HANDBOOK FOR CANDIDATES

CERTIFICATION EXAMINATION
FOR PURCHASING CARD PROFESSIONALS

ANNUAL CONFERENCE 2020 TESTING PERIOD
Application Deadline: February 28, 2020
Testing Date: April 6, 2020

SUMMER 2019 TESTING PERIOD
Application Deadline: May 13, 2020
Testing Begins: June 13, 2020
Testing Ends: June 27, 2020

FALL 2019 TESTING PERIOD
Application Deadline: September 9, 2020
Testing Begins: October 10, 2020
Testing Ends: October 24, 2020

P.O. BOX 901
Wayzata, MN 55391
(952) 546-1880

1350 Broadway, Suite 800
New York, NY 10018
(212) 356-0660

www.napcp.org
# Table of Contents

- Purpose of Certification: 3
- Reasons for Certification: 3
- Administration: 3
- Eligibility Requirements: 4
- Attainment of Certification and Recertification: 4
- Revocation of Certification: 4
- Application Procedure: 5
- Completion of Application: 4
- Fees: 6
- Examination Administration and Scheduling: 6
- Scheduling Your Examination Appointment: 6-7
- Rescheduling Examination Appointment within a Testing Period: 7
- Transferring to a New Testing Period: 7-8
- Failing to Report for an Examination: 8
- Special Needs: 8-9
- Preparing for the Examination: 9
- What to Expect at the Testing Center: 9-10
- Rules for the Examination: 10-11
- Report of Results: 11
- Reexamination: 11
- Confidentiality: 11
- Content of Examination: 11-12
- Scoring Procedure: 12
Attention Candidates

This handbook contains necessary information about the Certification Examination for Purchasing Card Professionals. It is required reading for those applying and testing for the Examination. All individuals applying for this examination must comply with the policies, procedures and deadlines in this Handbook and attest to this by signing the Candidate Attestation found on the online application. Please retain this handbook for future reference. This handbook is subject to change. See NAPCP for handbook updates.

Purpose of Certification

The Purchasing Card Professional Certification Council (PCPCC) promotes the concept of voluntary certification by examination for all eligible Purchasing Card professionals. Certification is just one part of a process called “credentialing,” which focuses specifically on the individual and is one indication of current competence in the specialized field. Certification of Purchasing Card professionals provides formal recognition of basic knowledge and experience in this field.

Reasons for Certification

1. To provide documented evidence to a current or potential employer that you have been examined by an independent professional certifying organization and found to possess a certain level of basic knowledge about the specialized field of Purchasing Cards.

2. To establish a level of knowledge required for certification of Purchasing Card professionals.

3. To provide encouragement for continued personal and professional growth in the field of Purchasing Cards.

4. To provide a standard of experience and knowledge requisite for certification; thereby assisting the employer, public and members of the Purchasing Card profession in assessment of Purchasing Card professionals.

Administration

The certification program is sponsored by the Purchasing Card Professional Certification Council (PCPCC) with oversight by the National Association of Purchasing Card Professionals (NAPCP). The certification examination for Purchasing Card professionals is administered by the Professional Testing Corporation (PTC); 1350 Broadway, Suite 800; New York, New York 10018 (212) 356-0660; www.ptcny.com.

Questions concerning the examination should be referred to PTC. In addition, PTC works with Prometric testing centers for examination delivery.
Eligibility Requirements

Candidates must meet the following requirements:

1. Have **documented** work experience in the Purchasing Card industry for at least two years at the time of application submission.

2. Earn at least 15 points from a combination of education, experience, other certifications, professional development and/or industry participation. Refer to the application and initial certification requirements available at [www.napcp.org/cpcp](http://www.napcp.org/cpcp). **Appropriate supporting documentation for all claimed points must be submitted with the completed application form(s).**

3. Scan into PDF files and upload the following required supporting documentation to your online application: the application supplement (for points earned through industry education and participation, if applicable), appropriate supporting documentation for claimed points, signed letter from employer verifying at least two years of work experience and a copy of your college degree. Then, complete your online application at [www.ptcny.com](http://www.ptcny.com). All fees must be submitted with your application. Only applications received with the fee will be reviewed for eligibility. If you are found to be ineligible, your application fee will be refunded to us less a $50 processing fee.

Attainment of Certification and Recertification

Eligible candidates who pass the certification examination for Purchasing Card professionals will become Certified Purchasing Card Professionals, receiving a certificate from the Purchasing Card Professional Certification Council (PCPCC), and are eligible to use the registered designation "CPCP" after their names. A registry of all CPCPs will be maintained by the PCPCC and may be reported in its publications. Certification as a CPCP is recognized for a period of three years, at which time the candidate must retake and pass the current certification examination or meet the alternative requirements that are in effect at that time to retain certification. Recertification information is available at [www.napcp.org/cpcp](http://www.napcp.org/cpcp).

Revocation of Certification

Certification may be revoked for any of the following reasons:

1. Falsification of an application
2. Breach of existing ethical standards of professional practice
3. Misrepresentation of certification status

The Appeals Committee of the PCPCC provides the appeal mechanism for challenging revocation of certification. It is the responsibility of the individual to initiate the appeal process in writing to: Purchasing Card Professional Certification Council; P.O. Box 901 Wayzata, MN 55391 or cpcp@napcp.org.
Application Procedure

Read and follow the directions on the application and in this handbook. The online application can be found at www.ptcny.com. If you have any questions about the online application, contact the Professional Testing Corporation (PTC); 1350 Broadway, Suite 800; New York, New York 10018; (212) 356-0660; www.ptcny.com.

Completion of Application

Complete or fill in as appropriate all information requested on the application. Mark only one response unless otherwise indicated.

CANDIDATE INFORMATION: Enter your name, address, daytime phone number, evening phone number, email address and organization/employer name in the appropriate row of empty boxes.

Note: The name you enter on your application must exactly match the name listed on your current government-issued photo ID, such as a driver’s license or passport. Do not use nicknames or abbreviations.

CERTIFICATION STATUS: Mark the appropriate response (one only).

ELIGIBILITY AND BACKGROUND INFORMATION: All questions must be answered unless an exception applies per the application instructions. Mark only one response unless otherwise indicated.

Proof of attainment, as indicated on the application and within the supplemental form. Complete initial certification requirement details are available at www.napcp.org/cpcp.

OPTIONAL INFORMATION: As indicated, these questions are optional. The information requested is to assist in complying with equal opportunity guidelines and will be used only in statistical summaries. Such information will in no way affect your test results and will not be shared outside of PTC, PCPCC or NAPCP.

CANDIDATE SIGNATURE: When you have completed the online application, and uploaded a PDF file of all required supporting documentation (signed letter from your employer; copy of college diploma/final official transcript; proof of points, copies of certificates), sign with your electronic signature, save your application, submit it for review and pay the required application fees.
Fees

Application fee for the Certification Examination for Purchasing Card Professionals:

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Amount</th>
<th>Details</th>
</tr>
</thead>
</table>
| Examination Fee         | $355 for NAPCP Members $455 for NAPCP Non-Members/Complimentary Subscribers | • Non-refundable  
• Non-transferable  
• Includes testing center fees |
| Transfer Fee            | $100                                            | • Payable with your new application at www.ptcny.com  
• Applies to candidates who wish to transfer to a different testing period |

Visa, Mastercard and American Express are accepted. Please complete the credit card payment form on the application. If paying by check, select check option, then print out the payment coupon from the online application, and mail the coupon and check/money order to Professional Testing Corporation, 1350 Broadway, Suite 800, New York, NY 10018. Checks/money orders must be payable to Professional Testing Corporation.

Examination Administration and Scheduling

The Certification Examination for Purchasing Card Professionals is administered during an established two-week testing period on a daily basis, Monday through Saturday, excluding holidays, at computer-based testing facilities managed by Prometric.

Scheduling Your Examination Appointment for Computer-Based Testing

Within 11 weeks prior to the first day of the testing period, you will be emailed a Scheduling Authorization from notices@ptcny.com. Please ensure you enter your correct email address on the application and add the “ptcny.com” domain to your email safe list. If you do not receive a Scheduling Authorization at least six weeks before the beginning of the testing period, contact the Professional Testing Corporation at (212) 356-0660 or online at www.ptcny.com/contact.

The Scheduling Authorization will indicate how to schedule your examination appointment with Prometric as well as the dates during which testing is available. Appointment times are first-come, first-serve, so schedule your appointment as soon as you receive your Scheduling Authorization in order to maximize your chance of testing at your preferred location and on your preferred date. Candidates who wait until the last minute run the risk of missing out on their preferred date, time and testing center. Candidates unable to schedule an appointment will forfeit their fees.

After you make your test appointment, Prometric will send you a confirmation email with the date, time and location of your exam. Check this confirmation carefully for the correct date, time, and location. Contact Prometric at (800) 741-0934 if you do not receive this email confirmation or if there is a mistake with your appointment.
Note: International candidates may also schedule, reschedule or cancel an appointment online at prometric.com.

**IMPORTANT!** You MUST present your current driver’s license, passport or U.S. Military ID at the test center. Expired, temporary or paper driver’s licenses will NOT be accepted. The name on your Scheduling Authorization MUST exactly match the name on your photo ID. **Fees will not be refunded for exams missed because of invalid ID.**

### Rescheduling Examination Appointments within a Testing Period

Candidates are able to reschedule their examination appointments within the same testing period as long as the request is submitted within the timeframe described below. Reschedule within the permitted time frame by calling or going to the Prometric website: https://www.prometric.com/PCPCC

<table>
<thead>
<tr>
<th>Time Frame</th>
<th>Reschedule Permitted?</th>
<th>Stipulations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests submitted 30 days or more before the original appointment</td>
<td>Yes</td>
<td>None</td>
</tr>
<tr>
<td>Requests submitted 29 to 5 days before the original appointment</td>
<td>Yes</td>
<td>Candidate must pay Prometric a rescheduling fee of $50.</td>
</tr>
<tr>
<td>Requests submitted less than 5 days before the original appointment</td>
<td>No</td>
<td>Candidates who do not arrive to test for their appointment will be considered a no-show and all their examination fees will be forfeited. Candidates will need to reapply and pay fees for a future testing period.</td>
</tr>
</tbody>
</table>

### Transferring to a New Testing Period

Candidates unable to take the examination during their scheduled testing period will need to pay the $100 transfer fee in order to move to another testing period, so please plan carefully.

**Note:** Requests to transfer to a new testing period must be received within 30 days of your originally scheduled testing period.

Candidates wishing to transfer to a new testing period need to follow the steps below.

2. Click “Start New Application.”
3. Choose PCPCC in the first drop-down menu, then choose the new examination period in the second drop down menu and fill out the rest of the information on the page.
4. Fill out the application making sure you answer yes to the question that asks if you are transferring; you will need your current PTC ID number.

5. When you have finished the application, click “Submit Request for Transferring Verification” in the Examination and Certification Information section of the application.

6. PTC Support will send you an email letting you know your transfer application was approved.

Call (212)356-0660 if you have any questions regarding the transfer process.

If candidates are unable to attend the examination on the date for which they registered and elect not to transfer to another testing period, the application will be closed and all fees will be forfeited. Fees will not be returned.

The candidate is also responsible for contacting Prometric and canceling the original examination appointment, if one was made.

Exams may only be transferred to a new testing period once; plan carefully.

Note: Transferring your Examination only refers to instances when a candidate is unable to take their exam during a testing period for which they have already applied. Candidates who did not pass their examination and are retaking the examination need to pay the full Examination Fee.

Failing to Report for an Examination

If you fail to report for an examination, you will forfeit all fees paid to take the examination. A completed application form and examination fee are required to reapply for the examination.

Special Needs

NAPCP and PTC support the intent of and comply with the Americans with Disabilities Act (ADA). PTC will take steps reasonably necessary to make certification accessible to persons with disabilities covered under the ADA. According to the ADA, an individual with a disability is a person who has a physical or mental impairment that substantially limits a major life activity (such as seeing, hearing, learning, reading, concentrating, walking) or a major bodily function (such as neurological, endocrine or digestive system). The information you provide and any documentation regarding your disability and special test accommodations will be held in strict confidence.

All approved testing accommodations must maintain the psychometric nature and security of the examination. Accommodations that fundamentally alter the nature or security of the exam will not be granted.

Special testing arrangements may be made upon receipt of the Application, examination fee, and a completed and signed Request for Special Needs Accommodations Form or by calling PTC at (212) 356-0660.
This Form must be uploaded with the online application no later than 8 weeks prior to the start of the chosen testing period.

Only those requests made and received on the official Request for Special Needs Accommodations Form will be reviewed. Letters from doctors and other healthcare professionals must be accompanied by the official Form and will not be accepted without the Form. All requests must be made at the time of application. Accommodations cannot be added to an existing exam appointment.

Preparing for the Examination

The PCPCC recommends that candidates review the reading references list, study tips and detailed examination content outline available at www.napcp.org/cpcp.

Check your government issued photo ID (driver’s license, passport or U.S. Military ID) when you make your examination appointment. Is it expired? Does the name on your ID match the name on your Scheduling Authorization email? Proctors at the Prometric testing center will refuse admission to candidates with expired IDs, IDs with names that do not match their records, and temporary paper IDs. Candidates will be marked as no-shows and will forfeit their exam fees.

Check your PTC Scheduling Authorization email and Appointment Confirmation email from Prometric to make sure everything is accurate (i.e. your name, exam name, appointment date, time and location).

Familiarize yourself with the location of your chosen testing site and any requirements they may have for parking and check the weather and traffic conditions before you leave for the testing center. Make sure you give yourself plenty of time to arrive as late arrival may prevent you from testing.

In the event of inclement weather, check the Prometric website for site closures: https://www.prometric.com/closures.

Prometric’s website provides information on what you can expect on your test day, including a walkthrough of check-in and security procedures: www.prometric.com.

This Handbook provides the Content Outline for the Examination (see appendix). Use these to help you start studying for the examination.

Review the Rules for the Examination on the next page before your appointment.

What to Expect at the Testing Center

PTC has partnered with Prometric Testing Centers to deliver examinations to candidates. Here is what you can expect when you arrive at your Prometric Testing Center.

- Candidate Check-In
  - Candidates will be asked to present their IDs
  - Candidates will be asked to empty and turn out their pockets
  - Candidates will be “wanded” or asked to walk through a metal detector
  - Inspection of eyeglasses, jewelry and other accessories will be conducted. Jewelry other than wedding and engagement rings is prohibited.
Religious headwear may be worn into the testing room; however, it may be subject to inspection by a testing center administrator before entry into the testing room is permitted. Prometric provides lockers for candidates to store their purses, mobile phones, jackets, food, drinks and medical supplies.

- During the Exam
  - No breaks are scheduled during the exam. Candidates who must leave the testing room to take a break will not be given extra time on the exam.
  - Accessing mobile phones or study materials during the examination is prohibited.
  - Smoking is prohibited at the testing center.
  - All examinations are monitored and may be recorded in both audio and video format.

Please keep in mind: Other exams will be administered at the same time as your examination. Therefore, examinees may hear ambient noises such as typing, coughing, or people entering and exiting the testing room that cannot be avoided. Prometric is unable to provide a completely noise-free environment. However, headphones may be requested to minimize impact.

Please see Prometric’s website for more information about what to expect on testing day.

**Rules for the Examination**

Please read the information below carefully. You are responsible for adhering to the examination rules while at the testing center.

- You must present your current driver’s license, passport, or US Military ID at the testing center. Candidates without valid ID will NOT be permitted to test. Temporary or paper copies of your ID will not be accepted.

- No electronic devices that can be used to record, transmit, receive, or play back audio, photographic, text, or video content, including but not limited to, cell phones, laptop computers, tablets, Bluetooth devices; wearable technology (such as smart watches), MP3 players (such as iPods), pagers, cameras and voice recorders are permitted to be used and cannot be taken into the examination room. Prometric provides lockers for your personal items.

- No papers, books or reference materials may be taken into or removed from the testing room.

- No questions concerning content of the examination may be asked during the examination session. The candidate should read carefully the directions that are provided on screen at the beginning of the examination session.

- Candidates are prohibited from leaving the testing room while their examination is in session, with the sole exception of going to the restroom.

- Bulky clothing, such as sweatshirts (hoodies), jackets, coats and hats (except hats worn for religious reasons), and most types of jewelry may not be worn while taking the examination. Proctors will ask you to remove such
items and place them in your locker. Please see Prometric's statement on Test Center Security for more information.

⇒ All watches and "Fitbit" type devices cannot be worn during the examination.
⇒ No food/beverages are permitted inside the testing room. Leave these items in your assigned locker.

Contact PTC at (212) 356-0660 or http://www.ptcny.com/contact with any questions about the Examination Rules.

VIOLATION OF ANY OF THE RULES LISTED ABOVE MAY LEAD TO FORFEITURE OF FEES, DISMISSAL FROM THE TESTING ROOM AND CANCELLATION OF YOUR TEST SCORES.

Report of Results

Candidates will be notified in writing by PTC within approximately 4 weeks of the close of the testing period whether they have passed or failed the examination. Scores on the major areas of the examination and on the total examination will be reported. Successful candidates will separately receive a certificate from the Purchasing Card Professional Certification Council.

Reexamination

The certification examination for Purchasing Card professionals may be taken as often as desired upon filing of a new application and fee. There is no limit to the number of times the examination may be repeated. (Candidates will be able to sit for the examination only once during each testing period.)

Confidentiality

1. The Purchasing Card Professional Certification Council will release the individual test scores ONLY to the individual candidate.
2. Any questions concerning test results should be referred to the Purchasing Card Professional Certification Council or the Professional Testing Corporation.

Content of Examination

1. The certification examination for Purchasing Card professionals is a computer-based examination composed of a maximum of 150 multiple-choice questions with a total testing time of 3 hours.
2. The primary content areas covered within the examination are listed below. A more detailed content outline is available at www.napcp.org/cpcp.
3. The questions for the examination are written by individuals with varied expertise in Purchasing Card programs and are reviewed for construction, accuracy and appropriateness by the Purchasing Card Professional Certification Council.
4. The Purchasing Card Professional Certification Council, with the advice and assistance of the Professional Testing Corporation, prepares the examination.

5. The certification examination for Purchasing Card professionals covers 11 primary topics, weighted in approximately the following manner; visit www.napcp.org/CPCPexam for details.

<table>
<thead>
<tr>
<th>Effective as of the October 2015 Testing Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. P-Card Benefits for End-User Organizations</td>
</tr>
<tr>
<td>II. Pre-Program Activities by End-User Organizations</td>
</tr>
<tr>
<td>III. Request for Proposal (RFP)</td>
</tr>
<tr>
<td>IV. Provider Selection Activities</td>
</tr>
<tr>
<td>V. Program Implementation</td>
</tr>
<tr>
<td>VI. Industry Providers: Roles, Perspectives and Attributes</td>
</tr>
<tr>
<td>VII. Managing the Program</td>
</tr>
<tr>
<td>VIII. Program Optimization</td>
</tr>
<tr>
<td>IX. Electronic Payables</td>
</tr>
<tr>
<td>X. Card Acceptance by Suppliers</td>
</tr>
<tr>
<td>XI. Regulatory Topics</td>
</tr>
</tbody>
</table>

**Scoring Procedure**

Prior to administration of the examination, representatives from the Purchasing Card Professional Certification Council and the Professional Testing Corporation meet to review all test items for accuracy. At this meeting, the passing score for the examination is set using recognized psychometric methods. The passing score represents the number of test items determined necessary for the candidate to answer correctly to be considered as having minimal basic knowledge of the Purchasing Card profession.

To protect the security and integrity of the certification examination, neither the Purchasing Card Professional Certification Council nor the Professional Testing Corporation will release examination items, candidate responses or item keys to any candidate or agency.