

## FROM THE FIELD: ONE CUSTOMER'S EXPERIENCE WITH SYSPRO CERTIFICATION

**From:** Heather Tophen, CGA, Finance Manager, Polycorp Ltd.  
**To:** SYSPRO Customers  
**Subject:** SYSPRO Certification

I started at Polycorp 9 years ago and had never heard of SYSPRO, though I did have some admin experience with another ERP system. The controller at the time had extensive knowledge of SYSPRO and was the most adept here at report writing and system administration. When he left, the system administration role was passed to me, but most of the knowledge left with him. Since then I've worked hard to learn more and find ways to make the system do more for us as a rapidly growing company. The SYSPRO in-program help, our SYSPRO partner, the Support Zone and forums have been invaluable in this regard.

I signed up for the SYSPRO end user certification about a year ago. Initially it was out of curiosity, and I decided to look into it further after reading the information on the Support Zone page. I signed up hoping it would help me further my knowledge and provide Professional Development in the process towards satisfying my CGA (Certified General Accountant) requirements.

It was easy to register. The application was downloaded onto my computer and I used my existing Support Zone logon & password.

All of the exams are multiple choice, with the ability to notate and go back to questions you want to review later. The exams range from 20-40 minutes. After finishing the exam and clicking submit, you have a short period of time (1-2 minutes maybe?) to relax while you wait for the results to post to your screen. A pass for an exam is 80%. If you don't attain this, you get a 'sorry you failed' email which contains topics recommended for your further review. These are roughly arranged by the topics in the training manual available online. I also reference the help in SYSPRO on some topics.

I self-paced my financial certification, studying for the next/reviewing topics from the last exam and writing when I felt ready and also when I had the time. The exams themselves are relatively short and easy to fit into a schedule; I love that I can write the exams at any time that suits me. Results are nearly immediate and I can carry on with my day.

The Financial Certification had 5 exams; it took about ½ hour to write each one: Accounts Payable, Accounts Receivable, Cash Book, General Ledger and General Ledger Integration. In total, I wrote 10 exams for this certification over a time of approximately two months.

Polycorp has grown and is continuing to expand in sales and geographical areas. As we grow, more transactions and more new situations are being run through SYSPRO. We are looking for quicker response times, better reporting, more accurate records, less paperwork and more types of information to respond to customer and supplier demands. The SYSPRO certification has been helpful at expanding my knowledge of SYSPRO to help address these needs and support our growth.



By providing the means for self-study and testing on my schedule and a certificate to take away with me at the end to prove what I did, SYSPRO Certification is empowering me in my duties at Polycorp and in my professional development as CGA.

**Heather Tophen, CGA, Finance Manager, Polycorp Ltd.**

### About Polycorp:

Polycorp, voted one of Canada's 50 Best Managed Companies, designs and manufactures engineered polymer based materials, primarily rubber, for abrasion, impact, contamination and/or chemical protection for customers in the mining, industrial and transportation sectors. Please visit [www.poly-corp.com](http://www.poly-corp.com) for more information.