



Certification FAQ

Certified Payroll Professional Exam and Certification

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Q. What is the CPP exam registration process?

A. Follow these steps:

Step 1: Complete and submit the CPP Examination Application

Step 2: Receive confirmation of your approved application

Step 3: Pay the examination fee to receive a paid exam authorization

Step 4: Schedule your exam when the exam registration window opens

Step 5: Take the CPP exam on the date, time, and location of your scheduled appointment

Q: How do I submit a CPP Examination Application?

A: Complete the [CPP Examination Application](#). You must fill out all the information and digitally sign before clicking the 'Submit' button.

* Please note that by signing the application you acknowledge that you have read the [CPP Exam Candidate Handbook](#).

Q: Will I get an email once my exam application is approved?

A: Once APA's Certification Department has approved your application submission, you will receive an email to the email address provided confirming that your application has been approved. This email will also include instructions on how you may pay for the exam if you have not done so already. Once exam payment is received through APA you will receive an email with your exam authorization.

You can log into the [Certification Dashboard](#) to view **exam payment confirmation** and **exam application approval** emails in My APA emails.

*Please note that you should check spam/junk email folders and add certification@americanpayroll.org to your safelist to be sure that you receive all important communication regarding your exam.

Q: What is the expected response time for me to receive approval?

A: Allow up to 10 business days for the APA Certification department to process your exam application.

Q: Whom do I contact if I have not heard from APA Certification department regarding my application status?

A: You can login to the [Certification Dashboard](#) to view the application status or contact APA's Certification Department by emailing certification@americanpayroll.org.

Q: How do I schedule my exam?

A: You must have a paid exam authorization from the APA to schedule the exam. Once the exam registration opens, you can then schedule for the CPP exam by logging into your [Certification Dashboard](#).

Q: How do I pay the examination fees?

A: Once your application is approved, you can pay for your CPP exam through the APA store. You have to pay for your exam before receiving a paid exam authorization, which will allow you to schedule your exam. You may pay the exam fees online with a credit card. Please visit the APA store page to view the various examination fees. [CPP Exam Fees](#)

Note: The North America exam fees are available for selection only during specific Spring and Fall registration timeframes – please see the [APA Certification Page](#) or Candidate Handbook for current dates.

Q: Can I find out where there is a PearsonVUE testing center near my home or office?

A: Yes, you may lookup PearsonVUE testing centers, [here](#).

Q: Can I view test center availability prior to paying or scheduling for the exam?

A: No. Test Center availability varies on the test center location, hours, space and other factors as payroll exams are not the only exams given at the PearsonVue Testing Centers. Test center availability is on a first-come-first-served basis. You must have a paid exam authorization from the APA prior to schedule the exam.

Q: Where can I get this and other detailed information about the application process, what happens before, during, and after exam day?

A: All detailed information about the CPP certification program and examination can be found in the [CPP Exam Candidate Handbook](#). The handbook includes information such as exam dates, fees, exam application process, cancellation/rescheduling policies, scoring information, certificate order, recertification process, and much more. The APA Certification Department strongly recommends that CPP candidates read the Candidate Handbook as part of their preparation for the examination. This information can also be found on the [APA Certification Page](#).

Q: How long is my application valid for?

A: Your application for the CPP exam is good for one year after its date of approval.

Q: After passing the exam, how soon do I receive my certificate and how can I order my lapel pin?

A: Within two weeks, APA will receive notification that you passed the exam. You will then receive a congratulatory email and instructions on how to order your certificate. At the same time of ordering your certificate, you may order your lapel pin. How to order your certificate and lapel pin is also located at [APA Certification Page](#). The steps are at the very bottom of the webpage.

For further certification questions, please email certification@americanpayroll.org