

## Rate Your Reseller Agreement



I agree to provide information to my customers about RSPA's Rate Your Reseller survey to measure our performance and professionalism when providing all service. Customers will be directed to the [www.RSPAcertified.com](http://www.RSPAcertified.com) site and given our company's secure PIN number to complete the survey.

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Principle or Executive Management

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**Please return to Lauren Stark, RSPA's Education Manager at [LStark@GoRSPA.org](mailto:LStark@GoRSPA.org) or fax to 704.357.3127.**

## Retail Technology Provider Code of Ethics



I agree to conduct my business with the highest levels of honesty and integrity, and recognize that selling, installing and providing a high level of on-going support to retail customers is critical not only to my success as a Company, but to the perception of our industry as whole. As such, I agree to sell, install and provide on-going support to my customers, for retail hardware, retail software, and any services related to those products, to the best of my ability and to industry standards and best practices.

I also agree to provide my customers with the information necessary to complete a customer satisfaction survey which will be administered through Retail Solution Providers Association. Survey information will be compiled for the sole purpose of verifying a company's dedication to maintaining exceptional levels of professionalism. RSPA agrees to keep confidential any information obtained from customers regarding audit and verification of this application, as well as ongoing due diligence.

In exchange, RSPA will allow me to represent my Company as "RSPA Certified" and provide my customers and prospects with information provided by RSPA that highlights what "RSPA Certification" represents, and the benefits of doing business with an "RSPA Certified" retail solution provider.

I understand that this certification is valid for one year and may be renewed. In an effort to improve the program's quality and value to its participants, RSPA reserves the right to modify qualification criteria on a periodic basis. RSPA reserves the right to revoke certification if the code of ethics outlined above is breached or if the renewal criterion is not met.

I agree to abide by the code of ethics as outlined and will abide by the procedures of the Association regarding the status of my RSPA "Certification."

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# RSPA 8 Essentials for POS Sales and Support

***As an RSPA Certified Reseller, I agree to uphold these “RSPA 8 Essentials for POS Sales and Support.”***

\_\_\_\_\_  
Executive Management Signature

\_\_\_\_\_  
Company

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

#### **Additional Information:**

RSPA recommends reading the National Restaurant Association's “8 Essential Elements of POS System Ownership” and “Tools to help you purchase your POS System.” Both can be found at [www.RSPAcertified.com](http://www.RSPAcertified.com). These documents share the customer's perspective of the POS purchase process.

For additional education on Data Transaction security take advantage of RSPA's PCIwise e-learning series offered to members at no charge. As an RSPA Certified Technology Provider you can establish a branded portal to provide access to the PCIwise series for your customers. Learn more at [www.GoRSPA.org/Education](http://www.GoRSPA.org/Education) or email [Education@GoRSPA.org](mailto:Education@GoRSPA.org).

Recommend that your customers review your service rating at [www.RSPAcertified.com](http://www.RSPAcertified.com). As future customers they can rate your service directly from your landing page at [www.RSPAcertified.com](http://www.RSPAcertified.com) or by online submission at [www.GoRSPA.org/RateYourReseller](http://www.GoRSPA.org/RateYourReseller).

