

## About the Program

### What Certifications are available ?

You will be able to earn the following NetSuite Certifications:

- NetSuite Certified SuiteFoundation
- NetSuite Certified Administrator
- NetSuite Certified ERP Consultant
- NetSuite Certified SuiteCloud Developer
- NetSuite Certified SuiteCommerce Developer

### What terms apply to me if I participate in NetSuite’s exam and certification program?

You must review and agree to all terms in [NetSuite’s Certification Policy](#) and the NetSuite Certification Agreement and other policies provided or made available to you by NetSuite.

### Why “ERP” Consultant? What about CRM, Ecommerce, or other specializations?

Most customers rely on NetSuite ERP to run their business. Because of this, customers are demanding experienced NetSuite ERP consultants. We are offering the ERP Consultant Certification to meet this demand.

### Do I have to pass the SuiteFoundation Exam separately for each additional Certification Title?

Once you have passed the SuiteFoundation Exam, as long as you keep this status Current by passing the annual maintenance quiz, you do not need to take it again. So, if you passed the SuiteFoundation once, this counts toward any or all of our certifications.

### Once I have passed the SuiteFoundation Exam, how long do I have to take the next exam to complete my Certification Title?

Once you have passed the SuiteFoundation Exam, as long as you keep this status Current by passing the annual new release quiz, there is no time limit on how long until you take your next exam.

## About the Exam

### Where can I take the certification exam? Do I have to go to a testing center?

You sign up with the third party vendor Kryterion, who administers and proctors the computerized exams. There will be 2 ways to take the exams:

- Testing center: Search for locations using this link:

<http://www.kryteriononline.com/Locate-Test-Center>

- Online proctored exam—installation of software is required ahead of time. Internal (embedded) laptop camera is permitted. More details are available here:

<http://kryteriononline.com/delivery-options/online-proctoring/>

### When can I sign up for the tests? I want to be certified!

You can register for an exam using this link: [www.webassessor.com/netsuite](http://www.webassessor.com/netsuite)

### How much does an exam cost?

Each exam is \$250. Some NetSuite Certifications require that you pass more than one exam. See details under each NetSuite Certification title.

If you fail to pass an exam, you may request a discounted fee to retake it after 30 days, by emailing [certification@netsuite.com](mailto:certification@netsuite.com).

### What form will the questions take?

The questions are all multiple-choice or matching.

### In what languages are the NetSuite Certification Exams available?

The NetSuite Certification Exams are in English only. Non-native English speakers may request additional time by emailing [certification@netsuite.com](mailto:certification@netsuite.com). Please allow two weeks for your request to be completed.

### Will I have access to a demo account while I am taking the test? (So I can look up SuiteAnswers?)

The computer screens are locked during the exam, so there is no access to any materials or online sources for information. Scratch paper and calculators are not allowed.

### I have dyslexia, I am not a native English speaker, I have Test Anxiety, or otherwise need assistance. Can you provide special accommodation for the exam?

If you need a special accommodation in testing, please contact [certification@netsuite.com](mailto:certification@netsuite.com) 60 days in advance of your desired testing date.

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## **Will I know right away if I passed or failed?**

Yes, test results will be available immediately.

## **What score do I need to get to pass?**

The required passing score is confidential.

## **If I fail, how soon can I retake the test?**

A 30-day waiting period between re-tests is required.

## **If I fail, will you tell me what areas I should study?**

You will be notified of sections where you scored less than 50% correct. It is possible to score above 50% on all sections and still be below the passing score.

## **How many retakes are allowed?**

You may take the exam 4 times total (3 retakes). For additional retakes, you must speak with the Director of Certification to request a waiver.

## **How long are the exams?**

Duration of each exam, and number of questions, are listed in the study guide for each exam.

## **How can we reschedule in less than 72 hours before the exam?**

The 72-hour advance notice required to reschedule exams is not controlled by NetSuite. This is a policy of our testing vendor, and is part of their contract with the testing centers. We have no ability to reschedule the exam within that 72-hour window, nor can we waive your testing fees. If you absolutely cannot make the scheduled time, the only recourse is to request a retake coupon.

## **About Preparing for the Exam**

### **Where can I find Study Guides for the exams?**

The Study Guides are available under the Exam descriptions above, and also linked here:

[SuiteFoundation Exam:](#)

[Administrator Exam](#)

[ERP Consultant Exam:](#)

[SuiteCloud Developer Exam:](#)

[SuiteCommerce Developer Exam](#)

### **Will there be required training before I can take the certification exams?**

Recommended training is identified in the exam descriptions and study guides found on the certification webpage tabs. Contact [training@netsuite.com](mailto:training@netsuite.com) for help in developing a learning plan tailored to your needs and requirements for certification.

## If I take the training, will I be guaranteed to pass the exams?

Completing NetSuite training does not guarantee that you will pass the exams; however, formal training will help you prepare for the exam and ensure that you have core NetSuite knowledge.

## How can I get access to the Partner Implementation Training for the ERP Consultant Exam? I don't see it on the SuiteTraining webpage.

We will provide access to this material in your confirmation email once you have registered for the ERP Consultant Exam.

## Where can I find sample questions?

There are a couple of sample questions in the Study Guide for each exam. There are not additional sample questions available at this time, as this is a new program and we do not have any archived exams yet.

## I want to do the testing online. What setup do I need?

The most important requirement is to click on the correct Exam when registering. Click "**Online**" for the online proctor service (also called "Secure Wrapper Proctored").

You may use your internal (embedded) camera in your laptop computer, but you will have to install software ahead of the exam date. More details are available at this link:

<http://www.kryteriononline.com/docs/PreparingForYourExam.pdf>

## Test-Taker Support

### How do I prepare for an Online Proctored Exam?

- A. **Prepare your computer one week in advance** of your exam appointment. Click [here](#) to download and review the instructions and webcam requirements.
- B. NOTE: You will need a separate webcam that is NOT the one embedded in your laptop. If you do not have an approved webcam, you can purchase one from Kryterion by clicking [here](#). **Note that this transaction must be completed separately from exam registration.**

### How do I launch my online exam?

- To launch the assessment(s), log into your Test Taker home page at <http://www.webassessor.com/netsuite> using the login and password you received in your confirmation email from [donotreply@kryteriononline.com](mailto:donotreply@kryteriononline.com).
- Click on the launch button to the right of the name of your assessment to begin.

## I am having trouble with the Online Proctored Exam!

- If you are using the KRYTERION Online Proctored (OLP) Services (“Secure Wrapper Proctored”) and are having trouble with the installation of KRYTERION required software, biometric enrollment, and/or the test launch process including biometric authentication and camera placement, please contact KRYTERION OLP **Support at 800-491-6595 or 602-659-4665 or send an email to [olpsupport@kryteriononline.com](mailto:olpsupport@kryteriononline.com)** Monday through Sunday from 8:00 AM to 12:00 AM (Arizona Time) and during all regularly scheduled Online Proctored testing sessions.

## How do I find the ONSITE Kryterion Test Center?

- If you are having difficulties finding one of our Kryterion Testing Network (KTN) centers within a 100-mile radius, and/or a KTN center with available dates and times, please contact the KTN Support Team at 800-403-6199 (US and Canada) or +1 602-281-3591 Monday through Friday from 7:00 AM to 4:00 PM (Pacific time) or send an email to [ktnsupport@kryteriononline.com](mailto:ktnsupport@kryteriononline.com).

## How do I report problems with the Test Center?

- If you feel you were not proctored properly, or if you observe any inappropriate behavior from the KTN center staff, please protect the integrity of your testing experience. Call or email the KTN Support Team using the above contact information.

## After the Exam:

### Once I pass the exam, how long to confirm my certification?

Be sure to email us at [certification@netsuite.com](mailto:certification@netsuite.com) to speed up the response time. Allow approximately two weeks to receive confirmation of certification and related benefits.

### How will someone be able to verify my Certification Status?

- Anyone can use the NetSuite [Certification Status Search Tool](#) (see button above).
- If you pass the exam and your status is current, you can use the NetSuite Certification logo and other designations under the terms NetSuite provides. You as an individual (not your employer or organization) have the option to place a NetSuite Certification logo on your business cards, email signatures, resume and individual social media profile.
- There are private Groups on LinkedIn which you may request to join, and which can then be displayed on your profile.
- Alternatively NetSuite will confirm whether an individual has passed a particular exam or whether his/her status is current. To verify this information, please contact [certification@netsuite.com](mailto:certification@netsuite.com).

### How do I keep my Certification current?

There will be 2 exam requirements to keep your certification current:

- 1) Annual New Release Quiz for all NetSuite Certifications to verify knowledge of the new features
- 2) Refresh Re-Test for Certification Title Exams: Every 3 years, pass a rewritten Certification Exam for each Certification Title to validate your continuing overall knowledge.

### **How will I be able to promote my Certification status?**

If you pass the exam and your status is current, you can use the NetSuite Certification logo and other designations under the terms NetSuite provides. You as an individual (not your employer or organization) have the option to place a NetSuite Certification logo on your business cards, email signatures, resume and individual social media profile. There are also private Groups on LinkedIn which you may request to join.

### **Will I get a logo to put on my company or organization website?**

No, the certification is for individuals, not companies or organizations. Your employer or organization may state it has “X” number of individuals with a certification under the terms of the Certification Policy.

### **How do I notify the NetSuite Certification Program about a change in my email, location, or employer?**

The best way is to email us directly at [certification@netsuite.com](mailto:certification@netsuite.com) with the new information. You are responsible for keeping NetSuite informed if your contact or employer information changes. This helps NetSuite administer the Program and communicate to you about important information that may affect your Certification. We may also check your profile under [www.webassessor.com/netsuite](http://www.webassessor.com/netsuite) to verify email if something bounces.

### **What does it mean when an individual says “I am NetSuite Certified” or I see a NetSuite Certified logo on a person’s business card, resume, email or social media page?**

An individual may only make this statement if they have successfully passed required Exams to earn a NetSuite Certified Title and currently satisfy all requirements of the program, including periodic re-testing and ongoing compliance requirements”. See <http://www.netsuite.com/certification> under each Exam section for recommended prior background and experience for a test taker.

### **How do I notify NetSuite of improper use of NetSuite certification logos, titles, or other improper claims?**

Please send email to the NetSuite Certification team at [certification@netsuite.com](mailto:certification@netsuite.com) with details of the improper use, including person or company and media involved.

### **[About the New Release Quiz](#)**

## What is the New Release Quiz?

Every NetSuite Certification requires passing an annual New Release Quiz to stay current. The 2015 Annual New Release Quiz is required for NetSuite Certified individuals who passed any NetSuite Certification exam (including SuiteFoundation) prior to January 1, 2015. Here are further details”

- Fee is \$50
- Register at [www.webassessor.com/netsuite](http://www.webassessor.com/netsuite)
- 25 multiple choice questions
- Online, open book, unproctored, starts immediately upon registration
- Passing requires 70% correct
- All questions are based upon 2015.1 and 2015.2 Release Notes (links below)

While you can access these during the open book 2015 New Release Quiz, we also recommend you review them ahead of time.

- 2015.1 - <http://bit.ly/1X85EO4>
- 2015.2 - <http://bit.ly/1hPtka8>

## My NetSuite Certification is Expired! How do I get reinstated?

- You can still take the 2015 New Release Quiz, though discounts are no longer available. Email us at [certification@netsuite.com](mailto:certification@netsuite.com) when you have passed so that we can update your status.
- If you have already passed the New Release Quiz, please contact us at [certification@netsuite.com](mailto:certification@netsuite.com) so that we can correct our records.

## How do I register to take the 2015 New Release Quiz?

The New Release Quiz is available on the same testing platform as all other NetSuite Certification Exams. Please click the **Register for Exam** button, or log in at [www.webassessor.com/netsuite](http://www.webassessor.com/netsuite).

## How do I know if I must take the 2015 New Release Quiz?

Check the date you passed your NetSuite Certification Exams. If you passed any of them prior to January 1, 2015, then you need to take the 2015 New Release Quiz. If you don't remember, you can click the **Verify Certification** button on the right side above. Results have been updated to include Date Earned.