

2016

# CSCP

APICS CERTIFIED SUPPLY CHAIN PROFESSIONAL

# EXAMINATION PROCEDURES BULLETIN

Procedures for taking the CSCP exams  
outside North America



# The APICS CSCP Program

The APICS Certified Supply Chain Professional (CSCP) program is recognized worldwide as the premier supply chain management 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.

More than 20,000 professionals have earned the APICS CSCP designation since the program was introduced in 2005. By earning the APICS CSCP designation, you demonstrate that you have mastered the APICS supply chain management body of knowledge and that you are committed to the profession. You must pass one comprehensive exam to earn the APICS CSCP designation.

## Important Notice: 2016 APICS CSCP certification program update

For the 2016 educational year, an updated APICS CSCP certification program has been introduced. This is a major update of the certification. Both the APICS CSCP Learning System and exam will change based on the information received from our recently conducted APICS CSCP Job Task Analysis, feedback from the market and changes in the business environment.

To help you understand the 2016 program update, we offer you an online [webinar](#) that explains:

- Why the change?
- What's changed?
- 2016 CSCP exam
- 2016 CSCP Learning System

It is important to note that classes using the 2015 courseware materials will continue to be offered through October 1, 2016. Please read the **Exam Information** section of the CSCP bulletin for additional information.

## APICS CSCP eligibility criteria

Candidates must have an approved eligibility application on file in order to sit for the APICS CSCP exam.

To be eligible for the APICS CSCP, 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 SCOR-P, APICS CLTD, C.P.M., CPSM or CSM designation
- possess at least three years of related business experience

## Application process

- Candidates must complete the online application at [apics.org/eligibility](http://apics.org/eligibility).
- 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 application audit instructions.

## Creating a web login/logging in to the APICS website

- If candidates have an APICS ID and email address in their records, but have not created a web profile, they can visit [apics.org/forgotUID](http://apics.org/forgotUID), enter their APICS ID as the user name and follow the instructions.
- Candidates without an APICS ID can obtain one by creating a web profile at [apics.org/newuser](http://apics.org/newuser).
- If candidates have an APICS ID but do not have an email address, or are not sure if they have an email address in their records, they need to contact APICS Customer Service to have a web profile

created for them. Customer service can be contacted at [service@apics.org](mailto:service@apics.org), 1-800-444-2742 or +1-773-867-1777 from 8:00 a.m.–5:00 p.m. CT.

### **Preparing for the exam**

APICS offers the following resources to build your knowledge of the APICS CSCP subject matter and to support the exam preparation.

- The APICS CSCP Learning System, a comprehensive professional development and exam preparation tool
- The APICS CSCP Exam Content Manual provides an overview of the curriculum with test specifications, key terminology and questions with answers.
- APICS Dictionary, 14<sup>th</sup> Edition

For complete details, visit [apics.org/cscp](https://apics.org/cscp) and [apics.org/shop](https://apics.org/shop).

### **How to earn and keep the designation**

Candidates must pass the APICS CSCP exam to earn the APICS CSCP designation. Candidates are required to maintain the designation every five years. More information about maintenance may be found at [apics.org/maintenance](https://apics.org/maintenance).

### **Track progress toward the APICS CSCP designation**

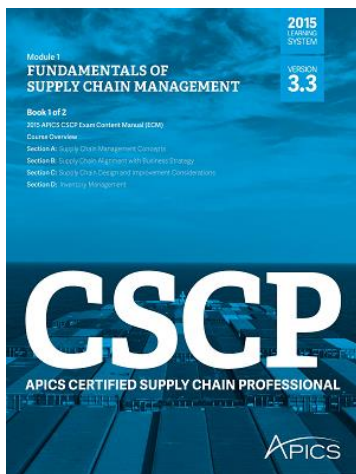
Candidates can check their eligibility status, share their certified status once the designation is earned and monitor their maintenance deadline by accessing their My APICS account.

### **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.

This exam covers content related to the 2015 APICS CSCP courseware, materials and training.



## Exam information

### Number of exam questions

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

### Length of exam

Candidates have four hours to complete the exam.

### Exam development

Exam content is developed according to the test outline included in the CSCP Exam Content Manual and industry-validated by global subject matter experts. Exam questions are monitored through a rigorous psychometric calibration and cross-referenced to industry-approved source material.

### Exam scoring

APICS uses a scaled score methodology, which is a technique for equating scores in which the degree of difficulty varies from one exam form to the next. This ensures equivalent passing standards are maintained for each exam form. Candidates can download “Understanding a Scaled Score” at [apics.org/scaledscore](http://apics.org/scaledscore) for more information.

### APICS CSCP score range

The APICS CSCP score range is 200 to 350.

Fail = 200–299

Pass = 300–350

### Exam windows

Exams will be delivered in windows outside of North America. A window is the period of time during which the exams will be available through Pearson VUE.

Important Notice: 2015 APICS CSCP Exam will no longer be offered or delivered after 1 October 2016.

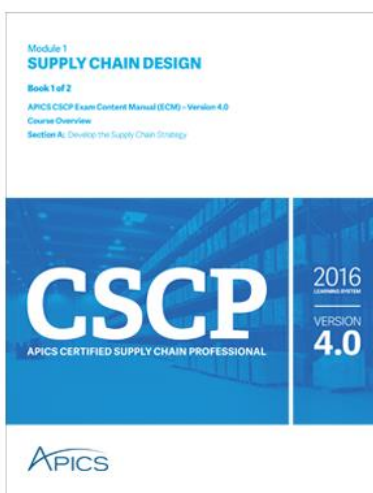
**There are no exceptions to this policy.** We encourage all candidates to schedule and complete their examinations as quickly as possible in order to avoid scheduling and availability issues. Only eligible candidates who do not test within the windows listed below, will be automatically enrolled into the new 2016 CSCP exam.

The planned windows outside of North America for the **2015 APICS CSCP Exam** are:

| <b><u>2016</u></b>                 |
|------------------------------------|
| 19 March–7 May 2016                |
| 4 June–16 July 2016                |
| 13 August–1 October 2016           |
| Not Available after 1 October 2016 |

Candidates are required to request an Authorization to Test (ATT) from APICS in order to schedule an appointment with Pearson VUE. ATTs are valid for **one exam window**.

**This exam covers content related to the 2016 APICS CSCP courseware, materials and training.**



## Exam information

### Number of exam questions

The exam consists of 150 multiple-choice questions (130 operational and 20 pretest). Pretest questions do not contribute to the total score but are necessary for research purposes. Pretest questions are randomly distributed among the scored items and are used for statistical purposes only. Candidates should answer all exam questions.

### Length of exam

Candidates have 3.5 hours to complete the exam.

### Exam development

Exam content is developed according to the test outline included in the CSCP Exam Content Manual and industry-validated by global subject matter experts. Exam questions are monitored through a rigorous psychometric calibration and cross-referenced to industry-approved source material.

### Exam scoring

APICS uses a scaled score methodology, which is a technique for equating scores in which the degree of difficulty varies from one exam form to the next. This ensures equivalent passing standards are maintained for each exam form. Candidates can download “Understanding a Scaled Score” at [apics.org/scaledscore](http://apics.org/scaledscore) for more information.

### APICS CSCP score range

The APICS CSCP score range is 200 to 350.

Fail = 200–299

Pass = 300–350

### Exam windows

Exams will be delivered in four windows per year outside of North America. A window is the period of time during which the exams will be available through Pearson VUE. The planned windows outside of North America are:

| <b>2016</b>                 |
|-----------------------------|
| 19 March–7 May 2016         |
| 4 June–16 July 2016         |
| 13 August–1 October 2016    |
| 29 October–17 December 2016 |

Candidates are required to request an Authorization to Test (ATT) from APICS in order to schedule an appointment with Pearson VUE. ATTs are valid for **one exam window**.

### Paying for the exam(s)

#### Through an APICS partner

Candidates can purchase an exam credit through an APICS partner. Exam credits are valid for six months from the date of issuance and must be used as payment for an exam Authorization to Test (ATT) within that period. Exam credits are non-transferable and non-refundable. Candidates should contact their APICS partner for information on exam pricing and procedures, and can visit [apics.org/finder](http://apics.org/finder) to find a partner in their local area.

#### Through APICS

Candidates who do not purchase an exam credit through an APICS partner will be prompted for payment prior to completing the ATT form. ATT forms can be found by accessing their My APICS account or by the following link: [APICS Authorization to Test](http://apics.org/att).

The following pricing applies:

\$1050 USD member price  
\$1300 USD non-member price  
\$450 USD retakes

Member pricing will be determined by member status on the APICS system at the time the request form is completed. Member price will not be retroactive. Exam fees are non-transferable and non-refundable. Rates are subject to change. Local taxes will apply.

### Special test 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.) or local laws to accommodate candidates who, because of disability or religious reasons, need special arrangements to take an examination.

If special test arrangements are needed, candidates should follow the instructions posted in the “Accommodations” section of [pearsonvue.com/apics](http://pearsonvue.com/apics) prior to requesting the Authorization to Test. These arrangements, if approved, will be provided at no additional cost. Candidates will be contacted by APICS to complete the Authorization to Test process.

### Exam delivery

Exams are delivered via computer-based testing (CBT) through the Pearson VUE network of test centers. Pearson VUE delivers millions of high-stakes tests a year across the globe for clients in the licensure, certification, academic admissions, regulatory and government testing service markets. Pearson Professional Centers utilize a patent-winning design, which was created specifically for high-stakes testing and offers a carefully controlled, consistent testing environment.

### Requesting an Authorization to Test (ATT)

All candidates will be required to log in to their My APICS account and complete the Authorization to Test Request Form. An ATT is required in order to schedule the exam with Pearson VUE and is valid for **one exam window**. A candidate must choose an exam window that falls within their six month ATT eligibility period. All ATTs expire six months from date of purchase. A candidate purchasing an ATT outside of North America may only test at an exam center outside of North America. After payment is applied, candidates receive an ATT confirmation email from APICS with scheduling instructions and other exam-related information. An ATT is non-refundable and non-transferable.

If the ATT expires without being used to schedule an exam, the candidate forfeits the exam fee.

### Completing the Authorization to Test Request Form

- Candidates can access the ATT Request Form at [apics.org/att](http://apics.org/att).
- Candidates will be required to verify name and contact information. The first and last names on this form must match the first and last names on the IDs that are used to access the test center.
- Candidates will be prompted to select the exam module and the country in which they plan to take the exam. A link to a list of test center locations will be provided. Candidates will be required to confirm that at least one of those test centers is viable. If a candidate purchases an ATT to test outside of North America, they can only schedule their exam at a test center outside of North America.
- Candidates will be required to agree to abide by the APICS Code of Ethics and confirm they have read and understood the exam policies, procedures, and privacy laws before they can receive an ATT.
- Exam fees will be calculated based on the candidate's APICS member status at the time the ATT request form is submitted. Member price will not be retroactive.
- Candidates will be prompted for payment. If an exam credit is available, the exam credit option will be displayed as method of payment on the payment screen. Other payment options include credit cards and PayPal for payments in local currency. Please ensure you have chosen the correct exam. Any exam credit(s) used to purchase an ATT will be considered used and is non-refundable and non-transferable.
- Candidates who do not pay by exam credit, credit card or PayPal will have the option of paying with a wire transfer, in which case they will be sent a detailed receipt with the invoice number and balance owed. The ATT will not be sent until payment is received. Additional administrative fees may apply.
- It is the candidate's responsibility to review the information within the ATT form prior to submitting to ensure they have chosen the ATT for the correct exam. An ATT is non-refundable and non-transferable.
- After submitting the request, candidates will receive a confirmation email containing a summary of the information submitted in the request form. This email contains payment information and can be used as a receipt.
- Candidates will receive the ATT email immediately following payment unless manual intervention is required to correct a record. Candidates who do not receive their ATT email within one business day of payment should check their Junk or Spam folders and contact [exams@apics.org](mailto:exams@apics.org) if necessary.
- It is the candidate's responsibility to review the information within the ATT email to ensure there are no errors. If there are any errors or if no ATT is received, the candidate must contact APICS directly.

### Changing Exam Windows

If the ATT has not yet been used to schedule an exam and its expiration date extends to a different window, the candidate can make modifications directly in their My APICS account by accessing the [online Authorization to Test Request Form](#). Once logged in, candidates will have the option to "View or update an existing Authorization to Test window." If the ATT extends to the next testing window, the candidate will see the option to update their ATT window to the next available window.

If a candidate wishes to change their exam window to a testing window that starts after their authorization expiration date, they must purchase a new ATT. The full exam fees apply. No refunds will be issued to candidates who do not test within the original authorization period. Important Notice: Eligible candidates who wish to change exam windows after 1 October 2016 will be automatically enrolled in the new 2016 APICS CSCP examination. There are no exceptions to this policy.



## Scheduling the exam

- Once candidates receive the ATT email from APICS, they will be immediately redirected to the Pearson VUE scheduling system. Candidates are strongly encouraged 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 in an available window that falls within the 6 month 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.

Candidates who wish to schedule their exam at a later date may do so by logging in to their My APICS account, navigating to the Exam Authorizations and Credits under the Certifications tab. Candidates can use this section to schedule or reschedule their testing appointments.

## Rescheduling an exam

Candidates who need to reschedule their exam appointment within their chosen window can make modifications directly in their My APICS account or by calling Pearson VUE direct. There is a non-refundable USD \$45 rescheduling fee. Reschedule requests received less than 24 hours before the scheduled exam appointment will not be accepted, and if the candidate does not test, the candidate forfeits the exam fees. Candidates who need to reschedule their examination in the same window should **not** cancel their exam appointment. Candidates must reschedule the examination through their My APICS account or by contacting Pearson VUE directly. APICS cannot accept cancellation/reschedule requests by email.

**To reschedule your appointment online**, visit the APICS website at [apics.org/myapics](https://apics.org/myapics) and log in to your MY APICS account. Then click on the "My APICS" link in the top right hand corner navigation and select "My APICS Certifications" located on the right hand side of the page. Click "Exam Authorizations and Credits" to expand that section and click on the "Reschedule" link next to the examination you would like to reschedule. This will direct you to the Pearson VUE scheduling system where you can choose a new examination date.

If candidates need to reschedule their exam appointment to a different window, they should follow the cancellation policy below.

## Canceling an exam

Candidates have the option to cancel their exam appointment with Pearson VUE by logging into their My APICS account and going to the My APICS Certifications page, selecting Exam Authorization and Credits and selecting the "Reschedule" option next to their exam. Candidates must pay the USD \$45 cancellation fee. Candidates will receive a confirmation email from Pearson VUE. This does not cancel the ATT. All ATT purchases are non-refundable.

**Before canceling the examination**, if you wish to test in a later testing window, it is the responsibility of the candidate to ensure that their authorization is valid for the next testing window. If a candidate cancels an exam and their authorization is not valid for another window, they will need to reschedule in the same window and the candidate forfeits their cancellation fee. No refunds or transfers will be issued. You must cancel your examination through your My APICS account or by contacting Pearson VUE directly. APICS cannot accept cancellation requests by email.

Once the cancellation has been processed, candidates should allow one business day for the cancellation information to be updated in the APICS system. Once the cancellation has been updated, candidates will receive a new confirmation email with the **same** window and expiration information. At that time, candidates can then access the ATT form at [www.apics.org/att](https://www.apics.org/att) and select the View/Update an existing Authorization to Test option to choose a new exam window. If a candidate chooses a new window that starts within six months of the original date the ATT was issued, no additional fees will be assessed.



If a candidate selects a new window that starts after 6 months from the original ATT issue date, they must pay a new exam fee. No refunds or transfers will be issued.

### **Name changes**

If a name change is required after the ATT is purchased, candidates must contact APICS at [exams@apics.org](mailto:exams@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.

### **On the day of the exam**

#### **Reporting to the test center**

Candidates must check in at the test center no later than 30 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.

#### **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
- APICS membership 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 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](mailto:exams@apics.org) for assistance prior to their scheduled exam.

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
- food, drinks or tobacco
- visitors

## Emergencies

Please [contact Pearson VUE](#) directly if you miss a scheduled appointment due to an emergency. Only the following are acceptable reasons for missing a scheduled exam:

- a serious illness (either candidate or an immediate family member\*)
- 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

If candidates miss an exam for any of these reasons, contact Pearson VUE within 10 business days after 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.

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

Candidates who have an approved emergency will receive a new ATT or will be rescheduled. No refunds of the exam fees will be issued.

## 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.

## 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.

## 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

### **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

### **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 passed or failed information. 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.

- **Login** with you username and password at [www.apics.org](http://www.apics.org)
- Click on **MY APICS**
- Click on **MY APICS Certifications**
- Click on **Exam Authorization and Credits** banner
- Locate program 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** for your report

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

### **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.

### **After exam day**

#### **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 upon completion of the exam with detailed instructions on how to obtain. Candidates can choose from two delivery options:

- An electronic certificate can be downloaded and printed locally by accessing their My APICS account, at no charge.
- A printed certificate can be requested via a link located on My APICS Certification page. The first requested certificate is complimentary (shipping fees may apply) depending on candidate selection.

**Retaking the exams**

Candidates who fail an APICS exam must wait 14 full days before retaking the same exam. There are no exceptions to this policy.

**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.

**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.org/certification/faq](https://apics.org/certification/faq).

## Whom should I contact?

Contact APICS at [exams@apics.org](mailto:exams@apics.org) if you

- have a question about a payment method
- need help with any unresolved testing problems
- need to make a name change after the ATT was issued

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

- have questions regarding the APICS Certification Maintenance program.

Contact APICS Customer Service at 1-800-444-2742 or 1-773-867-1777 or [service@apics.org](mailto:service@apics.org) if you

- need information about an APICS credential program
- have problems completing the Authorization to Test Request Form
- have problems downloading your APICS electronic certificate

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

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



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