

## About the Program

### What is the difference between Administrator and User-level certifications?

User-level certification exams are shorter, requiring less experience with NetSuite. Typically, NetSuite end users will find these certifications are a good match with their knowledge of NetSuite. Administrator-level exams, on the other hand, require understanding of NetSuite setup, configuration, and standard vs. custom processes. These exams are longer and more challenging.

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

You must review and agree to all terms in [Oracle 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, if you keep this status Current by passing the annual New Release Quiz, you do not need to take it again. So, if you passed the SuiteFoundation once, this counts toward any or all NetSuite 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, if 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?

Exams vary in cost depending on level. See each exam for details.

If you fail to pass an exam, you receive a discount coupon to retake it after 15 days. No discount is available for the Financial user and SuiteAnalytics User exams.

### What format 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 [nsgbu-certification\\_ww@oracle.com](mailto:nsgbu-certification_ww@oracle.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? Can I use 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 accommodations for the exam?**

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

**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 15-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 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 at a test center (or 24-hour advance notice for online-proctored exam) 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 (or 24-hour window for online exams), nor can we waive your testing fees.

## **What version are the exams written on?**

As a cloud company, NetSuite Certification exams are updated to match the current version of the NetSuite product. However, we roll out our new release in phases, and some customers may be on the leading (new) release, while other customers are on the lagging (old) release, for a period. Click this [link](#) for a table that identifies to which NetSuite version the exams have been updated.

## **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 under the Study Guides section.

### **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.

### **How does Oracle NetSuite verify the work experience for each exam?**

Oracle NetSuite does not require nor verify the recommended work experience for exam candidates. These are recommendations only.

### **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.

## Where can I find sample tests?

Please see Sample Test section above. Future versions will be posted as they become available.

## 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](#):

## Test-Taker Support

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

- A. **Prepare your computer one week in advance** of your exam appointment.
- B. Click [here](#) to review the instructions and webcam requirements.

**Please Note:** NetSuite, as the Test Sponsor, allows the use of an embedded camera.

### 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 having technical issues while taking a certification exam and need immediate assistance, please contact Kryterion Support at this link: [https://kryterion.force.com/support/s/contactsupport?language=en\\_US](https://kryterion.force.com/support/s/contactsupport?language=en_US)
- If you are having trouble with the installation of Kryterion required software, biometric enrollment, and/or the test launch process including biometric authentication and camera placement (NetSuite DOES allow your laptop camera), please contact the Kryterion Technical Support via chat or webform (the above link).
- Kryterion Technical Support is available 24 hours a day, 7 days a week, 365 days a year (with the exception of US Federal Holidays). If you are having difficulties with a Test Center, please contact the KTN Support Team Monday through Friday from 7:00 AM to 4:00 PM (Phoenix Time Zone) via chat or webform.

## 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 Kryterion Support at this link:

[https://kryterion.force.com/support/s/contactsupport?language=en\\_US](https://kryterion.force.com/support/s/contactsupport?language=en_US).

## 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. Contact: [https://kryterion.force.com/support/s/contactsupport?language=en\\_US](https://kryterion.force.com/support/s/contactsupport?language=en_US)

## After the Exam

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

Be sure to email us at [nsgbu-certification ww.oracle.com](mailto:nsgbu-certification@ww.oracle.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 an 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 ?

Please refer to the Exam descriptions above, or the Certification Program agreement.

## 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 [nsgbu-certification\\_ww@oracle.com](mailto:nsgbu-certification_ww@oracle.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.

Also update your profile under [www.webassessor.com/netsuite](http://www.webassessor.com/netsuite) with any email or other contact information changes.



## What does it mean 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 tab for recommended prior background and experience for a test taker.

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

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

## About the New Release Quiz

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

Only administrator-level certifications require the **Annual New Release Quiz**. If you have an administrator-level certification, then check the date you passed your NetSuite Certification Exam(s). You must take the **New Release Quiz** for each year AFTER you became NetSuite Certified. If you don't remember, you can click the Verify Certification button on the right side above.