



KnowledgePort™

Your Destination for Training Resources to Enhance the Success of Your Business

Relevant and practical training you can use to protect your company and add valuable revenue streams.

Tradition of Training & Education

For decades, Roanoke has helped the transportation and trade community navigate the complexities of insurance, surety, and risk management by speaking at conferences, hosting webinars and conducting training seminars. We are thrilled to further our commitment to educating our clients through the expansion of our online training platform, KnowledgePort™.

Our courses are free to current Roanoke clients and are eligible for continuing education credits for the NCBFAA Educational Institute (NEI) certifications for Certified Export Specialists (CES) and Certified Customs Specialists (CCS) professionals.

Recorded Webinars

The webinar library is growing all the time and currently includes:

- How to Navigate a General Average
- How to Manage Risk in the Supply Chain
- MSAs and Shipper Contracts



Course List

ATA Carnet Fundamentals



You will learn about the ATA Carnet document and the process of temporary importation. The lesson will give insights into the many benefits of using an ATA Carnet. The course will cover what types of goods qualify for an ATA Carnet, the three types of temporary importation that fall under the ATA carnet, and how goods on the ATA Carnet may be exempted from other government requirements.

Cargo Insurance Basics



This series of lessons will familiarize you with how cargo insurance works and why it is important to offer it to your clients. You will learn what you need to know to discuss cargo insurance with your clients, including how carriers limit liability, coverages and clauses in the cargo policy, and what policy information is important for you to communicate to your clients and what questions you should always refer to your insurance broker.

Customs Bond Fundamentals



The purpose of this training module is to familiarize you with the basic customs bond concepts and terminology. The course defines customs bonds and describes the basic bond form. You will learn about major causes of bond losses and problem commodities, the primary responsibilities of the customs broker when executing customs bonds, basic bond amount calculations, and frequently required underwriting documents.



NEI Continuing Education Credits

Interactive courses approved by the NEI for 2 CES or CCS Continuing Education Credits.

Recorded webinars approved by the NEI for 1 CES and/or CCS Continuing Education Credit.

Intuitive Learning with Simple Registration

With KnowledgePort™ it is easy to register a single learner or a whole team, easy to navigate to the content most valuable to your organization, and easy to learn the material with professionally designed interactive lessons or recorded webinars that can be viewed and reviewed at your own pace.

Take advantage of the KnowledgePort™ online training platform to improve customer service, reduce service errors, increase revenues, and protect the bottom line.



Follow These Simple Steps to Register:

- 1 Go to www.roanokegroup.com.
- 2 Navigate to the Resource Center and select Tools & Training to find the KnowledgePort™ page and follow the link to register.
- 3 Complete the brief form and soon you will be on your way.
- 4 You can also contact your service representative for assistance at 1-800-762-6653 or email us at infospot@roanokegroup.com.
- 5 Contact us for information on registering multiple learners at one time.



1.800.ROANOKE



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www.roanokegroup.com