

Name: _____

Tariff 22 Test

Clearly circle the correct answer(s) for each question.

1. Tariff 22 is published by the Nebraska Public Service Commission and governs what?
 - a. Local moves in the state of Nebraska
 - b. All moving activity in the Midwest
 - c. Local moves in Kansas

2. According to Tariff 22 the moving company must provide coverage for their customers. What is the proper term for this coverage?
 - a. Insurance coverage
 - b. Valuation coverage
 - c. Safety net coverage

3. The minimum coverage is .30 per lb. per article. If a customer chooses .30 per lb. per article, and a 10 lb. item gets damaged, what amount of coverage will they have on the item?
 - a. \$30 of coverage
 - b. \$3 of coverage
 - c. \$70 of coverage

4. What is the cost of .30 per lb. per article valuation?
 - a. No charge
 - b. .30 per 100 lbs.
 - c. \$25 flat fee

5. Most furniture items are subject to the coverage the customer chooses. However, there are certain items that aren't covered. Which list below contains the items that are not covered?
 - a. documents, currency, money, jewelry, watches, precious stones or articles of extraordinary value including accounts, bill, deeds, evidence of debt, securities, notes, postage stamps, stamp collections, revenue stamps, letters
 - b. concrete furniture, dog houses, bird baths
 - c. lumber, metal, rocks, gravel

6. A customer cannot file a claim unless it is in writing.
 - a. TRUE
 - b. FALSE
 7. What is the time limit for a customer filing a claim?
 - a. Within 7 days of delivery
 - b. Within 30 days of delivery
 - c. No time limit
 8. Explosives are never to be hauled.
 - a. TRUE
 - b. FALSE
 9. If it is impractical to pick up or deliver to a location due to the condition of the roads, streets, driveways, alleys, or approaches, which of the following is true?
 - a. We are not obligated to make the delivery.
 - b. Keep trying until the truck is completely buried and all hope is gone.
 - c. Let the customer make the decision.
 10. Which of the following is NOT true regarding completing an inventory on a local move?
 - a. If we feel it's necessary due to high value items, we complete an inventory.
 - b. If the customer requests that we do an inventory, then we complete an inventory.
 - c. We only complete an inventory if the customer has a grand piano.
 11. If a customer inadequately packs extremely fragile items, we have the right to pack them properly at tariff rates or refuse to transport them.
 - a. TRUE
 - b. FALSE
 12. Perishable articles like food or plants are not covered unless arrangements have been made between the customer and us.
 - a. TRUE
 - b. FALSE
 13. Tariff 22 does allow for refrigerators, freezers, washing machines, televisions, and A/C units to be serviced upon the request of the customer. Which statement below is NOT true?
 - a. There is an extra charge for the service.
 - b. If external plumbing, electrical work, or carpentry is needed, that is acceptable.
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14. We are not required to accept difficult items that may cause damage to our equipment or property, and we also are not required to move items that cannot be moved without getting damaged.
 - a. TRUE
 - b. FALSE
15. The drive time from the warehouse to the origin and the drive time back to the warehouse from the destination should be billable time.
 - a. TRUE
 - b. FALSE
16. When figuring the ending time of the billable charges, which of the following is true?
 - a. Figure the end time to the next quarter hour
 - b. Figure the time to the exact minute
17. When figuring the starting time of the billable charges, which of the following is true?
 - a. Figure the start time to the previous quarter hour
 - b. Figure the time to the exact minute
18. The moving company is legally required to deliver the shipment even before the customer has paid.
 - a. TRUE
 - b. FALSE
19. How many miles does the Tariff 22 allow outside the corporate city limits of Kearney?
 - a. 15 miles
 - b. 5 miles
 - c. 0 miles
20. Packing services are based on an hourly rate.
 - a. TRUE
 - b. FALSE