

# EXAM PROCEDURES FOR ALL APICS CREDENTIALS

# APICS EXAM HANDBOOK



# The APICS Exam Handbook

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# Introduction

The APICS Exam Handbook outlines all of the processes, policies and procedures regarding APICS credentialing programs. The Handbook will guide you through the process of applying for, purchasing, scheduling and sitting for an exam. It will also provide an introduction to maintaining your certification and provide instructions for obtaining your certificate after successfully earning your credential. APICS candidates should read through the Exam Handbook in its entirety before applying for or purchasing an APICS exam. Candidates are encouraged to visit their [My Account](#) page frequently to remain aware of their exam and credential statuses and expiration dates.

*The Certifications page in My Account contains the following credentialing information and resources:*

- Authorization to Test (ATT) status and expiration date
- Exam credit status and expiration date
- Credential status and expiration date
- Access to the Certification Maintenance Application
- Exam eligibility status and application access
- Access to the Certificate Request Form
- Order History
- Exam History Report
- Certification Verification Report
- Certification Recognition Letter
- Link to add your designation to LinkedIn

All processes, policies and procedures regarding APICS credentialing programs are subject to change. ASCM makes every reasonable effort to communicate upcoming changes to impacted candidates. However, candidates who are in the process of earning an APICS credential are subject to the most recent testing policies, processes and program requirements that are in effect to be awarded their desired credential. These policies and requirements are outlined in the most recent version of the APICS Exam Handbook, which is made available to the public at no cost through the ASCM website.

Candidates and authorized ASCM partners are ultimately responsible for staying informed of any changes to policies, procedures, processes or program requirements. Candidates are therefore encouraged to reference the APICS Exam Handbook periodically during their pursuit of any APICS credential. Policies and requirements outlined within discontinued documents that are no longer provided by ASCM, such as previous versions of the APICS Exam Handbook, do not grant exceptions to, nor supersede current policies, processes or requirements.

# Code of Ethics and Conduct

## **ASCM Code of Ethics**

- Maintain exemplary standards of professional conduct.
- Not misrepresent your qualifications, experience, or education to APICS or others you serve in a professional capacity.
- Respect and not violate the United States Copyright of all APICS materials, including but not limited to courseware, magazine articles and other APICS publications, APICS conference presentations, and examination resources. In this same spirit, you must not violate the copyright of other organizations and individuals in your professional capacity.
- Abide by all of APICS' published exam bulletins and exam procedures, including all of the rules and regulations of any third party that administers an APICS examination.
- Not engage in or sanction any exploitation of one's membership, company, or profession.
- Encourage and cooperate in the interchange of knowledge and techniques for the mutual benefit of the profession.
- In your professional capacity, respect the fundamental rights and dignity of all individuals. You must demonstrate sensitivity to cultural, individual, and role differences, including those due to age, gender, race, ethnicity, national origin, religion, sexual orientation, disability, language, and socio-economic status.
- In your professional capacity, not engage in behavior that is harassing or demeaning to others based on factors including, but not limited to, age, gender, race, ethnicity, national origin, religion, sexual orientation, disability, language, or socio-economic status.
- Adhere to this Code of Ethics and its application to your professional work. Lack of awareness or misunderstanding of an ethical standard is not itself a defense to a charge of unethical conduct.
- Contact APICS' Legal Department when uncertain whether a particular situation or course of action violates this Code of Ethics.
- Not to become the subject of public disrepute, contempt, or scandal that affects your image or goodwill.

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

## **Misconduct**

The test center manager or online testing proctor are authorized to dismiss candidates from a test session for reasons including, but not limited to:

- 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 and watches
- attempting to remove scratch paper from the testing room or having it in the vicinity of a remote proctored area
- attempting to tamper with the computer
- attempting to remove test questions (in any format) from the testing room/area
- failing to follow the test center manager's or online proctor's directions
- sharing exam content

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 may 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.

If a candidate engages in any of these forms of misconduct, at a minimum their exam will not be scored, their fees will not be refunded and they will be prevented from retaking the exam for a minimum of six months.

Furthermore, ASCM shall review acts of misconduct which may result in:

- cancellation of the candidate's prior or current exam scores
- revocation of the candidate's certification
- discontinuation of the candidate's membership

# Exam Information and Pricing

## ***Certified in Production and Inventory Management (CPIM)***

The APICS Certified in Production and Inventory Management (CPIM) program is recognized worldwide as the standard in production and inventory control. Candidates must pass the CPIM Part 1 exam and the CPIM Part 2 exam within three years in order to become certified. Earning the CPIM designation demonstrates competency in production and inventory management, one of the most critical functions within an organization for achieving and maintaining a competitive edge.

Candidates who have a current Basics of Supply Chain Management (BSCM) exam pass result (discontinued in 2018) as indicated in their exam history may complete the CPIM Part 2 exam to earn their CPIM certification without the need for completing the CPIM Part 1 exam. Alternatively, candidates who have a current pass result as indicated in their exam history for all of the following; Detailed Scheduling and Planning (DSP), Master Planning of Resources (MPR), Execution and Control of Operations (ECO) and Strategic Management of Resources (SMR) – all of which were discontinued in 2018 – may take the CPIM Part 1 exam to earn their CPIM without the need for passing the CPIM Part 2 exam. Exam completion validity cannot be extended.

- The CPIM exams were updated as a result of a recent Job Task Analysis (JTA) evaluation of the exam content by a panel of industry experts. The new CPIM Version 7.0 exams will become available in 2021. However, due to the worldwide impact of COVID-19 **September 30, 2021** – Last day to purchase a CPIM Version 6.0 Authorization to Test (ATT); Please note: if a CPIM Version 6.0 exam is failed after this date, a candidate must purchase a CPIM Version 7.0 exam for their retake.
- **April 2, 2022** – Last day to take a CPIM Version 6.0 exam

Candidates must plan their studies accordingly, and ASCM Partners must plan their classes accordingly to meet the aforementioned dates. ASCM will not grant exceptions to the deadlines listed above.

Exam information and pricing for the CPIM program can be found on the [CPIM program page](#) on the ASCM website. Candidates should contact their local ASCM Partner for information on discounted exam pricing and promotions and can visit the [Find a Partner webpage](#) to find a partner in their area.

Candidates who earn a CPIM certification must maintain their CPIM every five years to maintain recognition as being CPIM certified. For more information about certification maintenance, please visit the [APICS Certification Maintenance Handbook](#).

## ***Certified Supply Chain Professional (CSCP)***

The APICS Certified Supply Chain Professional (CSCP) program is recognized worldwide as the premier supply chain management educational 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. It provides professionals with the knowledge necessary to understand and manage the integration and coordination of end-to-end supply chain activities.

Exam information and pricing for the CSCP program can be found on the [CSCP program page](#) on the ASCM website. Candidates should contact their local ASCM Partner for information on discounted exam pricing and promotions and can visit the [Find a Partner webpage](#) to find a partner in their area.

Candidates who earn a CSCP certification must maintain their CSCP every five years to maintain recognition as being CSCP certified. For more information about certification maintenance, please visit the [APICS Certification Maintenance Handbook](#).

### ***Certified in Logistics, Transportation and Distribution (CLTD)***

The APICS Certified in Logistics, Transportation and Distribution (CLTD) program is recognized as the premier logistics educational and certification program. The CLTD program provides a comprehensive body of knowledge that sets the global standard for logistics best practices for professionals in the logistics, transportation and distribution industries.

Exam information and pricing for the CLTD program can be found on the [CLTD program page](#). Candidates should contact their local ASCM Partner for information on discounted exam pricing and promotions and can visit the [Find a Partner webpage](#) to find a partner in their area.

Candidates who earn a CLTD certification must maintain their CLTD every five years to maintain recognition as being CLTD certified. For more information about certification maintenance, please visit the [APICS Certification Maintenance Handbook](#).

### ***Supply Chain Operations Reference Professional (SCOR-P)***

The APICS Supply Chain Operations Reference Professional (SCOR-P) designation is awarded to those individuals who have successfully completed an examination that demonstrates mastery of the SCOR model, which enables them to effectively apply techniques for managing and measuring the performance of an organization's global supply chain.

Information on the SCOR-P exam and training can be found on the [SCOR-P endorsement page](#). Candidates who earn a SCOR-P endorsement are not required to submit maintenance to retain their SCOR-P credential.

# Purchasing an Exam

ASCM PLUS member pricing will be determined by a candidate's membership status at the time of checkout on the account being accessed to purchase an exam. Candidates who have an ASCM PLUS membership but do not see the correct pricing must contact ASCM Customer Relations before completing the checkout process. ASCM PLUS member discounts will not be applied retroactively once the exam has been purchased. Exam fees are non-transferable and non-refundable. Rates are subject to change. Local taxes may apply. Candidates must purchase their exam Authorization to Test (ATT) for the region in which they will be testing. For example, a candidate purchasing an ATT for a region other than North America may only test at an exam center outside of North America and vice versa.

## ***Purchasing an Authorization to Test (ATT)***

Candidates can purchase APICS exam ATTs through the ASCM website using a credit/debit card, PayPal or prepaid exam credit by adding their exam to the cart and completing the checkout process. Candidates purchasing a SCOR-P retake or a CPIM Part 1 China exam, however, must use the Authorization to Test (ATT) form located at [apics.org/att](http://apics.org/att).

Candidates must schedule and complete their exam prior to their ATT's expiration date, which is six months from the date that the ATT is purchased. If the ATT expires without being utilized to schedule and take an exam, the candidate forfeits the exam fee or any prepaid exam credits redeemed to purchase that exam ATT. All ATTs are non-refundable and non-transferable. Extensions are granted only for scheduled exams under conditions outlined in the Emergency Policy located later in this document or when stated in emails sent by ASCM to candidates impacted by large-scale natural or national disasters. ASCM recommends that candidates purchase their ATT either when they have completed their studies and are ready to take their exam or purchase their ATT just before their prepaid exam credit expires, whichever comes earlier.

If you wish to download a copy of your invoice or receipt, please follow the steps below:

- Login with your username and password at [www.ascm.org](http://www.ascm.org).
- Click on *My Account*
- Click *Order History*
- Click *Show Order Details* next to the invoice/receipt that you wish to download
- Click *Print Order Details*
- You may either directly print the invoice/receipt or save it as a PDF document

## ***Exam Credits***

Candidates may receive a prepaid exam credit from a partner as part of a ASCM Corporate Development-run class, from an authorized ASCM partner or through the purchase of a bundle. Candidates who have exam credits must redeem them to purchase an ATT for their exam before the exam credit's expiration date as indicated in a candidate's My Account page. Exam credits cannot be extended, are non-refundable, are non-transferable and do not hold cash value. Exam credits that are not redeemed by their expiration date are forfeited.

ASCM recommends that partners purchase exam credits or bundles for their students after their class rosters have been finalized and course dates have been firmly established.

## ***Disputed Payments***

If a payment for an APICS or ASCM product is disputed, ASCM may require the candidate to pay any costs incurred as a result of the fraudulent dispute and shall ban the candidate from electronic payment options in the future. In addition to this, exam results and any APICS credentials earned from successful completion of that exam in which payment was fraudulently disputed may be withheld from your account. Subsequently, in order to purchase ASCM products – including APICS exams – in the future, the candidate must contact ASCM directly to coordinate an ASCM-approved payment option.

# Scheduling and Rescheduling an Exam

## ***Scheduling an Exam***

Candidates must validate their information in order to schedule their exam after an Authorization to Test (ATT) is purchased. Candidates may opt to take an APICS exam at a test center by selecting “*At a local test center*” or online by selecting “*At my home or office*” during the scheduling process. ASCM encourages all candidates to schedule their examinations immediately after purchasing their ATT in order to ensure seat availability and maximize the variety of dates, times and locations available to them. Candidates will only be able to select an exam date that falls within their ATT validity period.

Upon scheduling their exam(s), candidates will receive a confirmation notice from Pearson VUE via email. It is the candidate’s responsibility to ensure that they are registered for the correct test, at the correct location, on the correct date and at the correct time. If there are any errors or discrepancies with their appointment or if no confirmation notice is received, the candidate must contact Pearson VUE directly.

For information about scheduling and taking an online proctored APICS exam through OnVUE, please refer to the OnVUE Online Proctored Exams section of this document.

## ***Eligibility***

Candidates must have an approved eligibility application on file in order to schedule the APICS CSCP exam. The CPIM, CLTD and SCOR-P exams do not have an eligibility requirement at this time. To be eligible for the CSCP, a candidate must meet at least one of the following criteria:

- hold a conferred bachelor’s degree or equivalent
- hold an APICS CPIM, APICS CIRM, APICS CSCP, APICS SCOR-P, APICS CLTD, APICS CTL, APICS CPIM-F, APICS CLTD-F, APICS CSCP-F, C.P.M., CPSM or CSM designation
- possess at least three years of related business experience

## ***Eligibility Application Process***

Candidates must complete the online application, which can be accessed through My Account prior to scheduling a CSCP exam. Candidates will receive an immediate status notification upon submission of their application.

ASCM reserves the right to randomly audit candidates’ qualifications and experience prior to the approval of an eligibility application. Candidates who have been randomly chosen for audit will also receive an immediate notification when applying along with detailed audit application instructions.

## ***Testing Accommodations***

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 reasonable special test arrangements are needed, candidates should follow the instructions posted in the *Test Accommodations* section of [pearsonvue.com/apics](http://pearsonvue.com/apics) prior to scheduling their exam. These arrangements, if approved, will be provided at no additional cost.

## ***Scheduling Instructions***

Candidates with a valid ATT can access the scheduling/rescheduling function for their exams online at any time through their My Account.

For detailed steps on the scheduling process, please visit the Scheduling Tutorial on the ASCM website.



If candidates are unable to use the online scheduling tool, they may contact [Pearson VUE](#) directly by phone to schedule or reschedule their appointment; however, an additional \$10 USD fee may apply.

You must schedule all exam appointments through Pearson VUE by phone or via your My Account. Do not contact a test center directly for scheduling/rescheduling.

### ***Rescheduling an Exam (test center appointments)***

Once an appointment to take an APICS exam at a test center is scheduled, it can only be rescheduled and cannot be canceled.

Candidates who need to reschedule their exam appointment can make modifications directly in the Exams section of My Account or by calling Pearson VUE directly. There is a non-refundable USD \$45 rescheduling fee. If rescheduling by phone, an additional USD \$10 fee will apply. Local taxes may also apply. Candidates scheduled to take an APICS exam at an authorized Pearson VUE test center must reschedule more than 24 hours before their scheduled exam appointment. Candidates may reschedule for any availability that resides within their ATT validity period. Availabilities that fall outside of a candidate's ATT validity period will not be displayed when rescheduling online.

Candidates who reschedule online must complete the rescheduling process in full to ensure that the appointment change is successful. If a candidate does not receive a rescheduling confirmation after rescheduling their exam, they should contact Pearson VUE support to confirm that their appointment has been successfully changed. Failure to confirm that a reschedule request has been successfully processed is not grounds to excuse a missed exam appointment.

If the candidate does not sit for the test, the exam fees are forfeit. ASCM does not accept reschedule requests.

### ***2<sup>nd</sup> Chance Exams***

Select bundles contain a 2<sup>nd</sup> Chance Exam feature, which provides a free retake under qualifying conditions. The 2<sup>nd</sup> Chance Exam feature will be listed in the description section of the product page for applicable bundles where purchased. Candidates who have purchased a bundle directly from ASCM for self-study should revisit the product page to confirm whether it contains a 2<sup>nd</sup> Chance Exam feature. Candidates who have received their bundle from an ASCM Partner should contact the partner directly to inquire if their bundle contains a 2<sup>nd</sup> Chance Exam. To be eligible for the free retake under the qualifying terms of the 2<sup>nd</sup> Chance Exam, a candidate must meet all the following conditions:

- purchase or be assigned a bundle containing the 2<sup>nd</sup> Chance Exam feature
- redeem the exam credit assigned from that bundle for an ATT prior to expiration
- test within 90 days of redeeming the exam credit
- receive a failing exam result for that attempt (absent or no-show exam results do not qualify)

If a candidate takes their exam beyond the 90-day eligibility period or fails to meet any of the aforementioned conditions, a free retake will not be provided. Exceptions will only be provided for candidates who have an absence for their scheduled exam excused by Pearson VUE under the Emergency Policy, which is outlined later in this document. If a candidate is unable to test within the 90-day 2<sup>nd</sup> Chance Exam eligibility period due to an unexpected test center closure, the candidate must contact ASCM Customer Relations.

If a candidate qualifies for a free retake under the conditions of the 2<sup>nd</sup> Chance Exam feature, the free retake will be awarded in the form of a six-month Authorization to Test (ATT).

***Military Base Test Center Policy***

Candidates who wish to take their exam at an authorized Pearson VUE on-base test center must have a valid government ID and authorization to enter the base. Candidates that do not already have permission to enter the base will be turned away by the testing center or military gate security. Candidates are encouraged to check [pearsonvue.com/apics](https://pearsonvue.com/apics) to find a listing of on-base exam centers before purchasing an exam.

## New\* OnVUE Online Proctored Exams

In response to the COVID-19 pandemic, ASCM in collaboration with Pearson VUE has temporarily launched a new online exam delivery option (OnVUE) to allow candidates the option to take an APICS exam in the comfort and safety of their own home or office.

All OnVUE exams should be treated similar to an exam at a test center. OnVUE exams require zero interruptions or the proctor may terminate the exam. Please review the [APICS OnVUE Exam Delivery Page](#) for more information and pertinent policies for more information.

### **System Requirements**

Prior to scheduling an OnVUE online proctored exam, candidates must visit the [APICS OnVUE Exam Delivery Page](#) on the Pearson VUE website for information about system requirements. Candidates must also run the system test for the same computer and network they intend to use on their exam day to ensure their computer meets necessary compliance. To conduct a system test, [please click here](#).

If an interruption occurs during an OnVUE online proctored exam as a result of problems caused by a candidate's computer or network connection, the test will be terminated and the exam fee forfeited. For that exact reason, Pearson VUE strongly recommends utilizing a wired network connection when testing online.

Please note that you must have permissions on your computer to download the necessary OnVUE software. If your computer is locked by your office administrator, please contact them to determine if you are able to download the OnVUE software.

### **Candidate Monitoring**

By taking this exam, candidates acknowledge that the proctor will continuously monitor them by video and audio during the exam and acknowledge and consent to audio and video recording of their face, voice, the physical room where they are seated and the location during exam delivery. Candidates recognize that they have no right to privacy at their location during exam delivery and that they waive any and all claims asserting a right to privacy. If candidates do not wish to be recorded (either by video or audio), they must notify the proctor immediately of their intent not to proceed with the exam.

If a candidate's face cannot be seen by the online testing proctor through video or if they cannot be monitored through audio, the exam may be terminated at the proctor's discretion. Candidates are notified of the requirement to remain within view of the proctor at the onset of each OnVUE exam. Any adjustments to the room setup or computer equipment – including but not limited to, lighting, temperature, ergonomics, humidity or power connectivity – must be completed before starting the check-in process. If a persistent and audible background noise prevents the proctor from monitoring a candidate during the exam, the testing session may be terminated at the proctor's discretion.

In addition, candidates must also adhere to the following rules when taking an online proctored exam.

- Candidates must be and remain fully clothed throughout the entire exam.
- Candidates cannot get up and walk around.
- No one can enter the testing area nor be detectable through audio.
- A clear beverage in any clear container is allowed, but no food or smoking.
- Candidates cannot move their webcam once your testing session has started.
- Mumbling or speaking out loud will lead to a warning and eventually termination if the warning is not yielded.

If candidates do not follow the online proctored policies, are suspected of cheating, are suspected of tampering with Pearson VUE's or its subcontractor's software, or if a third party is detected in the physical room during the exam, the exam will be immediately terminated. This will be reported to ASCM, along with audio and/or video evidence of the infraction.

### **Country Restrictions**

Certain government regulations may apply in your area and restrict the provision of an online option (including but not limited to China, Cuba, Iran, North Korea, Sudan, Japan and Syrian Arab Republic/Syria). Until government restrictions are lifted in those areas, we are not authorized to provide online proctored exams.

### **Scheduling an OnVUE Exam**

Candidates may opt to take an APICS exam using the new OnVUE system by selecting **At my home or office** during the scheduling process. If you choose to test at home or at your office, you will need to commit to the online delivery option. You will not be able to reschedule at a test center after scheduling an exam under this option.

Available times shown in the scheduling process reflect a candidate's local time zone based on the location provided in their ASCM account. All available appointments are shown by default in a 12-hour format within the scheduling and rescheduling process, but candidates do have the option of selecting a 24-hour format. OnVUE exams are administered 24 hours per day. Candidates are responsible for choosing the correct time of their online testing appointment and rescheduling if they inadvertently choose an undesired time.

Detailed instructions for scheduling an OnVUE online proctored exam can be found in the [Online Proctored Exam Scheduling Tutorial](#) on the ASCM website.

### **Online Exam Rescheduling & Cancellation Policy (effective as of December 20, 2020)**

Once an appointment to take an online proctored APICS exam is scheduled, it may either be rescheduled or cancelled up until the time of an appointment. Candidates scheduled to test at a local testing center will not have the option to cancel.

Candidates who need to reschedule or cancel their online proctored exam appointment can make modifications directly in the Exams section of My Account or by calling Pearson VUE directly. There is a non-refundable USD \$45 rescheduling fee. If rescheduling by phone, an additional USD \$10 fee will apply. Local taxes may also apply. Candidates who are scheduled to take an APICS exam through online and need to either cancel or reschedule their appointment must complete the rescheduling or cancellation process no later than the time of their appointment.

Candidates who reschedule may select any availability that resides within their ATT validity period. Availabilities that fall outside of a candidate's ATT validity period will not be displayed when rescheduling online. Candidates who reschedule online must complete the rescheduling process in full to ensure that the appointment change is successful. If a candidate does not receive a rescheduling confirmation after rescheduling their exam, they should contact Pearson VUE support to confirm that their appointment has been successfully changed. Failure to confirm that a reschedule request has been successfully processed is not grounds to excuse a missed exam appointment.

If the candidate does not attend their scheduled exam appointment or allows their Authorization to Test (ATT) to expire, the exam fees are forfeit. Cancellation of an online exam by a candidate does not extend the candidate's ATT. ASCM does not accept reschedule requests.

### **Accommodations for OnVUE Exams**

Because online proctored exams through the OnVUE testing platform are not delivered at a secured test center with authorized personnel physically present, some accommodations may only be available at a local testing center. For more information about accommodations, please refer to the Testing accommodations segment located in the previous section of this document.

### **Check-In and Testing Process**

Candidates taking an APICS exam using the OnVUE online delivery platform may start the check-in process up to 30 minutes before their exam time and are encouraged to check-in 30 minutes prior to their appointment.

Candidates are strongly encouraged to complete the [OnVUE Online Proctored Exam Setup Checklist](#) prior to starting the check-in process to configure their testing area and computer to reduce the likelihood of technical problems. During check-in, candidates will be asked to download the OnVUE smartphone app to upload a headshot photo and will be asked to submit pictures of the area in which they will be testing for review by the testing administrator. Once the check-in process is complete, the exam will begin once the proctor arrives.

Detailed check-in instructions for OnVUE online proctored exams can be found in the [Online Proctored Exam Scheduling Tutorial](#) on the ASCM website.

### **Online Proctored Exam Identification Policy**

Candidates are required to present a current government-issued ID. The first name and last name listed on the ID must match the first name and last name listed on the registration in the appointment confirmation email.

Acceptable forms of identification include: driver's license, military ID, identification card (national/state/province identity card), alien registration card (green card, permanent resident, visa), and government-issued local language ID (not in roman characters and accepted only if issued by the country in which you are testing). Minors who are under the age of 18 are permitted to present a valid student ID as a form of identification. A minor's guardian must also present a valid ID and provide verbal consent during the check-in process.

Candidates who do not have an acceptable form of ID, or require a name changes should contact [support@ascm.org](mailto:support@ascm.org) for assistance at least ten (10) full business days prior to their scheduled exam.

### **How to Access an OnVUE exam**

To begin the exam check-in process, candidates should access the *Certifications* section of their [My Account](#) and click the **Reschedule Exam** button. They will then be taken to the Pearson VUE site to begin their exam check-in.

Candidates may check-in for an OnVUE exam up to 30 minutes prior to their scheduled appointment time. During the exam check in process, if there are any technical issues or if a candidate's computer or the testing area cannot meet the setup requirements, it may delay the check in process and/or cause candidates to miss their scheduled exam. Online exam appointments can only be held for 15 minutes past the appointment time, so all necessary check-in steps must be successfully completed prior to that time to begin exam delivery. If a candidate's exam appointment is missed without scheduling or cancelling the appointment, the exam will be placed in absent status and the candidate must contact Pearson VUE support.

### **Breaks**

Breaks are not permitted during OnVUE online proctored exams. If a candidate leaves the testing administrators sight for any reason, the exam will be terminated, and exam fees forfeit. This restriction takes effect once a candidate clicks **Begin Exam** and begins the check-in process.

### **Prohibited Items & Room Requirements**

**Detection and/or use of any prohibited item listed below will result in the immediate termination of your exam. Exam fees will be forfeit and your exam results may be nullified.**

Candidates will not be allowed to be within arm's reach of the following items including, but not limited to;

- Mobile phones (except during check-in or when instructed otherwise by the proctor)
- Headphones or headsets (wired or Bluetooth)
- Handheld computers or other electronic devices
- Calculators (an onscreen calculator will be provided in the testing application)
- Pagers

- Watches
- Wallets
- Purses
- Bags
- Coats
- Hats (and other non-religious head coverings)
- Eyeglass cases
- Barrettes or hair clips larger than ¼ inch (½ centimeter) wide
- Headbands or hairbands larger than ½ inch (1 centimeter)
- Jewelry that is removable and larger than ¼ inch (½ centimeter)
- Books of any kind
- Firearms or weapons
- Notes or any other materials not specifically approved.
- exam-specific materials
- Scratch paper or erasable whiteboards (a digital whiteboard will be provided in the testing application)
- Any physical writing object such as a pen, marker or pencil.

A full list of prohibited items can be found on the [OnVUE Exam Delivery Page](#).

Some items that are otherwise permitted at test centers are not permitted for use when taking an online proctored exam because testing personnel are not present to inspect those items. Notable examples of items that are permitted when testing at a physical test center but not online are English-native translation dictionaries, handheld calculators, and dry-erase markers and whiteboards for taking physical notes. Candidates who wish to utilize such items should opt to take their exam at a local testing center.

Additional monitors and computers must be unplugged and turned off. Televisions must be turned off as well. Items on the wall with writing on them, such as whiteboards or blackboards, will be inspected. If the workspace does not pass a room scan, you will not be permitted to proceed with taking the exam.

During the delivery of an online exam from the moment a candidate begins the check-in process, the testing area should be treated similar to a test center environment. Consequently, wherever candidates choose to test, they should be in a walled room, with a closed door and without distractions. No other persons regardless of age are permitted in the room during the exam. If a third-party is detected – including infants - the test session may be terminated at the proctor's discretion and exam fees may be forfeit.

### ***Terminated Exams***

Candidates who have their online exam terminated must wait 14 full days before retaking the same exam. Candidates may test on the 15<sup>th</sup> day following their last exam (the day of the exam does not count toward to the 14 days). There are no exceptions to this policy.

If an online proctored testing session is terminated by a proctor as a result of a candidate misconduct or failing to follow testing instructions provided either verbally or in writing by ASCM or Pearson VUE, the candidate forfeits any fees paid, or exam credits redeemed for that exam, and the candidate may be prohibited from taking online exams in the future.

# On the day of the exam

## ***Reporting to the Test Center***

Candidates must check in at the test center no later than 15 minutes before their scheduled appointment. Candidates who arrive past this time may be refused admission to the test center and may lose their exam appointment. Furthermore, they may be considered a no-show and may forfeit the full exam fee. We recommend that you become aware of the route and location of your exam site prior to your scheduled appointment.

## ***Test Center Identification Policy***

Candidates must bring a valid primary identification, bearing a future expiration date that includes a recent photograph and signature:

- driver's license (except in China)
- passport
- military ID
- state ID
- company ID (except in China)

They also must bring a valid secondary identification that includes their signature\*:

- credit card
- check cashing card
- citizenship card
- another ID from the primary list

*\*For candidates taking their exam online via OnVUE, please refer back to the Online Proctored Exam Identification Policy in the previous section.*

The test center staff verifies only the first and last name on the IDs provided to ensure they match the first and last name on the exam registration. No temporarily issued or expired identification is accepted. Candidates who do not bring these items on exam day or whose name on the registration does not match their IDs will be denied admission to the examination. They will be considered a no-show and will forfeit the full exam fee.

Candidates who do not have two forms of identification that meets the above requirements due to local standards should contact [support@ascm.org](mailto:support@ascm.org) for assistance at least ten (10) full business days prior to their scheduled exam.

If a name change is required after the ATT is purchased, candidates must contact ASCM Customer Relations at [support@ascm.org](mailto:support@ascm.org) at least two business days prior to their scheduled exam. Candidates must submit a copy of the primary identification they are planning to use to support this change.

## ***Items Permitted at Local Test Centers***

An online computer calculator is available during each computer-based exam but bringing a simple nonprogrammable calculator into the exam room is also permitted.

English-native language translation books (print-format only) are the only written materials candidates may bring into the exam room. These books should contain only the literal translation of English words and should not include a description of the meaning of the word. The test center manager will inspect these books before candidates are admitted to the testing room.

Permitted items outlined in this section are *not* allowed during an online proctored APICS exam.

## ***What not to bring***

- APICS Dictionary in any language
- books or papers of any kind

- protractors, compasses, rulers, stencils, digital assistants or other aids
- electronic devices of any kind, including mobile phones and electronic dictionaries, glasses with a light or electronic component
- food, drinks or tobacco
- visitors

### ***Test center 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. If an issue occurs during your exam, notify your proctor immediately.

### ***Breaks***

No breaks are scheduled during the exam. If a candidate must leave the room during the exam, they must notify the test center manager. Timing will not stop during a break. For OnVUE online proctored exams, breaks are not permitted and a candidate's face must be visible to the online testing proctor via webcam at all times.

### ***No-show policy***

No-show candidates forfeit the exam fees. Candidates are considered a no-show on the day of their scheduled exam if they:

- fail to reschedule or cancel their exam appointment within the appropriate time frame
- choose not to keep their exam appointment
- have a name on their identifications information that does not match the name they registered with and/or the name ASCM has on file, and they are not allowed in the testing room
- arrive late for their exam
- fail to bring two forms of acceptable identification to the exam\*

*\*only one form of primary identification is required for OnVUE exams*

- fail to begin the check-in process for a scheduled OnVUE exam within 15 minutes of their scheduled appointment

### ***Test center closures***

If the test center closes, Pearson VUE will contact the candidate to reschedule the exam at no additional charge. Candidates can also contact Pearson VUE directly to inquire about test center closures.

Please see the [APICS Inclement Weather and Natural Disaster Policy](#), for information on weather related test center closures.

### ***Emergencies Policy***

If candidates miss a scheduled exam appointment for any of the reasons below, contact Pearson VUE customer service 10 business days of the exam date. Candidates must request to have an incident report opened to document the emergency. The call center representative will provide an incident number as well as a fax number to send in the required documentation. Candidates must submit written documentation, in English, in order to have their request reviewed. ASCM cannot accept any documentation, all documentation must be submitted to Pearson VUE.

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

- a serious illness (either candidate or an immediate family member\*). General or minor sickness does not qualify. Medical documentation is required for verification purposes.
- the death of an immediate family member
- a disabling traffic accident
- a court appearance or jury duty
- unexpected military duty



*\*Immediate family members include the following individuals:*

- *spouse*
- *children*
- *siblings*
- *parents (including mother in-law/father-in law)*
- *grandparents*

Examples of acceptable documentation include:

- a letter from a physician on letterhead, including title, address and phone number
- a death notice, obituary
- documentation from a court or the military

Please [contact Pearson VUE](#) directly if you miss or will miss a scheduled appointment due to an emergency. Candidates who have an approved emergency will receive an updated ATT or will be rescheduled. No refunds of the exam fees will be issued.

# After the Exam

## **Score report**

At the end of the exam, candidates will receive a printed score report that includes the candidate's name, exam title, score and pass or fail information. Please be sure to complete all components of the exam, including the post exam survey, and properly exit the exam to ensure your results are properly submitted. If no score report is received prior to leaving the testing center, candidates are able to print their score report directly from their Pearson VUE dashboard within 24 to 48 hours of the exam by clicking on the result of their exam in their exam history within My Account. Please review the [Downloading an Exam Score Report Tutorial](#) on the ASCM website for access instructions.

Please note that any score report printing issues are with the test center printer and have no impact on test results.

## **APICS exam and credential certificates**

Candidates who have earned an APICS designation or who have completed a CPIM Part 1, CPIM Part 1 China, or Basics of Supply Chain Management (discontinued January 2018) exam are eligible to obtain a downloadable PDF e-certificate while their credential or qualifying exam completion is valid. Notification will be sent via email to qualified candidates within 24 hours of completing the exam with detailed instructions on how to download their certificate. Printed certificates are not provided.

New certifications and exam results are updated daily. Please allow up to 24 hours for your results to be posted and applicable certificates to become available in My Account.

## **How to keep the designation**

Candidates are required to maintain their APICS designation every five years in order to maintain recognition of it. More information about maintenance is available on the [Certification Maintenance Page](#).

## **Lifetime certification**

Individuals at least 62 years of age or older who have a current certification are eligible to convert their certification to lifetime. Converting the certification to a lifetime designation eliminates the need to renew the certification every 5 years through the Certification Maintenance program and resets the certification expiration date to lifetime. Candidates whose certification is suspended or expired must bring their certification to good standing before lifetime certification is granted.

Individuals who meet lifetime requirements must notify ASCM in writing at [certification@apics.org](mailto:certification@apics.org) of their interest in being converted to lifetime status and must provide proof of age (driver's license, birth certificate or passport). There is no fee for this status change. Once approved, candidates are no longer required to maintain the designation.

## **Certification validation**

This online service located on the [Certification Validation](#) page will provide the public, prospective employers and other stakeholders with a way to verify an individual's certification status. Candidates may also view and print their own credential verification by accessing their My Account. APICS credential verification is designed to:

- Elevate the credibility of APICS certification in the marketplace
- Comply with industry best practice standards for publicizing certification credentials
- Protect the value of the credential for all our designees

*Note:* The Certification Validation service does not validate the completion of individual exams such as CPIM Part 1 or Basics of Supply Chain Management (discontinued in 2018) that do not [by themselves] award a

certification or endorsement.

### ***Retaking the exams***

Candidates who fail an APICS exam must wait 14 full days before retaking the same exam. Candidates may test on the 15<sup>th</sup> day following their last exam (the day of the exam does not count toward to the 14 days).

There are no exceptions to this policy.

### ***Appeals policy***

This is a formal process for a candidate to dispute an APICS Credential action, decision or determination under the following circumstances:

1. Inability to satisfy an APICS credential eligibility requirement, including those related to education or experience.
2. Inability to successfully pass the credential examinations.
3. Inability to satisfy a credential maintenance requirement.

Candidates who would like to request a formal appeal should email [certification@apics.org](mailto:certification@apics.org). Candidates must provide a specific reason for their appeal. Appeals must be submitted within 30 days of the appealing incident or adverse ruling. The appeals application fee is \$150.00 (USD) and is non-refundable. Institutional policies outlined in this document and certification standards may not be disputed.

### ***ASCM Privacy Policy***

In applying for APICS Certification Programs, you consent to ASCM's disclosure of certification information to third parties. Moreover, in applying for APICS Certification Programs you acknowledge and waive any and all rights to opt out of our collection and distribution of your certification information, and you further agree that ASCM has no liability for providing this information. To view the detailed ASCM Privacy Policy, please click [here](#).

For frequently asked questions, please visit [APICS Credential FAQs](#).

## Whom should I contact?

Contact ASCM Customer Relations at 1-800-444-2742 or 1-773-867-1777 or [support@ascm.org](mailto:support@ascm.org) if you:

- Have a question about a payment method
- Need information about an APICS credential offering
- Have problems purchasing an exam
- Have problems downloading your APICS electronic certificate
- Need to make a name change after the ATT was issued

Contact [Pearson VUE's online customer service](#) if you:

- Need help scheduling your exam (and are unable to access your My Account)
- Missed your scheduled exam for emergency reasons
- Want to reschedule or cancel your exam test date (and are unable to access your My Account)
- Have a question about or correction to your confirmation notice
- Wonder if your exam has been canceled because of bad weather
- Need assistance with unresolved scheduling problems
- Need special accommodations for an exam
- Have a complaint about a test center or a testing experience
- Have attempted to take an online proctored exam and encountered a problem
- Have questions about requesting reasonable testing accommodations

Contact your local ASCM Partner if you:

- Want to become a joint member
- Want to purchase an exam credit
- Have questions or would like to register for an exam preparation course

Contact ASCM at [certification@apics.org](mailto:certification@apics.org) if you:

- Have questions regarding the APICS Certification Maintenance program

*All pricing, policies and procedures in this document are subject to change.*



[ascm.org](http://ascm.org)

