

# POLY U.S. FEDERAL CERTIFICATION PROGRAM—FREQUENTLY ASKED QUESTIONS (FAQS)

The Poly Federal Certification Program recognizes Partners who are committed to and experienced in the US federal marketplace.

Please refer to the Poly U.S. Federal/Nato Certification Terms & Conditions document for full terms and conditions related to this Partner Program. All documentation related to the Poly Federal Certification Program, including the Program Terms, is considered confidential and is not to be shared with anyone outside of your organization, including end user customers.

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## **Why does Poly have a Federal Certification Program?**

By classifying Federal as a certification we provide Partners with a unique channel program focused on the US federal marketplace. This Program demands a high level expertise and teaming with Poly to ensure the highest level of customer satisfaction for our federal clients.

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## **How do I become a Federal Certified Partner?**

For Poly Partners who have an established US federal marketplace experience, you can become a Federal Certified Partner by completing the Federal Certification application and two online courses at Poly University. Log into Poly U and search for FSIST300 - have 3 individuals in your organization complete this course. Also search for FSISC300 and have 1 individual complete this course. Details of these steps and to download the application, go to <http://partners.poly.com>. Application found under Training & Certification.

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## **What products am I eligible to sell as a Poly Federal Certified partner?**

Poly's video, voice and infrastructure products. Partners do not need to be Federal Certified in order to sell headsets to US federal clients.

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## **Can I use Poly's Deal Registration Program to get pricing assistance above standard discounts?**

Yes. Poly Federal Certified Partners can leverage the Poly Deal Registration Program to request pricing assistance on a federal opportunity. Access the Poly Deal Registration Program on the Partner Portal under Opportunity Management. Select Deal Registration and complete the online form with as much detail about the opportunity as possible. Click submit.

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## **If I am not Federal Certified, will I be eligible for pricing assistance (Deal Registration) on my federal opportunity?**

No. Only Poly Federal Certified Partners will be eligible to participate in the Deal Registration Program for US federal opportunities. Further, only Federal Certified Partners will be allowed access to Poly products for resale in the US federal marketplace.

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**What criteria will Poly use to establish my Federal Certification obtainment?**

Poly Partners must complete the requirements for Federal Certification, which include the Federal Certification application, the two online courses in Poly U, and any product certifications for the Products the Partner intends to sell to US federal clients or NATO. The Partner should maintain active status in the System for Award Management (SAM). <https://www.sam.gov>. The Partner should have a focused federal sales organization with focused US federal sales and engineering personnel. Poly will evaluate the Partners' ability to meet these minimum requirements, as well as overall experience and expertise selling into the US federal marketplace.

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**For what reasons might a Federal Certification be declined?**

Partners who do not meet the minimum requirements for Federal Certification will not receive the Federal Certification status. The Partner must also be in good standing with Poly. Partners are in "Good Standing" if they maintain at all times compliance with: (1) the PPP Terms including the supplemental program requirements as outlined in this document, (2) any additional terms and conditions for programs offered pursuant to the PPP Terms including Associated Program Terms, (3) all other agreements between the Partner and Poly, and Poly Policies.

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**Once my company is Federal Certified, can our status be revoked?**

Poly reserves the right to revoke a company's Federal Certification status if it does not comply with all aspects of the Poly Federal Certification Program.

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**Can I place an order with Poly for a US Federal Customer without Federal Certification?**

Partners are required to have Federal Certification to place an order with Poly for a US federal customer. Partners are required to comply with Poly's policy for accurate reporting of end user information on all orders. Partners must provide sales information in accordance with the Poly Global Partner Data Reporting Policy available at the Partner Portal. Failure to report accurate end user information may be grounds for termination of Partners' Federal Certification and/or termination as a Poly Partner.

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**What support can I expect from Poly?**

- A higher level of focused sales and marketing resources will be available for Federal Certified Partners.
  - With a focused group of Federal Certified Partners, Poly will increase support to drive new business, support the Partner developing new opportunities that evolve into formal solicitations, as well as Partner development.
  - Pricing assistance leveraging the Poly Deal Registration Program will also be made available only to Federal Certified Partners for US federal opportunities.
  - Any request for pricing assistance will be determined by the Poly Sales Team on a case by case basis using the evaluation criteria established in the program.
  - Pricing assistance will be provided to the Deal Registered Partner(s) only. Non-Deal Registered Partner(s) may participate in the opportunity; however, Poly will not provide pricing assistance for that Partner(s).
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**If I purchase through a Distributor, do I need to be Federal Certified to place an order with my Distributor on a US federal opportunity?**

Yes. If you are purchasing through a Distributor, all requirements for accurate end user reporting still apply. Poly distributors will be provided a list of Poly Federal Certified Partners. Poly Distributors will not place an order on behalf of a Partner if the Partner is not Federal Certified.

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#### **REFERENCE MATERIALS & PROGRAM ASSISTANCE**

All Program materials are available at <http://partners.poly.com> under TRAINING AND CERTIFICATION. For further assistance or more information, please contact your Poly Account Business Manager or Poly Authorized Distributor. Poly reserves the right in its sole discretion to revise or cancel this Program or waive any term at any time with prior notice posted on the Partner Portal.