

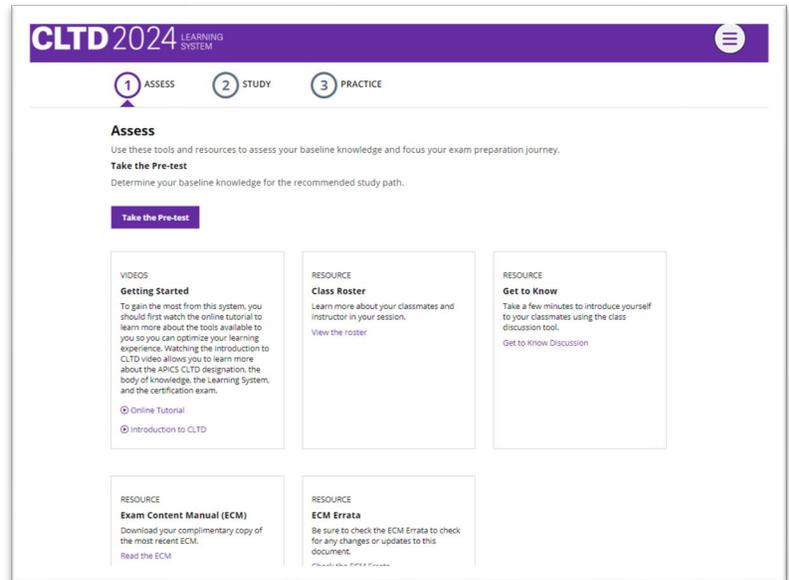
# The CLTD Learning System Quick Reference Guide

## ASSESS PAGE

The first page you will see upon entering the course is the assess page. From this page you can enter your stage of learning by clicking the button for Assess, Study, or Practice.

You can also access the Resource Center from the main menu any time if you are studying for your exam or need to reference something quickly from the reading materials.

This page is also where you can review the online tutorial video and class roster. The class roster is intended to help you get to know your fellow class participants as well as your instructor. You can set up an online profile that includes the ability to upload a photo and create a biography as well as add any other information you want to share with the class. The information in the profile is viewable only by other enrollees of the course and the instructor.



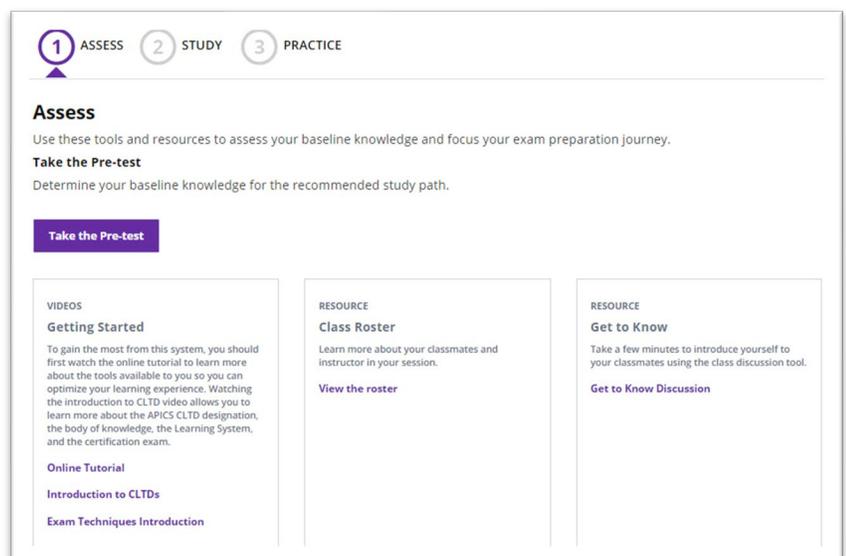
## ASSESS, STUDY, AND PRACTICE PAGES

Each step includes content and activities such as:

- Reading materials
- Quizzes
- Case studies
- Discussion activities

Complete the ASSESS content first before moving on to the study materials.

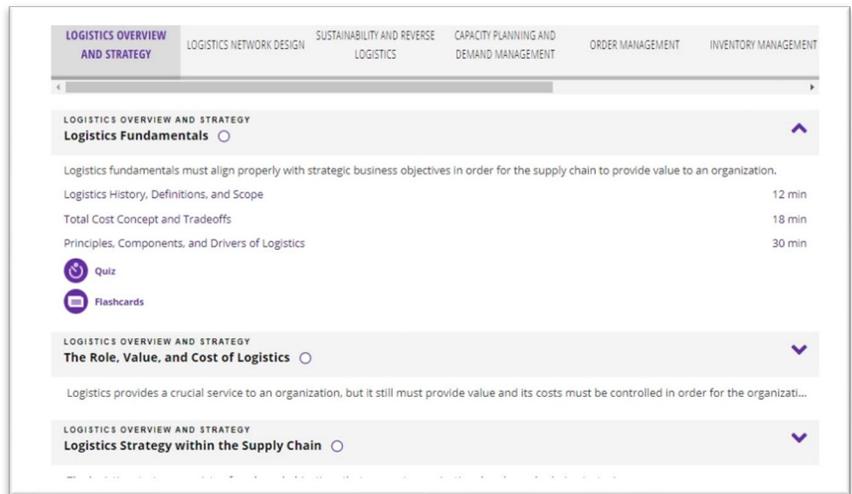
You can gain a greater understanding of your current areas of knowledge and weakness by taking the pretest. Then, based on your results, you can choose whether to study the content in the standard order in which it is presented or in a recommended order that is determined from the content areas in which you answered the fewest pretest questions correctly. You can switch back and forth between both ways of studying the content at any time.



## Embedded Reading Material

The APICS CLTD Learning System reading materials are available for viewing electronically. You can access the materials immediately from the Study section. Reading material is broken down by section and topic, with suggested reading times located next to each topic.

This allows you to read while on the go, eliminating the need to carry your printed materials with you while traveling or commuting. You must have an internet connection to use this feature, but protected PDFs are available for offline use upon request. For more information about this option, visit the e-pub download page in the Resource Center.



## Enrichment and Instructional Videos

There are also enrichment videos to begin and end the course, introducing you to the learning system, the APICS CLTD certification, and the APICS CLTD body of knowledge, plus advice on how to take the exam with confidence. There are also multiple instructional videos in the online tools focusing on key concepts from the reading materials. After clicking into an enrichment video, you can play, pause, mute, or even make the video full-screen to optimize your viewing.



## Flashcards

Also included in your materials are flashcards. There are two ways to access the flashcards—in an interactive format online or in print format from the Resource Center. When you begin an online flashcard session, the system tracks your progress. You are able to leave the session and return whenever you like. When you return to a session, you will be given the option of beginning a new session or continuing your current progress.

The flashcards include key glossary terms from the *ECM* that are introduced within the reading materials. Each card presents a definition from which you can guess the term. Then “flip” the card and move forward through the deck.

The demand for an item that is unrelated to the demand for other items. Demand for finished goods, parts required for destructive testing, and service parts requirements are examples of independent demand.  
See: dependent demand.

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## Discussion Activities

Another study tool is Discussion Activities. The activities will tie in with topics contained in the learning system to help you better understand key concepts. You cannot see other responses until you submit your own. Once you do, you'll be able to read through the responses from your fellow participants and provide feedback.

### Performance Management Discussion Activity

**Discussion Activity**  
How does your company manage its performance? What sort of objectives, measurements, and analysis are performed in order to evaluate logistics performance? How could you better improve performance management at your company using the techniques and tools discussed in the text? Include specific examples.

**Compose your response below.**  
Click Save & Close to save this text and return to submit it later or, if you are finished, click Submit to post your response.

**B I** [List Bulleted] [List Numbered] [Undo] [Redo]

**Save & Close** **Submit**

## Exercises

Each case study or activity in the online tools will allow you to practice the concepts introduced in the corresponding section or module. When you first click into the exercise, you will see only the activity directions.

### Retail Compliance

Directions:

These case study exercises allow you to practice the concepts and calculations introduced in the module. During the activity, you be asked some multiple choice questions that relate to the scenario. You will be given feedback that explains why the correct answer is correct for the current scenario.

To begin the activity, click **Begin** to view step-by-step instructions for completing this learning activity. Following the instructions, answer the multiple choice questions at the appropriate step.

**Begin**

Once you **begin**, a scenario will display. This scenario may include a number of steps you must complete before answering the questions. Some include charts and graphs to interpret.

**CLTD2024** LEARNING SYSTEM

### Systems or Total Cost Concept

Logistics Fundamentals 01

Tradeoffs >

Check this box to indicate when you've got it

**Systems or Total Cost Concept:**

The *ASCM Supply Chain Dictionary* defines the **systems concept** as an attempt to create the most effective complete system as opposed to the most efficient individual parts. A whole process or whole company operating system that is driven by cause and effect.

When the systems concept is applied to logistics, the cause that drives the entire system is demand and the effect is providing supply at the most competitive price possible at the time and place it is demanded. This overall goal cannot be accomplished optimally if the elements of logistics aren't working together as a team. It takes leadership to get individual team members to make the necessary sacrifices to ensure that the team as a whole has a victory. This balancing act is also known as the total cost concept. The Dictionary defines the **total cost concept** as follows:

In logistics, the idea that all logistical decisions that provide equal service levels should favor the option that minimizes the total of all logistical costs and should not be used on cost reductions in one area (such as lower transportation charges) alone.

What costs make up the total logistics cost? Five main expenses feed into this comprehensive expenditure, as seen in Exhibit 1-2.

**Exhibit 1-2: Total Logistics Costs**



As you answer each question, you will receive immediate feedback with a rationale. When you have completed all the questions and reviewed the rationale, be sure to click **finish** to submit your answers into the system and complete the activity.

**Question**

When delving into the question of what information is needed from the retailers, what information is likely to be of the most use in reducing the risk of noncompliance?

**Answers**

- Data on the inventory carrying costs the retail locations incur if deliveries are early so the penalties can be contested or arbitrated
- Information on the retailers' forecasting errors or insufficient lead time provided so that their errors can be called out to them rather than the LSP always taking the blame
- Information on how an advance ship notice (ASN) can be used to alter the timing of a delivery so it won't be marked as too early or too late
- Details on the retailers' rules of trade, for example, how they mark specific deliveries as compliant versus noncompliant

**Submit**

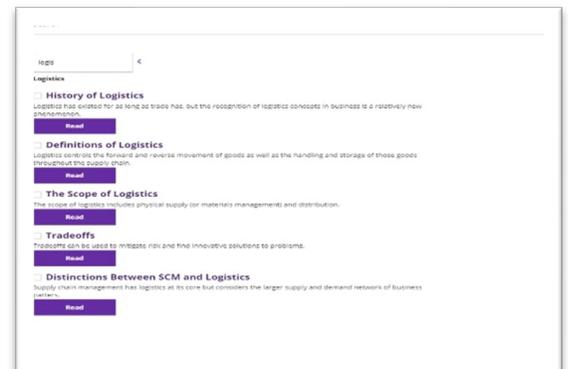
## MENU

On the upper right corner of your screen there is a menu. This menu is available on every page within the online learning system. From this you will be able to access the Search feature, the Glossary, My Progress, the Resource Center, Ask the Instructor, Announcements, and Settings. Each of these areas is described in detail below.



## Search Feature

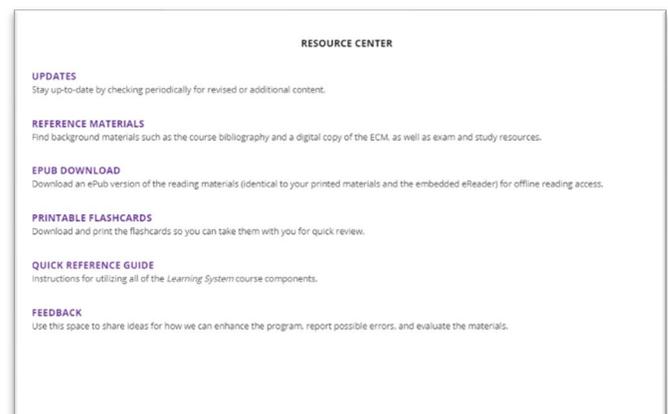
The search feature is a powerful tool for you to use for navigating the content. The search feature appears over whatever screen you are currently navigating and allows you to search for key terms or subject areas of interest. From the results, you can navigate directly into the relevant reading topics. A checkbox next to the topic indicates whether you have reviewed the material previously.



## Resource Center

The Resource Center is full of information you should access throughout the course. Each section of the Resource Center is described below:

- **Updates:** Access the online errata for revised or additional content.
- **Reference Materials:** This area is where you can find study tools and administrative items such as the updated *Exam Content Manual (ECM)*, links to authorization to test resources, eligibility documents, and the *APICS Exam Handbook*. Study recommendations from successful APICS exam



candidates can also aid you as you work through the materials. When you are finished studying, the test-taking and exam tips will prepare you to take the exam with confidence.

- **Additional Resources & Emerging Topics:** Explore outside resources and videos for a more in-depth look at core content and emerging topics.
- **ePub Download:** Download an ePub version of the reading materials for offline reading access.
- **Printable Flashcards:** In addition to the interactive online flashcards, this area offers printable flashcards in single- and double-sided formats so you can take them with you wherever you go.
- **Quick Reference Guide:** This is where you can access this guide from the learning system.
- **Feedback:** The feedback section is where you can evaluate the course after completion or submit a comment about the materials at any time via the Learning System Support Center. If you notice an error, have an idea on how to enhance the course, or want to share your opinion about the materials—you can submit your comments here.

## Glossary

The online glossary is an interactive tool available on the menu no matter where you are in the system. When opened, the glossary pops up to assist you in your learning experience—overlying whatever page you are currently navigating. You can navigate key terms by letter or by searching.

The key terms in the glossary are the same terms you will be studying in your online and printed flashcards to prepare for the exam. When you are finished reviewing, you can close the glossary and return to your work.

## My Progress

The My Progress screen allows you to track your progress through the learning system and see your most recent quiz scores for each section. Like the glossary, when opened, the My Progress view appears over whatever page you are currently navigating. When you retake a quiz, the previous results are overwritten and displayed here.

## Ask the Instructor

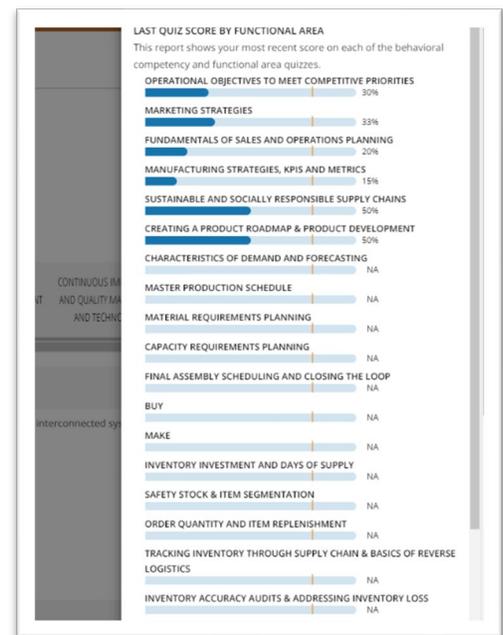
Unlike the discussion activities, which can be viewed by all of your fellow participants, this feature is a private discussion between you and the instructor. Use this tool as a way to connect one-on-one with your instructor.

## Announcements

This is where your instructor will post important course information as well as link to additional videos and activities. When a new announcement is posted, it appears at the top of the page and is colored in gold.

## Settings

The settings function includes a help section that contains a number of frequently asked questions. If you need assistance with any aspect of the learning system, including technical issues, refer to the help section to review the FAQs or contact us.

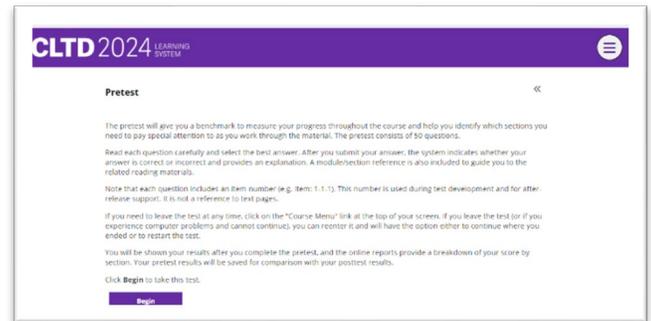


# PRETEST, QUIZZES, AND PRACTICE EXAM

## Pretest

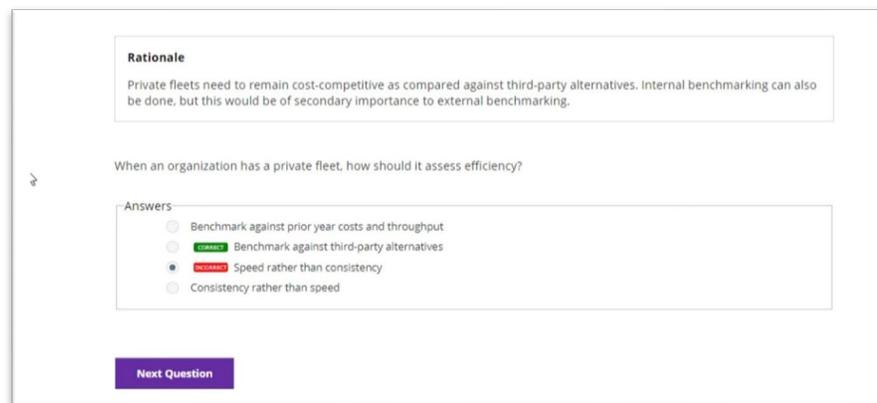
The pretest consists of 50 questions. As you progress through it, you will not be given feedback immediately. Once you complete it, you can review the questions, answers, and rationales by clicking “Review Last Attempt.”

The system will bookmark your progress as you move through the test. If you leave the test, the system will mark the test as “active.” Upon returning to the test, the system will ask if you would like to continue or start over. When you complete the test, you will be given your results.



## Section Quizzes

When you are finished reviewing the course materials, you can test your knowledge gain with the section quizzes. These quizzes range in number depending on the content in each section but do not exceed 20 questions. Depending on the depth of the corresponding content, you can expect to see different questions on each subsequent quiz retake. We encourage you to take the quizzes multiple times. The questions found in the section quizzes are different from those found in the pretest or practice exam. As you progress through the section quizzes, you will receive immediate feedback. Your progress will be bookmarked in the system. When you complete a quiz, you will be given your results. Your most recent quiz results can be reviewed and tracked in the My Progress section of the main menu.



## Practice Exam

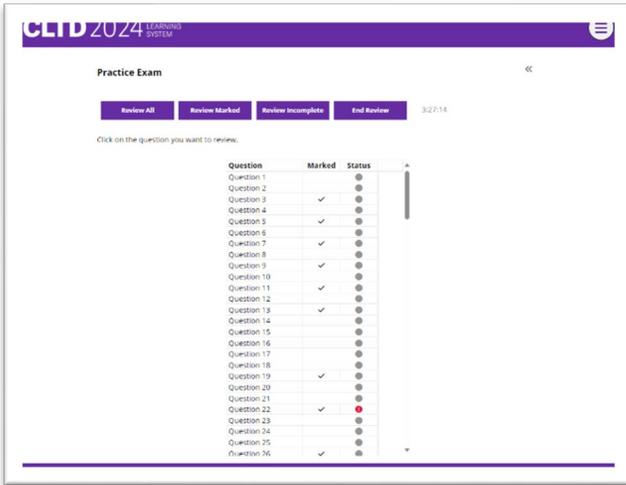
The practice exam consists of 150 questions. Successful completion of this practice exam, with 80% or higher, results in access to the congratulatory letter which indicates APICS CLTD Learning System completion.

The practice exams differ from all other system quizzes in that their format and functionality emulate that of the Pearson VUE software used at the APICS certification computer-based exam testing center. This means:

- No rationales are provided after you answer a question.
- The test is timed.
- You have the ability to flag a question for review later.

Unlike the other system quizzes, which keep track of your progress and allow you to return without issue, in the practice exam the timer will continue to count down even if you are no longer logged into the system. You can return to the practice exam, and your progress is saved, but your timing will no longer be accurate. Once the exam is completed, you will be able to review the rationale for any question you would like to investigate.

The practice exam interface includes “previous question” and “next question” buttons to navigate the exam. There is also a feature that allows you to flag a question for review. This allows you to skip, guess, or answer a question and return to it later for review before final submission.



The review screen shows marked, completed, and incomplete questions. From the review screen you have the option of clicking into individual questions to review them one at a time, or review all questions, or review all incomplete questions, by choosing the appropriate button in the top right corner. Reviewing questions allows you to read through the rationale, see which answer you chose, and ascertain the correct answer. When you finish your review, the system will confirm your exam submission and then display your results. From here you can view question rationales by clicking on the “Review Last Attempt” button, or you can retake the exam. When you retake the practice exam, your previous flags and results will be overwritten and the exam timing will start over.

## Congratulatory Letter

After passing the practice exam with a score of 80% or higher, a congratulatory letter is made available for download following your submission of a course evaluation.