

APICS EXAM HANDBOOK & TESTING POLICIES

Exam processes, policies and procedures
for APICS certifications

The APICS Exam Handbook

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Introduction

The APICS Exam Handbook and Testing Policies outline the processes, policies, and procedures regarding APICS certification programs. The handbook will guide test-takers, also referred to as candidates, through the process of purchasing, scheduling, and sitting for an exam. It also explains how to maintain your certification and provides instructions for obtaining your digital certificate of achievement after successfully earning your credential. Candidates should read through the handbook in its entirety before purchasing or obtaining/receiving an APICS exam. Candidates are encouraged to visit their [My Account](#) page frequently to remain aware of their exam and certification statuses and expiration dates.

The [My Account](#) page contains the following certification information and resources:

- Authorization to Test (ATT) status and expiration date
- Certification status and expiration date
- Access to the Certification Maintenance Application
- Access to digital badges and certificates of achievement
- Order History
- Exam History Report
- Certification Verification Report
- Certification Recognition Letter

All processes, policies, procedures, and prices regarding APICS certification 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 certification are subject to the most recent testing policies, processes, prices, and program requirements that are in effect to be awarded their desired certification. 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 responsible for keeping themselves updated on any changes to pricing, processes, policies, procedures, or program requirements. Candidates are therefore encouraged to reference the APICS Exam Handbook and Testing Policies periodically during their pursuit of any APICS certification. 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 Misconduct Policy

ASCM Code of Ethics

All individuals engaging with ASCM and/or its products and services are subject to the code of ethics and ancillary policies listed in this document. The ASCM code of ethics includes, but is not limited to:

- Maintain exemplary standards of professional conduct.
- Do not misrepresent your qualifications, experience, or education to ASCM or others you serve in a professional capacity.
- Respect and not violate the United States Copyright of all ASCM's materials including, but not limited to, courseware, magazine articles and other ASCM publications, ASCM conference presentations, and ASCM credential 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 ASCM's published exam bulletins and exam procedures, including all of the rules and regulations of any third party that administers an ASCM examination.
- Do 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 ASCM's Legal Department when uncertain whether a particular situation or course of action violates this Code of Conduct.
- Do not become the subject of public disrepute, contempt, or scandal that affects your image or goodwill.
- Must comply with investigations.

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

Misconduct Policy

The test center manager or online testing proctor is authorized to dismiss candidates from a test session for reasons including, but not limited to the reasons listed below. Post-exam investigations that uncover evidence of any of the behaviors listed below will also be grounds to disqualify your exam score alongside other possible repercussions.

- Creating a disturbance
- Giving or receiving help
- Using notes, books, wristwatch calculators, digital assistants, electronic dictionaries, or other aids not already provided in your APICS Exam administration
- Using electronic devices, including tablets, 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 in-person testing room/area or from the physical space used during 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)
- Running or attempting to run any unauthorized, suspicious computer processes during an online proctored exam whether knowingly or otherwise*
- Accessing exam questions prior to an exam knowingly or otherwise
- 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
- Providing false identification
- Using profanity and disrespecting ASCM and/or Pearson VUE staff members

*It is highly recommended that OnVUE online proctored exam candidates complete a [system test](#) using the same machine intended for use during their scheduled, online exam at least two days prior to their exam date (if

applicable). This will minimize encounters with technical issues during the exam itself.

In addition, the entire exam question data bank, exam form, and all exam materials are copyrighted and are the legal property of ASCM. 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 – other than for Pearson VUE technical assistance – is strictly prohibited.

Candidates are allowed to use their mobile phone only during the check-in process for OnVUE exams. After the exam starts, accessing mobile phones is prohibited unless directed by the proctor in order to address a technical issue with a Pearson VUE administrator. If a candidate needs to access their mobile phone, they must request and receive approval from the proctor; otherwise, their exam will be terminated, exam scores nullified, and any resulting certification revoked. This could result in the forfeiture of exam fees and possible suspension from purchasing and sitting for an APICS exam for at least 180 days.

In the event a candidate's exam shows any markers of potential misconduct, they may have their ability to purchase and/or schedule further APICS exams temporarily rescinded while ASCM investigates the evidence of misconduct. Should the evidence be insubstantial and, thus, no further ramifications issued, ASCM staff will work to extend exam authorization availability or issue a new authorization as necessary to address any missed opportunities to sit for another exam that resulted from temporary restrictions during the investigation period.

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. Please note that ASCM reserves the right to suspend and revoke any exam scores and/or certifications earned where suspicious processes, collusive behavior, and/or other activities qualifying as misconduct are found. These investigations are conducted on a case-by-case basis and can take an indefinite period of time.

Should the evidence be substantial, further repercussions may be issued including, but not limited to:

- 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
- Pursuit of legal action, as necessary

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

Exam Information and Pricing

Exam information and pricing for each program can be found on the respective program page. Click the corresponding link to visit the [CPIM program page](#), the [CSCP program page](#), the [CLTD program page](#), or the [CTSC program page](#).

Candidates should contact their local ASCM Partner for information on pricing promotions and training options. Candidates interested in exploring various training options are encouraged to consult their local ASCM Partner using the [Find a Partner page](#) before purchasing directly through ASCM. Candidates can make purchases through their local ASCM Partners who are positioned to provide regional offerings, various training formats and support services to ensure a successful certification journey.

Certified in Planning and Inventory Management (CPIM)

The APICS Certified in Planning and Inventory Management (CPIM) program is recognized worldwide as the standard in planning and inventory control. Earning the CPIM certification demonstrates competency in planning and managing resources and processes to competitively deliver goods and services to customers.

Effective February 3, 2026, the CPIM program will release a major update to the learning systems. Candidates currently preparing for the existing version should be aware that the final date to test for this version of the exam is May 31, 2026. Beginning June 1, 2026, the new CPIM exam will replace the current exam version. No exceptions will be made to test on the current exam version after the final testing date of May 31, 2026. ASCM strongly recommends candidates plan and schedule accordingly to take their preferred version of the exam.

Certified Supply Chain Professional (CSCP)

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

Certified in Logistics, Transportation and Distribution (CLTD)

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

Certified in Transformation for Supply Chain (CTSC)

The APICS Certified in Transformation for Supply Chain (CTSC) program equips 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 leverages industry global standards – such as the ASCM SCOR DS, ASCM Enterprise Standards for Sustainability, and ASCM Digital Capabilities Model – as tools for assisting with supply chain transformation.

APICS Certification Learning Systems

The APICS Certification Learning Systems are comprehensive, industry-leading professional development and certification preparation programs designed to help professionals master the concepts, practices, and decision-making skills tested on the APICS certification exams. They blend high-quality printed books with an interactive platform—including an adaptive and personalized study path, microlearning, quizzes, flashcards, progress tracking, practice exams, glossary tools, and multimedia resources—to support mastery of the material and build confidence throughout your preparation journey. In addition to self-study learning, the learning systems are fully supported through instructor-led formats offered by approved ASCM partners worldwide, providing expert guidance, structured pacing, peer discussion, and real-time feedback. Whether you choose self-study or guided instruction, the APICS Learning Systems represent the official, most complete preparation resources aligned with ASCM's globally recognized CPIM, CSCP, CLTD and CTSC certification programs—helping you elevate your expertise, performance, and career impact.

All learning systems for APICS certification programs are accessible online for 12 months from the date of purchase.

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

To access the APICS Learning System, log onto the ASCM [My Account](#) page and use the steps from the [linked tutorial](#) to enable the APICS Learning System Single Sign-on access.

Purchasing an Exam

There are two price points for APICS certification exams. To receive the discounted rate, candidates must purchase an ASCM Membership with Certification Upgrade by visiting <https://www.ascm.org/membership-community/> and completing the membership purchase prior to or during the exam checkout process.

We strongly encourage confirming that the desired membership type is active or included in the same shopping cart before purchasing the exam. Please note that Certification Upgrade discounts cannot be applied retroactively once the exam has been purchased. If a candidate holds an ASCM Membership with Certification Upgrade but does not see the correct exam pricing in their shopping cart, they must contact ASCM Customer Support before completing the checkout process. Final pricing will be determined by the candidate's membership type at the time of checkout. Please be aware that exam fees are non-transferable and non-refundable, per the [ASCM Return Policy](#). Rates are subject to change, and local taxes may apply.

Purchasing an Exam/Authorization to Test (ATT)

Candidates can purchase APICS exam authorizations to test (ATTs) through the ASCM website by adding an exam to the cart and completing the checkout process. Candidates must schedule and complete their exam prior to the expiration date shared in the confirmation email and listed in the candidate's My Account. If the ATT expires without being used to schedule and take an exam, the candidate forfeits the exam fee to purchase. ATTs are also non-refundable and non-transferable. Extensions are granted only for scheduled exams under conditions outlined in the Emergency Policy (which is 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 when they have completed their studies and are ready to take their exam. It is highly recommended that individuals who have purchased or received bundles/ exams pay close attention to the included ATT's expiration date when planning their study schedule and exam appointment.

Prepaid Exams

Candidates may receive a prepaid exam as part of an [ASCM Corporate Development](#) run class, from an authorized ASCM partner, or through the purchase of a bundle. These exams are valid for 12 months from the date of purchase (6 months from the date of purchase for retake exams). Candidates who do not sit for their exam by their expiration date as indicated on their [My Account](#) page will forfeit their exam fees. These exams cannot be extended, are non-refundable, and are non-transferable.

ASCM recommends partners purchase exams or bundles for their students after their class rosters have been finalized, and course dates have been firmly established. Candidates who are assigned an exam/ATT by an ASCM partner are subject to the partner's date of purchase and not the date the exam/ATT is assigned.

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 certifications earned from successful completion of an exam in which payment was fraudulently disputed may be withheld and revoked. 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 or received. Verifying candidate information—such as name, address, and phone number—is essential to ensure accurate exam registration and prevent issues during check-in resulting from incorrect credentials. Once candidates have validated their information, they are encouraged to proceed with scheduling their exam with Pearson VUE. Pearson VUE is the global testing provider responsible for administering all APICS Certification exams.

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.

Candidates with a valid Authorization to Test (ATT) can schedule or reschedule their exam at any time through their My Account. To do so:

1. Log in to [My Account](#)
2. Navigate to “Certifications”
3. Select “Exams”
4. Click “Schedule”
5. Validate that your name, address, and phone number are correct
6. Proceed to schedule using Pearson VUE’s system

Important: If you require any [accommodations](#), please submit your request before proceeding to step 6 (above) and at least one month prior to your ATT expiration date.

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 their [My Account](#). Do not contact a test center directly for scheduling/rescheduling purposes.

ASCM is not responsible for candidates who attempt to schedule their exam on the final day of their ATT expiration period and encounter limited to no exam appointment availability. It is highly recommended that candidates schedule their exam at least one week before the final date of expiration. Candidates who wait until the final day to schedule and cannot find an exam appointment will forfeit exam fees.

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 Pearson VUE’s OnVUE service, 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 need special arrangements to take an examination because of: 1) a physical or mental impairment or 2) religious beliefs and practices.

If reasonable special test arrangements are needed, candidates should follow the instructions posted in the Test Accommodations section of <https://www.pearsonvue.com/us/en/test-takers/accommodations.html> prior to scheduling their exam. These arrangements, if approved, will be provided at no additional cost. Please allow up to ten business days for processing of accommodations requests through Pearson VUE. We recommend that candidates wait to schedule their exam until after being contacted by the accommodations team with a final

decision. Each request for test accommodations is considered on a case-by-case basis and cannot be added to a previously scheduled exam. If approved for testing accommodations, candidates will be provided instructions on how to schedule their accommodated exam.

Test Center Exam Rescheduling and Cancellation Policy

Once an appointment to take an APICS exam at a test center is scheduled, it may be rescheduled or canceled so long as the request to do so is submitted at least 48 hours prior to the scheduled exam appointment. Candidates looking to reschedule or cancel their exam appointment may make modifications directly online by visiting their [My Account](#), selecting Certifications, and clicking on “Exams” or by calling [Pearson VUE](#). There is a non-refundable \$45 USD fee for rescheduling and cancellation. If rescheduling or canceling by phone, an additional \$10 USD fee will apply. Local taxes and fees may apply. 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 cancellation confirmation after 24 hours of completing the process, 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 will be forfeited. Rescheduling or cancellation of an online exam by a candidate does not extend the candidate’s ATT. ASCM customer support does not accept reschedule or cancellation requests on the candidate’s behalf. Candidates must reschedule or cancel exam appointments online or by contacting [Pearson VUE](#) directly.

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 test centers before purchasing an exam.

Test Center Proctored Exams

ASCM recommends that candidates take their exam at a Pearson VUE test center whenever possible. The details below pertain specifically to the exam day procedures for individuals completing the APICS exam at an in-person testing facility. OnVUE is an online proctoring service provided by Pearson VUE that allows candidates to take their APICS certification exam remotely from home or office, rather than at a physical test center. If you are taking your exam using OnVUE, please refer to the OnVUE Online Proctored Exam section later in this handbook, as some forms of identification and other procedures accepted at test centers may not be valid for online proctored exams.

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. We recommend that you become aware of the route and location of your exam site prior to your scheduled appointment. If you are using an APICS learning system, we highly recommend watching the Exam Day Prep video series prior to your exam date to help you feel confident and prepared for your certification exam. These videos are available exclusively to learning system users and can be accessed directly through your online account.

To access this content:

1. Login to your APICS learning system.
2. Navigate to the bottom of your home screen ("My Study Plan").
3. Look for the "Tools for Success" section.
4. Click on "Exam Day Prep."

Testing Center Identification (ID) Policy

Candidates must bring one valid primary form of ID, bearing a future expiration date that includes a recent photograph and signature. Valid forms of primary ID include, but are not limited to:

- Driver's license (except in China)
- Passport (except in China)
- Passport cards
- Military ID
- Military ID for spouses and dependents
- Alien registration card (green card, permanent resident, visa)
- Government-issued local language ID
- Employee ID

They also must bring one valid secondary identification that includes either their name and signature or name and recent photo:

- U.S. Social Security card
- 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 in this handbook. 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 IDs, expired IDs, paper IDs (even if laminated), or digital IDs will be accepted. Candidates who do not bring acceptable forms of identification 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 meet 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 exam is purchased, candidates must contact ASCM Customer Support at support@ascm.org at least five business days prior to their scheduled exam to update their ASCM account and exam information. Candidates must share 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.

Strict one-to-one English to foreign language word translation dictionaries (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 OnVUE online proctored APICS exams. If you would like to interact with the items referenced above, please consider scheduling to take your exam at an in-person Pearson VUE test center.

What Not to Bring

- ASCM Supply Chain Dictionary in any language
- Books or papers of any kind
- Protractors, compasses, rulers, stencils, digital assistants or other aids
- Electronic devices (e.g., mobile phones, electronic dictionaries, Artificial Intelligence (A.I.) eyeglasses, or any unauthorized electronic devices not covered in this list)
- Food, drink, or tobacco
- Visitors

Electronic Devices Policy

Pearson maintains a strict zero-tolerance policy for unauthorized electronic devices. This means:

- Devices such as mobile phones, smartwatches, earbuds, and similar items are not allowed in the testing room.
- All unauthorized items must be powered off and stored in the provided locker before the check-in process begins.
- If a prohibited device is found after the check-in or self-pat down process has started, you will be asked to leave the test center and may forfeit your exam fees.

Note: This policy does not apply to approved comfort aids or items that have been preauthorized through an official accommodation.

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.

Security Screening

On the day of your exam, you may be subject to complete a security screening, which could include the use of security wands and/or a self-pat down. Candidates who wish to opt out of the security screening must submit a written request by contacting Certification@ascm.org. All requests are subject to review, and approved candidates may be granted an exemption from the security screening requirement.

If your request is approved:

- You will not be required to undergo the approved portion (Security Screening)
- All other testing policies will still apply.
- The appropriate test center staff will be notified of your approved exception.

Please note:

- Written requests to opt out of security screening should be requested immediately after an exam appointment has been scheduled.
- Once approved, ASCM will coordinate with Pearson to ensure the exception is documented.

If you would like to opt out of security screening, please contact Certification@ascm.org to begin the 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. 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. If you disappear from view at any time, the exam will be revoked and your exam fees forfeited. If you anticipate a need to take a break during your exam, you are highly encouraged to schedule to sit for your exam at an in-person Pearson VUE test center.

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:

- Choose not to keep their exam appointment
- Fail to successfully reschedule or cancel their exam appointment within the appropriate time frame
- 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 thus 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 [ASCM Inclement Weather, Natural Disaster, and Geopolitical Event Policy](#) for information on weather-and safety-related related test center closures.

OnVUE Online Proctored Exams

ASCM, in collaboration with Pearson VUE, currently offers test center or online proctored “OnVUE” testing, 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 zero interruptions, or the proctor may terminate the exam. Please review the [APICS OnVUE Exam Delivery Page](#) for details and policies.

During the administration of OnVUE exams, Pearson VUE employs advanced exam security techniques to detect and prevent exam misconduct during exams. These techniques, both visible and invisible to candidates, are highly effective in identifying individuals who engage in unethical and/or unfair behavior, like cheating, proxy testing, etc. Despite claims from criminal enterprises offering “undetectable” cheating assistance, engaging in such behavior is highly risky and likely to result in detection. Consequences for such misconduct include invalidation of exam results and APICS certifications, as well as potential bans from future exams, including a possible lifetime ban. Such illicit conduct may also be referred to law enforcement for investigation of potential intellectual property theft and prosecution. Cheating or other misconduct on exams can severely damage your career and reputation.

System Requirements

Prior to scheduling an OnVUE online proctored exam, candidates must adhere to the following:

- 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 and setup meet necessary compliance. To conduct a system test, [please click here](#).
- OnVUE prohibits the use of Virtual Private Networks (VPNs), virtual machines, and proxy servers during exam delivery. Detection of a VPN, virtual machine, and/or proxy server at any point during the administration, including the check-in process, may result in termination of your exam session and invalidation of your exam scores. It is essential to adhere to this policy to ensure the integrity and security of the exam process. 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.

NOTE: The two most frequent causes of technical issues are (1) testing on an employer-issued computer and (2) unreliable internet connections. Firewalls or security settings from employer-issued computers may prevent the OnVUE software from operating properly. Unreliable internet connections (e.g., wireless networks, hotels, VPNs (prohibited), mobile hotspots, etc.) may interrupt connectivity. For these reasons, we strongly recommend using a personal computer (i.e., one not issued by your employer) and a wired, ethernet connection when testing online.

Be advised that candidates should thoroughly review OnVUE’s [Technical Requirements](#) to ensure your system is compatible with the OnVUE online testing software before scheduling to sit for an OnVUE exam. If your system does not meet the requirements and causes a problem during the exam, candidates will be responsible for any costs associated with rescheduling your exam and/or purchasing a retake exam.

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. If your device does not pass the OnVUE systems test, we highly recommend you either use a different device or reschedule to sit for your exam at a Pearson VUE test center.

Candidate Monitoring

By taking this exam, candidates acknowledge that the proctor will continuously monitor them by video and audio remotely 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 testing 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. Please note, candidates who do not wish to proceed with their exam will forfeit their exam fee unless they are able to reschedule.

If a candidate’s face cannot be seen by the online testing proctor through video or if they cannot be monitored through audio, the exam will 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, etc. - 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.

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.
- Breaks are not permitted during OnVUE online proctored exams. No one may enter a 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 consuming food or smoking during the exam is prohibited.
- Candidates cannot move their webcam once the testing session has started.
- Mumbling or speaking out loud is prohibited.
- Candidates must be and remain fully clothed throughout the entire exam.
- Candidates may not access any unauthorized items during the exam. A complete list of Prohibited Items is available further on in this handbook.
- Candidates shall not provide false identification to sit for the exam.
- Candidates shall not allow unauthorized third parties access to the exam.
- Using profanity or engaging in unprofessional conduct towards proctors is prohibited.

If a candidate leaves the testing administrator's sight for any reason, the exam will be terminated, and the exam fees will be forfeited. At any time it is discovered before, during, or after the exam that a candidate did not follow the online proctored policies, is suspected of cheating, is suspected of tampering with Pearson VUE's or its subcontractor's software, is suspected of anomalous behavior, is suspected of proxy testing, and/or is discovered to have suspicious computer processes running in the background, the exam may be terminated, and scores may be revoked. Candidates must ensure that any unauthorized or suspicious applications, software, or executables are disabled before starting their exam. ASCM reserves the right to revoke exam scores and certifications if such applications, software, or executables are found during or after the examination. Misconduct information reported to ASCM will be reviewed, investigated, and handled accordingly.

AI Monitoring (OnVUE Online Exams)

For online proctored (OnVUE) exams, AI-assisted security checks and workspace scanning are part of the standard testing process. As part of signing up for an OnVUE exam, you may be subject to facial comparison technology to verify your identity during the testing process. This includes comparing your photo ID to images captured before and during your exam session to help ensure a secure testing environment. AI monitoring during testing may also include body presence and movement sensing. For more information about how Pearson uses this technology, please review the [Responsible AI statement at Pearson](#).

Please note:

- There is no option to opt out of AI monitoring when scheduling your exam online.
- To complete online registration, you must agree to the use of AI technology during your exam.
- If you do not agree, you will not be able to finish booking online and will need to contact Pearson VUE's call center for assistance.

Candidates who wish to request an exception to AI monitoring:

- Must contact the Pearson VUE call center directly.
- The request must be handled over the phone and recorded as an approved accommodation.
- Scheduling an exam without AI involves additional steps and must be completed by a trained agent.

Country/Regional Restrictions

Certain government regulations may apply in your area and restrict the provision of an online and/or in-person option. For the most current information, please verify with support@ascm.org, as the following lists may be subject to change.

- *The following countries or nations are restricted from online testing:* China, Cuba, Iran, North Korea, South Korea, Sudan, Thailand, Japan, and Syrian Arab Republic/Syria.
- *The following countries or nations are restricted from in-person testing:* Belarus, Russia, Sevastopol/Crimea, Donetsk, and Luhansk.
- *The following countries or regions are restricted from purchasing any ASCM product, testing, and/or holding an ASCM Account:* Belarus, Cuba, Iran, North Korea, Sudan and Darfur, Syrian Arab

Republic/Syria, and Quebec.

Due to the enactment of Quebec Bill 96, an Amendment to the Charter of the French Language, ASCM has suspended operations in the Quebec province of Canada. At this time, we are unable to sell or ship products to anyone residing in Quebec, nor are we able to administer exams at a test center or remotely via OnVUE to anyone scheduling in Quebec. This applies to all products and services including, but not limited to, ASCM trainings, learning systems, examinations, memberships, and ASCM-hosted events.

Please note, candidates who are not able to purchase physical products in your country should contact support@ascm.org to see what options are available to you.

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.

Accommodations for OnVUE Exams

Please be mindful when scheduling an OnVUE exam that some accommodations may only be available at a local testing center since online proctored exams are not delivered at a secured test center with authorized personnel physically present. For more information regarding accommodations, please refer to the Testing Accommodations segment located previously within 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](#) no fewer than 2 days 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 policies 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. If there are technical issues during the exam, ASCM recommends the candidate inform the proctor using the chat function as long as the feature is not impacted by these issues.

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 exam registration exactly.

Acceptable forms of ID include:

- Passport
- Driver’s license
- Non-US Military ID (including spouse and dependents)
- Identification card (national, state, or province ID card)
- Alien registration card (green card, permanent resident/visa)
- Certain types of Aadhaar card. See [Aadhaar ID Policy for OnVUE](#).

Unacceptable forms of ID include:

- Unacceptable forms of identification include renewal forms with expired IDs, damaged IDs, and government-issued name change documents with government ID
- By law, certain IDs cannot be photocopied, digitized, paper-based or captured on camera. Due to this, Pearson

VUE cannot accept restricted IDs (including, but not limited to, U.S. military or certain secure access IDs) as identification for online testing.

- We cannot accept IDs that are digital, copied, paper-based, laminated, or restricted by law including, but not limited to, U.S. Department of Defense (DoD) Common Access Cards (CAC) or certain secure access IDs.
- IDs from countries where OnVUE delivery is restricted: Cuba, Iran, North Korea, Sudan and Darfur, Syrian Arab Republic (Syria), Russia, Belarus, and the Sevastopol/Crimea and Donetsk/Luhansk (Donbas) regions of Ukraine.

If your identification is not considered valid for any of the reasons listed above or in the Pearson VUE ID policy, you will not be permitted to complete your exam and any exam fees paid are then forfeit.

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 Schedule 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 the computer or testing area cannot meet the setup requirements, it may delay the check-in 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 an exam appointment is missed without rescheduling or cancelling the appointment, the exam will be consumed and they 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 the exam fees will be forfeit. This restriction takes effect once a candidate clicks *Begin Exam* and begins the check-in process.

OnVUE Online Exam Rescheduling and Cancellation Policy

Candidates may reschedule or cancel an OnVUE online APICS exam at any time before the appointment start time through the *Exams* section of [My Account](#) or by calling [Pearson VUE](#). A non-refundable \$45 USD fee applies, plus an additional \$10 USD if completed by phone; local taxes may apply. Candidates may only select new appointments that fall within their ATT validity period.

All rescheduling or cancellation steps must be fully completed. If a confirmation email is not received for the rescheduled exam appointment within 24 hours, candidates are responsible for contacting [Pearson VUE](#) to verify the change. Failure to confirm that a reschedule or cancellation request has been successfully processed or changed will not excuse a missed exam appointment.

Candidates who do not sit for their scheduled appointment forfeit their exam fees. Changing or canceling an online exam does not extend the ATT period. ASCM Customer Support cannot process rescheduling or cancellation requests—all modifications must be handled directly through [Pearson VUE](#).

Prohibited Items and Room Requirements for OnVUE Exams

Detection of any of the following items present during your exam 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 unauthorized electronic devices
- Calculators (an onscreen calculator will be provided in the testing application)
- Remote controllers
- 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

Prohibited Items for OnVUE allowed at a Testing Center

Some items that are otherwise permitted at test centers are not permitted for use when taking an online proctored exam as testing personnel are not present to inspect those items. Candidates who wish to use such items as those listed below should opt to take their exam at a local testing center as they are not permitted to be present during an OnVUE exam.

- Strict one-to-one word translation dictionary (English to foreign language)*
 - *Only bound copies of one-to-one word translation dictionaries are accepted at Pearson VUE test centers.
- Handheld calculators (must have basic calculating functionality—no scientific calculators)
- Dry-erase markers
- Whiteboards

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

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 one else, regardless of age (including infants), are permitted in the room during the exam. If a third party is detected, the test session is 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., will result in your exam being revoked/terminated. The section below provides guidance specific to phone access during your OnVUE exam.

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.
- Only access your phone after check-in if explicitly directed to do so by a proctor or if you are unable to make use of the chat feature—at no time should a phone be pointed at the computer screen.

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 found directly in your exam.
- If you are not able to receive assistance, please visit your program page after the examination has ended to open a case: <https://www.pearsonvue.com/us/en/apics.html#contact>

Silencing your phone:

- If you need to silence your phone after the exam has begun, first alert a proctor, and 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, and 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 will not have immediate access to it.

Terminated Exams

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, and the candidate may be prohibited from taking online exams in the future.

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.

Emergency Policy

If a candidate misses a scheduled exam appointment for any of the reasons below, the candidate must contact [Pearson VUE](#) customer service within 10 business days of the exam date to 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 circumstances are acceptable reasons for missing a scheduled exam under the scope of the emergency policy:

- 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 causing candidates to be delayed or miss their exam appointment. Documentation is required for verification purposes.
- A court appearance or jury duty.
- Unexpected military duty

*Immediate family members include the following individuals:

- Spouse
- Children or dependents
- 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 or obituary
- Documentation from a court or the military
- Police report and/or traffic citations

It is highly recommended that candidates reschedule their exam for a later date if candidates intend to miss their exam appointment as soon as they are aware of any conflict in scheduling.

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

The exam score report provides a detailed breakdown of a candidate's performance in each content section of the exam. It includes relevant information such as the candidate's name, exam title, score, and pass/fail status. A digital version of the score report appears on-screen when the exam is completed. All exam components, including the post-exam survey, must be completed and the exam fully exited for proper submission of results.

Candidates testing at a test center receive a printed score report. If no score report is provided before leaving, it can be printed from the Pearson VUE dashboard within 24 to 48 hours of the exam completion by selecting the exam result under exam history within [My Account](#).

To access your score report, follow the steps below:

1. Login using your credentials to [ascm.org](#)
2. Click on My Account
3. Click "Certifications" from the left side of your screen
4. Click "Exams"
5. Scroll down to Exam History
6. Click on the result of your exam
7. Click "View Score Reports" on the Pearson Vue dashboard

You may also 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.

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. There are no exceptions to this policy.

Candidates who are eligible for the free retake exam under the 2nd Chance Exam feature found in certification bundles will have their free retake exam administered to their account within 24 hours of receiving the failing exam result and meeting the conditions set forth below. If it does not process and you believe that you should qualify, please contact support@ascm.org.

If the bundle was received from an ASCM Partner, candidates must contact the partner directly to verify inclusion.

To qualify for the 2nd Chance Exam:

- Purchase or be assigned any APICS certification bundle
- Test within 365 days of purchasing a bundle containing the 2nd Chance Exam feature (subject to change)
- Receive a failing exam result for that attempt (absent/no-show and passed 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 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 to be considered for an exception.

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. Candidates who are not eligible for a second chance exam but have previously taken an APICS exam, or whose Authorization to Test (ATT) has expired, may purchase a retake for the same exam at a discounted rate through [ascm.org](#).

Those who have previously purchased a certification exam are eligible for a discounted retake exam for that same program. To view updated pricing information, please log in to your ASCM My Account and visit the page for the certification program for discounted retake pricing information.

Digital Certificate of Achievement

Candidates who have earned an APICS certification or completed a recently discontinued APICS exam – including, but not limited to, CPIM Part 1, CPIM Part 1 China, or Basics of Supply Chain Management – 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 digital certificates of achievement to become available in [My Account](#).

To download your digital certificate, please use the following instructions:

1. Log in to www.ascm.org using your account credentials
2. Select “My Account”
3. Click on “Certifications” found in the left hand-navigation bar
4. Locate the certification that you wish to download your Digital Certificate of Achievement
5. Hover over the icon that allows you to “Request Digital Certificate”
6. Scroll down and select “e-Certificate” under the “Download” column for the active certification
7. Select your preferred certificate download format: A4 or Letter
8. Click “Download”

Credly Digital Badging

Digital badges recognize achievements, skills, certifications, and membership. They are issued to individuals who have met specific criteria, such as earning or maintaining an APICS certification.

Badges remain active for one year from issuance and renew annually with an active ASCM Membership. Approved certification maintenance also extends badge access for one year, but long-term retention still requires ongoing membership. Badges are deactivated if a certification lapses or falls out of good standing.

Badges are issued through Credly, and recipients will receive an email from ASCM via Credly (admin@credly.com) with instructions to access their badge.

APICS Certification Maintenance

Candidates are required to maintain their APICS certification every five years to continue to have their certification recognized. More information about maintenance is available on the [APICS Certification Maintenance page](#). If you do not maintain your certification, you will be required to retake and pass the exams again to be recognized as actively certified. Individuals without an active certification must remove all references to being certified. Misrepresentation may result in disciplinary action as outlined in the Code of Ethics.

Lifetime Certification

Individuals of at least 62 years of age who have a current certification are eligible to convert their certification to lifetime status. Converting the certification to a lifetime designation eliminates the need to maintain the certification every five years and resets the certification expiration date to lifetime. Individuals whose certification is suspended or expired must bring their certification to good standing before lifetime certification can be 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 by sharing a copy of an ID (driver's license, birth certificate, or passport) confirming age or date of birth. There is no fee for this status change. Once approved, candidates are no longer required to maintain the certification.

Certification Verification

The [Credential Verification page](#) provides the public, prospective employers, and other interested parties with a way to verify an individual's certification status. Candidates may view and print their own credential verification by accessing their [My Account](#).

To access your Certification verification letters:

- Login to your [ASCN My Account](#)
- Click “Certifications” from the left side of your screen
- Scroll down to “Email Reports to a Third Party” and click on “Certification Recognition Report”
- Fill out the details for the recipient and click “Send Email”

Note: The Credential Verification tool does not validate the completion of discontinued or individual exams – such as CPIM Part 1, CPIM Part 1 China, or Basics of Supply Chain Management – that do not by themselves award a certification or endorsement.

Appeals Policy

Candidates may dispute an APICS credential action, decision, or determination under the following circumstances:

- An inability to successfully pass the credential examination.
 - A candidate may appeal if they believe the content of an exam question/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 candidate may appeal if they believe that a maintenance activity should qualify to fulfill a maintenance requirement.
- A disciplinary action taken by ASCM.

Candidates are not eligible to appeal based on external factors. "External factors" include, but are not limited to, technical difficulties during an 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, etc. External factors are reviewed under a non-appeal process requiring the candidate to contact [Pearson VUE](#) to generate an incident report for resolution. ASCM will not adjust your exam score based on external factors.

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

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 along with the \$150.00 (USD) fee; the fee is non-refundable and non-transferable.

An appeal is not an alternate way to pay a fee and pass an exam or comply with maintenance requirements. Institutional policies outlined in this document and certification and education standards may not be disputed.

ASCM Privacy Policy

In applying for APICS Certification Programs and as a condition for receiving certification through one of APICS Certification Programs, you expressly agree and consent (opt-in) to ASCM disclosure of Certification Information to third parties through the Certification Verification Tool (CVT). You further understand and expressly agree that the CVT is an integral part of APICS' Certification Programs and that receipt of any APICS certification and continued good standing in the Certification Program is conditioned upon your agreement to such disclosure. To view the detailed ASCM Privacy Policy, please click [here](#).

For frequently asked questions, please visit the [Certification and Credentials FAQs](#) page.

Contact Us

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/ASCM credential offering
- Have problems purchasing an exam
- Have problems downloading your APICS electronic certificate or accessing your digital badge
- 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
- 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 a prepaid exam
- 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.

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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 ASCM 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.

