EXAM PROCEDURES FOR ALL APICS CREDENTIALS

APICS EXAM HANDBOOK

APICS

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 APICS exam, as well as maintaining your certification and 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 APICS page www.apics.org/myapics frequently to remain aware of their exam and credential statuses and expiration dates.

The My APICS page 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
- Certification Maintenance Application
- Exam eligibility status and application
- Certificate Request Form
- Order History
- Exam History Report
- Certification Verification Report
- Certification Recognition Letter
- Add your designation to LinkedIn

Code of Ethics and Conduct

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

Misconduct
The test center manager is authorized to dismiss candidates from a test session for the following reasons:

- 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
- 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, APICS 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. The CPIM designation is awarded to those individuals who successfully complete the exams, demonstrating competency in production and inventory management.

NEW! The CPIM certification program has been streamlined to better serve the needs of the supply chain workforce by reducing the number of exams. The information and links below provide information regarding the availability of the streamlined CPIM Version 6.0 two-exam format and the phase-out of the CPIM Version 5.0 (legacy) five-exam format:

CPIM Version 6.0 Two-Exam Format: CPIM Version 6.0 timeline and exam information.

Note: Already taken the CPIM BSCM exam? The current CPIM BSCM exam counts towards the new, streamlined CPIM Part 1 exam. You are only one exam away from earning your CPIM Certification.

CPIM Version 5.0 Five-Exam Format: The CPIM Version 5.0 exams are only available to candidates who have completed one or more of the legacy exams, (MPR, DSP, ECO, SMR). Exam details and pricing for the five-exam format will remain available to candidates until the program is discontinued in 2018. View the CPIM Version 5.0 phase-out timeline for a complete list of dates for the discontinuation of the courseware and exams.

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 end-to-end supply chain—from supplier, through the company, to the end consumer.

Exam information and pricing for the CSCP program can be found on the following pages: North America/Outside North America.

Certified in Logistics, Transportation and Distribution (CLTD)

The APICS Certified in Logistics, Transportation and Distribution (CLTD) program is the premier logistics educational and certification program that 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 following page: CLTD exam information and pricing.

Supply Chain Operations Reference Professional (SCOR-P)

The APICS 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 organizations global supply chain.

Candidates receive an Authorization to Test (ATT) as part of their class registration. No additional purchase is necessary beyond the class enrollment fee. Information on the SCOR-P exam and training can be found on the following page: SCOR Professional Training

Candidates should contact their local APICS partner for information on upcoming classes and pricing.

Purchasing an Exam

Member pricing will be determined by member status on the APICS system at the time the Authorization to Test (ATT) form is completed. Member price will not be applied retroactively. Exam fees are non-transferable and non-refundable. Rates are subject to change. Local taxes will apply. Candidates must purchase their ATT in the region for which they will be testing. For example, a candidate purchasing an ATT outside of North America may only test at an exam center outside of North America and vice versa.

Purchasing an Authorization to Test (ATT)
Candidates are able to purchase APICS exams through the Authorization to Test (ATT) form at apics.org/att. Candidates must schedule and complete their exam prior to their ATT's expiration date. If the ATT expires without being used to schedule an exam, the candidate forfeits the exam fee. All ATTs are non-refundable and non-transferable.

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.apics.org
- Click on **My APICS**
- Navigate to the **Order History** box on the My APICS page
- Locate the order # you would like a copy of
- Click the order # link
- You will arrive on the order confirmation page
- Click **Download Invoice** (clicking the "Download Invoice" button will generate a PDF of this order)

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

- hold a conferred bachelor's degree or equivalent
- hold an APICS CPIM, APICS CFPIM, APICS CIRM, APICS CSCP, APICS SCOR-P, APICS CLTD, APICS CTL, 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 at apics.org/eligibility prior to purchasing their ATT.
- Candidates will receive immediate status notification upon submission of application.

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

Scheduling and Rescheduling an Exam

Scheduling an exam
Candidates will be immediately redirected to the Pearson VUE scheduling system after an ATT is purchased with a credit card, PayPal, or exam credit. APICS encourages all candidates to schedule their examinations immediately after purchasing their ATT in order to ensure seat availability. Candidates will only be able to select an exam date that falls within their ATT validity period.

Upon scheduling the exam(s), candidates will receive a confirmation notice from Pearson VUE via email. It is the candidate's responsibility to review the information within the confirmation notice to ensure they are registered for the correct test, at the correct site and on the correct date. If there are any errors or if no confirmation notice is received, the candidate must contact Pearson VUE directly.

Scheduling Instructions
Candidates can access the scheduling/rescheduling function for their exams online at any time through their My APICS account by following instructions below:

- Login into your **My APICS account**
- Click on **MY APICS**
- Scroll down to the **Exam Authorization and Credits** section
- Select the **schedule/reschedule** option next to your exam.

If candidates are unable to use the online scheduling tool, they may contact Pearson VUE directly by phone to schedule or reschedule their appointment. In addition to the $45 USD rescheduling fee, an additional $10 USD fee may apply.

You must schedule all exam appointments through Pearson VUE via your My APICS account. Do not contact the test center directly for scheduling/rescheduling.

Rescheduling an exam
Candidates must reschedule the examination **more than 24 hours prior** to their exam appointment. Candidates can reschedule through their My APICS account or by contacting Pearson VUE directly. APICS does not accept reschedule requests.

Once an exam authorization is scheduled, appointments can only be rescheduled.

Candidates who need to reschedule their exam appointment can make modifications directly in their My APICS account under the Exam Authorization and Credits section or by calling Pearson VUE directly. There is a non-refundable USD $45 rescheduling fee. Candidates must reschedule more than 24 hours before their scheduled exam appointment. If the candidate does not sit for the test, the exam fees are forfeit.

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.

What to bring
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

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 a primary ID that meets the above requirements due to local standards should contact exams@apics.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 APICS at service@apics.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.

Permitted items
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 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.

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 components
- food, drinks or tobacco
- visitors

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. 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.

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 APICS 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

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
If candidates miss a scheduled exam appointment for any of the reasons below, contact Pearson VUE within 10 business days of the exam date at http://www.pearsonvue.com/apics/contact/. Candidates must request to have an incident report opened to document the emergency situation. 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. APICS 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*
- *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 My APICS account by following the instructions below.

- **Login** with your username and password at www.apics.org
- Click on **My APICS**
- Scroll down to the **Exam Authorization and Credits** heading
- Locate the exam and to the right, click **View/Modify or Reschedule** (whichever is listed)
- You will be directed to the Pearson VUE website.
- Click on the **Home** link at top of page
- Click on **View Score Reports**
- Click on **View** to access your score report

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

APICS credential certificate
Candidates who have earned an APICS designation are eligible to obtain a certificate. Notification will be sent via email to qualified candidates within 24 hours of completing the exam with detailed instructions on how to obtain their certificate. Candidates can choose from two delivery options in their My APICS account:

- Download an electronic certificate at no charge and print locally.
- Request a printed certificate. The first requested certificate is complimentary (shipping fees may apply) depending on candidate shipping selection.

How to earn and keep the designation
Candidates must pass all five APICS CPIM exams within 10 years to earn the APICS CPIM designation. Candidates are required to maintain the designation every five years. More information about maintenance is available at apics.org/maintenance.

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 APICS in writing at 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.

Credential verification
This online service located on the Credential Verification 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 APICS 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

Retaking the exams
Candidates who fail an APICS exam must wait 14 full days before retaking the same exam. Candidates may test on the 15th 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
Candidates who would like to dispute an APICS Certification action, decision, or determination must request a formal appeal at [certification@apics.org.](mailto:certification@apics.org) The appeals application fee is $150.00 (USD) and is non-refundable.

APICS Privacy Policy
In applying for APICS Certification Programs, you consent to APICS 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 APICS has no liability for providing this information. To view the detailed APICS Privacy policy, please click [here](#).

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

Whom should I contact?

Contact APICS Customer Service at 1-800-444-2742 or 1-773-867-1777 or service@apics.org if you

- have a question about a payment method
- need information about an APICS credential program
- have problems completing the Authorization to Test Request Form
- 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 APICS account)
- missed your scheduled exam for emergency reasons
- want to reschedule or cancel your exam test date (and are unable to access your My APICS 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

Contact your local APICS partner if you

- want to become a joint member
- want to purchase an exam credit

Contact APICS at exams@apics.org if you

- need help with any unresolved testing problems

Contact APICS at 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.