APICS EXAM HANDBOOK& TESTING POLICIES

Exam procedures
for APICS credentials

APICS   ASCM ASSOCIATION FOR SUPPLY CHAIN MANAGEMENT

The APICS Exam Handbook

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Introduction

The APICS Exam Handbook and Testing Policies outlines 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 also introduces maintaining your certification and provides instructions for obtaining your certificate after successfully earning your credential. Candidates should read through the 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 My Account 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
- 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, procedures, and prices regarding APICS credentialing programs are subject to change. ASCM makes every reasonable effort to communicate upcoming changes to affected candidates. However, candidates who are in the process of earning an APICS credential are subject to the most recent testing policies, processes, prices, 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 and Testing Policies, 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 and Testing Policies 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 and Testing Policies, 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' and ASCM published exam policies and exam procedures, including all 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 exam content test questions (in any format) from the testing room/area or online testing
- Failing to follow the test center manager's or online proctor's directions
- Sharing exam content
- Using someone else to take an exam for them (proxy testing)
- Accessing exam questions prior to an exam
- Accessing materials during the exam that are not essential
- Receiving live assistance during an exam except for authorized Pearson VUE technical assistance
- Anomalous testing behavior as determined by forensic data analysis

In addition, the entire question data bank, 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, in ASCM's sole discretion, a candidate is determined to have engaged 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 at least 180 days.

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
- Temporary or permanent suspension from purchasing and taking APICS examinations
- Working with authorities to pursue legal action, as necessary

Any suspected misconduct violations must be reported immediately to support@ascm.org.

Exam Information and Pricing

Certified in Planning and Inventory Management (CPIM)

Effective February 25, 2021, the Certified in Production and Inventory Management program was renamed Certified in Planning and Inventory Management (CPIM) to better represent the program's subject matter and content. The change will not affect the status, maintenance timeline, or original certification date of any pre-existing certifications. This name change will be represented on all newly awarded CPIM certifications and retroactively applied to all pre-existing certifications.

The APICS CPIM program is recognized worldwide as the standard in planning and inventory control. Earning the CPIM designation demonstrates competency in planning and inventory management, one of the most critical functions within an organization for achieving and maintaining a competitive edge.

After a comprehensive study of the current market and feedback from industry subject matter experts, including the APICS Certification Committee, the decision was made to reconfigure the CPIM program from two exams to one exam. The new CPIM Version 8.0 became available in 2023.

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 about discounted exam pricing and promotions. They may visit the Find a Partner page http://www.apics.org/apics-for-individuals/partners/find-a-partner to find a partner in their area.

Candidates who earn a CPIM certification must maintain their CPIM certification every five years to continue being recognized as certified. For more information about certification maintenance, please refer to 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. The program provides professionals with the knowledge necessary to understand and manage the integration and coordination of end-to-end supply chain activities.

To continuously improve ASCM certifications and encourage all interested learners to earn their designation, ASCM eliminated the eligibility requirement for the CSCP certification program. This change took effect on December 2, 2022. Candidates may continue their certification journey without submitting an eligibility application or waiting for approval.

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 about discounted exam pricing and promotions. They may visit the Find a Partner page http://www.apics.org/apics-for-individuals/partners/find-a-partner find a partner in their area.

Candidates who earn a CSCP certification must maintain their CSCP certification every five years to continue being recognized as certified. For more information about certification maintenance, please refer to 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 about discounted exam pricing and promotions. They may visit the Find a Partner page to find a partner in their area.

Candidates who earn a CLTD certification must maintain their CLTD certification every five years to continue being recognized as certified. For more information about certification maintenance, please refer to the APICS Certification Maintenance Handbook.

Certified in Transformation for Supply Chain (CTSC)

The new APICS Certified in Transformation for Supply Chain (CTSC) credential will equip supply chain professionals responsible for driving transformation with a collected group of best practices, knowledge, skills and abilities to initiate and enact supply chain transformation. The CTSC will leverage industry global standards, such as ASCM standards (SCOR DS, enterprise standards for sustainability, DCM) as tools for assisting with supply chain transformation.

Exam information and pricing for the CTSC program can be found on the CTSC program page. Candidates should contact their local ASCM Partner for information about discounted exam pricing and promotions. They may visit the Find a Partner page to find a partner in their area.

Candidates who earn a CTSC certification must maintain their CTSC certification every five years to continue being recognized as certified. For more information about certification maintenance, please refer to the APICS Certification Maintenance Handbook.

APICS Credentialing Program Learning Systems

All learning systems for APICS Credentialing Programs are accessible online for 12 months from the date of purchase. To extend your access, you must purchase and schedule your exam. Once it is scheduled, contact our Customer Support team with those details and it will automatically be granted to that date.

The APICS Learning Systems do not "teach the tests." The APICS Learning Systems provide a thorough review of the subject matter, but they should not be used without the most current APICS Exam Content Manual (ECM) as a means to direct candidates to study. There will likely be some content in the exam not covered by the learning system; there will likely be some content in the learning systems not covered by the exams. No exam questions are derived from the learning systems. Thus, it is essential for candidates to use the current ECM for the certification they are pursuing in their studies.

Per ASCM policy, APICS Learning Systems are non-transferrable and non-refundable.

To access the APICS Learning System, login at http://apics.partnerrc.com.

Purchasing an Exam

ASCM Certification Upgrade pricing will be determined by a candidate's membership type at the time of checkout. Candidates who have a Certification Upgrade – but do not see the correct pricing – must contact ASCM Customer Support <u>before</u> completing the checkout process. Certification Upgrade 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.

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 an exam to the cart and completing the checkout process.

Candidates must schedule and complete their exam prior to their ATT's expiration date, which is 180 days from the date that the ATT is purchased through ascm.org. If the ATT expires without being used 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 explained 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 ascm.org
- Select My Account
- Select Order History
- Select Show Order Details next to the invoice/receipt that you wish to download
- Select Download Order Receipt
- You may either directly print the invoice/receipt or save a PDF

Exam Credits

Candidates may receive a prepaid exam credit from a partner as part of an ASCM Corporate Development run class, from an authorized ASCM partner or through the purchase of a bundle. Candidates who purchase exam credits will receive an authorization to test (ATT) that is valid for 365 days from the date of purchase. Candidates who do not sit for their exam by their expiration date as indicated [My Account](#) page will forfeit their exam fees. Exam credits cannot be extended, are non-refundable, and are non- transferable.

ASCM recommends 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, exam results and APICS credentials earned from successful completion of an exam in whichpayment was fraudulently disputed may be withheld. 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 or 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, candidates will receive a confirmation notice from Pearson VUE via email. It is the candidate's responsibility to ensure 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.

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 https://home.pearsonvue.com/Test-takers/Accommodations.aspx 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 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; an additional $10 USD fee may apply.

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

Test Center Exam Rescheduling and Cancelation Policy
Once an appointment to take an APICS exam at a test center is scheduled, it may be rescheduled or canceled. Candidates looking to reschedule or cancel their exam appointment may make modifications directly in the Exams section of My Account or by calling Pearson VUE. There is a non-refundable $45 USD fee for rescheduling and cancelation. If rescheduling or canceling by phone, an additional $10 USD fee will apply. Local taxes may apply. Candidates scheduled to take an APICS exam at an authorized Pearson VUE test center must reschedule or cancel their exam appointment more than 48 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 or cancel online must complete the rescheduling or canceling process in full to ensure that the appointment change is successful. If a candidate does not receive a rescheduling or cancelation confirmation after rescheduling or canceling their exam, they should contact Pearson VUE support to confirm that their appointment has been successfully changed. Failure to confirm that a reschedule or cancel request has been successfully processed or changed will not excuse a missed exam appointment.

If the candidate does not sit for the test, the exam fees are forfeit. Rescheduling or cancelation of an online exam by a candidate does not extend the candidate's ATT. ASCM does not accept reschedule or cancelation requests.

2nd Chance Exams

Select bundles contain a 2nd Chance Exam feature, which provides a free retake under qualifying conditions. The 2nd 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 2nd 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 2nd Chance Exam. 2nd Chance Exams are not guaranteed and are subject to test center availability. To be eligible for the free retake under the qualifying terms of the 2nd Chance Exam, a candidate must meet all the following conditions:

Before July 10, 2023
- Purchase or be assigned a bundle containing the 2nd Chance Exam feature
- Redeem the exam credit assigned from that bundle for an ATT prior to expiration
- Test within 180 days of redeeming the exam credit (subject to change)
- Receive a failing exam result for that attempt (absent or no-show exam results do not qualify)

On or After July 10, 2023
- Purchase or be assigned a bundle containing the 2nd Chance Exam feature
- Test within 365 days of purchasing a bundle containing the 2nd Chance Exam feature (subject to change) *Note: Bundles purchased on or after July 10, 2023 will automatically receive a 365-day ATT.
- 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 365-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 365-day 2nd Chance Exam eligibility period due to an unexpected test center closure, the candidate must contact ASCM Customer Support.

If a candidate qualifies for a free retake under the conditions of the 2nd Chance Exam feature, the free retake will be awarded in the form of a 180-day 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 who 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 to find a listing of on-base exam centers before purchasing an exam.

OnVUE Online Proctored Exams

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

OnVUE exams function similarly to an exam at a test center. OnVUE exams require <u>zero</u> interruptions, or the proctor may terminate the exam. Please review the [APICS OnVUE Exam Delivery Page](#) for details and policies.

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 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,

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 is forfeit. For that reason, Pearson VUE strongly recommends using a wired network connection when testing online.

Please note, you must have permission 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 can download the OnVUE software.

Candidate Monitoring

By taking this exam, candidates acknowledge that the proctor will continuously monitor them by video and audio during exam delivery and acknowledge and consent to audio and video recording of their face, voice, the physical room where they are seated and the location. Candidates recognize that they have no right to privacy at their location during exam delivery and waive 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 though 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 adhere to the misconduct policy stated above and the following policies when taking an online proctored exam.
- Candidates may not get up and walk around during their exam.
- Candidates may not leave the view of their webcam.
- No one may enter candidate's testing area nor may anyone other than the candidate 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 is prohibited.
- Candidates must be and remain fully clothed throughout the entire exam.

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, are suspected of anomalous behavior, are suspected of proxy testing or if a third party is detected in the physical room during the exam, the exam may be terminated, and scores may be revoked. Misconduct information reported to ASCM by Pearson VUE will be reviewed and investigated.

Country Restrictions

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

Due to the enactment of Quebec Bill 96, an Amendment to the Charter of the French Language, ASCM will be suspending operations in the Quebec region. At this time, we are unable to sell or ship products to anyone residing in Quebec. This applies to all products and services, including (but not limited to) ASCM trainings, learning systems, examinations, memberships, and ASCM-hosted events.

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.

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 and Cancelation Policy

Once an appointment to take an APICS exam online is scheduled, it may be rescheduled or canceled. Candidates looking to reschedule or cancel their exam appointment may make modifications directly in the Exams section of [My Account](#) or by calling [Pearson VUE](#). There is a non-refundable USD $45 fee for rescheduling and cancelation. If rescheduling or canceling by phone, an additional USD $10 fee will apply. Local taxes may apply. Candidates scheduled to take an APICS exam online may reschedule or cancel their exam up to their exam appointment time. 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 or cancel online must complete the rescheduling or canceling process in full to ensure that the appointment change is successful. If a candidate does not receive a rescheduling or cancelation confirmation after rescheduling or canceling their exam, they should contact [Pearson VUE](#) support to confirm that their appointment has been successfully changed. Failure to confirm that a reschedule or cancel request has been successfully processed or changed will not excuse a missed exam appointment.

If the candidate does not sit for the test, the exam fees are forfeit. Rescheduling or cancelation of an online exam by a candidate does not extend the candidate's ATT. ASCM does not accept reschedule or cancelation requests.

Accommodations for OnVUE Exams

Due to online proctored exams through the OnVUE testing platform, which 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 regarding 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 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. All testing polices must be adhered to as soon as you select the Begin Exam button. Once

the check-in process is complete, and the proctor arrives, the exam will begin.

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 (ID) Policy

Candidates must present one valid, unexpired, government-issued ID with a signature and photo. The name must match the name on the registration exactly.

Acceptable forms of ID include:
- Passport
- Driver's license
- Non-US Military ID (including spouse and dependents)
- Identification card (national or local)

Registration card (green card, permanent residence, visa)

Unacceptable forms of ID include:

- Unacceptable forms of identification include renewal forms with expired IDs, government-issued name change documents with government ID

If your identification is not considered valid, you will not be permitted to complete your exam and any exam fees paid are then forfeit.

By law, certain IDs must not be photocopied, digitized, or captured on camera. Due to this, PearsonVUE cannot accept restricted IDs (including but not limited to U.S. military or certain secure access IDs) as identification for online testing.

Candidates who do not have an acceptable form of ID or require a name change should contact support@ascm.org for assistance at least 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 testing area cannot meet the setup requirements, it may delay the check in process and/or cause the candidate 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 administrator's 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 and Room Requirements

Detection of any of the following items will result in the immediate termination of your exam. Exam fees will be forfeit and exam results may be nullified. Prohibited items include, but are 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
- 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, stylus, 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 use such items should opt to take their exam at a local testing center.

Additional monitors and computers, as well as televisions, must be unplugged and turned off. 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 like a test center environment. Candidates should be in a walled room, with a closed door and without distractions. No other people regardless of age, including infants, are permitted in the room during the exam. If a third-party is detected, the test session may be terminated at the proctor's discretion, and exam fees may be forfeit.

Cell Phone Policy

Cell/mobile phone use is permitted only when checking in for your exam, and/or if you experience a technical issue. Any other cell phone use, including but not limited to actively taking a call and having a conversation with a third party who is not a Pearson VUE proctor, texting, accessing apps, etc., may result in your exam being revoked/terminated.

Storing your phone:
- Keep your mobile phone in the room where you are testing, but just out of arm's reach, as it may not be kept in your immediate testing workspace.
- If you need to access your phone during the exam you may reach for it, but do not leave the webcam's view entirely. The proctor must be able to see you access the phone.

Incoming calls:

- If your phone rings during the exam, limit your interaction to seeing who the caller is
- If a proctor is contacting you, the OnVUE number will always show as 617-379-0635, and/or caller ID may identify the number as Pearson VUE. If this number or contact appears, please answer the call, as a proctor may be trying to reach you
- Any mobile phone use other than engaging with a proctor is strictly prohibited and will result in your exam being revoked. If your phone rings and the call is not from a Pearson VUE proctor, do not answer it

Outbound calls:
- You may not make outbound calls for any reason
- To reach Pearson VUE Support, please use the chat feature on your program page: https://home.pearsonvue.com/Test-takers/OnVUE-online-proctoring/View-all.aspx

Silencing your phone:
- If you need to silence your phone after the exam has begun, first alert a proctor, then wait for their acknowledgement to ensure they understand you are accessing your phone only to silence any notifications
- Once you have silenced your phone, move it back to a place where you won't have immediate access to it

Other notifications:
- Pearson VUE will not text you during your exam. If you receive a text notification, ignore the notification, and continue testing
- If an alarm sounds on your phone, first alert the proctor, then wait for their acknowledgment to ensure they understand you are accessing your phone only to silence the alarm
- Once you have silenced the alarm or notification, move your phone back to a place where you won't have immediate access to it

Terminated Exams

Candidates who have their online exam terminated 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 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 Exam Day

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.

Testing Center Identification (ID) Policy
Candidates must bring a valid primary ID, bearing a future expiration date that includes a recent photograph and signature. Valid forms of ID include:
- 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

Candidates taking their exam online via OnVUE, please refer to the Online Proctored Exam Identification Policy. Not all forms of ID listed in the Testing Center Identification Policy are acceptable under the Online Proctored Identification Policy.

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 ID that meets the above requirements due to local standards should contact support@ascm.org for assistance at least 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 Support at support@ascm.org at least two business days prior to their scheduled exam. Candidates must submit a copy of the primary ID they are planning to use to support this change.

Items Permitted at Local Test Centers
An online 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, drink or tobacco
- Visitors

Test Center Security

Testing is monitored using 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 successfully reschedule or cancel their exam appointment within the appropriate time frame
- Choose not to keep their exam appointment
- Have a name on their ID 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 present acceptable forms of required identification
- 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 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 a candidate misses a scheduled exam appointment for any of the following reasons below, the candidate must contact Pearson VUE customer service within 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 and 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 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 fully exit the exam to ensure your results are properly submitted. If no score report is received prior to leaving the testing center, candidates can print their score report directly from their PearsonVUE dashboard within 24-to-48 hours of the exam by clicking on the exam result in the exam history within MyAccount. Please review the Downloading an Exam Score Report Tutorial on the ASCM website for access instructions.

*Please note, any score report printing issues have no impact on test results.

APICS Exam and Credential Certificates
Candidates who have earned an APICS designation or 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. A 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 results to be posted and applicable certificates to become available in My Account.

How To Keep Your Designation
Candidates are required to maintain their APICS designation every five years to continue to have their designation recognized. 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 five 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.

Lifetime certification is not an automated process. Certificants must notify ASCM in writing at support@ascm.org for each certification they wish to place in lifetime status. The certificant must provide proof of age with their request (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
The Certification Validation page provides the public, prospective employers and other stakeholders with a way to verify an individual's certification status. Candidates may 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 practices for publicizing certification credentials
- Protect the value of the credential for all designees

Note: The Certification Validation service does not validate the completion of individual exams, such as CPIM Part1 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 15th day following their last exam (the day of the exam does not count toward the 14 days). There are no exceptions to this policy.

Appeals Policy

Candidates may dispute an APICS credential action, decision, or determination due to:
- an inability to successfully pass the credential examinations.
    - A candidate may appeal if they believe the content of an exam item/answer is incorrect, which may have contributed to that candidate's failure to successfully pass the credential examination.
- an inability to satisfy a credential maintenance requirement outlined within the APICS Certification Maintenance Handbook.
- a disciplinary action taken by ASCM.

Candidates are not eligible to appeal based on external factors. Externals factors are reviewed under a non-appeal process requiring the candidate to contact Pearson VUE (https://home.pearsonvue.com/apics/contact) to generate an incident report for resolution. ASCM will not adjust your score based on external factors. "External factors" include, but are not limited to, activities such as technical difficulties during exam, equipment malfunction, internet instability, the candidate's inadvertent or intentional decision to leave the view provided by the candidate's computer's webcam or any personal matters.

Please note that ASCM does not release exam questions, exam answers or candidate responses, in order to protect the security of the exam.

An appeal is not an alternate way to pay a fee and pass an exam or comply with maintenance requirements. Candidates who would like to request a formal appeal should email support@ascm.org. Candidates must provide a specific relevant reason for their appeal along with supporting documentation. Appeals must be submitted within 30 days of the appealing incident or adverse ruling. ASCM Certification will acknowledge receipt of the appeal application within 10 business days. If the application is incomplete, the candidate will be notified and will have 14 business days to provide additional documentation. The appeals application fee is $150.00 (USD) and is non-refundable and non-transferable. 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 the Certification and Credentials FAQs page.

Contacts

Contact ASCM Customer Support at 1-800-444-2742 or 1-773-867-1777 or 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

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

Updated: March 2024

Click here to enter text.

About ASCM

The Association for Supply Chain Management (ASCM) is the global pacesetter of organizational transformation, talent development and supply chain innovation. As the largest association for supply chain, ASCM members and worldwide alliances fuel innovation and inspire accountability for resilient, dynamic, and sustainable operations. ASCM is built on a foundation of world-class APICS education, certification, and career resources, which encompass award-winning workforce development, relevant content, groundbreaking industry standards and a diverse community of professionals who are driven to create a better world through supply chain.

APICS

ASCM ASSOCIATION FOR SUPPLY CHAIN MANAGEMENT