

NPSC 2019 Irving TX Registration

April 1-5 (Monday - Friday). Trade Show: April 3 (Wednesday)
Sheraton DFW Hotel, 4400 W. John Carpenter Freeway, Irving, TX 75063

Full convention registration includes all programmed meals, banquets, door prize drawings, trade show, dealer/manufacture meetings, seminars and workshops. Activities may be scheduled for optional participation at an extra cost. *There is no convention youth program. However, children 17 and under are free.*

2019 National Professional Service Convention & Professional Service Trade Show

Below, please print legibly your name, and the names of all other registrants (including nicknames) as they are to appear on the registration badges. Please put a check in all appropriate boxes:

Check Box If First NPSC	If Full Convention-Leave Blank If Daily - Circle Below		CHECK ALL THAT APPLY		
	NSDA Member	ISCET Member	Non-Member	Distributor	Manufacturer
<input type="checkbox"/> Full Name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Badge Name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Full Name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Badge Name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Full Name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Badge Name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Full Name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Badge Name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Number of Participants/Length of Registration	
# Adults	Total No. of Days:
Full: _____	Daily: _____
# Children	Total No. of Days:
Full: _____	Daily: _____

Make your check payable to NSDA

☐ Visa ☐ MasterCard ☐ Discover

No. _____ Exp. _____

Signature: _____

NOTE: Special Registration Rates are valid ONLY on registrations completed, fully paid and received before the deadlines listed. Children age 17 and under are free with registered parent or guardian. Convention fee schedule per person (ages 18 and up):

If registered and fully paid by...	Members		Non-Members	
	Full Convention Registration	Daily	Full Convention Registration	Daily
At NPSC 2018	\$300	\$150	\$375 (\$400)*	\$200
October 31, 2018	\$350	\$150	\$400	\$200
March 15, 2019	\$390	\$150	\$440	\$200
After March 15/At the door	\$440	\$150	\$490	\$200

* Any non-member of NSDA who has NOT been a member of NSDA in the past 2 years and pays \$400 or more for 2018 convention registration will also receive a full 1-year NSDA membership.

REFUND POLICY: If you register in advance and later find that you have to cancel — any time prior to convention — all money prepaid will be refunded except a 15% processing fee per registered person less any other amounts owed to NSDA.



THE NATIONAL PROFESSIONAL SERVICE CONVENTION & PROFESSIONAL SERVICE TRADE SHOW

SHERATON DFW AIRPORT HOTEL • IRVING, TX

The Annual Event For Service Professionals

Convention: April 1-5, 2019 (Monday-Friday)

— Welcome Reception April 1; 6-8 p.m. —

Trade Show: Wednesday, April 3, 2019; 12-3 p.m.; 5-7 p.m.

Sponsored by: National Service Dealers Association (NSDA) & International Society of Certified Electronics Technicians (ISCET)

Technical/Management Seminars • Diversification Classes • Certification Industry Meetings • Sponsored Events • Industry Trade Show

Whether you are a servicer/business owner, or offer something the service community needs to know about, you NEED to be there!

NSDA Membership/NPSC Special Offer: Join NSDA now, pay for a full registration for NPSC 2019 and receive ONE year complementary membership in NESDA/NSDA. This represents a savings of at least \$300. (Offer limited only to those who have never been a member of NSDA. Does not include hotel registration, travel expenses or incidentals.)

2018 TRADE SHOW EXHIBITORS

CDA Software
Electro Parts

Encompass Supply Chain
Solutions Inc.
JustPressOne
Marcone
National Service Alliance (NSA)
Ness Electronics
New Vision Communications

PlusOne Solutions
PTS Electronics
Rossware Computing
Samsung Electronics America
ServiceBench LLC
Service Power
Union Electronics

**Relationship
Marketing**
Wednesday/Thursday



Special Room Rates: Room rates at the Sheraton DFW Airport Hotel in Irving are only \$135 single or double. Children 17 years and under stay free with parents. Rates do not include room tax. A special block of rooms has been set aside for NPSC attendees. Rooms are subject to availability after the entire block is sold or after the block expires at 5 p.m. Friday, March 8, 2019. To be sure that you get a room and avoid a higher rate, reserve early. **To reserve a room by phone, call 888-627-8190. To reserve online, visit this link:** [Group Rate For NPSC 2019](#)

Red italics denotes NSDA Service Management College (more management classes to be added)

1:30-6 p.m., NSDA Board Meeting
6-8 p.m.: Welcome Reception
(Cocktails & Appetizers)

9-10:30 a.m.:	MANAGEMENT SEMINAR: <i>Relationship Marketing for the Small Servicer</i>	12 Noon-1 p.m.:	LUNCHEON, sponsored by NSDA/ISCT
9 a.m.-12 Noon:	SEMINAR: LG Appliances Diagnostics Training	1:00-4:00 p.m.:	Sharp - Induction Cook Top - Wall Oven - Microwave Drawer
9 a.m.-Noon:	MANAGEMENT SEMINAR: <i>NSMC Customer Interaction</i>	!00-3 p.m.:	Samsung GSPN Training Class
		1:30-3 p.m.:	Service Summit

Registration Desk Open 7:30 a.m.–6 p.m.

7:30-8 a.m.: First Timer Orientation
door prizes

8-9 a.m.: BREAKFAST, sponsored by
Mitsubishi

9 a.m.-12 Noon: **MANAGEMENT SEMINAR:**
Process Improvement
Secrets for Small Servicer

9 a.m.-12 Noon: SEMINAR: Philips TV training
on 55, 65, & 75PFL5903/F7

9 a.m.-12 Noon: SEMINAR: Samsung Home
Appliance Technology

9 a.m.-12 Noon: Sharp - Induction Cook
Top - Wall Oven -
Microwave Drawer

12 Noon-1 p.m.: LUNCHEON, sponsored by
ServiceBench/NSDA

1:15-4:15 p.m.: SEMINAR: Samsung Home

9 a.m.-12 Noon: Samsung 2019 DTV
Technology

**12 Noon-3 p.m.: TRADE SHOW FIRST HALF
with Lunch Noon-1 p.m.**

3-5 p.m.: SEMINAR: LG Panel
Diagnostics

3-5 p.m.: EXHIBITOR BREAKOUT:
CDA Software User

3-4 p.m.: Group EXHIBITOR
BREAKOUT: Encompass
Supply Chain Solutions,
Inc.

3-5 p.m.: EXHIBITOR BREAKOUT:
Best Practices by Service
Bench and Asurion

3-5 p.m.: Samsung 2019 DTV
Technology

1:30-3 p.m.:	Service Summit
2:30-3:30 p.m.	NSDA Financial Benefit Programs
2:30-3:30 p.m.:	SEMINAR: Customer Service Representative (CSR)
3:30-5:30 p.m.:	Samsung GSPN Training Class
5:30-7 p.m.:	NSDA Town Hall/Annual Membership Meeting/ Election of Officers
7-7:30 p.m.:	NSDA Incoming Board Meeting
7:30-11 p.m.:	DINNER, Night on the Town—Dinner on Your Own

FRIDAY—April 5, 2019

Registration Desk Open 7:30 a.m.–6 p.m.

8-9 a.m.: BREAKFAST, sponsored by NSDA/ISCET

9-10 a.m. Hall of Fame Honoree Meeting (Private)

9 a.m.-12 p.m.: ISCET Board/Annual Membership Meeting

Noon-1:30 p.m.: **LUNCH – ON YOUR OWN**

9 a.m.-12 Noon: **SEMINAR: How to Get Into Appliance Repair**

1:30-5 p.m.: SEMINAR: HDMI, Plasma and Wi-Fi, Dan Mundy

1:30-5 p.m.: CERTIFICATION TESTING FOR CET, CSM, MST, CSR

6-7 p.m.: COCKTAIL PARTY

7 p.m.: NSDA/ISCET Awards Banquet, sponsored by NSDA/ISCET

THURSDAY—April 4, 2019

Registration Desk Open 7:30 a.m.–6 p.m.

7:30-8 a.m.: First Timer Orientation
door prizes

7:45-8:45 a.m.: BREAKFAST, sponsored by
Warrantech/NSDA

9:10-10:15 a.m.: Servicer Information
Symposiums (First Half
of Companies)

10:30-11:35 a.m.: Servicer Information
Symposiums (Second Half
of Companies)

WEDNESDAY—April 3, 2019

Registration Desk Open 7:30 a.m.–6 p.m.

7:30-8 a.m.: First Timer Orientation
door prizes

8-9 a.m.: BREAKFAST, sponsored by
Panasonic

* (changes may occur, as required)