Partner Frequently Asked Questions

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ORACLE NetSuite

How can I earn authorization for Multi-Book and Advanced Revenue Management (ARM)?

Multi-Book

1. Complete the Partner Multi-Book Accounting for Delivery course in NetSuite MyLearn.
    a. To access the course, make sure you have an active partner pass. If you have not activated a Partner pass yet, fill out the Contact NetSuite Training form and submit to get assistance.
    b. If have a Learning pass but can't access the course, make sure you are fully logged in and can see your initials in the top right of the screen. If not, click the down arrow to log in. Partner content will not populate until you are logged in.
2. After completing the course, contact nsgbu-partnerenablement_ww@oracle.com to schedule your presentation.

More detailed instructions can be found here on the Partner Resource Center. **Note:** you will need to be logged into NetSuite with your partner role to access the Partner Resource Center.

Advance Revenue Management (ARM)

1. Complete the courses under learning path ARM for Partners.
    a. To access the course, make sure you have an active partner pass. If you have not activated a Partner pass yet, fill out the Contact NetSuite Training form and submit to get assistance.
    b. If have a Learning pass but can't access the course, make sure you are fully logged in and can see your initials in the top right of the screen. If not, click the down arrow to log in. Partner content will not populate until you are logged in.
2. Send a screenshot of the completion to nsgbu-partnerenablement_ww@oracle.com. Within one week after successful completion, the Partner Enablement team will send your completion number by email.

More detailed instructions can be found here on the Partner Resource Center. **Note:** you will need to be logged into NetSuite with your partner role to access the Partner Resource Center.

Verify Authorization

To verify authorization status, click here. You can search with any combination of certification id, name, and/or Email address.

How can my company obtain Firm Expertise?

Firm Expertise in a specific area is earned by meeting a set of requirements which demonstrate customer success and a knowledgeable staff. Attaining Expertise opens opportunities for Go-To-Market differentiation.

Download the Operations Guide for Expertise to get more details about this program. **Note:** you will need to be logged into NetSuite with your partner role to access the Partner Resource Center.

Once you have completed the requirements, send request to your **Partner Manager**. Your Partner Manager will confirm /verify the information from you and notify Partner Marketing, who will send you the appropriate logo.

You can find the Firm Expertise information in Partner Resource Center > SuiteLife Partner Training section > under Credentials/Firm Expertise > Firm Expertise

I need information about NetSuite Certifications

If you want to see the list of certifications offered by NetSuite, visit the NetSuite Certification page to learn about the certification features and requirements. You will also find the following information in this page:

- Exam preparation and study guide
- Registration to exam
- Get answers to frequently asked questions about the program, about the exam and retain your certification.

To verify your certification status, use Certification Status Search Tool.

Certification Exam Voucher

If you have question about your certification exam voucher or the program, email the Certification Mailbox.

I need a regular demo account to use for customer demo.

SuiteDemo Account Request

A library of available data sets and provisioning instructions can be found here on the Partner Resource Center. Note: you will need to be logged into NetSuite with your partner role to access the Partner Resource Center.

If you have any questions about SuiteDemo account availability or instructions, please contact your Partner Manager.

SuiteDemo Account Issues

For SuiteDemo account provisioning concerns, account policies and extension, login to Partner Resource Center and go to Learning Paths > Pre-Sales Path > Demo Tools > Dataset & Provisioning.

Where can I find the schedule of Partner Webinars and SuiteLife Trainings?

You can view & register for all upcoming webinars and SuiteLife classes via this link or **Partner Resource Center** > **SuiteLife Partner Training section > SuiteLife Training Calendars** > select your **Region** to access calendar.

Please note that a training voucher is required to attend SuiteWeek and Demo and Delivery classes. To attend SuiteLife Campus classes, a SuiteLife Campus package purchase is required. All other activities have no charge.

How can I get access to Partner Resource Center?

Contact your Partner Manager to get access to Partner Resource Center.

ORACLE NetSuite

I cannot access the SuiteSuccess Assets for Partners in Oracle Secure Site.

If you are not able to access the site, please follow these instructions to create or update your Oracle account and then submit a UTS ticket to request access.

If you have specific SuiteSuccess deployment questions or issues, **please submit a UTS Ticket**.

Using your NetSuite Partner SP or Alliance role, Click on the **Support** Tab > **Custom** > **UTS - Unified Ticketing System** > **New**.

If you have other questions, or issues not related to SuiteSuccess, **please contact your NetSuite Account Manager.**