specific modules each consisting of 20 questions (Air, Ocean, Rail or Truck) 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 are not responsible for any applicant's 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

## **A SAMPLE EXAM**

A Certified Claims Professional understand the value and importance to thoroughly reading and understanding each question before answering it.

Each question on the exam 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 carefully. Erasures on the exam are not permitted. Examinees to change an answer need to draw a circle around the incorrect answer and place an "X" on the appropriate space of the correct answer.

**Sample questions**  
**begin next page**

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 a shipper of household goods collects for loss or damage from an insurance company from whom he 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 tariffs and air way bills.  
 (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 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.

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. After 2011 are common carriers required to have cargo insurance?  
 (A) Yes.  
 (B) No.  
 (C) Depends on the way a shipment is packaged.  
 (D) Only when a shipment crosses State lines.
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 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**

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

1. Freight Claims in Plain English, 3<sup>rd</sup> Edition by William Augello.  
The exam is based on content from Freight Claims in Plain English, 4<sup>th</sup> Edition  
Other text you may find helpful but not required for the exam.
2. Transportation Logistics and the Law, 2<sup>nd</sup> 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, 5<sup>th</sup> Edition, by John McNeil

### **ON-LINE COURSES AND STUDY MATERIALS**

CCPAC offers an on-line video presentation that contains subject matter found in the exam. The video is an optional item and an advance fee is required to access the video for up to 3 days.



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. A
13. C
14. B
15. A
16. A
17. D
18. A
19. C
20. A
21. C
22. D
23. B
24. B
25. D
26. B
27. A
28. B
29. D
30. C