

This email provides additional information regarding your recent exam purchase. You will be able to schedule your appointment(s) within 24 hours of this confirmation. You must test by the expiration date listed to avoid forfeiting your exam fees.

- Supply Management Core Exam (CORE) is timed at 180 minutes (3 hours) and has 180 questions, 165 of which are scored.
- Supply Management Integration Exam (INTE) is timed at 165 minutes (2 hours and 45 minutes) and has 165 questions, 150 of which are scored.
- Leadership and Transformation in Supply Management Exam (LEAD) is timed at 165 minutes (2 hours and 45 minutes) and has 165 questions, 150 of which are scored.
- Essentials in Supplier Diversity (CPSD) is timed at 120 minutes (2 hours) and is 120 questions all of which are scored.

Other important information:

Testing Centers. ISM's contracted CPSM test provider is Pearson VUE. To see a listing of Pearson VUE Test Centers, please visit www.pearsonvue.com/ism and select Locate a Test Center. Please DO NOT call your local Pearson VUE test center to make appointments or cancel/reschedule appointments.

Online Proctored Exams. OnVUE online proctoring, provided by Pearson VUE, allows you to take your certification exam securely from your home or office. It is your responsibility to verify technical set up before registering for an online proctored exam. Full system requirements and a system test can be found on the [Pearson Vue online exam page](#). You'll be monitored by an OnVUE-certified proctor via webcam and microphone throughout your test to ensure the integrity and security of your exam experience. You must be able to converse with the proctor in English.

Retakes. ISM requires that you wait at least 30-days before re-testing for an exam that you did not pass.

Identification (I.D.) Requirements. For your exam, you must bring one valid photo I.D. with signature that reflects the name on your exam registration shown above. If the name on your I.D. is different than the name on your exam registration shown above, please contact ISM immediately at 1.480.752.6276, option 8 or email membersvcs@ismworld.org.

Your I.D. MUST be one of the following:

Driver's License*

Passport*

Official State, Government, or National I.D.

No other forms of I.D. will be accepted. You may NOT use an I.D. that is restricted from being photocopied, digitized, or captured on camera; examples include US Military I.D.s and Canadian

Health Cards.

*Driver's Licenses and Passports that have a digital signature encoded will only be accepted as valid I.D. if accompanied by another valid I.D. with signature.

Note: If you are unable to produce a valid I.D. matching the name shown on this confirmation on the day of your exam, you will not be allowed to test, and all registration fees will be forfeited.

Note: Pearson VUE uses biometrics in all test centers. Biometrics are automated methods of recognizing a person based on a physical characteristic and are primarily used to combat identity fraud. One such method involves the examinee placing your palm on a scanner, which results in an electronic palmprint. OnVUE online proctoring requires I.D. verification as part of the check-in process.

To **SCHEDULE your exam** visit Pearson VUE's website at www.pearsonvue.com/ism. If you are scheduling for the first time, you will need to register with Pearson VUE's website and provide your ISM I.D.# (see top of this email). When scheduling all future appointments, you will be asked to log-in before proceeding. You will be able to schedule your appointments within 24 hours or less of receiving this confirmation. Once you schedule an appointment, you will receive a Pearson VUE email confirmation.

For candidates in the U.S. and Canada, another way to schedule is to call toll-free: 888.273.2971 Monday-Friday, 7:00 a.m.-7:00 p.m. Central Time. For candidates in all other countries, please visit www.pearsonvue.com/ism and select Customer Service to view the toll-free telephone number for your region.

To **CONFIRM your test appointment**, visit Pearson VUE's website at www.pearsonvue.com/ism and select My Account. Once you log-in, your appointment(s) can be viewed. For candidates in the U.S. and Canada, another way to confirm your appointment is to call toll-free: 888.273.2971 Monday-Friday, 7:00 a.m.-7:00 p.m. Central Time. For candidates in all other countries, please visit www.pearsonvue.com/ism and select Customer Service to view the toll-free telephone number for your region.

- Day of exam at Pearson VUE testing centers:
 - Plan to arrive 30 minutes before your appointment. If you are more than 15 minutes late, you will be considered a non-refundable no show.
 - You may not bring a calculator into the exam room. Instead, there is an on-screen calculator for your use.
 - You will be required to leave all personal belongings in a locker. This includes bags, watches, wallets, notes, books or other materials not authorized for this exam. All electronic devices are also prohibited.
 - An erasable note board and pen will be provided for the exam. They will be collected at the end of the test.
 - Wear comfortable, layered clothing. Test center temperatures vary.
- Day of exam for OnVUE online proctored testing:
 - You will be able to start checking in for your exam 30 minutes ahead of your scheduled appointment time. To start, click the "Sign in" button on this page to sign into your web account.
 - The exam you are scheduled to take will appear once you log into your account under "Open Online Exams." Select the exam link and then select "Begin exam."
Important: if the "Begin exam" button is not visible; you are either too early or too

late for your exam. Please check your appointment details to make sure you're trying to start at the proper time.

- You will be asked to download OnVUE, the online proctoring software, if you haven't before. Follow the prompts in the application to complete the required check-in steps.
- Have your acceptable identification available so that the proctor can verify your identity.
- Shut down any non-essential applications such as email, chat, Facebook, and Skype.
- You will be placed in a queue and connected with the next available proctor to begin your exam.
- The check-in process takes approximately 15 minutes for candidates who have previously completed a system test.
- Being late is not an option. To allow time for the check-in procedure, please be ready when the check-in window opens 30 minutes before the exam start time.

To **RESCHEDULE or CANCEL your test appointment**, you must contact Pearson VUE at least 24-hours prior to the scheduled local testing time. If you are calling Pearson VUE to reschedule or cancel, please refer to call center hours provided in this letter. Reschedules and cancellations must be completed 24-hours prior to avoid forfeiting your exam fees. Pearson VUE will charge a fee for any appointment that is cancelled or rescheduled 48-hours prior to the scheduled testing time. This fee is paid directly to Pearson VUE.

If you do not reschedule or cancel your appointment in time, all funds are forfeited.

To reschedule or cancel, please visit www.pearsonvue.com/ism and select the appropriate link. For candidates in the U.S. and Canada, another way to reschedule or cancel your appointment is to call toll-free: 888.273.2971 Monday-Friday, 7:00 a.m.-7:00 p.m. Central Time. For candidates in all other countries, please visit www.pearsonvue.com/ism and select Customer Service to view the toll-free telephone number for your region.

To **CHANGE EXAMS**, you must first cancel your test appointment with Pearson VUE, if necessary. Then e-mail ISM at membersvcs@ismworld.org or call 1.480.752.6276, option 8. You will be re-registered and will need to wait one business day before scheduling a test appointment with Pearson VUE.

POLICY EXCEPTIONS will not be made for MISSED APPOINTMENTS, LATE CANCELLATIONS, IMPROPER IDENTIFICATION, or TECHNICAL ISSUES during online proctored exams.

Comments or Complaints: If you have a complaint/comment about your testing or scheduling experience, please visit www.pearsonvue.com/ism and select Customer Service to view the toll-free telephone number for your region.

Other Important Information:

Exam scores may be no more than four years old when the candidate applies for the CPSM designation.

CPSM Original applications are available on the ISM website: certapp.ismworld.org

If you have any questions related to ISM's Certification programs, please contact us at membersvcs@ismworld.org

Thank you and best of luck on your exams!



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