

RSPA Certification Company Application



The RSPA certification program is a new way to identify our professionals and raise the standards of the retail technology industry. The RSPA Certification not only provides benefits to the people and businesses who are RSPA certified but also to the industry overall.

Please complete the following Business Profile to be considered for certification. The application fee is \$100 which covers administrative and program costs. Certification must be renewed each year.

RSPA will provide an online survey that your customers can complete to rate your service. Confidential results will be shared with each individual company and used as one of the criteria for renewal.

Criteria for Certification:

- Agree to abide by the RSPA Code of Ethics as outlined on this application
- Sell and support at least one retail application to qualify
- Attend at least one industry event in the past year
- Maintain a company website displaying RSPA member logo
- Provide Customer/Technical Support via phone at a minimum
- Operate as a business licensed in the state where you have a physical/market presence
- RSPA membership must be paid in full annually

Benefits of Certification:

- High resolution RSPA Certified logo for print/website
- Reproducible RSPA Certified marketing slick outlining the value of certification
- Designation as certified on RSPA website, linked to your website
- Sticker, certificate, and plaque acknowledging RSPA certification
- Solution providers are distinguished for their industry efforts by maintaining exceptional levels of professionalism
- Marketing to merchants to build awareness and promote confidence in using a reputable dealer that has met RSPA Retail Technology Certification criteria

Questions should be directed to Lauren Stark, Education Coordinator at 704.940.9729. Return the completed application form along with the \$100 application fee to:

RSPA Certification Program
4115 Taggart Creek Road
Charlotte, NC 28208
Email: Certification@GoRSPA.org
FAX: 704.357.3127

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Company Name: _____

Contact: _____

Physical Address: _____

City, State, Zip: _____

Mailing Address: _____

City, State, Zip: _____

Phone/Fax/Email: _____

Website: _____

Principal(s): _____

Provide your Business License: (State and Number) _____

Are you a current RSPA member? Yes No

Number of Years in Business: Less Than 3 Years 3-5 Years More than 5 Years

Approximate revenues derived from Internet/Catalog Sales: _____%

Provide your company's **product** sales to **service** sales ratio: _____

Describe the services you offer to your customers.

Provide POS **Hardware** Sold and Supported:

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Provide POS **Software** Sold and Supported:

List industry events you have attended in the past year:

- RSPA Inspire / RetailNOW
- National Retail Federation
- National Restaurant Association
- Regional Restaurant/Retailer Show
- FMI
- NGA
- Other: Please list _____

Composition of Staff: Total _____

_____ Admin	_____ Software/Support	_____ Executive
_____ Sales	_____ Hardware/Technical	_____ Total

Please list the technical certifications your employees hold.

Do you screen your employees at the time of hire? Yes No

Do you offer consulting services? Yes No

Do you have a central Help Desk or support position? Yes No

Support Hours: 24/7 x 365 Business hours Other: _____

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,

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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."

Reseller

RSPA