



CargoWise Certified Professional

Frequently
asked questions

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Frequently asked questions

Certification

I would like to get fully certified in CargoWise. How can I achieve this?

Please read through the [For Individuals: CargoWise Certified Professional](#) section for more information on how to get started.

How do I receive my level certificate?

Once all exams have been completed for a certification level and within the required timeframe you will receive your level certificate automatically via email. You can also download a copy of your certificate by logging into My Account, going to My Profile > My Certifications and clicking on the Actions option in the left hand column.

If I don't use certain modules, do I still need to complete the relevant certification exams to get the CCO, CCS, or CCP level certificates?

Yes, even if you do not use certain modules, you will still need to meet the certification requirements to receive your certificate.

How long do I have to complete all exams to be certified?

You have 6 months to complete all exams for a certification level, when you take the first exam for a certification level the system records the date as the commencement date and sets the completion date to be in 6 months' time. You need to complete exams for each level over 6 months since the commencement date.

You will receive a notification on commencement of a certification level, a month before the completion date and a few days before completion date.

I have received a certificate but nothing is shown under "Specialising in"

Please raise an eRequest providing all the relevant information with Product: ENT, Criticality: CR9, Service: RPT.

I have already passed several exams, but now ticks next to them on the certification chart disappeared. Why?

When you take the first exam for a certification level the system records the date as the commencement date and sets the completion date to be in 6 months' time. All exams for this certification level need to be completed within the timeframe and if they are not then any exams outside of the timeframe will expire and need to be resat again.

You will receive a notification on commencement of a certification level, a month before the completion date and a few days before completion date.

I am certified to a level can I use the certification logo and if so how?

When you certify to either CCO, CCS or CCP you will be sent your level certificate along with a link and instructions on how to use the relevant certification logo. If you have misplaced this and you are certified to a level you will have access to a link and instructions at the top of the certification charts page on the [CargoWise Certification Programs](#) page.

Please ensure you read through the CargoWise Certification logo guide before using the logo ensuring you meet your corporate guidelines. We suggest you to use one logo and only show the logo of the highest level of certification attained.

I have received a notification saying I have a limited time to complete certification, why is this?

When you take the first exam for a certification level the system records the date as the commencement date and sets the completion date to be in 6 months' time. All exams for this certification level need to be completed within the timeframe and if they are not then any exams outside of the timeframe will expire and need to be resat again.

You will receive a notification on commencement of a certification level, a month before the completion date and a few days before completion date.

Our Staff have received certification notifications – can this be changed and not sent?

This is an automatically generated notification letting the user know how long they have to complete all exams for a certification level, for more information please refer to FAQ question – *I have received a notification saying I have a limited time to complete certification, why is this?*

This notification cannot be turned off or changed.

I have completed a certification level and received a certificate, why am I still receiving notifications?

Please check if the reminder you received is for the same level of certification as you have completed.

We notify users on commencement of each certification level so they are aware of how much time they have to complete all exams for that level. You may be receiving a notification for the next level.

If you believe you are receiving a notification in error please raise an eRequest providing all the relevant information with Product: ENT, Criticality: CR9, Service: RPT

Re-Certification

How can I re-certify?

We will be in touch via email 2-3 months before the expiry of your highest level certificate and will send you information on how you can re-certify along with an exam link. You will only need to complete one exam to re-certify and this exam will cover questions from all modules covered in that certification level.

As we mentioned you only need to re-certify once your highest level certificate is due to expire, so as example if you are certified for CCO, CCS and CCP you will only need to re-certify once your CCP certificate is due to expire.

The re-certification exams vary in the number of questions and time allocated to finish and this information will be covered in the email that is sent to you. We also send a reminder a month before expiry, if you have not received any notification from us please raise an eRequest providing all the relevant information with Product: ENT, Criticality: CR9, Service: RPT.

I am certified to CCP level which is still current and I want to re-new my CCO which has expired, what should I do?

You do not need to re-certify your CCO certification if you are certified to a higher level, for more information please refer to the FAQ question – *How can I re-certify?*

I have received the re-certification exam but the link is not working, what should I do?

Please raise an eRequest providing all the relevant information with Product: ENT, Criticality: CR9, Service: RPT.

I have not received a re-certification email as others in my company have, why is this?

This may be because your highest level certificate is not due to expire within the next 2-3 months, we suggest you check the expiry date of your highest level certificate and if it is due to expire within this timeframe please raise an eRequest providing all the relevant information with Product: ENT, Criticality: CR9, Service: RPT.

I am not sure when my certificate expires, can you tell me where I can find this?

You can find how long your certificate is valid for by looking at the Validity Period on your level certificate. If you have misplaced your certificate you can also check this information by logging into My Account, going to My Profile > My Certifications.

Exam Questions

Do I need to complete all of the exams for the Customs competency, or just the exams for my country?

You will need to complete the Generic Customs exam and all exams for your country. If there are no exams for your country, then you only need to complete the Generic Customs exam and the Schedules, Orders, and Transport Bookings exams.

I have received my level certificate, but the Job Costing and Operational Jobs exams are not showing on it. Why is this?

These exams are co-requisites to the operational competencies, and will therefore not show as separate exams on your level certificate. It is covered under the certification for the operational competency.

It looks like some exams are covered over multiple competencies, is this correct and how does this work?

Yes correct some exams appear more than once over multiple competencies, once an exam is completed under one competency we acknowledge that it is completed for all competencies where it is a certification requirement.

I am not sure that one of the exam question/answer is correct, what should I do?

Please raise an eRequest providing details on which question/answer you are referring to and also provide screenshots where possible.

Can I re-sit an exam if I have not passed?

Yes, if you have not passed you can re-sit an exams after 4 hours and can re-sit the exam as many times as you like.

If I re-sit an exam, what happens to my previous results?

The system will show your last exam results regardless of whether you have previously passed or not.

Other

I completed certification at my previous employment and would like to merge these results and have them show at my new employment, how do I do this?

To have your previous results merged or moved to your new employment please raise an eRequest providing all the relevant information with Product: ENT, Criticality: CR9, Service: RPT.

I have completed exams under multiple email addresses/companies and would like to merge these, how do I do this?

To have your previous results merge or moved to your new employment please raise an eRequest providing all the relevant information with Product: ENT, Criticality: CR9, Service: RPT.

My name is not correct on My Account and/or my Certificate, how can I have this fixed?

Please speak with your Systems Administrator to have this information updated in your CargoWise system.

My login credentials are not working for My Account, can you help me log in?

If you are not familiar with your MyAccount credentials, please reset your password via the below link – <https://myaccount-portal.cargowise.com/myaccount/Login/RetrieveLogin.aspx>

If you are still having issues please raise a CR9 eRequest.

How can I check the certification status of our staff?

If you do not already you will need to have access to be able to view all certification for your organization, to do this speak with your Systems Administrator. Once you have this access you should be able to access by logging into My Account, going to My Profile > My Certifications.

We are reviewing the certification reports and our staff are certified but not coming up can you advise why this might be the case?

We recommend using our certification portal as it contains the most up to date information.

For more information please refer to FAQ Question – *How can I check the certification status of our staff?*

I am not working for a CargoWise customer but would like access to the learning materials and certification exams, is this possible and if so is there a cost and will I be able to also access a copy of CargoWise?

Yes, if you are not working for one of our customers we can arrange for access to the My Account page on our website which contains online learning materials and certification exams.

There is no cost to have this access or to get certified, at this stage we do not offer a copy of CargoWise.

If you are interested in having access to My Account to access our online learning materials and certification exams please email the CargoWise Certification team

- cargowiseonecertifications@wisetechglobal.com

Questions?

Please raise an eRequest providing all the relevant information with:

Product: ENT

Criticality: CR9,

Service: RPT

