

COP - Certified Order Processor Practice Test Questions and Answers

1. What is safety stock?

- A) Inventory reserved for fire-safety compliance
- B) Extra inventory held as a buffer against unexpected demand spikes or supply delays
- C) Goods set aside for quality inspection
- D) Products stored in a separate secure location

2. What is a supply chain?

- A) The internal workflow of a single warehouse
- B) The network of suppliers, manufacturers, distributors, and retailers involved in producing and delivering a product
- C) The list of vendors approved by the purchasing department
- D) The software system used to track inventory levels

3. What is a routing guide?

- A) A map provided to the delivery driver for last-mile routing
- B) A document from the buyer specifying which carriers and methods suppliers must use
- C) A carrier's internal schedule of delivery routes
- D) A warehouse floor plan showing pick paths

4. What is a freight claim?

- A) A request for a volume discount from the carrier
- B) A formal request for reimbursement due to lost or damaged goods during transit
- C) An advance payment to the carrier before shipment
- D) A document requesting expedited delivery

Answers: 1-B 2-B 3-B 4-B

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