



The Vertex Certified Training Program

Frequently Asked Questions (FAQ)

What is the Vertex Certified Program?

The **Vertex Certified** program provides a framework for advanced Vertex product training that is significantly different than other education options:

- **Testing:** A certification project and final exams enable candidates to prove their product knowledge
- **Web-based Format:** A combination of live webinars and self-paced web modules increase flexibility and eliminates travel costs

The **Vertex Certified Professional** designation is for individual tax professionals focused on learning **product functionality**. Successful candidates will earn the designations of "**Vertex Certified**" and "**Vertex Certified Professional**".

An overview is on our website: <http://www.vertexinc.com/Support/Training/VCP/default.asp>

What is the Content?

The initial certification track is for **Sales Tax Q Series version 3.x**. We plan to offer certification for other products, such as O Series, in the future. Curriculum details are on the Vertex website:

<http://www.vertexinc.com/Support/Training/VCP/qseries/curriculum.asp>

What about O Series?

We plan to pilot a certification track for Sales Tax O Series in early 2010. Please send a note to the Services Marketing Manager if you would like to be put on our contact list: John Garay – john.garay@vertexinc.com

I have already attended training. Why should I be interested in this program?

The Vertex Certified program allows you to prove your product understanding and earn a valuable new professional credential and gain access to benefits available exclusively to Vertex Certified professionals.

What do I get when I complete the program?

We're still finalizing the benefits of this pilot program. Planned benefits include:

- Use of the "**Vertex Certified**" and "**Vertex Certified Professional**" logos to promote your new designation
- "**Fast Track**" access to senior Support representatives
- Exclusive Vertex Certified networking opportunities, including a LinkedIn group
- Recognition in the Vertex community as a proven tax professional
- Custom entry in a Vertex Certified Directory on the Vertex website
- "Vertex Certified" lapel pin and keychain

Will I learn how to implement Vertex software?

No, not yet. The initial certification track is designed to help tax professionals better understand and use Vertex software. It is ***not*** designed for technical professionals, though we plan to expand the Vertex Certified program in the future with technical-implementation content. Please let us know if you are interested by sending an email to John Garay, Services Marketing Manager, at john.garay@vertexinc.com

How much time will it take?

We estimate between **30 and 40 hours of total effort**: 20 hours for the core learning and then preparation and work on the certification project and final exams. As self-paced training, the total time to complete depends on the candidate's schedule, but we expect most candidates will take 6 to 8 weeks.

How do customers and partners register?

Vertex customers and partners can register on the Vertex website or by calling 800.281.1900 x2