



## Certification Requirements

Research shows that there is a strong and direct correlation between customer satisfaction and the product knowledge level of the business partner. To support the goal of enhancing customer satisfaction, Sage requires on-going certification to assist all business partners with the knowledge and skill-set needed to properly install, implement, and support Sage products. Even as technology continues to evolve, customer satisfaction remains a constant and critical factor in the pursuit of sustained business growth.

Sage proactively monitors all new and existing business partners to ensure that the requirements and standards for certification and performance are met—proving highly beneficial to our business partners, and our mutual customers.

The table below provides the certification requirements for Sage MAS 90 and 200 Extended Enterprise Suite business partners and Authorized Consultants.

This certification has several elements that must be fulfilled and together make up the entire certification. Partners have 120 days from the date of authorization to become certified. All required elements must be met by at least one of your **current employees**. This does **not** mean that one employee must hold the certification for all of the requirements, but rather that one or more of your current employees may collectively hold the required certification elements. Certifications are held by employees, not companies. Should an employee who is certified for one of the requirements leave your company, that certification would leave with the employee. Therefore, another employee would be required to attain certification within a 120-day period.

Each required element of certification will require passing of an assessment test. Some elements do allow a test-out option.

Full Sage MAS 90 and 200 Extended Enterprise Suite Certification
1. Solution Consultant Course and Assessment <sup>3</sup>
2. Sage Consulting Academy-Consulting Essentials Course and Assessment <sup>2</sup>
3. Sage MAS 90 and 200 Core Applications Course and Assessment <sup>1,3</sup>
4. Installing and Configuring Sage MAS 90 and 200 Extended Enterprise Course and Assessment <sup>3</sup>
5. Using and Implementing Extended Enterprise CRM Course and Assessment <sup>3</sup>
6. Sage MAS 90 and 200 Data File Structures and Assessment <sup>1,3</sup>
7. Sage MAS 90 and 200 Distribution and Assessment <sup>1,3</sup>

<sup>1</sup>Test-out options are available

<sup>2</sup> This requirement may be met by becoming a certified PMP with the Project Management Institute. Submit proof of certification to: [certification.na@sage.com](mailto:certification.na@sage.com)

<sup>3</sup> Indicates these courses are available online

## Partner Certification Timeframe

New Business Partners have 120 days from the date of authorization to become certified. Requirements 1-5 listed above must be met prior to the first sale being processed. Certification is also necessary in order for Business Partners to be eligible to receive support services from Sage.

During the 120 days, the partner is eligible to receive full margin on all software sales. If after 120 days the business partner fails to meet the certification requirement, a grace period of 60 days will be extended—at which time the following restrictions will be imposed:

- The partner will earn 20 percent margin on all software sales and zero percent margin on all maintenance and support sales.

Authorization will be maintained with Sage during this time, but will continue to remain in place only if certification is completed within the 60-day period. If during the 60-day grace period the partner satisfies the requirements, that partner will revert back to the previous tier and will not have the ability to earn back any lost margin as a result of the probationary status

If after 180 days from authorization, the partner has not satisfactorily completed all certification requirements, they will become de-authorized and will lose ability to sell products and services. Their customers will be reassigned to another partner who meets the certification requirements. If a de-authorized partner wishes to become authorized again, they must go through the complete authorization process and pay all the appropriate fees including the partner authorization fee, as well as re-taking all applicable certification requirements.

### **Re-certification Process**

Recertification requirements are typically required with each major release and may require additional training and/or assessment testing. Business partners will have six months to complete the re-certification requirements from the date the required course and/or assessment is made available. Should the partner fail to meet the re-certification requirements within the time allotted, the partner will be subject to the same margin decrease and de-authorization process outlined in the New Partner Certification Timeframe section.

### **Customer Support Services Requirements**

To receive technical and application support from Sage, the business partner must meet the annual certification requirements, as well as the re-certification requirements for the products on which they are authorized. Sage strongly recommends that the employee contacting Sage for support assistance be the same employee who has met the applicable certification. While Sage will assist other staff members employed by the business partner, Sage reserves the right to defer to a contact that has passed the certification requirements if the specific case cannot be resolved with the original caller. Although only one person is required to attend each course and pass the assessment, we highly encourage every technical and/or application consultant in your firm to attend one or all of these critical courses and pass the annual assessment.

Should you have questions regarding the certification and re-certification requirements, please contact your Partner Services Representative at 800-854-3415 or by e-mail: [psr.mas@sage.com](mailto:psr.mas@sage.com) or [certification.na@sage.com](mailto:certification.na@sage.com).

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