2016

SCOR

SUPPLY CHAIN OPERATIONS REFERENCE MODEL

SCOR PROFESSIONAL ENDORSEMENT

EXAMINATION PROCEDURES
BULLETIN

Procedures for taking the SCOR-P exam

APICS

The APICS SCOR-P Endorsement Program

APICS is offering all attendees who have purchased the APICS "SCOR - Professional" training an opportunity to take the SCOR-P exam and attain SCOR Professional (SCOR-P) endorsement. The SCOR-P exam is administered globally, year-round at Pearson VUE host locations. The SCOR-P endorsement is recognized by employers worldwide.

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 My APICS account, they can visit 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 My APICS account at 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, 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 a variety of resources to build candidates' knowledge of the APICS SCOR-P subject matter and support APICS SCOR-P exam preparation:

- SCOR Framework
- The SCOR Quick Reference Guide (QRG)
- The SCOR-P Courseware
- Notes from primary study materials

For additional information regarding the resource materials, candidates may visit APICS at SCOR Professional Training.

How to earn and keep the designation
Candidates must pass the SCOR-P endorsement exam to earn the APICS SCOR-P designation. Candidates are strongly encouraged to obtain continuing education and professional development, however, it is not mandatory. There are no maintenance requirements for holding the SCOR-P endorsement and no expiration on the SCOR-P endorsement designation.

Track progress toward the APICS SCOR-P endorsement
Candidates can track their progress toward earning the APICS SCOR-P designation and share their endorsement status once the designation is earned by accessing their My APICS account.

Note: Candidates must log in the APICS website to access My APICS Certifications.

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.

Exam information

Number of exam questions
The exam consists of 60 multiple-choice questions. Candidates should answer all exam questions.

SCOR Framework (40% of exam)	SCOR Project (60% of exam)
Key Concepts	Key Concepts
Processes	Pre-SCOR
Performance	Scope
Best Practices	Configure
Skills	Optimize
	Ready

Length of exam
Candidates have two hours to complete the exam.

Exam development
Exam content is developed according to the test outline included in the *CPIM 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 for more information.

APICS CPIM score range
The APICS CPIM score range is 265 to 330.

Fail = 265–299
Pass = 300–330

Paying for the exam(s)

Through APICS
One Authorization to Test for the SCOR- P endorsement exam is included in your SCOR-P training registration purchase. Candidates may purchase a SCOR-P retake exam for an additional fee. ATT forms for retakes can be found by accessing their My APICS account or by the following link: APICS Authorization to Test.

The following worldwide pricing applies:

Included	first ATT included in price of training registration
$350 USD	SCOR-P retakes

Exam fees are non-transferable and non-refundable.

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 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.

Exam availability
Exams are available throughout the year. Candidates will receive their ATT confirmation emails on the first day of SCOR-P training. Candidates must wait for that confirmation email from APICS in order to schedule an appointment with Pearson VUE.

Authorization to Test (ATT)
An ATT is required in order to schedule a SCOR-P exam with Pearson VUE and is valid for **six months**. A candidate must schedule and complete their exam within their six month ATT validity period. All ATTs expire six months from date of issuance. Candidates will receive an ATT confirmation email from APICS with scheduling instructions and other exam-related information on the first day of their SCOR-P training. 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.

Scheduling an exam

- Candidates will receive their ATT confirmation email on the first day of their registered training. Once candidates receive the ATT email from APICS, they may immediately schedule their examination. Candidates should not purchase a SCOR-P ATT unless they are purchasing a retake. One ATT is included in the price of your SCOR-P training registration.
- You may schedule, reschedule or cancel your appointment by clicking on the My APICS Certification link and logging into your My APICS account, then click on Exam Authorizations and Credits to access Pearson VUE to schedule, cancel or reschedule your examination. Or you can access the scheduling information by visiting the APICS website at apics.org/myapics and logging in to your My APICS account. Click on the My APICS link in the top right hand navigation, then click My APICS Certifications located on the right hand side of the page, then click on Exam Authorizations and Credits to access the Pearson VUE scheduling system. For step by step scheduling instructions, please visit the APICS Pearson VUE scheduling tutorial.
- 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 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.

Rescheduling an exam
Candidates who need to reschedule their exam appointment can make modifications directly in their My APICS account or by calling Pearson VUE direct. There is a non-refundable USD $45 rescheduling fee. Candidates must reschedule more than 24 hours before the scheduled exam appointment. If the

candidate does not sit for the test, the exam fees are forfeit. 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 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.

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.

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. Please note, cancelling the exam does not add additional time to your authorization.

Completing a RETAKE *Authorization to Test Request Form*

- Candidates can access their My APICS account and locate the ATT Request Form.
- 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.
- 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.
- Candidates will be prompted for payment. Currently, payment options include credit cards and PayPal for payments in local currency. Please ensure you have chosen the correct exam.
- Candidates who do not pay by credit card or PayPal will have the option of paying with a wire transfer, in which case they will be sent an invoice. 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 it 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 contact exams@apics.org.
- 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.

Name changes

If a name change is required after the ATT is purchased, candidates must contact APICS at 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 15 minutes before their scheduled appointment. Candidates who arrive past this time may be denied 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. At no time should candidates be required to pay additional fees directly to the test site proctors.

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 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 your username and password at www.apics.org
- Click on **MY APICS**
- Navigate to the **Certification Resources** drop down menu
- 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

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. 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.

Whom should I contact?

Contact APICS at 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 **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 **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.