

# In-Person Certification Exams

## OVERVIEW

To ensure the integrity of the certification process, all exams and practical assessments (whether taken in-person or remotely) must be completed in a proctored environment. The proctor (approved by Retail Pro, International) will physically monitor the test-taker and his/her testing environment during the exam. Use this quick guide to make sure that you're ready to take certification exam in-person.














## LOCATION

The testing center is located at Retail Pro, International headquarters in Folsom, California, USA, which is approximately 35 miles from the Sacramento International Airport (SMF).

### Retail Pro, International Retail Pro Training & Certification

400 Plaza Drive, Suite 200  
Folsom, California 95630  
Tel: 916-605-7200  
Fax: 916-605-7201

### Directions (from Sacramento International Airport SMF)

	Start out going WEST on AIRPORT BLVD.	0.0 mi
	2: Turn LEFT to stay on AIRPORT BLVD.	0.0 mi
	3: Turn RIGHT to stay on AIRPORT BLVD.	1.7 mi
	4: Merge onto I-5 S toward SACRAMENTO/ YUBA CITY.	9.7 mi
	5: Take the US-50 E exit toward CA-99/ FRESNO.	0.8 mi
	6: Take the I-80-BR E exit on the LEFT.	0.3 mi
	7: Merge onto US-50 E.	18.5 mi
	8: Take the FOLSOM BLVD exit, EXIT 23.	0.2 mi
	9: Take the ramp toward FOLSOM.	0.0 mi
	10: Turn LEFT onto FOLSOM BLVD.	1.5 mi
	11: Turn RIGHT onto BLUE RAVINE RD.	0.1 mi
	12: Turn LEFT onto AUTO PLAZA DR. Pass through 1 roundabout.	0.3 mi
	13: End at 400 Plaza Dr Folsom, CA 95630-4744	0.0 mi

Estimated Time: 39 minutes    Estimated Distance: 33.32 miles

## REQUIREMENTS

The following information covers the requirements to participate in a proctored exam. Failure to properly meet these requirements could result in the remote exam being delayed or cancelled and rescheduled.

**Identification** – you are required to present identification (with photograph and full name displayed in English) to the proctor before you are allowed to start the exam. The following forms of ID are acceptable:

- Valid Passport
- Driver's License
- National ID Cards

- Military ID card
- Student ID card

**Testing Area** – all certification exams are closed book so you are not allowed to have any study materials or personal belongings on the computer table/desk. However, you are allowed to have one sheet of blank paper and pen/pencil for scratch paper.

**Scheduling Exams** – certification exams are all scheduled by email. You should first submit a request via the Retail Pro Training website (<http://university.retailpro.com>).

**Cancellations, Rescheduling and No-Shows** – cancelling or rescheduling an appointment must be done a minimum of 48 hours in advance of the scheduled time. For example, an appointment for Thursday cannot be rescheduled or cancelled after 8:00 A.M. (Pacific Standard Time) on Tuesday. If you cancel your appointment within 48 hours prior to the original exam date/time or fail to show for a scheduled exam, you will forfeit any payments made. If you arrive later than your scheduled exam start time, you are subject to proctor availability and may not be able to sit for the exam, resulting as a no-show. No refunds or extensions will be granted by Retail Pro University, regardless of circumstances.