



APICS CERTIFIED SUPPLY CHAIN PROFESSIONAL (CSCP)

Procedures for taking computer-based testing (CBT) and paper-and-pencil exams
outside North America.

THE APICS CSCP PROGRAM

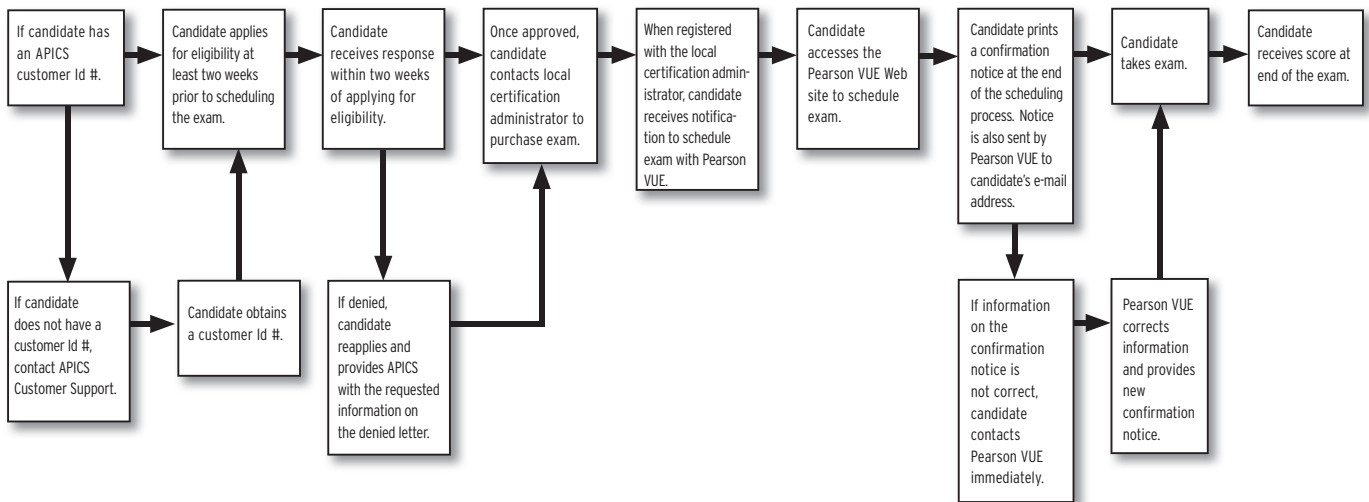
The APICS Certified Supply Chain Professional (CSCP) program is recognized worldwide as the premier supply chain management education and certification program. The APICS CSCP program takes a broad view of operations, extending beyond internal operations to encompass the entire supply chain—from supplier, 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.

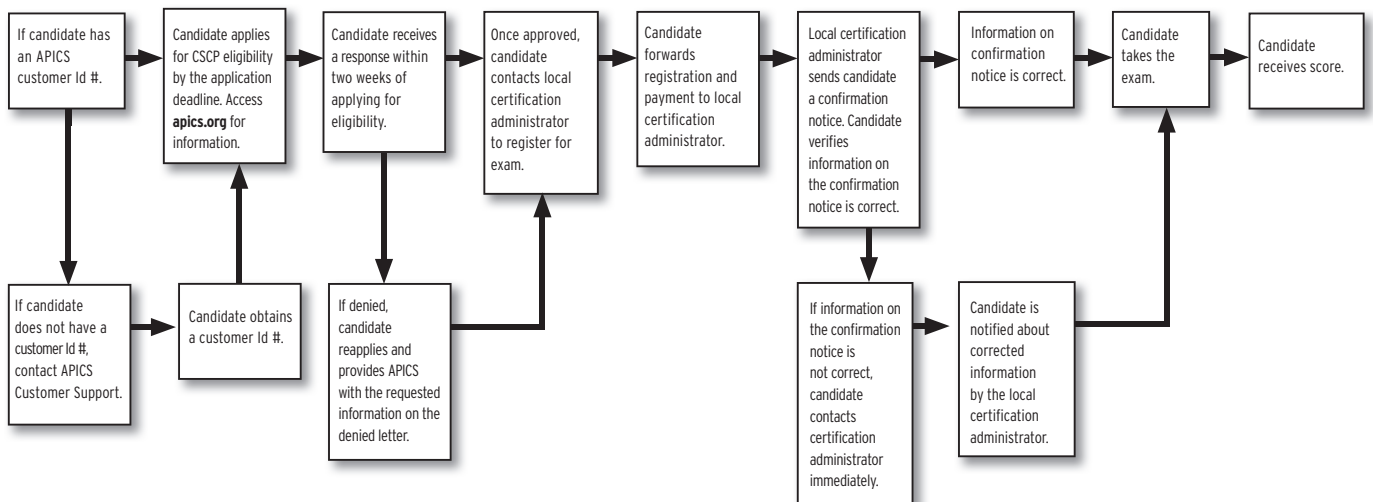
Certification maintenance

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



Registration Flowchart for Paper-and-Pencil 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 an authorization-to-test notice to register for the CSCP exam. You must submit an application to document eligibility. You will receive a response within two weeks of applying.

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

- Contact the certification administrator serving your area for information. Find your certification administrator at apics.org/international.
- 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 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.

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. APICS will send the certificates to the local administrator. If you do not receive a certificate please contact the local office.

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 acts 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.

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/cscpprep.

ON THE DAY OF THE EXAM

Reporting to the Test Center

You should arrive at the test center at least 30 minutes before your scheduled appointment to allow time to check in. If you arrive late, you risk forfeiting the exam appointment; you will be considered absent and will forfeit the full exam fee.

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 dictionaries 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 dictionaries 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, and other aids
- electronic devices of any kind, including cell phones and electronic dictionaries
- food, drinks, or tobacco
- visitors.

Medical or other emergencies on test day

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

- a serious illness (either candidate or an immediate family member*)
- a 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 the local office where you registered immediately. You will need to submit written documentation of your emergency, no later than 10 business days after the exam date, so that you are not penalized as a no-show.

COMPUTER BASED-TESTING (CBT) REGISTRATION PROCESS

REGISTERING FOR THE EXAM

Eligibility applications

Applications must be received at APICS at least two weeks before you plan to schedule the exam.

Exam dates

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

Exam availability

The APICS CSCP exam via CBT is only available in a limited number of countries. Please contact your local office for availability information at [visit apics.org/international](http://visit.apics.org/international).

Scheduling the exam

1. Candidates must have an authorization to test notice.
 2. Contact the local administrator in your area to register for the exam. Visit www.apics.org/international for up-to-date contact information.
 3. Once registered, you will receive notification from APICS or the local administrator that you are able to schedule the exam with Pearson VUE.
- Register with Pearson VUE www.pearsonvue.com/apics.
 - 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 be able to register. If you do not have your APICS ID, contact APICS Customer Service at +1-773-867-1777 or service@apics.org.
 - You will need to add APICS in front of ID numbers to register (example: APICS1234567).
 - Candidates who have a six-digit APICS ID must add a leading zero (example: APICS0123456).
 - Choose the CSCPI code for international testing.
 - 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, check seat availability, and schedule the exam.
 - Candidates who register over the phone with Pearson VUE will incur a \$10 (USD) charge.

Confirmation Notices

- Candidates will receive a confirmation notice via email within 24 hours of registering.
- It is the candidate's responsibility to review the confirmation notice to ensure all the information is correct.
- If the information on the confirmation notice is not correct contact Pearson VUE at (866)583-8949.

Cancellations

- You must contact Pearson VUE at least two business days prior to the scheduled exam date.
- Pearson VUE will provide you with a cancellation notification.
- You will then contact the local office to inquire about refund procedures.
- 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

- You must 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, no exceptions for any reason.
- Reschedules can be done at www.pearsonvue.com/apics.
- All reschedules done via the Pearson VUE call center will incur an additional \$10 (USD) fee.

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

Score report information

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.

PAPER-AND-PENCIL REGISTRATION PROCESS

REGISTERING FOR THE EXAM

Eligibility applications

Applications must be received at APICS by the scheduled deadline. Visit apics.org/Certification/CSCP/cscpexam for more information.

Exam dates

March 17, 2012

June 23, 2012

December 15, 2012

Test Sites

The following are some of the countries where exams are available. For the most up-to-date information on exam locations and test dates, visit apics.org/international.

| | | |
|--------------------|-----------------|----------------------|
| ARGENTINA | GERMANY | PORTUGAL |
| AUSTRALIA | INDIA | SAUDI ARABIA |
| AUSTRIA | INDONESIA | SINGAPORE |
| BELGIUM | IRELAND | SOUTH AFRICA |
| BRAZIL | ITALY | SPAIN |
| BULGARIA | JAPAN | SWEDEN |
| CHINA | KOREA | SWITZERLAND |
| COLOMBIA | MALAYSIA | TAIWAN |
| COSTA RICA | THE NETHERLANDS | THAILAND |
| DENMARK | NEW ZEALAND | TURKEY |
| DOMINICAN REPUBLIC | PHILIPPINES | UNITED ARAB EMIRATES |
| FRANCE | POLAND | UNITED KINGDOM |

Scheduling the exam

- You must have an authorization to test notice from APICS.
- Contact the local office in your area for
 - fee information
 - test locations
 - registration deadlines.
- Complete the registration form and forward it to your local office.
- Make sure to provide updated contact information.

Confirmation notices

- You will receive a confirmation notice approximately 7 to 10 days before the exam date.
- It is the candidate's responsibility to review the confirmation notice to ensure all the information is correct.
- If the information on the confirmation notice is incorrect, immediately contact the local office where you registered for the exam.

AFTER YOU HAVE REGISTERED

Reschedules

To reschedule your exam, contact the local office where you registered at least 35 days before your scheduled exam date.

Cancellations

- You must contact the local office where you registered no later than 10 business days prior to your scheduled exam date.
- A cancellation fee of \$200 (USD) will apply.

ON THE DAY OF THE EXAM

What You May Bring

- You may bring a simple, nonprogrammable calculator.
- English -Native language dictionaries are the only written materials that you may bring into the exam room. These dictionaries 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 these dictionaries before you are admitted to the testing room.

What You May Not Bring

- The *APICS Dictionary* in any language.
- Books or papers of any kind, candidates can use the blank spaces on their test book to make calculations.
- Protractors, compasses, rulers, stencils, digital assistants, or other aids.
- Electronic devices of any kind, including cell phones and electronic dictionaries
- No food, drink or tobacco.
- Visitors.

Score reports

Score reports include your name, the exam title, total score, and whether you passed or failed. Score reports for the examination will be issued approximately four to six weeks after the exam.

FREQUENTLY ASKED QUESTIONS

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 are not required to reapply for eligibility.

What are the registration deadlines for each paper-and-pencil exam administration?

You must contact the certification administrator serving your area. Visit apics.org/international for the most current contact information for your area.

What may I bring to the exam?

- English-native language dictionaries are the only written materials that you may bring into the exam room. These dictionaries 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 reference books before you are admitted to the testing room.
- Number two pencils.
- a nonprogrammable calculator.

You may not bring any other materials into the exam room.

What if my name has changed since registration?

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

When can I register for a CBT exam?

Because CBT seats are limited, candidates are encouraged to register as soon as the CBT window has opened to ensure best selection of available dates and times. Access the APICS Web site at apics.org/certification for the most current information on the CSCP windows.

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?

Candidates can e-mail cscpexam@apics.org

or write to

APICS The Association for Operations Management
Attn: CSCP Exam
8430 West Bryn Mawr Avenue
Suite 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, candidates are allowed to do a brain dump after the exam has officially started. This activity must be part of the total time allocation for the test.

Candidates testing via Paper-and-Pencil can do this activity on the blank pages of the test booklet.

Candidates testing via Computer Based Testing (CBT) can do this activity 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.

APICS CSCP PAPER-AND-PENCIL EXAM REGISTRATION FORM

FIRST NAME M.I. LAST NAME

APICS CUSTOMER SERVICE NUMBER* DATE OF BIRTH MONTH / DAY / YEAR

CURRENT JOB TITLE

Mailing Address (check one) Work Home

COMPANY NAME (ENTER COMPANY NAME ONLY IF YOU ARE PROVIDING YOUR WORK ADDRESS BELOW)

HOME ADDRESS

WORK ADDRESS

CITY STATE / PROVINCE

ZIP / POSTAL CODE COUNTRY

DAYTIME TELEPHONE DAYTIME FAX (if applicable)

EMAIL (EMAIL ADDRESSES ARE REQUIRED FOR ALL REGISTRATIONS)

EXAM DATE CITY NAME

PREFERRED ADDRESS:

Please indicate whether you are providing your work or home address by checking the appropriate box. Note that score reports will be mailed to the address you enter on this form. By signing and submitting this registration form, you accept the policies and agree to abide by the APICS Code of Ethics set forth in this APICS CSCP International Certification Bulletin.

SIGNATURE DATE

*If you do not know your APICS customer number, contact your certification administrator at least two weeks before the registration deadline. Contact the certification administrator serving your country for local registration deadlines and registration fees. Send the completed form along with your registration fee payment to the APICS international certification administrator for your country. Visit apics.org/certification/administrators for more information.



Whom should I contact?

Contact your local certification administrator if you

- want to register to take an exam
- want to change, cancel, or reschedule your exam test date
- have a question about or correction to your confirmation notice
- have a question about a payment method
- missed your scheduled exam
- wonder if your exam has been canceled because of bad weather
- need assistance with unresolved registration problems
- need answers to questions about credit card charges
- need special accommodations for an exam
- 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 domestically
- need to take a review course to prepare for an APICS CSCP exam

Email APICS at cscpexam@apics.org if you

- need information about the CSCP eligibility application
- need to know the status of your CSCP eligibility application
- need help with a complaint about a test center or a testing experience
- want help with any unresolved testing problems

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



APICS The Association for Operations Management
8430 West Bryn Mawr Avenue, Suite 1000
Chicago, IL 60631 USA

P +1-773-867-1777
T 1-800-444-2742
F +1-773-639-3008

apics.org