This schedule is subject to change. Coffee is provided during the First Timer Orientation.

All meal functions will be held in the Grand 3 ballroom except for Wednesday lunch in Trade Show.

Please see hotel maps in your registration packet. Our meeting rooms are located on the first level of the Sheraton Hotel.

**MON - TUE**

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>9 a.m. - 12 noon</td>
<td>Galleria 3</td>
<td><strong>SEMINAR:</strong> Philips Electronics Training Training on the Philips75PFL7603/F7, 65PFL7503/F7 and 75PFL6603/F7 TVs. Training and troubleshooting on previous models will also be included. Trainer — Mickie Martin, Funai (Alternate Session Tuesday 1:15 - 4:15 p.m.)</td>
</tr>
<tr>
<td>1:15 - 4:15 p.m.</td>
<td>Galleria 2</td>
<td><strong>SEMINAR:</strong> Samsung Home Appliance Technology Water Wall Dishwasher, Empathy, Family Hub REF, STG &amp; HAAS tools. Trainer — Dennis Viereck, Sam Nash — Samsung (alternate session Tuesday 9 a.m. — 12 noon.)</td>
</tr>
<tr>
<td>9 a.m. - 12 noon</td>
<td>Galleria 2</td>
<td><strong>SEMINAR:</strong> Samsung Electronics Training Training on the Philips75PFL7603/F7, 65PFL7503/F7 and 75PFL6603/F7 TVs. Training and troubleshooting on previous models will also be included. Trainer — Mickie Martin, Funai (Alternate Session Tuesday 9 a.m. — 12 noon.)</td>
</tr>
<tr>
<td>1:15 - 4:15 p.m.</td>
<td>Galleria 4</td>
<td><strong>SEMINAR:</strong> LG Appliance Training Trainer — John Stanton, LGE (alternate session Wednesday 9 a.m. - 12 noon)</td>
</tr>
<tr>
<td>9 a.m. - 12 noon</td>
<td>Galleria 1</td>
<td><strong>SEMINAR:</strong> Service Bench “Best Practices” Presented by ServiceBench and Asurion. Meet with ServiceBench and Asurion professionals and provide your feedback.</td>
</tr>
<tr>
<td>3 - 4 p.m.</td>
<td>Grapevine 1</td>
<td><strong>EXHIBITOR BREAKOUT:</strong> Service Bench “Best Practices” Learn how to become more profitable and embrace technology with tips, tricks and professional insight from your Asurion Team. Get more jobs, increase your ratings, and operate more efficiently in the office and on the road. Meet with ServiceBench and Asurion professionals and provide your feedback. Presented by ServiceBench and Asurion. Trainer --</td>
</tr>
<tr>
<td>12 noon - 3 p.m.</td>
<td>Grand 1-2</td>
<td><strong>TRADE SHOW (FIRST HALF)</strong></td>
</tr>
</tbody>
</table>

**Wed**

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4:30 p.m.</td>
<td>Grand 4</td>
<td><strong>KEYNOTE ADDRESS:</strong> Chris Smith, CEO - OnPoint</td>
</tr>
<tr>
<td>6 - 7 p.m.</td>
<td>Grand Atrium</td>
<td><strong>COCKTAILS</strong> — Sponsored by Encompass, NSA, &amp; OnPoint (An Event to Remember)</td>
</tr>
<tr>
<td>7 p.m.</td>
<td>Grand 3</td>
<td><strong>DINNER</strong> — Sponsored by Encompass, NSA, &amp; OnPoint (An Event to Remember)</td>
</tr>
<tr>
<td>3 - 4 p.m.</td>
<td>Grand 2</td>
<td><strong>EXHIBITOR BREAKOUT:</strong> Encompass Supply Chain Solutions, Inc., Trainer - Encompass</td>
</tr>
<tr>
<td>12 noon - 3 p.m.</td>
<td>Grand 1-2</td>
<td><strong>TRADE SHOW (FIRST HALF)</strong></td>
</tr>
</tbody>
</table>

**THURS**

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>9 a.m. - 12 noon</td>
<td>Galleria 3</td>
<td><strong>SEMINAR:</strong> Samsung 2019 DTV Technology Operation, Troubleshooting, and Service for 2019 and Q Series. Trainer — Sam Narsh, Samsung (alternate session Wednesday 3 - 5 p.m.)</td>
</tr>
<tr>
<td>9 a.m. - 12 noon</td>
<td>Galleria 4</td>
<td><strong>SEMINAR:</strong> LG Appliance Training Trainer — John Stanton, LGE (alternate session Tuesday 1:15 - 4:15 p.m)</td>
</tr>
<tr>
<td>9 a.m. - 12 noon</td>
<td>Galleria 1</td>
<td><strong>SEMINAR:</strong> Relationship Marketing This is an interactive audience participation class. Bring your success stories to share with others on how you are marketing to new customers and how you are retaining your existing customers. Trainer — John Wilkins, CSM/IST/CRS/A+ &amp; Dave Thomas CSM/IST</td>
</tr>
</tbody>
</table>

**FRID**

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 noon - 1 p.m.</td>
<td>Grand 1-2</td>
<td><strong>LUNCH</strong> — in Trade Show, sponsored by NESDA/ISCET</td>
</tr>
<tr>
<td>3 - 4 p.m.</td>
<td>Grand 3</td>
<td><strong>EXHIBITOR BREAKOUT:</strong> CDA Software. Bonnie Schweitzer, Paul Perry, Brandon Davis and Dan Frezza. Introduction to the ALL NEW CDA v10 including a new and enhanced scheduler offering real-time job mapping, Route Optimization and improved management flexibility. Completely re-designed for Cloud services and real-time integration with MobileCa, Service Bench, Service Power, NSA and more. The new, re-designed MobileCa now handles auto picture Attachments, credit card processing, and real-time updating. Also introducing “Pigdins,” a new CDA product offering un-paralleled customer communication. Don’t miss this presentation! Trainers -- Bonnie Schweitzer, Paul Perry, Brandon Davis, and Dan Frezza, CDA Software</td>
</tr>
</tbody>
</table>

---

**MON - TUE**

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:30 - 6 p.m.</td>
<td>Trophy 1</td>
<td><strong>NESDA Board Meeting</strong></td>
</tr>
<tr>
<td>6 - 8 p.m.</td>
<td>Grand Atrium</td>
<td><strong>Welcome Reception</strong> — Cocktails and Appetizers, sponsored by Sheraton DFW Hotel, Irving, Texas</td>
</tr>
<tr>
<td>7:30 - 8 a.m.</td>
<td>Galleria 1</td>
<td>First Timer Orientation. If this is your first NPSC, this session is highly recommended. It will help you choose the events that will best fit your needs. Door prizes! Hosted by Paul Burgio.</td>
</tr>
<tr>
<td>8 a.m.</td>
<td>Grand 3</td>
<td><strong>BREAKFAST</strong> — Sponsored by Mitsubishi</td>
</tr>
<tr>
<td>9:15 - 11:30 a.m.</td>
<td>Galleria 1</td>
<td><strong>SEMINAR:</strong> Relationship Marketing This is an interactive audience participation class. Bring your success stories to share with others on how you are marketing to new customers and how you are retaining your existing customers. Trainer — John Wilkins, CSM/IST/CRS/A+ &amp; Dave Thomas CSM/IST</td>
</tr>
<tr>
<td>1:30 - 6 p.m.</td>
<td>Trophy 1</td>
<td><strong>NESDA Past Presidents (Closed Meeting)</strong></td>
</tr>
<tr>
<td>9 a.m. - 12 noon</td>
<td>Galleria 4</td>
<td><strong>SEMINAR:</strong> How to Get into the Appliance Business Trainer — Pete Rattigan CET+/CSM/MST/CSR/ISCET Immediate Past President</td>
</tr>
<tr>
<td>9 a.m. - 12 noon</td>
<td>Galleria 2</td>
<td><strong>SEMINAR:</strong> Samsung Home Appliance Technology, Water Wall Dishwasher, Empathy, Family Hub REF, STG &amp; HAAS tools. Trainer — Dennis Viereck, Sam Nash — Samsung (alternate session 1:15-4:15 p.m.)</td>
</tr>
<tr>
<td>9 a.m. - 12 noon</td>
<td>Galleria 2</td>
<td><strong>SEMINAR:</strong> LG Appliance Training. Trainer — John Stanton, LGE (alternate session Wednesday 9 a.m. - 12 noon)</td>
</tr>
</tbody>
</table>

---

**TUES**

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>9 a.m. - 12 noon</td>
<td>Galleria 3</td>
<td><strong>SEMINAR:</strong> Phillips Electronics Training Training on the Philips55PFL903/F7, 65PFL703/F7 and 75PFL603/F7 TVs. Training and troubleshooting on previous models will also be included. Trainer — Pete Rattigan CET+/CSM/MST/CSR, ISCET Immediate Past President</td>
</tr>
<tr>
<td>9 a.m. - 12 noon</td>
<td>Galleria 3</td>
<td><strong>SEMINAR:</strong> LG Appliance Training. Trainer — John Stanton, LGE (alternate session Wednesday 9 a.m. - 12 noon)</td>
</tr>
</tbody>
</table>

---

**WED**

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 - 8 a.m.</td>
<td>Galleria 1</td>
<td>**First Timer Orientation. If this is your first NPSC, this session is highly recommended. It will help you choose the events that will best fit your needs. Door prizes! Hosted by Paul Burgio.</td>
</tr>
<tr>
<td>8 a.m.</td>
<td>Grand 3</td>
<td><strong>BREAKFAST</strong> — Sponsored by Panasonic</td>
</tr>
<tr>
<td>9 a.m. - 12 noon</td>
<td>Galleria 2</td>
<td><strong>SEMINAR:</strong> Samsung 2019 DTV Technology Operation, Troubleshooting, and Service for 2019 and Q Series. Trainer — Sam Narsh, Samsung (alternate session Wednesday 3 - 5 p.m.)</td>
</tr>
</tbody>
</table>

---

**THURS**

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 noon - 3 p.m.</td>
<td>Grand 3</td>
<td><strong>TRADE SHOW (FIRST HALF)</strong></td>
</tr>
<tr>
<td>3 - 4 p.m.</td>
<td>Grand 3</td>
<td><strong>EXHIBITOR BREAKOUT:</strong> Service Bench “Best Practices” Learn how to become more profitable and embrace technology with tips, tricks and professional insight from your Asurion Team. Get more jobs, increase your ratings, and operate more efficiently in the office and on the road. Meet with ServiceBench and Asurion professionals and provide your feedback. Presented by ServiceBench and Asurion. Trainer --</td>
</tr>
<tr>
<td>12 noon - 3 p.m.</td>
<td>Grand 1-2</td>
<td><strong>TRADE SHOW (FIRST HALF)</strong></td>
</tr>
</tbody>
</table>
**Thursday**

**3:00 - 5:30 p.m.**
**Galleria 1**
**SEMINAR: NSA Sharp Inductive Cook Top, Wall Oven, and Microwave Drawer**

Trainer — Steve Gelman CET, NSA

**5:30 - 7 p.m.**
**Galleria 2**
**NDSA Town Hall/Annual Membership Meeting/Election of Officers**

**7 - 7:30 p.m.**
**Galleria 2**
**NDSA Incoming Board Meeting**

**7:30 - 11 p.m.**
**FRIDAY EVENING — ON YOUR OWN**

**Friday**

**1:00 - 3:00 p.m.**
**Galleria 4**
**SEMINAR: Duro Corporation - Appliance Training**

Trainers — Andy Cheong, Jose Marquez

**3:00 - 5 p.m.**
**Galleria 2**
**SEMINAR: Cryptocurrencies**

Wayne Peterson managed investment assets, including gold and silver bullion, for individuals and qualified plans for over 30 years. For the past two years he has been personally investing in cryptocurrencies (Bitcoin) and sharing his investment views.

Trainer — Wayne Peterson, FrameWork 2 LLC

**3:00 - 5 p.m.**
**Galleria 1**
**SEMINAR: Wi-Fi Configuration and Repair**

Trainer — Dan Mundy CET/CSM

**1:30 - 5 p.m.**
**Galleria 3**
**CERTIFICATION TESTING FOR CERTIFIED ELECTRONICS TECHNICIAN (CET) Certification Testing for Certified Electronics Technician (CET), Certified Service Manager (CSM), Customer Service Representative (CSR), Appliance Service Technicians (NASTeC), and other certifications by ISCET.**

*Please register at the registration desk for all exams. Exams can be scheduled at other times. If possible, check at the registration desk for information.*