

COVID- 19 FAQ's

To ensure that you receive all updated communications. Please update your email address and phone number in your MyAccount.

Events, Seminars, Courses

Question: I purchased a learning system. Will my book still get delivered?

Answer: Please contact Holmes for additional information regarding your order at customercare@apicslearningsystems.com

Question: My learning system will expire prior to my scheduled exam. Can I get my online access extended?

Answer: Yes. Some learning systems set to expire in the next few months have been extended through May 31st, 2020. Please access your learning system online to confirm it has been extended. If you have a learning system that is set to expire outside this timeframe and has not yet been extended, please contact us with the date of your scheduled exam at customercare@apicslearningsystems.com to grant that extension.

Question: I'm scheduled to attend a seminar.

Answer: ASCM is closely monitoring developments related to the novel coronavirus (COVID-19), including guidance from the Centers for Disease Control & Prevention (CDC) and local, state, and federal government directives. Following this guidance and with the intent to proactively mitigate the spread of the coronavirus, we have made the decision to cancel some of our seminars. You will receive an email if the seminar you registered for is cancelled.

Question: Will I get a refund for the seminar I registered to attend?

Answer: To provide some flexibility, ASCM is offering you the option of a full refund or transfer of your registration fee for any ASCM HQ seminar. Please [CLICK HERE](#) to select which option you prefer. If you have a seminar or workshop managed by a local partner or chapter, please contact them directly for additional information.

Question: Does ASCM have a Real Time Impact COVID-19 Community? How do I participate?

Answer: Yes, we have created a community for COVID-19 available at www.supplychainchannel.org. This exclusive community is available for members to connect with one another as we navigate the supply chain impact of coronavirus. This is your space to ask important questions, share ideas and connect with fellow members on best practices. You will be required to log into the Supply Chain Channel to participate.

In addition, we have compiled ASCM resources and content on ascm.org to help you and your organization navigate through the rapidly changing situation relation to the spread of coronavirus. We are updating these online resources daily so you can stay informed.

Credentialing Exams

Alert: Many of our testing centers are temporarily closed in an effort to protect the health and safety of our candidates and testing facility personnel. We have contingency plans in place to address your needs and assist you with your certification journey. In collaboration with Pearson VUE, we are quickly working to provide an online option for candidates to take their exams (certain regional restrictions may apply). We are aiming to have the online proctored option in place on or before April 1, 2020. We will keep all candidates updated via email regarding this option over the next two weeks. Please be sure to keep your email address updated in your My Account to ensure we can reach you electronically.

Exam Credits:

There are currently no extension options for exam credits. All exam credits must be used to purchase an Authorization to Test (ATT) before they expire.

Authorization to Test (ATT)

Question: I have not yet scheduled my exam and my authorization is about to expire. Can I get an extension?

Answer: All active exam authorizations that are due to expire in late March, April and May will automatically be extended through May 31st. Please access your My Account to view your available ATTs to ensure it has been extended and to schedule your exam.

Question: What should I do if I have a scheduled exam but need to reschedule due to coronavirus concerns or quarantines?

Answer: We are temporarily waiving reschedule fees at this time. To reschedule your exam at no additional cost, please access My Account and choose “reschedule.” You must reschedule your exam more than 24 hours prior to your scheduled exam. If it is less than 24 hours, you must contact Pearson VUE by phone.

Question: My exam was cancelled due to site closures, but My Account still shows scheduled status. When can I reschedule?

Answer: Exam cancellations and data transmission may take between 24-48 hours to process. After that time, please access your MyAccount to reschedule your exam, or you may contact Pearson VUE by phone.

Question: I have a scheduled exam. How do I know if my testing center is closed?

Answer: Not all Pearson VUE testing centers are closed. If a center has closed, Pearson VUE will notify you by email. If you are unsure or are concerned about continuing with a scheduled exam, please contact Pearson VUE by phone or chat for immediate assistance. They can confirm with your testing center or assist you with rescheduling.

Question: I paid the \$45 rescheduling fee already. How can I get a refund?

Answer: Please contact Pearson Vue directly, and they can provide you with additional refund information.

Question: I have a serious illness and it is within 24 hours of my exam so I'm not able to reschedule online. What should I do?

Answer: We hope that all of our candidates remain safe and healthy. However, if you have a serious illness and are unable to reschedule your exam appointment, you should contact [Pearson VUE](#) immediately to reschedule your appointment. You will be required to provide approved medical documentation.

Question: Where can I learn more about online proctoring and if it will be available in my location/country?

Answer: We anticipate releasing online proctoring and further information on April 1, 2020. At that time, we will provide you with information regarding the technical requirements including camera, internet and computer system requirements. In addition, certain government regulations may apply in your area and restrict us from providing you with an online option (including but not limited to China, Cuba, Iran, North Korea, Sudan, Slovenia, Japan and Syrian Arab Republic Syria). Until government restrictions are lifted in those areas, we are not authorized to provide online proctored exams.

Question: When will I receive my certificate that I requested?

Answer: Due to the health and safety of staff, government restrictions and social distancing, all certificate printing is currently delayed until further notice. However, you are still able to access and download your electronic certificate at any time by accessing your My Account.

We appreciate your patience and flexibility during this time, and we are working diligently to address your needs.

Additional phone numbers and resources page:

ASCM Customer Relations

Email: customercare@apicslearningsystems.com (learning systems only)

Email: support@ascm.org (for all ASCM inquiries)

Phone: 1-800-444-2742 or +1-773-867-1777

Chat: [ASCM Contact Page](#)

[Navigating the Coronavirus](#) web page

Pearson VUE (for scheduled exams only)

[Pearson VUE Contact Listing](#)

[COVID-19 Update](#) web page