

How Can I Best Prepare for the Certification Exam?

The In-Plant Printing and Mailing Association's CGCM and CMM exams are not based on a structured curriculum of study. Instead, the exam(s) are designed to evaluate a manager's overall experience and technical expertise by covering a broad range of information, not limited to any specific publications.

To reinforce your base of knowledge, it is recommended that you become familiar with and understand the concepts contained in this glossary of terms. A bibliography is also available on the IPMA website (www.ipma.org), but this listing should not be used as the sanctioned or sole study guide. Some managers, who have successfully attained certification, have found study groups to be yet another valuable resource in preparing for the exam.

If you have additional questions regarding the CGCM or CMM examination, contact IPMA headquarters directly at 816.902.4762 or by email at ipmainfo@ipma.org.

GENERAL MANAGEMENT SKILLS

ABC Method of inventory
Acceptance Sampling
Accountability
Accounting Statements
Accounts Payable
Accounts Receivable
Accrual Method of Accounting
Accrued Expenses
Acid-Test Ratio
Allocation Expense
Asset-based Loan
Authority
Average Collection Period
Bad-debt Ratio
Bait advertising
Balance Sheet
Benchmarking
Break-even Point
Budget
Capital Gains/Losses
Cash Budget
Cash Conversion Period
Cash Method of Accounting
Chattel Mortgage
Civil Rights Act
Client/server Advantage
Compound Interest
Consumer Credit
Copyright
Core Competencies
Corporation
Cost of Capital
Credit
Credit Bureaus
Current Assets
Current Debt
Current Ratio
Database Management Program
Debt Capital
Debt Ratio
Decision Making
Delegation of Authority
Demographic Variables
Depreciation Expense
Desktop Publishing Program
Disability Insurance
Double-entry System of Accounting
Downtime
E-commerce
Economic Order Quantity (EOQ)
Elastic Demand
E-mail
Employer Liability Insurance
Empowerment Zone/Enterprise
Communities
Estimating
Executive Summary
Facsimile Machine
Fair Labor Standards Act (FLSA)
Family and Medical Leave Act
FIFO inventory system
File Server
Financial Statement
Fire Insurance
Fixed Assets
FLSA
FMLA
Franchising
Fringe Benefits
General Partner
Gross Profit
Group Culture
Headhunter
How to conduct an Interview
Income Statement
Inelastic Demand
Insourcing
Interest
Internet
Intranet
Inventory
Inventory Turnover
ISO 9000
Job Description
Just-in-time Inventory System
Leadership
Liability Insurance
Limited Partner

Line and Staff Organization
Line of Credit
Liquidation Value Technique
Liquidity
Local Area Network
Lock Box
Long-term Debt
Macro
Management Buyout
Market
Market Analysis
Material Requirement Planning (MRP)
Methods Analysis
Mission Statement
Modem
Motion Study
Motivation
Multitasking
Net Working Capital
Occupational Safety and Health Act (OSHA)
Omnisourcing
Operating Expenses
Operating Income
OSHA
Outstanding Credit
Outsourcing
Partnership
Perpetual Inventory System
Physical Inventory System
Presentation Graphics Program
Preventative Maintenance
Prime Rate
Project Management Program
Property Insurance
Proprietorship
Quick Ratio
Real Estate Mortgage
Retained Earnings
Return on Equity
Return on Investment
RFP
Sales forecast
Service Bureaus
Short-term Liabilities
Short-term Liabilities

Simple Interest
Single-entry System of Accounting
Software
Span of Control
Standard Operating Procedure
System Software
Term Loan
Total Debt divided by total assets
Total Fixed Costs
Total Quality Management (TQM)
Trademark
Type A,B,C Ideas
Warranty
Web Browser
Web Site
Word-Processing Program
Workers' Compensation Insurance
Working Capital
Working Capital (Current Assets)
Zoning Ordinances
Zoning Ordinances

COMPUTER SKILLS

alpha-numeric
application software
ASCII
back up
basic
bit
bitmap
boot drive
border
byte
CAD
CD-ROM
cell
chip
client/server model
compact disk-read-only memory
composition
compression
computer-aided design (CAD)
condensation
continuous tone
control-C
control-X
control-Z
CPU
cursor
daisy wheel
data communications
data processing
database management program
debug
decompression
defragmentation
desktop publishing program
dialogue box
digital printing
DOS
dot matrix
dots per inch (dpi)
drives
drum scanner
e-mail
e-mail address
emergency boot disk
extensions
EPS
executable file
extranet
facsimile machine
fax machine
fax modem
file
file extension
file format
file menu
file properties
file server
flatbed scanner
floppy disk
formula
FORTRAN
fragmentation
groupware
halftone
hard disk
hard drive
hardware
hit
holder
icon
infrastructure
ink-jet printer
input
input device
internet
intranet
JPEG
keypunching
LAN
laser-jet printer
line printer
local area network (LAN)
MAC
Macintosh platform
macro
main frames
Mouse
MSWord

multitasking
network
network card
network control program
OCR
operating system
output
output device
page buffering
page layout program
paint program
paragraph
password
PC
PC platform
peripheral device
personal computer (microcomputer)
photocopiers
phrase searching
pixels
placeholder
PostScript
PowerPoint
presentation graphics program
proximity searching
raster image processor (rip)
removable media
resolution
retention
return
rich text format
ROM
scitex
SCSI
search
service bureaus
single-tasking
software
sorting methods
spooler
spreadsheet program
stand-alone unit
syntax error
system software
systems analysis
tag image file format (TIFF)

telephone system
thermal printer
throughput
tiff
USB
utilities
vector based graphic
virus
voice mail
web browser
web site
wildcard
word-processing program
workstations
worldwide web
WORM
write-once read-many
zip disk

PRINTING MANAGEMENT/TECHNICAL SKILLS

50% threshold	Dingbats
Additive Color	Display Type
anti-setoff compound	Dithering
Ascender	Drum Scanner
ASCII	Duotone
Backward Scheduling	Embossing
Baseline	Emulsion
Basic Sizes	Envelopes - Basic Types
Basic weight	EPS
Bezier Curve	Extranet
Bindery Operations	Facsimile
Bitmap	Fax
Blanket cylinder	Felt Side
Bleeds	Fixer
BMP	Flat
Bond	Flatbed Scanner
Bristol	Flats
Buckle fold	Flush left
Bulk	Flush right
Byte	Folding
CAD	Footer
Caliper	Form Rollers
Cap Height	Fountain Roller
Carbonless Paper	Fourdrinier
Chokes	Fugitive Ink
CMYK	Gloss
Coated Paper	Grain direction
Collating	Grain Long
Color correction	Grain Short
Color Gamut	Grammage
Color separations	Gripper Margin
Continuous Copy	Half-tone Copy
Cover	Header
CPU	HSV
Critical Project Management	Hue
Crop Marks	Image Assembly
Curl of Paper	Imagesetters
Cwt	Impression Cylinder
Dampening System	Index
Dandy Roll	Ink rollers
Descender	Ink Tack
Developer	Ink Viscosity
Die	Ink/water balance
Digital Press	Ink-repellent

Intaglio
Internet
Internet
Justified
Kerning
Knife Fold
Laser-proof Ink
Leading
Letterpress
Lift
Line Copy
Lines per inch
Linespacing
Lithography
Lower Case
M Weight
Methods Analysis
Microsoft Word
Modifiers
Monkey Cut
Nonimpact Printer
OCR
Offset
Offset Blanket
Offset Paper
Oil Based Ink
Onion Skin
Opaque
Opaque Ink
Opaque Paper
Orphans
Oscillator Rollers
Padding
Page Buffering
Pagemaker
Paint program
Paper Grain
Percentage
Perfect Binding
Perfecting Printing Unit
PH of Water Solution
Pi characters
Pica
Picking
Piling
Pixels

Plastic Comb Binding
Plate cylinder
Points in a pica
Points in an inch
Postscript
Prepress
Pressure Test of Form Rollers
Pressure Test of Press Cylinders
Print on Demand
Quality Control
Quark Xpress
RAM
Raster Image Processor
Raw Materials
Readable Image
Reflection Copy
Register
Register Marks
Relative Humidity
Reproduction percentages
RGB
Right Angle Fold
Right-reading
RIP
ROM
Rotogravure
Rubber Based Ink
Saddle Stitch
Scanner
Scotastic Screening
Screen Angle
Screen Printing
Sheetfed
Sheets in a ream
Show-through
Shrink Wrap
Slide Scanner
Solvent
Spreads
Spreadsheet
Stabilizer
Stencil
Stopbath/shortstop
Subtractive Color
Synthetic Paper
Tag Image Format

Tensile Strength
Text
Thermal Printer
TIFF
Tint screen
Toning
Transparent Copy
Transparent Ink
Traps
Type family
Type Size
Typography
Uncoated Paper
Upper Case
Vector program
Vignette
Viscosity
Watermark
Web press
Widows
Wire Side
Word Perfect
Xerography

MAIL MANAGEMENT/TECHNICAL SKILLS

3/5 rate
ABMPS
Absenteeism
ADC
Address Hygiene
Address Printers
Address Quality
AMF
anthrax contamination
Aspect Ratio
Aspect Ratio of 1.3 to 2.5
Attention Line Placement in Address Hygiene
AUTOOCR
Automation
Automation rate deadlines for verification of list
automation-compatible mail
banding
Bar Code Clear Zone
Barcodes
Best color of paper for mail pieces
BMC
Branch
BRM
Buffer
Business Reply Mail
Business Reply Mail benefits
Business Reply Mail expenses
canceling
Carrier Route
CASS
CDS products
Class of mail for personal letters
Classes of Mail
clearance for window envelopes
COD
Computer Software Options
Contract Station
Cooperation with Data Processing
cross-contamination
DBMC
DDU
Dead Mail
delivery point barcode
Destination Delivery Unit
DHL
Dimension Concerns
Dimension Size limitations
DMM
DMU functions
dot-matrix printer
Endorsements
Ergonomics
Exceeding size limits for mail
Exceptions for Biological Product Mailing
Express Mail
Express Mail Drop-ship Service
Express Mail guarantees
Express Mail International Service
FedEx
File Server
FIMs
First 3 digits of Zip Code
First Class Discounts
flat tray
Flats
flat-size mail
Flat-sized Bulk Mail Maximum sizes
Folded Edges of Self-mailers
Form 2976
forwarding
franked mail
Frequency of verification of accuracy of 5-digit zip codes
Green Borders on envelopes/postal cards
Hazmat
Holding time for 1st Class mail
Inbound Mail
Indemnity Claims
Indicia
Ink Color
ink-jet printer
Inserters
Insured Mail
Insured, Registered and COD claims
International Mail

Interoffice Mail
laser-jet printer
Library Rate
line printer
Machine cancellations
mail bomb indicators
Mail flow considerations
Mail Machine Vendors
Mail Management Software
Mailing fees required for Standard mail
Mailing Receipt methods
Maximum allowable weights for all classes of mail
Maximum Sizes
Maximum Sizes for Postcards
Maximum thickness of mail piece
Maximum/Minimum sizes for all classes of mail
Military Post Offices
Minimum piece count for packages of all pre-sorted mail
Minimum quantity for Standard Mail
Minimum quantity for automation first class
minimum thickness of postal card
Mixed ADC packages
Move update requirements
nonmailable matter
Nonprofit Standard Mail
OCR
OCR Clear Area
OCR readability
Optical Character Recognition
OSHA
Outbound Mail
Outside Vendors for Shipping
Paper Caliper
Parcel Post
PAVE
Periods of month when mail volumes are greatest for USPS mail
Permit Accounts
permit imprints
Pieces per tray for all classes of mail
Pigeon Hole Sorting Case
Planet Codes
Point of Acceptance
Polywraps
post card
Postage Meter Options
Postal Customer Councils
Postal Inspection Service
Postal Money Orders
Postal Periodicals
Postmark Date
Postnet barcode: tall/short bars
Pre-sorted Priority Mail
Printers
Priority Mail
Punctuation in proper addressing
Purpose of PAVE
Qualification for nonprofit rates
Reclassification
Registered Mail
Restricted Delivery
Restricted Delivery Service
Return Receipt
Revenue Deficiency
SCF
SCF office
SCF times for high/low volumes
SDC
Sectional Center Facility
Service Bureaus
Shrink wrap
single-piece standard mail
size limits for 1st class mail
Spooler
Standard A
Standard B
Standard Mail Sorting Discounts
three-digit, five digit sorts
Type of mail postage likely to be slowest
USPS Account Representative
USPS branch
USPS indemnity claims
wafer seal
Waiver of signature
Walk Sequence
Window envelopes
Window Units
Work Flow

Zip + 4
Zip Codes