Partner How-To Guide

RISEUP™

1 HOW TO SET UP AN ACCOUNT

To set up an account, select Partner and enter your information. Once you have submitted your information, an email will be sent to the email address you provided in the form, asking you to verify your account.

Once you have registered as a partner, fill out the partner application for your company or institution. Normally, there is only one partner administrator per account. However, to add an additional administrator, the second individual should register as a partner but should not fill out the partner application. As the original partner administrator, you will need to send an email to rise@nrf.com with the second individual's name, email, and the partner organization they need to be added to.

You may only use a purchase order after you have completed the partner application and been approved. After you have submitted your information, your status button will be changed to pending. It takes two to three business days to receive approval.

Please note: If you need to make any changes to your name and/or email address after you have submitted your information and verified your account, please contact Castle.

2 WHERE TO PURCHASE A CREDENTIAL VOUCHER AND/OR TRAINING MATERIALS

Visit the ONLINE STORE tab to purchase credential exam vouchers and/or training materials.

RISEUP

NRF FOUNDATION

Select one of the following credentials to view your voucher options:

- Retail Industry Fundamentals
- Customer Service and Sales and Advanced Customer Service and Sales
- Retail Management

Once you have added all needed materials to your cart, select the "Check out" button to enter your payment information. Review your order and select the "I agree to terms and conditions" button to proceed. To view a quote of your purchase, select the "Download quote" button and a PDF price quote will open.

If you purchase materials to be shipped to you (e.g. CSS and ACSS Instructor-Led Trainer's Guide), you must enter your shipping information before you can proceed to enter your payment information.

Only partner and proctor accounts can use a purchase order as a payment method on the online store.

3 HOW TO REGISTER TEST SITES

You will only be able to register a testing site after you have submitted a partner application and the non-refundable test site fee. Once you submit a partner application, even if it is pending, the TEST SITES tab will appear. Fill in the information, including test site main contact, IT contact, trainers and proctors, and billing contact.
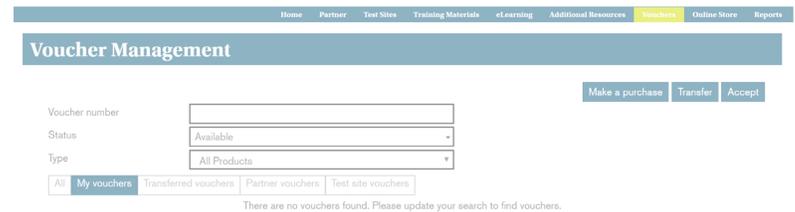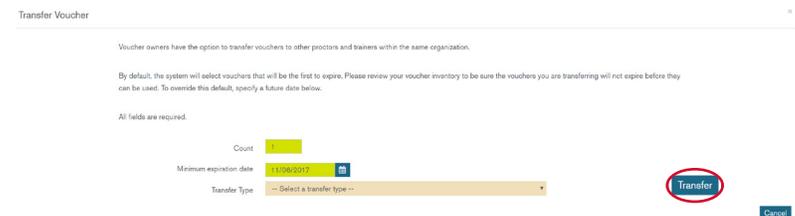
These individuals may be the same person if needed. Additionally, the proctor and trainer registered at a test site may be the same individual. You may add as many proctors and trainers as you wish to a testing site, but you must have at least one trainer and proctor at each site.

Once you have submitted the application and paid the non-refundable fee, the testing site request will be sent for approval, which takes two to three business days.

4

HOW TO TRANSFER A VOUCHER

To send a voucher, go to the VOUCHERS tab and click transfer.

You can then use a dropdown menu to choose between test sites and individuals. Test sites will not appear in the dropdown menu until they are approved. If you send a voucher to a test site then any proctor affiliated with the test site can use the voucher. If you are transferring a voucher to an individual, then you will need that individual's email address.

You cannot transfer a voucher back from a test site. However, if you send a voucher to an individual proctor then he or she can transfer it back to you. If you need to transfer a voucher back from a test site please contact rise@nrf.com.

Once the voucher is transferred, the individual you have transferred it to will receive an email with a link and a transfer key. He or she must click the link and then enter the transfer key and his or her personal email within the RISE portal.

Please note: All vouchers purchased after July 17, 2017 will appear in the VOUCHERS tab, but anything purchased before this date will only appear if you enter a transaction number. Transaction numbers can be found in purchase confirmation emails or under the REPORTS tab.

RISEUP
NRF FOUNDATION

5

HOW TO FIND OUT WHO TESTED AT YOUR SITE

Click the REPORTS tab and then select SCORE REPORTS in the drop-down menu. This will allow you to see who has tested at your site and released their scores.

Additionally, within the REPORTS tab, if you click ORDER RECEIPTS from the drop-down menu, all purchase receipts will be displayed.

RISEUP

NRF FOUNDATION