



ASSOCIATION FOR  
SUPPLY CHAIN  
MANAGEMENT

# APICS Exam Credit Redemption & Scheduling Tutorial

*Select an option below to proceed to the corresponding instructions.*

## Exam Credit

*If you have been assigned an exam credit  
from a partner-run exam preparation  
course*

## Skip to Scheduling

*If you already have an Authorization to Test  
(ATT) for your APICS exam*

*Note: Invoicing is no longer offered for individual exam purchasing.*

# Exam Credit Redemption

[Skip to Scheduling](#)

# Step 1 - Login

Help

In order to purchase an APICS exam, you need to be logged in to your account.

To do so:

1. Go to [ascm.org](https://ascm.org)
2. Click “Login” on the menu bar
3. Enter your username and password
4. Click “Log in”

← → ↻ ⓘ Not secure | qa.ascm.org ☆

Contact Shop APICS.org Search 🔍 **Login**

**ASCM** ASSOCIATION FOR SUPPLY CHAIN MANAGEMENT

ABOUT ASCM LEARNING & DEVELOPMENT CORPORATE TRANSFORMATION MAKING AN IMPACT MEMBERSHIP & COMMUNITY TESTING LINKS

**ASCM** ASSOCIATION FOR SUPPLY CHAIN MANAGEMENT

### Log in to ASCM

Please log into the ASCM network. If you do not have a profile, create one [here](#).

Username Password

**Log in**

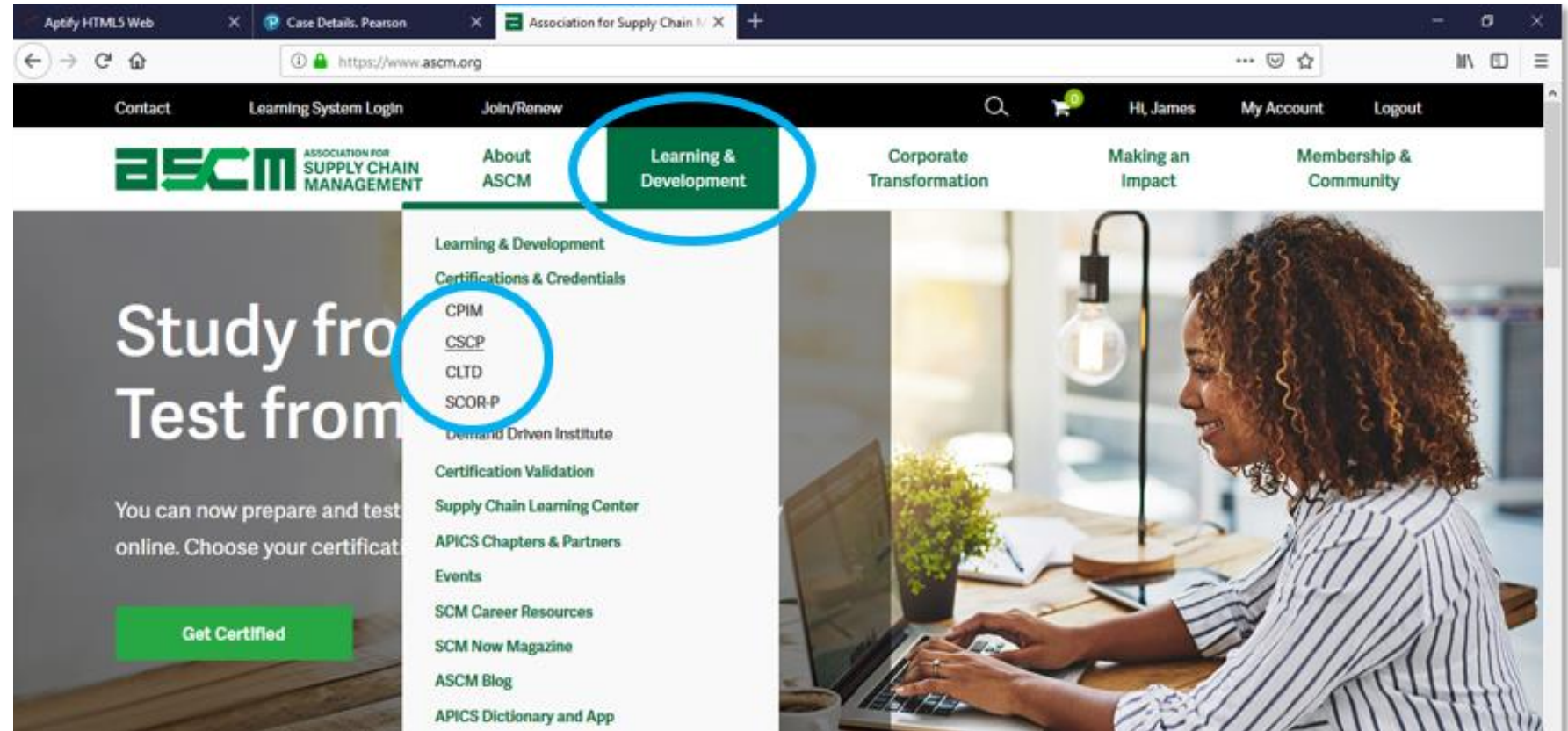
[Forgot your username?](#) [Forgot your password?](#)

☐ Remember me?

# Step 2 – Select Program

[Help](#)

1. Click the “Learning & Development” tab
2. Select the program related to the exam credit that you would like to use.



# Step 3 – Configure & Add to Cart

[Help](#)

To purchase an exam with an exam credit:

1. Select your testing region in the drop-down menu
  - a) For CPIM you must select your exam (Part 1 or Part 2) from the exam column

**Important Note:** If you have a North America exam credit, you must select North America as your testing region. Adversely, if you have an exam credit for another region, you must select the corresponding region.

2. Click “Add to cart”

The screenshot displays three product cards for APICS CLTD Learning System 2020:

- Exam Prep:** APICS CLTD Learning System 2020. Price: \$895 for ASCM PLUS Member (\$1,245 for Nonmember/CORE Member). Features include digital and printed books, online quizzes with immediate feedback, practice exams, 800+ online test questions, an online resource center, web-based study tools, and an exam content manual.
- Exam:** APICS CLTD Certification Exam. Price: \$0 (You Have Exam Credit, Credit Expires 3/10/2021). Features include immediate results and the ability to use certification right away. The region is set to North America.
- Bundle:** APICS CLTD Combined Bundle with ASCM PLUS Membership Purchase. Price: \$1,200 for ASCM PLUS Member (\$1,420 for Nonmember + PLUS ASCM Membership). Features include the CLTD learning system, exam voucher, digital and printed books, online quizzes with immediate feedback, practice exam, 850+ online test questions, web-based study tools, online resource center, exam content manual, and one year of ASCM PLUS Professional membership.

# Step 4 – Checkout

Proceed to Checkout

Continue Shopping →

## Shopping Cart 1 Items

CLTD First Attempt NA (with Credit)	1	\$0.00	
Testing Region [NA]			

[Join Now & Save!](#)

Save on your purchase by adding a PLUS Membership

Need Help with Purchasing? →

### Order Summary

Sub-Total	\$0.00
Shipping*	—
Taxes*	—

\*Taxes and Shipping will be shown at the end of the checkout process

**Total \$0.00**

[Apply Promo Code](#)

[Have a Referral Code?](#)

Checkout

*Note: The system will automatically recognize that you are purchasing your exam with an exam credit and adjust the total to \$0*

1. Click “Checkout”

# Step 4 – Checkout (Continued)

[Help](#)

During Checkout:

2. Select your shipping address preference and provide relevant information

*Note: If you choose to provide a work address, you will be required to submit your company name.*

3. Provide your phone number

4. Click “Continue”

✓ Account James Learner

2. Shipping Information

Address

Your address allows us to send you collateral such as membership materials or learning materials. For future orders or shipments, you can change this information at any time in your account settings.

Home Address

First Name\*

James

Last Name\*

Learner

Street Address\*

1234 Test Drive

Note: Learning System materials cannot be shipped to a P.O. Box

+

 Add a new line

City\*

Chicago

State/Province\*

Illinois

Postal Code\*

60634

Country/Region\*

United States

This address will be saved to your account.

Work Address

Contact

This will be used in case we need to reach out to you about your order.

Contact Type\*

Work

Country Code\*

US&Canada (+1)

Area Code\*

773

Phone Number\*

9829742

☐ Save to your account

Continue

Order Summary

Sub-Total

\$0.00

Shipping\*

—

Taxes\*

—

\*Taxes and Shipping will be shown at the end of the checkout process

Total

\$0.00

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ASCM



# Step 4 – Checkout (Continued)

No payment will be required because the payment will be covered by the exam credit

5. Click “Review Order”

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MANAGEMENT

[About  
ASCM](#)


[Learning &  
Development](#)



[Corporate  
Transformation](#)


[Making an  
Impact](#)

[Membership &  
Community](#)

### Checkout

 **Account** James Learner

 **Shipping Information** 

**3. Payment Method** 

No payment needed.


Next: Review Order

#### Order Summary

Sub-Total	\$0.00
Shipping*	—
Taxes*	—
<div>*Taxes and Shipping will be shown at the end of the checkout process</div>	
<b>Total</b>	<b>\$0.00</b>

9

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*Warning: You will be required to schedule and take your exam within 6 months upon completion of checkout.*

- 6. Review the order details.
- 7. Click “Place Order”

[← Edit Details](#)

### Review Order

Account Details

Personal Information

James Learner  
ASCM ID: 2173206

Contact Information

+1 (773) 9829742  
jlearner@ascm.org

Shipping Information

Shipping Address

James Learner  
1234 Test Drive  
Chicago IL, 60634  
USA  
+1 (773) 9829742

Payment Details

No payment needed.

Order Summary

1 Item

CLTD First Attempt NA (with Credit)

Qty 1

\$0.00

Testing Region [NA]

Order Summary

Sub-Total

\$0.00

Shipping\*

—

Taxes\*

—

Total

\$0.00

Place Order

# Step 5 – Proceed to My ACCOUNT

Your order confirmation will appear with your order details.

1. Click on “Go to My Account” to initiate the scheduling process.

Order Number: 3586309  
Reference Code: PO964155985

[Print](#)

You've taken the next step towards improving your skills, your supply chain and your future.

### Order Summary

CLTD First Attempt NA (with Credit)	Qty 1	\$0.00
Testing Region [NA]		
Sub-Total		\$0.00
Mailing		\$0.00
Taxes and Fees		\$0.00
Order Total		\$0.00

### Shipping Information

Shipping Address  
James Learner  
1234 Test Drive  
Chicago, IL 60634  
United States  
(773) 9829742

### Payment Summary

No payment needed.

Your purchase includes:

✓ **CLTD First Attempt NA (with Credit)**

If your purchase includes a Learning System you will receive an activation email within two hours. Exam voucher access and scheduling information emails will arrive within one day. Please check your spam folder if necessary.

All other subscriptions and digital products can be accessed from My Account.

[Go to My Account](#)

Subscriptions and digital products will be available immediately.  
Physical goods will arrive within the window of your selected shipping option from the day payment is processed.

# Step 6 – Verification

[Help](#)

The screenshot displays the ASCM website's user interface. At the top, a navigation bar includes links for 'Contact', 'Learning System Login', 'Join/Renew', a search icon, a shopping cart icon with a '0' badge, 'Hi, James', 'My Account' (circled in blue), and 'Logout'. Below this, a secondary navigation bar features the ASCM logo and links for 'About ASCM', 'Learning & Development', 'Corporate Transformation', 'Making an Impact', and 'Membership & Community'. The left-hand banner contains a 'My Account' section with links for 'Order History', 'Subscriptions', 'Membership', and 'Certifications' (circled in blue). Below these are sections for 'Partner Administration' (with links for 'Partner Connect', 'C-Box', and 'My Company Inventory') and 'My Digital Products' (with a link for 'My Digital Products'). The main content area on the right has a 'Welcome to your ASCM Account!' message, followed by a prompt to update the profile and an 'Update Your Profile' button. Below this is a 'Membership Status' section with a message for non-members and a 'View Member Benefits' link.

**My Account**

- Order History
- Subscriptions
- Membership
- Certifications**

**Partner Administration**

- Partner Connect
- C-Box
- My Company Inventory

**My Digital Products**

- My Digital Products

**Welcome to your ASCM Account!**

Please take a moment to tell us a little more about yourself by updating your profile. This will help us provide you with a richer, more personalized experience.

[Update Your Profile](#)

**Membership Status**

**Not an ASCM Member? Advance your performance with the power of an ASCM Membership!**

As the premier professional association for end-to-end supply chain professionals, ASCM Membership gives you exclusive access to the leading provider of research, education, and certification programs that elevate supply chain excellence, innovation, and resilience.

[View Member Benefits](#)

- 2. Scroll down to the “Your Exams” section and click on “Schedule Your Exam”

### Your Exams

Certification details may take up to 24 hours to update. Completed exam details will be in the Exam History section.

Registration with an exam credit is completed at checkout. Add the appropriate exam to your cart to claim an exam credit. You will not be charged for the exam.

Certified in Logistics, Transportation and Distribution (CLTD) : United States

Credit Status		Status Key
In Use		
Date Available	Apply Credit by	
-	-	
Applied Credit		

>>>

Authorization Status		Status Key
Finalize		
Take Exam by		
3/10/2021		
Schedule Your Exam		

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3. Review your authorization details including your name, exam name, and authorization period
4. Click on the ASCM Exam Handbook Link and review testing policies
5. Click on the ASCM Testing Policies and Code of Ethics link and review

## Verify and Schedule

CUSTOMER RELATIONS

APICS Overview

Contact

Careers at ASCM

+

+

+

**Please review the exam information below to confirm you are scheduling the correct exam.**

**Candidate:** 2173206 James Learner

**Exam:** 68 CLTD Certified in Logistics, Transportation and Distribution (CLTD)

**Authorization Dates:** 9/11/2020 - 3/10/2021

Click a link below if you need to review the "ASCM Exam Handbook" or "ASCM Testing Policies and Code Of Ethics"

[ASCM Exam Handbook](#)


[ASCM Testing Policies and Code of Ethics](#)

# Step 6 – Verification (Continued)

[Help](#)

6. Confirm your contact information
7. Check the box to agree that your contact information is accurate
8. Check the box to agree that the first and last name listed matches the first and last name on your identification

*Note: You will only need to decide if you want to share your exam information if using an exam credit issued from a partner or through a Corporate Development-run class.*




CREDENTIALS  
& EDUCATION

APICS FOR  
INDIVIDUALS

APICS FOR  
BUSINESS

APICS  
PARTNERS

MY ACCOUNT

Type here to search 

HOME | MY ACCOUNT MY EXAM FINALIZE

**Please Confirm Your Contact Information**

ASCM ID: 2173206

First or given name: James

Last or family name: Learner

Email Address: jlearner@ascm.org

☒ I agree that the name above matches my identification and that my e-mail address is correct.  
Otherwise, click the following link to change any of the fields: [Profile Editor](#).

**Please Agree to the ASCM Code of Ethics**

☒ I confirm that I have read and agree to the ASCM Code of Ethics and Testing Policies.

**Please Select Your Scheduling Information Sharing Option**


It is ASCM's policy to share your scheduling information and pass/fail status with the organization that purchased your ATT. Do you authorize ASCM to share this information?

☒ Yes ☐ No


Please select 'Yes' or 'No'

# Step 6 – Verification (Continued)

[Help](#)



ASSOCIATION FOR  
SUPPLY CHAIN  
MANAGEMENT

Built Upon  Global Standards


CREDENTIALS  
& EDUCATION

APICS FOR  
INDIVIDUALS

APICS FOR  
BUSINESS

APICS  
PARTNERS

MY ACCOUNT

Type here to search 

HOME | MY ACCOUNT | MY EXAM FINALIZE

**Please Agree to the ASCM Code of Ethics**

☒ I confirm that I have read and agree to the ASCM Code of Ethics and Testing Policies.

**Please Select Your Scheduling Information Sharing Option**

*It is ASCM's policy to share your scheduling information and pass/fail status with the organization that purchased your ATT. Do you authorize ASCM to share this information?*

☒ Yes ☐ No

Please select 'Yes' or 'No'

**Click the "Schedule" button below to submit your ATT to PearsonVue**

- If your ATT is accepted by PearsonVue, you will be redirected to the PearsonVue web site to schedule your exam
- If you do not schedule your exam at this time, you may do so later via the Certification section of MyAccount

SCHEDULE

CANCEL AND RETURN TO MYACCOUNT

7. Click on “Schedule” to be directed to begin the scheduling process

[Return Home](#)[Proceed to Scheduling Instructions](#)



# Scheduling Your Exam

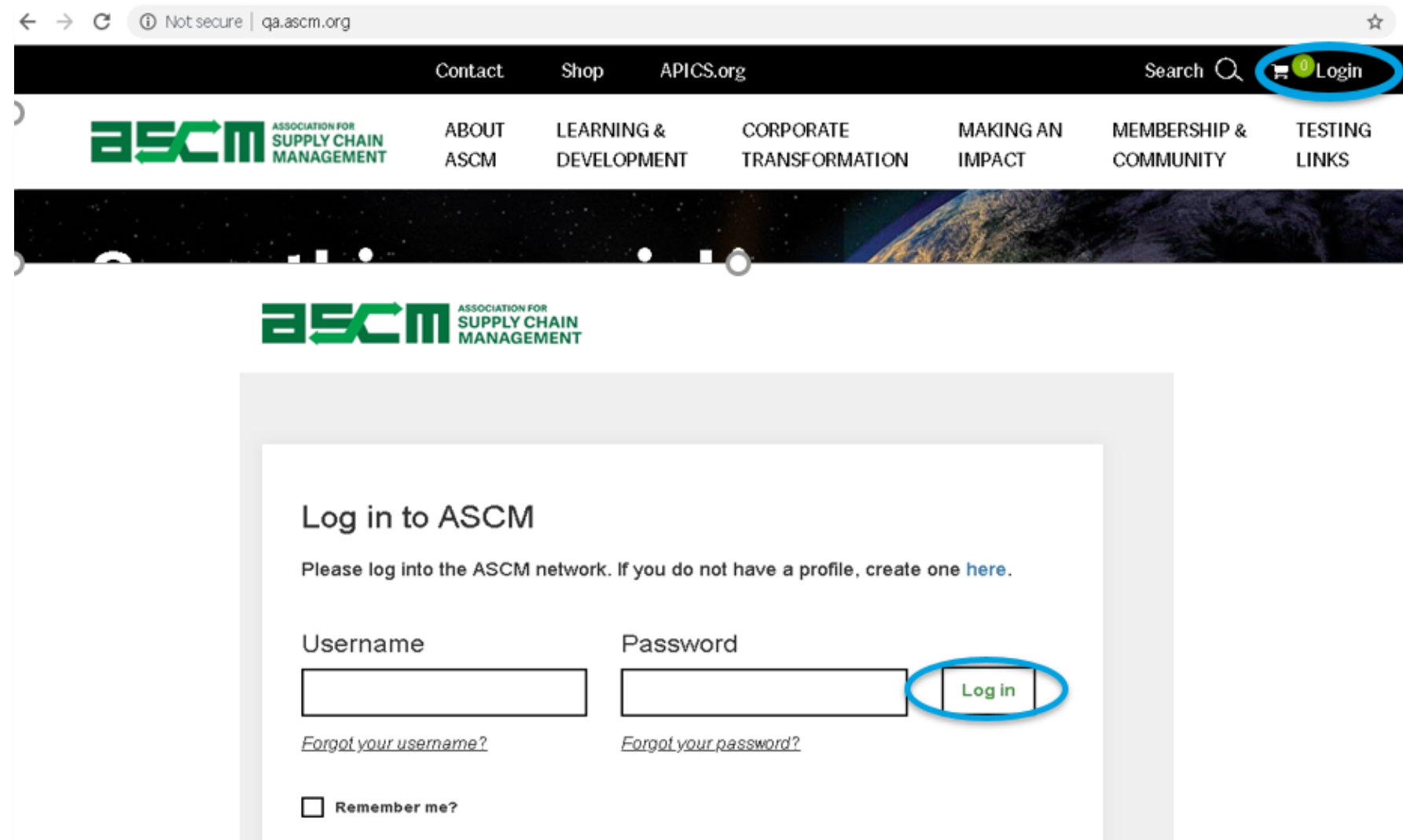
# Step 1 - Login

Help

In order to schedule your exam, you need to be logged in to your account.

To do so:

1. Go to [ascm.org](https://ascm.org)
2. Click on Login on the menu bar
3. Enter your username and password
4. Click LOGIN



The screenshot shows the ASCM website's login interface. At the top, the navigation bar includes links for 'Contact', 'Shop', and 'APICS.org'. A search bar is present, and a 'Login' button with a shopping cart icon is circled in blue. Below the navigation bar, the ASCM logo and tagline 'ASSOCIATION FOR SUPPLY CHAIN MANAGEMENT' are displayed. The main content area features a 'Log in to ASCM' section with a message: 'Please log into the ASCM network. If you do not have a profile, create one [here](#).' There are two input fields for 'Username' and 'Password'. Below the 'Password' field, a 'Log in' button is circled in blue. Links for 'Forgot your username?' and 'Forgot your password?' are provided. At the bottom, there is a 'Remember me?' checkbox.

# Step 2 – Launch Scheduling Process

[Help](#)

If you already have an Authorization to Test (ATT), the following steps will help you begin the scheduling process. If you just completed the verification process after purchasing your exam, please skip this step.

To do so:

1. Go to My ACCOUNT
2. Click Certifications from the left side of your screen

The screenshot shows the ASCM website's 'My Account' page. The top navigation bar includes links for Contact, Learning System Login, Join/Renew, a search icon, a shopping cart icon with a '0' badge, 'Hi, Ryan', 'My Account' (circled in blue), and Logout. Below this is a secondary navigation bar with links for About ASCM, Learning & Development, Corporate Transformation, Making an Impact, and Membership & Community. The left sidebar contains links for My Account (highlighted with a green bar), Order History, Subscriptions, Membership, and Certifications (circled in blue). The main content area is titled 'Membership Status' and displays the following information:

ASCM Member PLUS			<a href="#">View Member Benefits</a>
Partner	Certification Discounts	Membership Expires on 9/5/2021	
Chapter APICS International	Available	Your membership has been provided by your employer.	
Member-at-Large			

Below the membership status box, there is a 'Profile' link.

## Your Exams

Certification details may take up to 24 hours to update. Completed exam details will be in the Exam History section.

! To redeem an exam credit, please choose the "Register for Your Exam" button below. You will then be taken to the program page. Please choose the appropriate exam by choosing the "Explore" link next to the program for which you would like to register. Your exam credit will be redeemed at checkout and you will not be charged for the exam.

Certified in Logistics, Transportation and Distribution (CLTD) : United States

Credit Status			Authorization Status	
In Use		<a href="#">Status Key</a>	Accepted	<a href="#">Status Key</a>
Date Available	Apply Credit by		Take Exam by	
-	-		3/8/2021	
Applied Credit		>>>	Schedule Exam	

3. Scroll down to the *Your Exams* section

4. Click "Schedule"

# Where do you plan to test?

*Select an option below to proceed to the corresponding instructions.*

**Online**

**Testing Center**

# Step 3 – Select a Testing Platform

[Help](#)

*Note: Selecting “At a home or office” will schedule an online proctored testing appointment.*

### Select exam options

CPIMPart1: APICS CPIM- Part 1

All fields are required.

How do you want to take your exam? [Exam delivery option descriptions](#)

☒ At a local test center

☐ At a home or office

Previous

Next

1. Select “At a local test center”
2. Click “Next”
3. Confirm the exam you will be taking
4. Click “Next” again

APICS

>>

<

Exam details

CPIMPart1: APICS CPIM- Part 1

Exam:  
CPIMPart1: APICS CPIM- Part 1  
[View Testing Policies](#)

Language:  
English

[View My Authorization Information](#)

Previous

Next

# Step 4 – Choose a Test Center

*Note: The search option will automatically search for testing centers in your area, but you can type in a different area if you intend to test from a different location*

## 1. Select a testing center (except online testing)

*Note: You will be able to select up to 3 test centers at a time to compare availability. To expand the search radius, click “Show More”.*

## 2. Click “Next”

»

214 La Poisson St., Paris, Alberta, M1P 8P9, Canada

Search

★ MILITARY COMMUNITY looking for on-base test centers, please [click here](#).

You can select up to three test centers to compare availability.

Helpful hints:

- The test center information link may provide directions, parking, wheelchair support or other physical access considerations.
- Distance (mi/km) is a straight line calculated from the center point of your search criteria and does not reflect driving distance.

	Test Center	Distance <a href="#">Show km</a>
<input type="checkbox"/>	<b>Upper Valley Career Center</b> Adult Technology Center 8901 Looney Road Piqua, Ohio 45356 United States <a href="#">Test Center Information</a>	13.7 mi
<input type="checkbox"/>	<b>New Horizons Computer Learning Center</b> 1890 Commerce Center Boulevard	23.6 mi

Map Satellite

Next

# Step 5 – Choose a Date & Time

Help

1. Select your testing appointment date
2. Choose an appointment time by clicking on it

*Note: If you do not see any dates available, repeat Step 4 and select three different test centers.*

## Choose Appointment

Signed In as: Jack Learner  
APICS ID: APICS2069416

Exam Selection: CPIMPart1: APICS CPIM- Part 1 | Language: English

### Test Center

**Peoria Regional Office of Education**  
324 Main St  
Room 401  
Peoria, Illinois 61602  
United States

[Change Test Centers](#)

### Select Date

[Why can't I find an available appointment?](#)

December 2017

January 2018

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					4	5		1	2	3	4	5	6
8	9	10	11	12	13	14	7	8	9	10	11	12	13
15	16	17	18	19	20	21	14	15	16	17	18	19	20
22	23	24	25	26	27	28	21	22	23	24	25	26	27
29	30	31					28	29	30	31			
32													

Available Start Times: Wednesday, January 24, 2018 at Peoria Regional Office of Education

Morning	Afternoon
09:00 AM	12:45 PM



# Step 6 – Confirm Appointment Details

[Help](#)

1. Review appointment information for accuracy.
2. Click on “Proceed to Checkout”

**Important Note:** You must complete the scheduling process in full to book your appointment. Closing your web browser at this step will abort the scheduling process

The screenshot shows the APICS Cart page. At the top, the APICS logo is on the left and a shopping cart icon is on the right. Below the logo is a sidebar with navigation icons: a double arrow, a person icon, a group of people icon, a home icon, and a right arrow icon. The main content area is titled 'Cart'. Below the title, there is a message box with the text 'Review and confirm contact information to avoid issues on test day.' Below this is a table with three columns: 'Description', 'Details', and 'Actions'. The table contains one row for an appointment. The 'Description' column lists 'Exam' as 'SCOR-P: APICS SCOR-P', 'Language' as 'English', and 'Exam Length' as '135 minutes'. The 'Details' column lists 'Appointment' as 'Friday, July 24, 2020' with 'Start Time: 08:00 AM EDT' and a 'Change Appointment' link, and 'Location' as 'Pearson Professional Centers-Dayton OH', '3033 Kettering Boulevard', 'Suite 320', 'Moraine, Ohio 45439', 'United States', and a 'Change Test Center' link. The 'Actions' column contains a 'Remove' link. At the bottom right of the page, there is a yellow 'Proceed to Checkout' button, which is circled in blue.

Description	Details	Actions
<b>Exam</b> SCOR-P: APICS SCOR-P Language: English Exam Length: 135 minutes	<b>Appointment</b> Friday, July 24, 2020 Start Time: 08:00 AM EDT <a href="#">Change Appointment</a> <b>Location</b> Pearson Professional Centers-Dayton OH 3033 Kettering Boulevard Suite 320 Moraine, Ohio 45439 United States <a href="#">Change Test Center</a>	<a href="#">Remove</a>

[Proceed to Checkout](#)

# Step 7 – Review & Agree to Testing Policy

[Help](#)

1. Read and confirm that you understand and agree to the APICS and Pearson VUE policies

2. Click “Accept”

***Note: “Accept” will not appear until you have read through the policy in its entirety***

Privacy and Cookies This website stores cookies on your computer which help us make the website work better for you. [Learn more](#) [Close this message](#)

APICS

»  
👤  
📦  
🏠  
🔗

### Agree to policies

Candidates can access the scheduling/rescheduling function for their exams online at any time through their My Account by following the instructions below.

- Log into your online account on the APICS website
- Click on MY Account at the top navigation
- Scroll down to the My APICS Certification section and navigate to Exam Authorizations and Credits
- Select the schedule/reschedule hyperlink next to your exam

### Cancellation Policy

Candidates can only reschedule their exam. Please see reschedule policy.

### Additional Information

Exam fees are forfeited for no-shows. Exceptions may be made for medical or other emergencies. If candidates miss the exam due to an emergency, they must contact Pearson VUE within 10 business days after the exam date. Pearson VUE contact information can be found at [Pearson VUE Customer Service](#). Candidates must submit written documentation to Pearson VUE in order to have their request reviewed. Only authorized emergencies will be considered. Additional information regarding all APICS examinations can be found by visiting the APICS Exam Handbook ([www.apics.org/handbook](http://www.apics.org/handbook)).

A service fee of \$10 will be applied to all reservations, reschedules or cancellations completed by the Pearson VUE Call Center. This fee will be in addition to any applicable reschedule or cancellation fee.

[Cancel](#) [Accept](#)

Proceed to Checkout

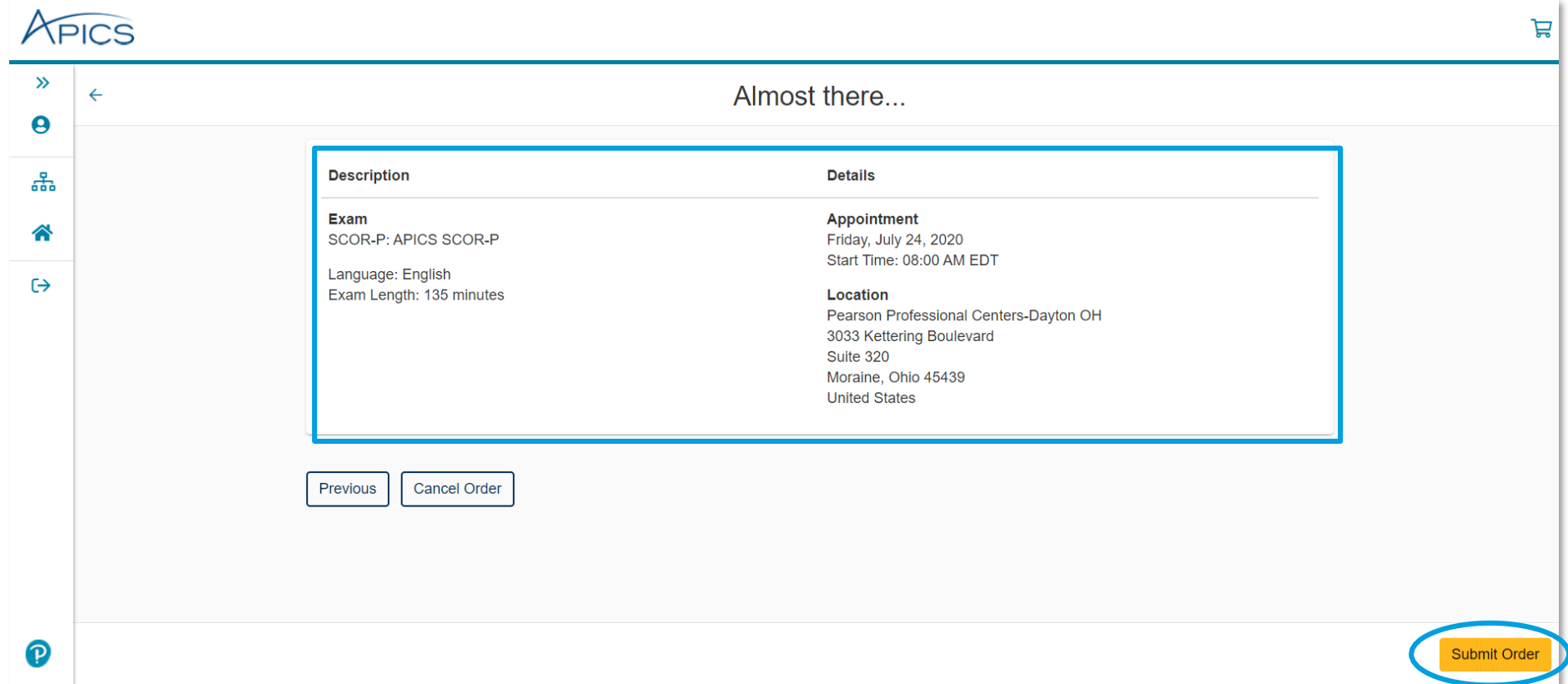
# Step 8 – Finish Booking

[Help](#)

1. Confirm the exam and appointment details

2. Click “Submit Order”

*Note: Clicking “Submit Order” completes the scheduling process.*



The screenshot shows the APICS SCOR-P booking confirmation screen. The header includes the APICS logo and a shopping cart icon. The main content area is titled "Almost there..." and contains a table with exam and appointment details. A blue box highlights the table content. Below the table are "Previous" and "Cancel Order" buttons. At the bottom right, the "Submit Order" button is circled in orange.

Description	Details
<b>Exam</b> SCOR-P: APICS SCOR-P  Language: English Exam Length: 135 minutes	<b>Appointment</b> Friday, July 24, 2020 Start Time: 08:00 AM EDT  <b>Location</b> Pearson Professional Centers-Dayton OH 3033 Kettering Boulevard Suite 320 Moraine, Ohio 45439 United States


Previous Cancel Order

Submit Order


# Step 9 – Review Confirmation


- 1. Review the appointment summary and print, if desired
- 2. An email confirmation will also be sent


*Important Note: If you need to reschedule later, you must do so at least 24 hours in advance of your appointment*




>>









You are booked!  
Order #: 0054-4753-7019

An email confirmation has been sent to: rkavanaugh@apics.org

Return to Dashboard

Description	Details	Order Information
<b>Exam</b> SCOR-P: APICS SCOR-P  Language: English Exam Length: 135 minutes	<b>Appointment</b> Friday, July 24, 2020 Start Time: 08:00 AM EDT  <b>Location</b> Pearson Professional Centers-Dayton OH <a href="#">Test Center Information</a>	<b>Order Number/Invoice</b> 0054-4753-7019 <b>Registration ID</b> 376940488 <b>Status</b> Scheduled

# Support & Troubleshooting

*If you encounter any issues, we recommend completing the following steps:*

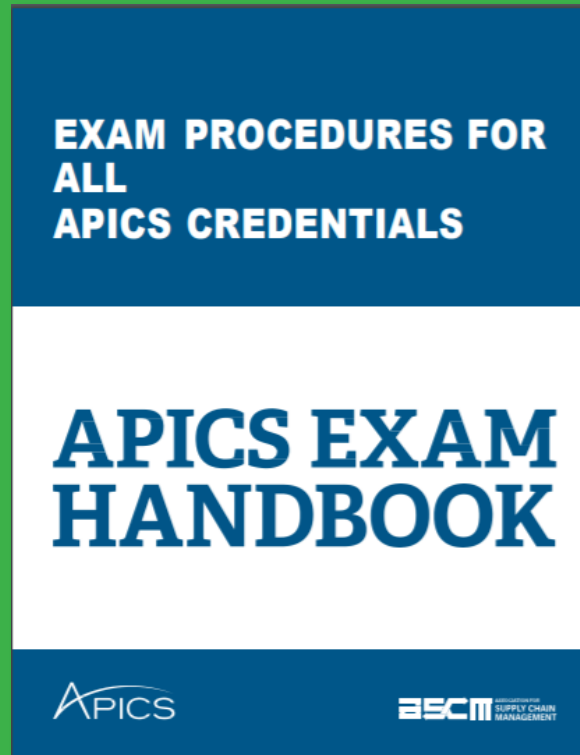
1. Check your internet connection
2. Ensure that you are using either Mozilla Firefox or Google Chrome as your web browser
3. Clear your internet cache
4. If you are using a company computer and/or network, try using a different network of computer.
5. Ensure that you login to your online account
6. Read all information carefully. Some parts of the scheduling process require you to read and agree to terms and policies. Please ensure that the required checkboxes are selected where applicable.
7. Read the [APICS Exam Handbook](#) for information about testing policies and procedures.

# Help Resources

*Below is a list of support resources available if you have questions or need help.*

1. Rules, policies, and procedures for taking APICS exams are outlined in the [APICS Exam Handbook](#)
2. If you encounter issues encountered when scheduling or during the testing process, [contact Pearson VUE Support](#)
3. For all other questions, [contact ASCM Customer Relations](#)

*Note: If you have a question about credits from training that was setup by our Corporate Development Team, please contact [corporatedevelopment@ascm.org](mailto:corporatedevelopment@ascm.org)*



The Customer Relations team is available to answer your questions regarding information on this page from 6:00 a.m.–6:00 p.m. CT, Monday through Friday.

✉ [\*\*support@ascm.org\*\*](mailto:support@ascm.org)

☎ **1-800-444-2742**  
**+1-773-867-1777**



Chat is the quickest way to reach a customer service agent.  
Click on the Chat icon to get started.

If chat is "offline," see below for telephone numbers and office hours.

America region ^

#### Office hours

Monday–Friday, 7:00 a.m.–7:00 p.m. [CT](#); closed on local holidays.

#### Telephone numbers

- 866-583-8949 (toll-free)
- +1-952-905-7418 (toll)

#### Email form

[Ask a question](#)

Asia-Pacific region v

Europe, Middle East, Africa (EMEA) region v

**Return Home**