





## CCPAC Welcomes New Members

### **Wanda Barnes-Lake**

Brand Protection Manager  
GAP, Inc.  
Brampton, ON

### **Aimee Benson**

Claims Specialist  
KCH Transportation  
Chattanooga, TN

### **Brent Caeton**

Director Risk Management  
Johanson Transportation Service  
Fresno, CA

### **Ana Cardona**

Senior Claims Analyst  
XPO Logistics  
North Richland Hills, TX

### **Nadiya Dabney**

Claims Analyst  
CargoTrans  
Clark, NJ

### **Cindie Davis**

Claims Investigator  
Coyote  
Chattanooga, TN

### **Mariah Finch**

Claims Analyst  
XPO Logistics  
North Richland Hills, TX

### **Steven Gant**

Case Manager  
Stickney Township Office of Aging  
Burbank, IL

### **Joshua Gregory**

Supply Chain Asset Protection Manager  
Gap, Inc.  
Gallatin, TN

### **Sherry Hodges**

Claims Analyst  
Blakeman Transportation  
Fort Worth, TX

### **Joseph Ingaharro**

Household Mover  
Gentle Giant Moving Company  
Winchester, MA

### **Charles Magness**

Director Claims  
XPO Logistics  
North Richland Hills, TX

### **Jose Rodriquez**

Vice President Operations  
Syfan Logistics  
Gainesville, GA

### **Vanessa Saldivar**

Senior Claim Analyst  
XPO Logistics  
North Richland Hills, TX

### **Hannah Sosebee**

Claims Specialist  
Syfan Logistics  
Gainesville, GA

### **Donny Stedman**

Claims Analyst  
XPO Logistics  
North Richland Hills, TX

### **Steve Syfan**

Executive Vice President  
Syfan Logistics  
Gainesville, GA

### **Tiffany Tabachi-Vega**

Claims Administrative Assistant  
Syfan Logistics  
Gainesville, GA

### **Wendy Tellin**

Mgr. Brokerage / Claims Administration  
Capital Transportation Solutions  
Kennesaw, GA

# Cargo Theft At Historic Levels



## Perspective By Jim Heide COO and Co-Founder Loadsure

As shippers continue to contend with supply chain disruption, they're simultaneously experiencing another risk: historic levels of cargo theft. As thieves get more brazen and creative, it's important for everyone in the supply chain — shippers and carriers alike — to recognize the risks and know how to counter them. In just the past year, 60% of retail small and mid-sized businesses have been rocked by a theft, according to software firm Capterra's 2022 Cargo Theft & Reverse Logistics Survey. In order to prevent cargo theft, it's important for everyone in the industry to first know new tactics thieves are using, such as fictitious pickups, which we have seen coming through our automated claims system. For example, a gang recently responded to a reefer cargo post it found on a load board — using another carrier's FMCSA MC number. The unscrupulous driver and dispatcher convinced the shipper that they worked for the company, and they were given the all-clear to pick up a load valued at more than \$250,000. From the shipper's perspective, everything looked to be on the up-and-up. With load tracking functional, they kept a vigilant eye on their shipment as it traveled toward its destination — but then the truck continued on and alarm bells went off. The shipper called the trucking company on its official phone number, and discovered that it had never dispatched a truck on their behalf. As this was happening, the criminals were disabling the tracking devices, and the trailer and load were never recovered.

Shippers and carriers also need to be careful about what information they're providing about shipments. Valuable shipment details should be limited to a need-to-know basis. For example, labeling a shipment of gold, "gold," could attract unwanted attention. Of course some things never change, and thefts of tractor-trailers — particularly when left unattended — remain a risk. The simple fact is that cargo at rest is cargo at risk. Past knowing the risks, we can all help to protect against theft. For shippers, thoroughly vet your potential carrier partners via the FMCSA, web searches and third-party vetting services to protect against a fraudulent pickup. Check out your carrier partner's cargo security philosophy and ensure they're as committed to protecting your freight as you are. That includes everything from pre-hire background checks and cargo security devices to cybersecurity protocols and avoiding stops in cargo theft hot spots.

Meanwhile, carriers should have policies and procedures that they can share with clients and potential clients, which include background checks, dispatch and security, equipment tracking, check calls, out-of-route response and training. Carriers should also be prepared to be challenged by their shippers and 3PLs on these issues, and be ready to respond to concerns. Moreover, for shippers, avoid packaging labels that put a target on your load, and limit shipment details to those who truly need to know. Carriers should also be prepared to be challenged by their shippers and 3PLs on these issues. Also, consult risk-management professionals for best practices insights, SOP support, and proper security procedure guidance — then hold your people accountable for following these procedures. And provide ongoing training to employees so they know how to spot suspicious activity and where to report it. In addition, constantly invest in securing your warehouse and make sure your partners do the same for every step of the supply chain — locks, video cameras and secure fencing can dissuade crime syndicates from labeling you an easy target. I

It's also good to consider ways to protect cargo before it even leaves. Shippers can protect their valuable loads with an all-risk shipper's interest policy to address their risk exposure. Most carrier liability policies do not cover theft — especially fictitious pickups — so it's important to be sure you have the proper coverage. Carriers should also avoid making themselves a target by having and using a secure TMS, routing and visibility software, proper paperwork security and management, and not discussing loads or clients with anyone who doesn't "need to know." It's a wild world out there — but a thoughtful approach to cargo theft prevention can help you navigate the journey safely. Jim Heide is chief operating officer and co-founder of Loadsure.

Permission obtained from the author to reprint of this article appearing in Transport Topics on March 6, 2023 -

*A Message From CCPAC Council President  
Carrie Frisbie, CCP*



**Happy Spring!**

We are looking forward to seeing all those that are attending the Transportation and Logistics Council's 49<sup>th</sup> Annual Conference! For those that are attending, please be sure to come to our Annual Board Meeting Monday, May 1<sup>st</sup> at 5:15PM for information and prizes! In addition, I am especially excited for all those coming to the Primer class and taking their CCP Exam in May! Study well and best of luck to our future CCP's!

For those unable to attend this conference this year, be sure to keep up your CE points! These points can be earned through Claim Work Experience, Volunteering, Education and other Specialized Courses through the year. Follow CCPAC on social media for other opportunities and updates through the year!

Carrie is President of the Certified Claims Professional Accreditation Council, Inc. and on Board of Directors previous to her being voted in as President in 2022. She is a member of the Board of Directors for the Transportation & Logistics Council and, also, an Arbitrator with the Transportation Arbitration Board (TAB), as well. She has over 20 years in of experience in logistics and supply chain. Carrie received her CCP in April 2012 and has also been Proctor for the CCP Exam in the Chicagoland area. She is currently the Director of Claims at SEKO Logistics where she specializes in domestic and international cargo claims, risk management, contract review and insurance working together with the global network to ensure best practices. Carrie has a son and a daughter.

I appreciate all of you and cannot wait to see many of you soon!

Sincerely,  
Carrie Frisbie, CCP, CCPAC President





## ***CCPAC Members With Birthdays in April and May***

**Steven Andrew, CCP**  
Red Classic Transportation

**Deborah Baker, CCP**  
T Force Freight

**Paul Beckwith, CCP**  
Beckwith Enterprises

**Cindie Davis**  
Coyote

**Fred Elsberry, CCP**  
Atlanta Better Business Bureau

**Carol Mikula-Ferguson, CCP**  
Transplace—Uber Freight

**Carrie Frisbie, CCP**  
Seko Logistics Corporate

**Christine Gramse, CCP**  
Land O Lakes

**Jennifer Kuntz-Graves, CCP**  
D & D Transportation

**Andy Koczwar**  
American Highway

**Tarma LaTorre, CCP**  
RFX Forwarding

**Mary Maclsaac**  
Synchrologistics LLC

**Rob Mosely, Esq**  
Moseley Marcinak Law Group LLC

**James Moynihan**  
Aloha Freight Forwarders

**Wanda Pacheco, CCP**  
T Force Freight

**Cady Pennington, CCP**

**Zaneta Peterson, CCP**  
T Force Freight

**Charles Purvis, CCP**  
T Force Freight

**Michael Poteet, CCP**  
AFC Transport

**Madison Rapp, CCP**  
Diversified Transfer & Storage

**Vanessa Saldivar**  
XPO Logistics

**Jacob Schrader, CCP**  
Henkel Corporation

**Karen Sevier**  
Mohawk Industries

**Archelle Smith**  
Southern Wine & Spirits

**Tamra Stegman, CCP**  
Cargill, Inc.

**Michael Streitl, Esq CCP**  
UPS Corporate





## Member Spotlight



### **David Nordt, CCP Reflects on 25 Years CCPAC Membership.**

**Our Member Spotlight this edition is on David Nordt, CCP CCPAC Chairman of the Board of Directors and Past President in his 8 year leadership role with the Council.**



The Gilbert Company press release: "We are pleased to announce that Dave Nordt, CCP has been promoted to National Director of Claims. This new role will expand Dave's responsibilities nationally and will now include the oversight and management of the cargo claim process and loss prevention for Gilbert's operations on the Westcoast. Dave's experience and knowledge will facilitate our drive towards aligning the policies and procedures across the East and West coasts and we look forward to the impact he will have as a leader." David recently returned from his official visit to The Gilbert Company's West Coast operation in his new leadership role as the National Director of Claims. He has over 45 years of experience in transportation management. David is currently the National Director overseeing cargo claims, OS&D, loss prevention, quality control and operations with The Gilbert Company. He serves as Board Member of the Transportation & Logistics Council (T&LC), and Arbitrator on the Transportation Arbitration Board (TAB). He also is member of the Traffic Club of Newark, NJ, a member of New Jersey Motor Trucking Association and the Eastern Regional Transportation Security Council. David is also a member of the Transportation Loss Prevention & Security Association and the American Society of Industrial Security. He served as President of the Northeastern Motor Carrier Claims & Security Conference during 2000-2004. David was elected President of CCPAC at its 41st Annual Meeting in Orlando, FL on March 23, 2015. He received the CCPAC Award for his 7 year term as President at its 48th Annual Meeting in Orlando, FL. We are pleased to announce that David will now serve as the new Executive Director of CCPAC. He is a proud Army veteran. The Gilbert Company has specialized in supply-chain services for the retail sector for over 32 years. With special emphasis on the apparel, footwear, and electronics segment, we have positioned ourselves as one of the premier 3rd Party Logistics providers in the industry...and for two major reasons...we understand the demanding dynamics and sense of urgency required to excel in this arena...and we have the knowledge, experience, and people to deliver results that allow our customers to succeed in such a challenging environment. No matter the logistics challenge you face, our professional staff works with speed and insight. We have helped hundreds of customers like you facing supply chain requirements with real-world, effective and efficient solutions. [Import/Domestic Deconsolidation Programs](#) - [Vendor Consolidation Programs](#) - [Value-Added Warehousing](#) - [Retail Store Deliveries](#)

Our customers consist of many of the top "Big Box" retailers in the industry and both large and small vendors for those retailers. Gilbert's team driven approach allows for the flexibility and scalability required to service our customers utilizing best practices while modeling our service to the customers' requirements.

Safety and Security are also extremely important to us. We determined a long time ago that if we looked after our employees, they would look after our customers with the same dedication and commitment. Not all 3rd Party Logistic providers are created equal...commitment to the success of our customers, with the experience and desire to succeed, is what sets The Gilbert Company apart.

# **Keeping Up with the National Motor Freight Classification's Packaging Requirements – An Integral Part When Looking at Success in the LTL Network**

**By: Jessica Renner, CCP**

One of the biggest changes I have seen in the last couple years with processing LTL cargo claims is carriers holding shippers more liable than ever regarding packaging freight to withstand the normal rigors of LTL transit. Some people may ask, why the big change? Why have carriers really started cracking down within the last year or so, especially when shippers have been shipping the same commodities, the same way, for as long as the most tenured employees have been there? These are great questions that I would like to touch on to hopefully paint the big picture and show the importance of shippers being compliant and following the NMFC's minimum packaging requirements. I will also be providing a resource for manufacturers, distributors, and vendors to utilize to see how compliant they are.

As with everything, things change over time. Looking back prior to the COVID-19 epidemic, the LTL industry was more level, and carriers, as well as shippers, seemed to have been on a much more even playing field. However, the supply chain started to see the capacity crunch, and carriers started to get overwhelmed by the amount of freight they were being requested to carry. This really hit home during the pandemic and shifted the playing field to be more tilted toward the carriers' wants and expectations. Of course, pricing really started to align with carriers having the upper hand. Much higher rate increases were seen, and carriers were able to pick and choose freight they would and would not pick up. I saw it personally, and it was shocking to see. They were choosing the shippers of choice. And as for the others, if the carriers chose to pick up the freight, they were not choosing the freight for which they had the most risk of loss or damage. Why take the risk of having to pay out expensive claims when the shippers were not meeting the minimum requirements put in place for that specific commodity? You must ask yourself, would you? When was the last time your company evaluated their current LTL packaging? If you have not done this within the last year, now is the time.

These packaging requirements are put in place by the top experts in the industry for a reason. They are frequently updated as the industry changes. This is done so that the packaging can accommodate the way the transportation world changes as well as minimize the chance of loss or damage. Just like with the rest of the world, we must accept the inevitable change that occurs around us daily. I have found that the best way to do this is by determining your commodities' current minimum packaging requirements and then comparing them to these requirements. Break it down to the pallet or skid, internal packaging, outer packaging, and the method in which your product is secured to the pallet or lift truck skid. Then look at the NMFC's minimum requirements for said packaging types. For example, it is not enough to ship your product in a box if it has a minimum requirement to be in a box. The box must also meet the minimum requirements for box construction and weight thresholds. This can be tricky for the "unsophisticated" shippers or shippers that are not familiar with the classifications' requirements or how the NMFC Supplements work. The NMFTA and FCDC publish 3 NMFC Supplements in a year, which essentially means your commodity could frequently have changes made to it, so it is important to familiarize yourself with these requirements.

Below is what has worked for my customers and helped them evaluate where they stand in terms of their packaging compliance. This tool is a cheap way for shippers to rate where they stand when comparing their packaging to the minimum requirements, which include the four basic shipping characteristics.

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These characteristics not only determine how the freight should be packaged but also have a direct influence on the cost to ship the commodity. If shippers or their 3<sup>rd</sup> party partners familiarize themselves with this information and comply with the minimum requirements, the number of supply chain interruptions they see will decline, and chances are...they will be out less money in the long run.

**PACKAGING SCORECARD**

Rating Scale for Expectations

- 1= Not Meeting Any Requirements
- 2=Below Minimum Requirements
- 3=Meets Minimum Requirements
- 4=Exceeds Minimum Requirements

	Yes	No	N/A	Commodity 1	Commodity 2
1.) Corrugated-Does it meet the weight guidelines?					
2.) Corrugated Trays-Are they appropriately sized?					
3.) Inner Packaging-Bubble wrap, foam, padding, etc.?					
4.) Outer Packaging-Part of Product-Is the carton protected by additional packaging?					
5.) Crate-Was the crate built to meet the minimum requirements?					
6.) Shrink Wrap/Plastic Wrap-Is it of sufficient strength and was enough used?					
7.) Strapping-Are there at least two straps in each direction?					
8.) Corner/Edge Protectors-Are they within the perimeter of the pallet? Or overhanging?					
9.) Pallet-Are the cross boards close enough together to prevent anything from protruding through? Built to withstand a double tiered of equal or lesser weight?					
10.) Over-Dimensional-Will it play nice with other freight, or does it make it difficult to put other freight near it?					
11.) Special Handling Instructions-Labels-Is it clear to see and does it stand out?					
12.) Special Handling Instructions-BOL-Are there at least two labels and on adjacent sides?					

Transportation Characteristics-Defined by the National Motor Freight Traffic Association (NMFTA)		
●Stowability (Will it play nice with other freight)		●Density (High or low class)
●Liability (Perishable, how likely will it get damaged or damage other freight, hazardous)		●Handling (Easy, hard, hazmat)



# Challenges in the LTL industry

Submitted by Mary Warrick, CCP

The LTL industry faces multiple challenges every day, from packaging and labeling issues to the condition of shipments at time of delivery. Shipper's, while in the profile phase of setting up their accounts with a carrier, need to be aware of the proper packaging, labeling, and classification of the commodities they are shipping. The carrier's Traffic department can be their best ally during this process. Knowledge of the NMFC's packaging and classification requirements and the claim filing process would greatly reduce the confusion and expectations when their shipments are damaged or lost in transit. Shippers will try to make the case "that is how we've shipped for years" without checking with their carrier's periodically to determine what is required to transport their products safely and securely. There are changes made all the time to the packaging and classification of commodities. The commodities that pose the most challenges are AC units, heavy machinery, pallets that exceed the normal length of 40" x 48".

In regard to the acceptance of a shipment, the consignee must inspect the outward condition of a shipment before they sign it off as delivered clear. After that point, it is incumbent upon the consignee to prove carrier negligence. Shippers are expecting the carrier to bring to the consignee's attention any discrepancies with a shipment. If that were the case carriers would go out of business if the driver wrote up every crease in a box or wrinkle in a shrink-wrapped pallet. That is the reason the NMFC penned the claims filing rules to protect the carrier and claimant.

In conclusion, shippers, and carriers both need to be knowledgeable of the rules and regulations of the industry in order to keep their relationship profitable and successful.



**Welcome DNA Members to CCPAC**

**DELTA NU ALPHA**

**Educating Tomorrow's Transportation Professionals Today**

Delta Nu Alpha Transportation Fraternity (DNA) is now a CCPAC subsidiary but on January 1, 2024, Delta Nu Alpha Transportation Fraternity will become a separate entity and will be accepting New Membership Applications on-line at [www.deltanualpha.org](http://www.deltanualpha.org)

Membership is open to all individuals working in all levels of the transportation field including students taking transportation related courses. Company or Corporate Memberships may also apply for applications such as brokers, carriers, consignees, shippers, freight forwarders, law firms & Universities.





# MOSELEY MARCINAK LAW GROUP

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Moseley Marcinak Law Group LLP  
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[rob.moseley@momarlaw.com](mailto:rob.moseley@momarlaw.com)



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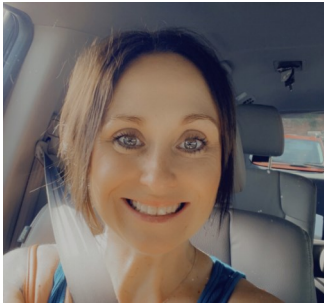
  
**645,000**

Claims Filed  
in 2021

  
**98,159**  
Companies

  
**\$1.4B**  
Filed in Claims  
in 2021

  
**7,000+**  
Active Users  
Worldwide



# DAMAGES AND STORAGE FEES

Submitted By Jessica Renner, CCP

One of the biggest issues we are seeing within the LTL network are carriers trying to charge storage fees when the shipment was refused due to no fault of the consignee or consignor. Per the terms and conditions of the Uniform Straight Bill of Lading published in the National Motor Freight Classification, if the shipment is refused at the time of delivery or if the shipment is unable to be delivered due to no fault of the carrier, the carrier should immediately send a request for disposition and if not received within 24 hours, then the carrier must send the second notification/on hand notice, and if disposition is then not received within 5 days, the carrier can offer up the freight for sale. It does not state that carriers can do this when the carrier damaged the freight.

We are getting a lot of storage charges and seeing carriers across the board start charging storage fees on shipments that were refused due to damage caused by the carrier. Per Freight Claims in Plain English, a carrier is not allowed to do this. I am very interested in hearing what everyone else has to say and what they are experiencing.

Search online [NMFC Item #250150, Sections 1 thru 9](#)

**ATTENTION READERS:** Let us know if you are having this same issue and what resolution you have used successfully at your company?

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## Good Day Fellow CCP's

### CCP's Eligible to become TAB Arbitrators—Apply Now

TAB - Transportation Arbitration Board which is endorsed by CCPAC and TLC is currently in need of filling our list of volunteer arbitrators and I am reaching out to you in an effort to save TAB from having to dissolve. Presently our list of volunteer arbitrators stands at 24 and TAB has 13 pending cases which need to be assigned.

Some of you may know of me, Wally Dammann, CCP. I was previously on the Board of Directors of TLC and was past President of CCPAC. I am presently the Administrator of TAB and had served as a TAB arbitrator since 1997 until taking over the Administrator position in 2007. I would really appreciate your assistance in clearing up a backlog of cases TAB presently has in house.

Each arbitration takes 2 different CCP's to decide the case in a unanimous decision after discussion of the case at hand. I would expect that only one or maximum of 2 cases to be sent your way per year depending on your availability. I have not attached any files to this email request at this time, should you decide to help us and join TAB as a volunteer arbitrator let me know via email and I will send you all the TAB attachments outlining the arbitration process for your review.

Should you have kept in touch with any other CCP's that you would like to work with on a case let me know their email contact information and I will reach out to them. Your participation in the TAB volunteer program also counts to your continuing education requirement as a CCP and I will report same to the CCPAC organization. If you have any further questions about TAB or regarding a case that may be assigned to you feel free to reach out to me at [wallycd3@gmail.com](mailto:wallycd3@gmail.com).  
Thank you,

Wally C. Dammann, CCP / TAB Administrator





**CCP's APPLY To Become A TAB Arbitrator Now**

## **Transportation Arbitration Board – TAB CASE 17-21**

**Submitted By: Wally C. Dammann, CCP  
TAB Administrator**

**In our previous issue we listed the TAB 4 page Decision on the Nicholas Perrino vs. Move On Moving Case, File No: TAB 17-21. That Case has since been appealed and the results are printed below:**

### **TAB 17-21 Appeal case Nicholas Perrino vs Move on Moving**

TAB 17-21

Appellant:-Nicholas Perrino

Appellee: -Move On Moving Job #M4171932

Amount of \$16,297.72

#### **Facts**

Nicholas Perrino hired Move On Moving to transport his varied household goods from Las Vegas NV to Bolivia NC on Job Number M4171932 commencing 06/08/2021. Mr. Perrino had an Original Binding Estimate of \$12,226.00 on an estimated 1497 cu ft of goods. Upon arrival by Move On Moving, it was determined more goods would be moved than what was included in the Original Binding Estimate. As noted in the call log of Move On Moving dated June 8, 2021, at 2:03pm, the foreman called in and received instructions pursuant to 49 CFR § 375.403 (a) (6) to prepare a revised binding agreement prior to loading any of the additional freight. Mr. Perrino signed and dated the revised Binding Agreement. Both parties agree that loading was complete on 06/08/2021 at about 11:30pm.

According to the Call Log of Move On Moving, Mr. Perrino called in on 06/11/2021 2:18 p.m. for an update on the delivery of his household items and received an explanation of it was in process and once dispatched he'd be notified. Mr. Perrino advised during the call he was happy with the pickup team because he'd added a lot more items for them to work. After many months of the appellant calling in for delivery status of his belongings, they finally arrived on 09/07/2022. One week later, Mr. Perrino makes notification that items are missing and prepares a formal claim on 10/22/2021 for loss and damage of \$7127.00 in household items and includes \$15,529.00 in freight charges as he believes the movers have violated 49 CFR §375.403 (a) (5) (ii). The original claims adjuster offers the carrier's limited liability, agreed to by the appellant as evidenced by his signing of the Revised Estimate, of \$119.10 based upon 198.50 lbs. @ \$0.60/lb. and includes none of the requested freight charges. It should be noted from the Call Log dated 03/03/2022, 11:46 a.m., the claims personnel asked if the claim should include a \$750.00 late delivery rebate, but the claims company refused to include it as Mr. Perrino had not specifically requested it. Mr. Perrino declines acceptance, and the matter is referred to the Transportation Arbitration Board for review where after an in-depth review of the

Continued on next page-





## Transportation Arbitration Board – TAB CASE 17-21

Wally C. Dammann, TAB Administrator

Continuation from previous page

### TAB Appeal Case 17-21

regulations, the arbitrators confirm Mr. Perrino is due \$119.10 for missing and damaged items but finds no supporting information to refund any freight charges. Again, Mr. Perrino declines acceptance of the settlement and appeals the decision.

#### Contentions:

In argument for appeal, the appellant asserts the arbitrators allowed Move On Moving to distort facts which they accepted. He again protests he was not made aware of an increase in charges until after all of his items were loaded and wants the appeals arbitration team to consider the regulation listed on the face of the revised estimate as his position is the original team failed to do so.

#### Discussion:

(1) In awareness of all items of proof submitted, we searched for areas in which the original arbitrators might have accepted as fact statements distorted by Move On Moving and find we agree with the original team that the Appellant was made aware of the increased freight charges for his additional items before loading commenced. There is no proof beyond the Call Log submitted by the Moving company to identify the time the Revised Estimate began/ended.

(2) We note that the regulation cited on the face of the Estimates, 49 CFR 375.403 (a)(5)(ii) does not exist, just as the original arbitrators noted in their decision. We find their citation of the correct regulation, 49 CFR 375.403 (a)(6)(ii), in their analysis, making it apparent the regulation was known and considered by them in their decision.

(3) Included in the Call Log but omitted from the original decision was evidence of a \$750.00 late delivery rebate which should have been included in the judgement for the Appellant. We believe this was just an oversight of the original arbitrators given the amount of research they did on the regulations.

#### Decision:

We uphold the original arbitrator's decision but add one modification. Mr. Nicholas Perrino shall be paid by Move on Moving for missing and damaged items at the limited liability of \$0.60 x 198.5 lbs. = \$119.10 plus the late delivery rebate of \$750.00 for a total owing to the Appellant of \$869.10.



**READERS: WOULD YOU LIKE TO BE A TAB ARBITRATOR? IF YOU ARE A CCP YOU MAY ALREADY QUALIFY** – The Transportation Arbitration Board (TAB) is endorsed by CCPAC and TLC and is currently in need of filling out our list of volunteer arbitrators and I am reaching out to you in an effort to save TAB from having to dissolve. Presently our list of volunteer arbitrators stands at 24 and TAB has 13 pending cases which need to be assigned. Email me for





## CCPAC NOW MORE THAN EVER!

Jacksonville, Florida. . . . .

We receive emails every week from employers looking for CCPAC Members and especially those that have earned the CCP designation to fill openings at their respective companies. CCPAC placement service is available to members only at no charge and is on an individual confidential basis. Your name is never given out but rather we give you the employers contact information.

**SEE YOU IN SAN DIEGO**  
**April 30, 2023 thru May 3, 2023**

2023 has been a very busy and productive year at Council Headquarters. We have seen Membership levels continue to grow and at the same time we have enhanced member benefits soon to roll out on our website. The new on-line version of the CCP Primer Class and the CCP Exam will be available to members 24/7.. CCPAC also acquired the name and logo rights from Delta Nu Alpha Transportation Fraternity and will become a separate entity January 1, 2024. Delta Nu Alpha Transportation Fraternity will become CCPAC members source for earning continuing education credits. Additionally, members will be hearing from their CCPAC Regional Directors at some point during the year as we make a move to audit our Member Roster and to bring Council matters closer to our members.

The next live CCP Exam Primer Class and the CCP Exam will be given in conjunction with the Transportation and Logistics Councils Annual Claim Conference in San Diego, CA in 2023. You can sign up to take the CCP Exam or attend the CCP Exam Primer Class on the home page of our website [www.ccpac.com](http://www.ccpac.com) You can sign up to attend the T&LC's Annual Claim Council on



800/692-0074 - phone  
866/329-6841 - fax

**MTI INSPECTION SERVICES**



### Headquarters Update

By John O'Dell,  
Executive Director

their website [tlcouncil.org](http://tlcouncil.org) and for hotel reservations contact the Catamaran Beach Front Hotel direct to make room reservations. A reminder that if you plan on attending the CCP Primer Class on Sunday April 30, 2023, you need to make a room reservation for Saturday night as the Class begins at 8:30 AM Sunday morning following a continental breakfast.

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, transportation and shipper associations, shippers, receivers, insurers transportation law professionals 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) the need for claim professionals 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 in April, 2007.

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 cargo claims for all modes of transportation worldwide. Specifically it seeks to give recognition to those who have acquired the necessary degree of experience in claims management.

**WEAR THE BRAND SPECIAL SALE FOR CONFERENCE ATTENDEES ONLY**



CCPAC branded Tee & CCP branded Polo Shirts are available at the Book Store on our website [www.ccpac.com](http://www.ccpac.com) at regular & member price. Currently available in Navy or Black with 2-color logo.



**CONFERENCE SPECIAL**

Tee Retail Price \$24 Nike Polo \$49

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available to attendees only in person with purchase made at the T&LC Conference in San Diego April 30—May 3, 2023 while supplies last. Limit 1 Tee and/or 1 Polo per purchase,

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# Spiders and Snakes Do Not Bother Me

*Submitted by anonymous*

Spiders and snakes do not bother me, but my mom is petrified of them. My one-year-old daughter sleeps through the night with black out curtains and a noise machine, while for some reason I'm the one in need of a nightlight. I've always thought that phobias were restricted to a subset of the population. That is, until now. The word "claim" I've found to be universally terrifying. One of the characteristics of the claims process which makes it so daunting is that parties on each end feel like they're the most impacted by the situation in which they've found themselves.

On one end, shippers who detect a potential damage or shortage on their product are instantly directed to a virtual bookshelf, containing hundreds of articles under some semblance of the title, "*The True Damage of a Damage.*" They're reminded of the time and money spent in the past on carrier follow-ups, executive conference calls, manufacturing replacements for reshipment or extra storage and inspection fees.

And if the damage or shortage ends up being especially costly? The horror hits the party in whose care the error occurred. One can imagine that those same connotations the shipper feels for the word "claim" would now be felt in return. Time and expense are similarly incurred, just in different forms—high insurance rates, intervention by sales and executive teams, processing paperwork for corrective action, inspection fees, and the list goes on.

Shippers who risk underpackaging or in any way underpreparing a shipment limit the number of providers that are willing to handle the business. Those carriers that do often choose to increase rates to cover any negative effects down the road. Similarly, carriers who don't invest in training of proper handling techniques for specific commodities or warehouses without quality dock equipment or with a lack of experienced and dedicated workers limit the number of customers willing to utilize their services. They may be pressured to heavily discount their rates and terms in order to compensate for losses. In conclusion, no one wants a claim. It's a lose-lose situation that is compounded by the number of affected parties. And due to the severity of the consequences, claims are not easily forgotten by either party involved.

Let's do what we can to help each other avoid the terror of the "claim": prepare, package well, and perform services with care.



# JAMES WESCOE

Weber  Gallagher

Jim Wescoe represents motor carriers, brokers, freight forwarders, transportation intermediaries and third-party logistics providers and their insurers. Jim was once an ocean marine claims adjuster and underwriter and has continued to represent maritime interests in maritime personal injury and property damage lawsuits.

Jim has served as an expert in the field of federal regulations that apply to motor carriers, brokers, and other businesses in the trucking industry. He also assists motor carriers with Federal Motor Carriers Safety Administration (FMCSA) compliance issues, citations and regulatory disputes.

In 2022, Jim was recognized by BTI Consulting Group as a Client Service All-Star. BTI Client Service All-Stars are selected based on unprompted feedback from top legal decision makers.

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# Double Brokering and the Impact on Claims

Submitted by Carla Bay Rumford, CCP

## ***THE WHAT AND THE WHY OF DOUBLE BROKERING***

Double brokering is not a new phenomenon. However, in today's market, it is becoming increasingly common. Why do companies double broker in the first place? Experience provides two(2) basic reasons carriers double broker freight:

1. They had a breakdown or lack sufficient capacity to cover the load and do not want to give the load back to the broker:
  - a. In this case, the double brokering event makes investigating, presenting and the collection of any claims practically impossible.
  - b. The booking carrier and their insurance provider will deny the claim because they were not "in possession" of the freight. Presenting to the delivering carrier becomes extremely difficult. You are likely not to have any contact information or contract in place.
2. The carrier engaged in fraudulent activity:
  - a. They do not own trucks and are pretending to be a legitimate motor carrier.
  - b. In this scenario, you will pay the original carrier who, in turn, does not pay the actual delivering carrier. When the delivering carrier does not get paid, they will solicit the shipper for payment. It will then come back to the broker to save their customer relationship. If you are lucky enough to catch this prior to paying the original carrier, you are within your rights to pay the actual delivering carrier.

## HOW TO PREVENT DOUBLE BROKERING

The key to prevention is properly vetting the carrier. Verify all carrier information against what is on file with FMCSA. Using tools such as Carrier 411 and SaferWatch, verify that phone numbers, addresses, and emails match. Look for virtual address and new carriers starting out with a large fleet. If in doubt, call or email the contact listed on FMCSA and verify the original caller has authorization to book loads on their behalf. In my experience, go with your gut. If it feels wrong, it probably is.

If you are a victim of a double broker, submit a complaint to the National Consumer Complaint Database (NCCDB) by visiting <https://nccdb.fmcsa.dot.gov/nccdb/home.aspx>



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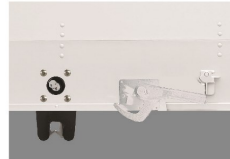
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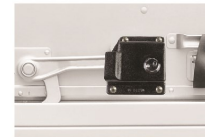
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CCPAC is operated by volunteer members—no salaries are paid to officers, staffers or Board members

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## ★ CCPAC & TAB ARE LOOKING FOR VOLUNTEERS ★

CCPAC and TAB urges you to consider sharing your talents with others who can benefit and learn from your experiences. We are both seeking individuals who are interested in serving as a CCPAC Officer or Committee Chair and/or TAB is looking to add CCP's as an Arbitrators.

Contact any CCPAC or TAB Officer or Director





**CCPAC MEMBERSHIP AND RENEWAL APPLICATION FORM**

- Place a check mark below to indicate the one membership type that you are selecting to join or renew membership as:
- CCP or HCCP** (NOTE: You must already be Certified "CCP" or "HCCP" as "HCCP" qualification enrollment is no longer open) both positions are Voting Members - \$125 membership dues annually.
  - Associate Member** (basic membership, not yet certified) Non-Voting member - \$125 membership dues annually.
  - Professional Member (Open only to attorneys-at-law practicing cargo & marine transportation law— as a Attorney Certified Claim Professional (ACCP) and is a non-voting member** - \$175 membership dues annually.
  - Corporate Sponsor** Membership – A Corporate Sponsor is a company, law firm or professional firm whose employees, Agents or associates are engaged in the handling, administration, collections and/or settlement of cargo loss prevention, law, subrogation and/or cargo security or provides consultation or other professional services to Such firms engaged in same. Membership includes corporate logo link posted to the CCPAC website and covers the annual membership dues of the Company (\$625) and its members and agents performing or providing such related work or services whether the employee or agent is a CCP, HCCP or an Associate Member up to 6 members. Each member over ten will be assessed a reduced annual dues of \$62.50 each and will be added to the cost of the basic Corporate Membership rate. Only those members who are CCP's or HCCP's of the Corporate Sponsor are voting members, all others are non-voting - \$625 dues annually for basic membership (includes up to 6 members).
  - Co-Sponsor Organization** – A Co-Sponsor Organization is an association, fraternal organization or educational institution that provides programs that contribute to or otherwise enhance the goals of CCPAC. Membership also includes your organizations logo link to the CCPAC website. Only CCP's & HCCP's of the Co-Sponsoring Organization are voting members, all others are non-voting) - \$395 membership dues annually.

<b>FIRST NAME</b>	<b>MI</b>	<b>LAST NAME</b>	<b>BIRTH DATE</b> [MM/DD/YYYY]

- Place a check mark below in the occupation field type that best describes your profession:
- Adjuster, inspector, marine surveyor
  - Air Carrier
  - Attorney / paralegal
  - Broker
  - Freight Forwarder
  - Insurance
  - Government
  - Household Mover
  - Importer / Exporter
  - Logistics Provider
  - Military
  - Motor Truck Carrier
  - Ocean Carrier
  - Parcel Carrier / Courier
  - Rail Carrier
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  - Other (specify) \_\_\_\_\_

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Upon receipt and acceptance of your application and payment of your annual membership dues, you will be provided a temporary password via email to access the secure side of our "Members Area". Renew or Pay on-line at [www.ccpac.com](http://www.ccpac.com) with a major credit card or complete this form and make check payable and mail to CCPAC and mail with application to:

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