

# NetSuite Certification Policy (“Certification Policy”)

NetSuite offers certification exams to help identify people with NetSuite skills. Having such certification will allow you to distinguish yourself and validate your expertise.

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## Acknowledgement of Policies

By taking a NetSuite exam, you acknowledge, understand and agree to abide by the terms for this program, including the Certification Policy and Agreement, Partner Marketing Guidelines, Privacy Policy, NetSuite Certification webpage and any other terms provided or made available by NetSuite (collectively “Certification Program Policies”).

## About the NetSuite Certification Program

### Questions about the Program

Additional information about the program can also be found on the NetSuite certification webpage: [www.netsuite.com/certification](http://www.netsuite.com/certification), under the Frequently Asked Questions tab. If you do not find the information you are looking for there, you may contact us at [certification@netsuite.com](mailto:certification@netsuite.com).

### Benefits of the Program

The following benefits are available to all NetSuite Certified Individuals:

- Distinction from non-certified peers for potential career enhancement
- Recognition of NetSuite Certified achievement in form of:
  - Logos to advertise their knowledge of NetSuite best practices
  - Printable PDF Certificates
- Access to a closed LinkedIn community of other Certified individuals for networking
- 30% discount on current Project Team Training courses:  
<http://www.netsuite.com/portal/services/training/catalog.shtml>
- Opportunities to attend beta training classes for free

## About the Certification Exams

### Developing Exams

NetSuite works closely with skilled professionals with NetSuite experience and psychometricians to develop our exams.

### Payment of Fees

Exam fees are collected at the time of exam registration by the third party vendor Kryterion, who administers and proctors the test. The test-taker is responsible to pay fees and failure to do so can result in invalidation of exam results and subsequent certification titles.

## For Test-Takers

### Eligibility to take Exams

Please see Study Guide for the applicable exam. Test Candidates must:

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- Be over the age of 18
- Not have been previously barred from the NetSuite Certification program

## Test-taker Conduct and Representations

- Test-taker agrees to NetSuite's terms that govern use of the NetSuite logo and trademarks, including these terms and if the Test taker is also a NetSuite Partner, the Partner Marketing Guidelines (["Marketing Guidelines"](#))
- Test-taker agrees to abide by all terms of the Certification Program Policies
- Test-taker agrees not to disclose any confidential materials related to the NetSuite Certification program. Test taker will not share in any format any of the following:
  - Exam Questions
  - Exam Answers—correct or incorrect choices
- **Test-taker agrees not to participate in any of the following actions:**
  - **Create more than one profile on the testing platform, whether to avoid mandatory waiting periods for retaking exams, or for any other purpose**
  - Create a profile on the testing platform that represents a false identity
  - Submit work under own name which was actually the work of another person
  - Assist or accept assistance on an exam where no outside information or material is to be used to complete the exam
  - Have unauthorized items on his/her person during a proctored exam. This expressly includes any item capable of searching sources to assist in answering questions.
  - Benefit from the unauthorized actions of others who have inappropriately shared exam content in any way
- Test-taker agrees to notify the NetSuite Certification Program about a change in his/her email, location, or employer, by emailing updated information to [certification@netsuite.com](mailto:certification@netsuite.com). This will allow NetSuite to administer the Certification Program, including but not limited to:
  - Respond to enquiries about an individual's certification status
  - Communicate program updates or changes to the test-taker

## Special Circumstances

- 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

## Use of Exam or Certification Data

### Scoring and Validating Results

NetSuite only discloses your results as Pass or Fail. NetSuite will review exam data statistics to identify possible misconduct and take appropriate action accordingly. NetSuite reserves its discretion to take actions it deems appropriate in cases of suspected misconduct or violation of the Certification Program Policies, including the following:

- Cancellation of an exam result
- Revocation of a certification title and ability to use NetSuite logos
- Requirement or retesting to maintain a certification title
- Ban test-taker from NetSuite Certification program

## Verification of Exam Passage and Status

NetSuite Certification can be verified from the NetSuite Certification webpage at [www.netsuite.com/certification](http://www.netsuite.com/certification) (“Certification Search Tool”).

Notice: If the individual you are seeking does not show in the results, it may be he/she has provided NetSuite with different information (e.g., registered under a different email, different spelling of his/her name), contact information is out of date, or he/she has opted out of the search results. To use this tool, the following terms apply to your use:

- This Certification Tool may only be used for the purpose of verifying the Certification status or Certification title of a particular individual.
- The search results are based on contact information provided by individual test takers. NetSuite disclaims any responsibility or liability for the search results or the information contained therein. NetSuite reserves the right at any time to make changes to this search tool or cease making it available.

Upon request, NetSuite Certification team will also confirm exam and certification status. For questions or more information about this tool and the NetSuite Certification Program, contact the NetSuite Certification Program Team at [certification@netsuite.com](mailto:certification@netsuite.com).

## Data and Privacy

You can find NetSuite’s Privacy Policy at [www.Netsuite.com/privacy](http://www.Netsuite.com/privacy). Except as otherwise stated in this Certification Policy and the Certification Agreement, NetSuite’s Privacy Policy covers the collection, use and disclosure of personal information any time you interact with NetSuite.

NetSuite, the testing service provider and other related third party services, may collect, process and use your data in order to process Exam Materials and certifications, manage the Program, including provide special services, programs, partnering or other benefits, confirm compliance with the Agreement, Program policies and applicable laws, and market and improve products and services including support, training and professional services.

## After the Exam

### Eligibility to Retake an Exam

You may request to retake an exam if: You have previously taken an Exam, you did not pass the Exam and it has been at least thirty days since you took the Exam. NetSuite typically grants all request to retake an Exam and reserves the right to reject a request to retake an Exam. A RETAKE discount coupon may be requested by emailing [certification@netsuite.com](mailto:certification@netsuite.com).

## Ongoing Requirements to Maintain Current Status

After you pass the initial exam, you must meet ongoing requirements to maintain your current status or certification, including update and or refresh exams. See **Appendix A** below for information about your specific test.

## Ability to Use NetSuite Logos and Designation

After you successfully pass the exam, you have the choice to use specific logos and other designations. Your use is conditioned on you agreeing to and following the Certification Program Policies. Please see **Appendix A** for more details.

## Additional Terms

Individuals who successfully pass the NetSuite exam(s) must agree to abide by the NetSuite Certification Agreement and other terms provided or made available by NetSuite before they can receive access to the NetSuite Certified logos. Violation of these additional terms may incur penalties up to or including a lifetime ban from the NetSuite Certification program and revocation of any exam status or Certification titles.

## 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.

APPENDIX A

I. Exam Requirements and Designations

EXAM	Initial Exam	Update Exam (to test new features released in prior year)	Refresher Exam (rewrite of entire exam)	Authorized Uses (upon Passing and Meeting Continued Requirements)
<b>SuiteFoundation</b>	-Must pass a proctored exam to obtain this status	-Must pass an unproctored update exam once a year to maintain current status  -Notice of exam availability emailed to address on file for all current status holders	NA	-You may state verbatim "I have passed the NetSuite SuiteFoundation Exam."  You may use the NetSuite Certification logo under the terms of NetSuite's Certification Agreement and Certification Policy -Your company or organization may state verbatim "We have [X number] SuiteFoundation Certified individuals."
<b>Administrator</b>	-Must pass a proctored exam to obtain this status	-Must pass an unproctored update exam once a year to maintain current certification  -Notice of exam availability emailed to address on file for all current certification holders	-Must pass a proctored exam <b>within 12 months of when a new exam is announced</b> to maintain current certification.  -Notice of exam availability emailed to address on file for all current certification holders	-You may state verbatim "I have passed the NetSuite Administrator Exam."  -You may use the NetSuite Certification logo under the terms of NetSuite's Certification Agreement and Certification Policy  -Your company or organization may state verbatim "We have [X number] NetSuite Certified Administrator(s)."

EXAM	Initial Exam	Update Exam (to test new features released in prior year)	Refresher Exam (rewrite of entire exam)	Authorized Uses (upon Passing and Meeting Continued Requirements)
<b>ERP Consultant Certification</b>	-Must pass a proctored exam to obtain this status	-Must pass an unproctored exam once a year to maintain current certification  -Notice of exam availability emailed to address on file for all current certification holders	- Must pass a proctored exam <b><i>within 12 months of when a new exam is announced</i></b> to maintain current certification.  -Notice of exam availability emailed to address on file for all current certification holders	-You may state verbatim "I have passed the NetSuite ERP Consultant Exam."  -You may use the NetSuite Certification logo under the terms of NetSuite's Certification Agreement and this Certification Policy  -Your company or organization may state verbatim "We have [X number] NetSuite Certified ERP Consultant(s)."
<b>SuiteCloud Developer</b>	-Must pass a proctored exam to obtain this status	-Must pass an unproctored update exam once a year to maintain current certification  -Notice of exam availability emailed to address on file for all current certification holders	Must pass a proctored exam <b><i>within 12 months of when a new exam is announced</i></b> to maintain current certification  -Notice of exam availability emailed to address on file for all current certification holders	-You may state verbatim "I have passed the NetSuite SuiteCloud Developer Exam."  -You may use the NetSuite Certification logo under the terms of NetSuite's Certification Agreement and this Certification Policy  -Your company or organization may state verbatim "We have [X number] NetSuite Certified SuiteCloud Developer(s)."
<b>SuiteCommerce Developer</b>	-Must pass a proctored exam to obtain this status	-Must pass an unproctored SuiteCommerce update exam once a year to maintain current certification  -Notice of exam availability emailed to address on file for all current certification holders	- Must pass a proctored exam <b><i>within 12 months of when a new exam is announced</i></b> to maintain current certification  -Notice of exam availability emailed to address on file for all current certification holders	-You may state verbatim "I have passed the NetSuite SuiteCommerce Developer Exam."  -You may use the NetSuite Certification logo under the terms of NetSuite's Certification Agreement and this Certification Policy  -Your company or organization may state verbatim "We have [X number] NetSuite Certified SuiteCommerce Developer(s)."

EXAM	Initial Exam	Update Exam (to test new features released in prior year)	Refresher Exam (rewrite of entire exam)	Authorized Uses (upon Passing and Meeting Continued Requirements)
Financial User	-Must pass a proctored exam to obtain this status	-Not Required	Not Required	-You may state "I have passed the NetSuite Financial User Exam."  <b>You may use the NetSuite Certification logo under the terms of NetSuite's Certification Agreement and Certification Policy -Your company or organization may state verbatim "We have [X number] NetSuite Certified Financial Users."</b>

## II. Usage of Logo and other Designations:

Logos are permitted to be used only in the following ways and solely by certified individuals (not by company or organizations):

- On printed business cards for an individual
- As part of email signatures of certified individuals
- Displayed on social media sites on an individual profile
- On resumes for an individual
- On an individual's listing within a company website

Certification logos are not permitted to be used in the following ways:

- On any company sales and marketing materials/websites to describe the company as being certified
- On social media profiles for companies or organizations, unless prior written permission provided by certification@netsuite.com
- On company letterhead

What individuals may state verbatim:

- "I have passed the NetSuite "[insert exam name]" exam."
- "I am a NetSuite Certified (insert certification title)."

What companies or organizations may state verbatim, instead of using a logo:

- "We have [X number] NetSuite Certified (insert certification title)."

Usage restrictions related to design:

- The logo must be used in its entirety, as provided, with no changes to color, font, or missing parts of the design

- No modification of the logo, other than size, is permitted
- New logos derived from these NetSuite Certification logos may not be created
- Translation of text in the logo is not permitted
- Multiple logos may not be combined into one logo
- The name of the certified individual must always accompany the use of the logo
- The logo and the name of the certified individual should be equally prominent

Additional requirements for logo usage:

The NetSuite corporate logo is the most significant visual representation of our company. The NetSuite logo features two elements—our logotype and the interlocking N graphic. They are designed to optimize the relationship between each element. The N graphic is represented in blue (PMS 541) and blue gray (PMS 5435). The logotype is represented in black. Always treat the corporate logo as one unit; it should never be divided or modified. In addition, display the corporate logo away from other elements, such as images or other logos. The horizontal configuration of the logo is our primary identifier. Apply the vertical logo only when horizontal space is limited. Except as specifically provided by the Certification team, all instances using the vertical logo require approval from NetSuite (email [certification@netsuite.com](mailto:certification@netsuite.com)).

The three-color logo on a white background is the most preferred application. It can be reproduced using spot colors (PMS), the four color process (CMYK) and web-safe colors (RGB) for online applications. In situations where colors are not available, display the N graphic and logotype all in black. When placing the logo against a dark background, always reverse out the logo to white. Except as specifically provided by the Certification team, all instances using the one-color black logo or one-color reverse (white on dark) logo require approval from NetSuite (email [certification@netsuite.com](mailto:certification@netsuite.com)).

For questions on logo usage, please email [certification@netsuite.com](mailto:certification@netsuite.com).