



APICS CERTIFIED SUPPLY CHAIN PROFESSIONAL (CSCP)

Procedures for taking computer-based testing (CBT) exams in North America.



THE APICS CSCP PROGRAM

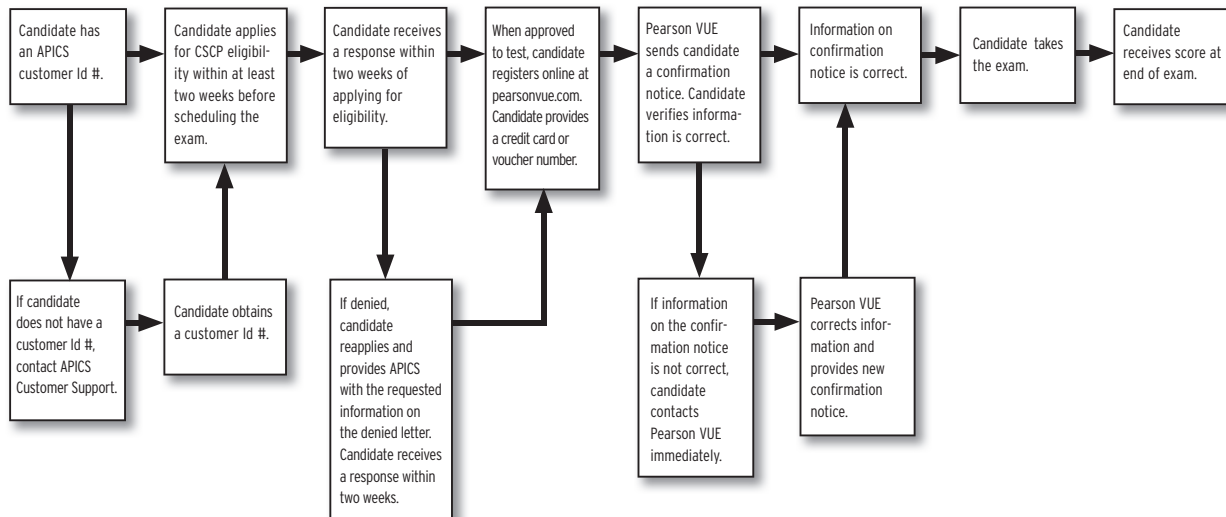
The APICS Certified Supply Chain Professional (CSCP) program is recognized worldwide as the premier supply chain management education and certification program. The APICS CSCP program takes a broad view of operations, extending beyond internal operations to encompass the entire supply chain—from supplier, through the company, to the end consumer. The program provides professionals with the knowledge necessary to understand and manage the integration and coordination of end-to-end supply chain activities.

The APICS CSCP program is divided into four modules to provide participants with the best possible educational assessment and knowledge base. More than 9,000 professionals have earned the APICS CSCP designation since the program was introduced in 2005. By earning the APICS CSCP designation, you demonstrate that you have mastered the APICS supply chain management body of knowledge and that you are committed to the profession. You must pass one comprehensive exam to earn the APICS CSCP designation.

Certification maintenance

To promote professional growth and lifelong learning, APICS CSCP designees must complete the Certification Maintenance program every five years. Complete details on how to maintain the APICS CSCP designation can be found at apics.org/Certification/Maintenance. Questions? Contact certification@apics.org.

Registration Flowchart for CBT Exam



GENERAL INFORMATION

APICS CSCP eligibility criteria

- A bachelor’s degree or equivalent plus two years of related business experience, or
- The APICS CPIM, CFPIM, CIRM, C.P.M., or CPSM designation plus two years of related business experience, or
- Five years of related business experience.

NOTE: You must have approved eligibility to register for the APICS CSCP exam.

Requirements

- Candidates can complete the online application at apics.org/Certification/CSCP/cscpexam or download a copy.
- Fill out the application form and provide current contact information.
- The name on all pieces of identification that will be used on the day of the test during the check in process must match the name provided during the registration and application process. If the names do not match exactly, candidates will not be able to take the test and will forfeit all registration fees.
- If you do not have your APICS ID, contact APICS Customer Service at 1-800-444-2742 or +1-773-867-1777.
- If you have never registered with APICS, you can register online to obtain your APICS ID or you can contact APICS Customer Service.
- Hard copy applications can be sent to:

APICS The Association for Operations Management
Attn: Certification Department
8430 West Bryn Mawr Avenue, 1000
Chicago, IL 60631 USA

APICS will review applications and notify candidates of eligibility status within two weeks of receipt.

Exam fees

Member \$630 (USD) per exam
Nonmember \$795 (USD) per exam
Retake \$385 (USD) per exam

Candidates taking the exam in Canada must add the 5 percent Goods and Services Tax (GST) or the 13 percent Harmonized Sales Tax (HST).

To qualify for the member, rate a candidate must be an active APICS member at the time of registration.

To qualify for the retake rate, a candidate must have previously taken the APICS CSCP exam and failed.

Number of exam questions

The exam consists of 175 multiple-choice questions (150 operational and 25 pretest). Pretest questions do not contribute to your total score but are necessary for research purposes. Pretest questions are randomly distributed among the scored items and are used for statistical purposes only. Candidates should answer all exam questions.

APICS CSCP score range

The APICS CSCP score range is from 200 to 350.

Fail = 200-299

Pass= 300-350

Length of the exam

Candidates have four hours to complete the exam.

Breaks

No breaks are scheduled during the exam. If you must leave the room during the exam, notify the test center manager before doing so. Timing will not stop during a break.

Misconduct

The test center manager is authorized to dismiss you from a test session for the following:

- Creating a disturbance.
- Giving or receiving help.
- Using notes, books, wristwatch calculators, digital assistants, electronic dictionaries or other aids.
- Using electronic devices, including mobile phones.
- Attempting to remove scratch paper from the testing room.
- Attempting to tamper with the computer.
- Attempting to remove test questions (in any format) from the testing room.
- Failing to follow the test center manager's directions.

If you engage in any of these forms of misconduct, at a minimum your exam will not be scored, your fees will not be refunded, and you will be prevented from retaking the exam for 6 months. Furthermore, acts of misconduct will be brought to the attention of the APICS Certification Committee and the APICS Ethics Committee, which may result in

- cancellation of your prior or current exam scores
- revocation of your certification
- discontinuation of your membership.

In addition, because the entire question data bank, the exam form, and all exam materials are copyrighted and are the legal property of APICS, legal action will be taken against anyone who violates the copyright laws by distributing examination content or materials through any form of reproduction. Oral, written, or electronic communication during the exam is strictly prohibited and punishable by law.

No-show policy

No-show candidates forfeit the exam fees. You are considered a no-show on the day of your scheduled exam if

- you fail to reschedule your exam appointment within the appropriate time frame
- you choose not to keep your exam appointment
- you do not have an acceptable reason for your absence
- the name on your identifications do not match the name you registered with and/or the name APICS has on file and you are not allowed in the testing room
- you arrive late for your exam.

Medical or other emergencies on test day

Only the following are acceptable reasons for missing your scheduled exam:

- serious illness (either candidate or an immediate family member*)
- death of an immediate family member
- a disabling traffic accident
- a court appearance or jury duty
- unexpected military duty

***NOTE:** Immediate family members include

- spouse
- children
- siblings
- parents
- grandparents.

If you miss the exam for any of these reasons, call Pearson VUE Customer Care immediately. The Pearson VUE representative will tell you how to submit written documentation of your emergency so that you are not penalized as a no-show.

Rescore policy

You have 90 days from the receipt of your score to challenge the results. If you would like to request a rescore, call APICS Customer Service at 1-800-444-2742 or +1-773-867-1777 and an associate will be happy to discuss the rescore process and related fees.

APICS CSCP qualifications

Candidates must pass the APICS CSCP exam to earn the APICS CSCP designation.

APICS CSCP certificates

Candidates who attain APICS CSCP status are awarded a personalized certificate within three to four weeks of receiving a passing score on the APICS CSCP exam.

REGISTERING FOR THE EXAM

Exam dates

Visit www.apics.org/Certification/CSCP/cscpeexam for up-to-date information on test windows.

Scheduling the exam

Candidates must access Pearson VUE at www.pearsonvue.com/apics.

- Before scheduling your exam, you have an APICS CSCP approval notification.
- If you have never registered with Pearson VUE, you must first create an account. Follow the online instructions.
- You must have an APICS ID to register. If you do not have your APICS ID, contact APICS Customer Service at 1-800-444-2742 or +1-773-867-1777.
- Candidates will need to add APICS in front of the ID numbers to register (example: APICS1234567).
- Candidates who have a six-digit APICS ID must add a leading zero (example: APICS0123456).
- When creating your account or registering for the exam, you must enter your name as shown on your identification. If your name does not match your identification, you will not be able to access the test center and you will forfeit all exam fees.
- Find the testing location convenient to you.
- Check the calendar for seat availability.
- Schedule the exam.
- Pay for the exam.

All registrations done via the Pearson VUE call center at 1-866-583-8949 have a scheduling fee of \$10 (USD).

Confirmation notices

- Candidates receive an email confirmation within 24 hours of registering.
- It is the candidate's responsibility to review the confirmation and ensure all the information is correct.
- If the information on the confirmation notice is not correct, contact Pearson VUE at 1-866-583-8949.

Receipts

You can print a receipt from the Pearson VUE at www.pearsonvue.com.

- You need to be logged into your account.
- Select "view schedule" from the website.
- Select the appropriate exam name.
- Print your receipt.
- If you register over the phone, ask a customer service representative to provide you with a receipt.

Cancelleds

- You must contact Pearson VUE at least two business days prior to the scheduled exam date.
- There is a cancellation fee of \$200 (USD).
- Cancellations can be done at www.pearsonvue.com/apics.
- All cancellations done via the Pearson VUE call center will incur an additional \$10 (USD) fee.

Reschedules

- Contact Pearson VUE at least two business days prior to scheduled exam date.
- There is a rescheduling fee of \$15 (USD).
- Reschedules must be done within the same test window; there are no exceptions for any reason.
- All reschedules done via the Pearson VUE call center incur an additional \$10 (USD) fee.

NOTE: *If you are interested in changing the scheduled date from one test window to the next, you must pay the \$200 (USD) cancellation fee and schedule the exam for the next window.*

Inclement weather

- Exams will be delayed or canceled only in emergencies.
- If severe weather or natural disasters make the test site inaccessible, the exam will be canceled.
- You can call Pearson VUE Customer Care to check the onsite status on the day of the exam.
- Canceled exams due to the above conditions can be rescheduled at no additional cost.

Accommodations for candidates with disabilities or special needs

Pearson VUE will comply with the provisions of the Americans with Disabilities Act (42 U.S.C. Section 12101 et seq.) and Title VII of the Civil Rights Act as amended (42 U.S.C. 2000e et seq.) to accommodate candidates who, because of disability or religious reasons, need special arrangements to take an examination. If you need special arrangements for testing because of a disabling condition, you may ask for special testing services.

If you need special arrangements, submit a written request that includes a current letter from a licensed physician, optometrist, social worker, clergy, nurse practitioner, or psychologist (including title, address, and phone number on professional letterhead) describing the nature of your functional limitation as it applies to taking a standardized, multiple-choice examination and the specific accommodations needed for testing.

These arrangements, if approved, will be provided at no additional cost. Contact the APICS Certification Department at certification@apics.org or call 1-800-444-2742 or +1-773-867-1777.

PREPARING TO TAKE THE EXAM

The APICS CSCP Learning System is a comprehensive professional development and exam preparation tool. It can be implemented in different learning formats:

- The self-directed learning option help you prepare at your own pace using a combination of print and online resources.
- The instructor-led learning option delivers one-on-one attention from an instructor-led class.
- The online learning option is done through classes at Fox Valley Technical College.

For complete details, visit www.apics.org/Certification/CSCP/cscpprepare.

ON THE DAY OF THE EXAM

What you must bring

A valid primary identification that must include a recent photograph and signature:

- driver's license
- passport
- military ID
- state ID
- company ID

A valid secondary identification that must include your signature:

- credit card
- check-cashing card
- citizenship card
- APICS membership card

No temporarily issued identification will be accepted. If you do not bring these items on exam day or the name you register with does not match your IDs, you will be denied admission to the examination. You will be considered a no-show and forfeit the full exam fee.

What may I bring to the exam?

- An online computer calculator is available during each computer-based exam, but you may also bring a simple nonprogrammable calculator into the exam room.
- English-Native language style books are the only written materials that you may bring into the exam room. These reference books should only contain the literal translation of English words, but should not include a description of the meaning of the word. The test center manager will inspect the reference books before you are admitted to the testing room.

You may not bring the following to the exam:

- the APICS Dictionary in any language
- books or papers of any kind (dry erase boards are provided by the test center)
- protractors, compasses, rulers, stencils, digital assistants, or other aids
- electronic devices of any kind, including cell phones and electronic dictionaries
- food, drinks, or tobacco
- visitors.

Reporting to the test center

You should arrive at the test center at least 30 minutes before your scheduled appointment to allow time for check in procedures. If you are late in arriving, you risk forfeiting the exam appointment; you will be considered a no-show and will forfeit the full exam fee.

Test security

Testing is monitored through the use of one or more of the following: a viewing window, a video monitor, or a sound-monitoring device in the room. Testing sessions may be photographed or videotaped to ensure the integrity of the APICS certification process.

Score reports

At the end of the exam, you will receive a printed score report that includes your name, the exam title, total score, and whether you passed or failed

NOTE: The examination answer sheets, worksheets, and/or any other test or test-related materials remain the sole and exclusive property of APICS. These materials are confidential and are not available for review by any person or agency for any reason. APICS staff is not allowed to address specific exam question issues, and to do so would impair the confidentiality and validity of the APICS examinations.

APICS Code of Ethics

Before you take an exam, you will be required to pledge to abide by the APICS Code of Ethics.

- To maintain and improve sound business practices and foster high standards of professional conduct.
- To hold in professional confidence any information gained of the business of a fellow member's company and to refrain from using such information in an unethical manner.
- To seek success without taking unfair advantage or using questionable methods that would compromise one's self-respect.
- To neither engage in nor sanction any exploitation of one's membership, company, or profession.
- To encourage and cooperate in the interchange of knowledge and techniques for the mutual benefit of the profession.
- To be careful with one's criticisms and liberal with one's praise—to build and not to destroy.
- When a doubt arises as to the right or ethics of one's position or action, to resolve such doubt according to generally accepted standards of truth, fair dealing, and good taste.
- To maintain high personal standards of moral responsibility, character, and business integrity.
- To uphold the high ideals of the association as outlined in the bylaws.

Failure to abide by APICS Code of Ethics policy may result in sanctions up to and including decertification.

Contact Pearson VUE at www.pearsonvue.com/apics or 1-866-583-8949 to:

- register for the exam
- cancel or reschedule the exam
- correct your confirmation notice
- request a receipt
- emergencies on test day
- test site issues.

Contact APICS Customer Service at 1-800-444-2742 or +1-773-867-1777 to:

- request an APICS ID
- order reference material
- make special accommodations for an exam
- take your exam outside of North America.

FREQUENTLY ASKED QUESTIONS

When will information on future APICS CSCP administrations be available?

Visit apics.org/CSCP for program updates.

I received an authorization-to-test notice from APICS for a previous exam. I did not take the exam and would like to register for the next exam. Do I have to reapply for eligibility?

No. Once your exam eligibility application is approved and you receive an authorization-to test notice from APICS, you will not be required to reapply for eligibility.

Do I have to be an APICS member to become certified?

No, but you will save money if you are a member. APICS members receive discounts on exam fees, reference materials, and educational programs. Nonmembers may register, but they must first call APICS Customer Service 1-800-444-2742 or +1-773-867-1777 to obtain an APICS ID.

Can I become an APICS member and register for an exam at the same time?

No. Your membership status must be active at the time you register to ensure that you receive the member rate.

What if my name has changed since registration?

Bring appropriate documentation of this change (for example, marriage license) to the exam site. If you do not bring the appropriate documentation, you will not be permitted to test.

Is there a waiting period to retake the APICS CSCP exam?

Yes. You must wait 14 days before retaking the APICS CSCP exam.

How can I provide feedback on the exam content?

Contact cscpexam@apics.org or
APICS The Association for Operations Management
Attn: CSCP Exam
8430 West Bryn Mawr Avenue, 1000
Chicago, IL 60631-3439 USA

What should I do if I have a test center complaint?

If you have a complaint about your test center or the test center management, contact cscpexam@apics.org or
APICS The Association for Operations Management
Attn: CSCP Exam
8430 West Bryn Mawr Avenue, 1000
Chicago, IL 60631-3439 USA

Can I go to the test site if I did not receive notification that I was registered?

No. You must contact APICS first to confirm you are registered. No candidates will be allowed in the test center if they are not registered.

Can candidates do a brain dump during the exam?

Yes. You can do a brain dump after the exam has officially started. This activity must be part of the total time allocation for the test and be done on paper or a white board given by the test center staff. Any brain dumping that has occurred prior to the start of the test is considered an outside resource and is not allowed at the test site.

Whom should I contact?

Call Holmes at (888) 266-9079 if you

- want to receive a free demo of the learning system
- want to purchase the learning system
- want to know how you can benefit from the learning system
- want to register for an instructor-led course

Call APICS Customer Support at (800) 444-2742 or (773) 867-1777 if you

- have a question about a payment method
- missed your scheduled exam
- wonder if your exam has been canceled because of bad weather
- need an APICS customer number
- need to order the APICS CSCP Exam Content Manual or other publications
- need information about the CSCP program
- need information about obtaining your APICS CSCP designation internationally
- need to take a review course to prepare for an APICS CSCP exam
- need to purchase an exam voucher

Go to pearsonvue.com/apics or call Pearson VUE Customer Care at 866-583-8949 if you

- have questions about your registration
- want to register to take an exam
- want to change or cancel your exam
- wonder if your exam has been cancelled because of bad weather
- missed your scheduled exam due to an emergency

All pricing policies and procedures in this bulletin are subject to change.



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