

NPSC 2020 Pre-Registration

Full convention registration includes all programmed meals, banquets, door prize drawings, trade show, dealer/manufacturer 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.* NPSC 2020 will be held either in April or early May. After 2 years, the pre-registration fee may be applied as a credit toward lowest price available that year.

2020 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:

Name _____
 Firm Name _____
 Address _____
 City _____ State _____
 Zip _____ Phone _____
 Email Address _____
 Number of Participants/Length of Registration
 # Adults _____ Total No. of Days: _____
 Full: _____
 # Children _____ Total No. of Days: _____
 Full: _____

Make your check payable to NESDA

 Visa MasterCard Discover

No. _____ Exp. _____

Signature: _____

Check Box If	If Full Convention-Leave Blank		CHECK ALL THAT APPLY		
	If Daily - Circle Below		NESDA Member	IS CET Member	Non-Member
<input type="checkbox"/>	Full Name	M TU W TH	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Badge Name	TH	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Full Name	M TU W TH	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Badge Name	TH	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Full Name	M TU W TH	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Badge Name	TH	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Full Name	M TU W TH	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Badge Name	TH	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Full Name	M TU W TH	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Badge Name	TH	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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...	Full Convention Registration	Daily	Non-Members	
			Full Convention Registration	Daily
October 31, 2019	\$450	\$200	\$499	\$250
March 15, 2020	\$490	\$200	\$549	\$250
After April 15/At the door	\$540	\$200	\$599	\$250

* Any non-member of NESDA who has NOT been a member of NESDA in the past 2 years and pays \$400 or more for 2020 convention registration will also receive a full 1 year NESDA 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 NESDA.



NPSC 2020

THE NATIONAL PROFESSIONAL SERVICE CONVENTION & PROFESSIONAL SERVICE TRADE SHOW

HARRAH'S HOTEL • LAS VEGAS, NV

On the Strip Across from Caesars

The Annual Event For Service Professionals

Convention: June 22-25, 2020 (Monday-Thursday)

— Welcome Reception 22; 6-8 p.m. —

Trade Show: Wednesday, June 24, 2020; 12-5 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 2020 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.)

2019 TRADE SHOW EXHIBITORS

CDA Software
 Encompass Supply Chain Solutions Inc.
 National Service Alliance (NSA)
 Ness Electronics
 On Point

Parts Stop
 Service Bench
 Service Power
 Union Electronics
 Warrantech

NSDA SERVICE MANAGEMENT COLLEGE



You like running your own business. But do you sometimes feel as though your business is running you? You may already be a great tech, but great techs need to learn how to become great business owners! How can we create a culture of change within our business without creating confusion?

During NSDA Service Management College classes, you will work on your business by developing new skills and creating specific action plans that will immediately improve your own business. Your business will see immediate improvement because you attended the NSDA Service Management College at NPSC!

- At NSDA Service Management College you will learn:
- The skills to run your business profitably
 - How to make your business valuable
 - How to enjoy time off and still have your business make money
 - How to keep from being chained to your business

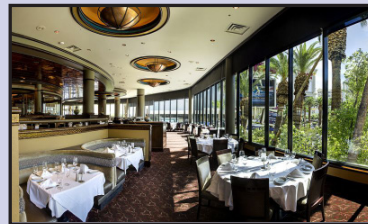
NSDA Service Management College is NOT a series of 2-hour "pep talks" that will be forgotten when you get back home. Rather, the courses are intensive workshops where you will learn essential skills and be provided with the tools required to identify the improvements you need to make in your business.

You will also walk away with a detailed action plan that will enable you to implement those changes when you return.



The 2020 NSDA Service Management College classes and tentative schedule are as follows:

Process Improvement Secrets Tuesday morning	Customer Interaction Wednesday morning	How to Get Into Appliance Repair Tuesday morning	Relationship Marketing Wednesday/Thursday
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HARRAH'S HOTEL • LAS VEGAS, NV

3475 S. Las Vegas Blvd., Las Vegas, NV 89109

Convention: June 22-25, 2020 • Trade Show: June 24, 2020

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

No resort fee, Complimentary high-speed Internet, complimentary self-parking, and airport shuttle

Special Room Rates: Room rates at Harrah's Hotel in Las Vegas are \$100 single or double, including resort fee. 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, 2020. To be sure that you get a room and avoid a higher rate, reserve early. To reserve a room by phone, call 800-214-9110. To reserve online, visit this link: [TBA](#)

TENTATIVE 2020 SCHEDULE*

For the most up-to-date schedule, please visit the NSDA website [Conventions page at https://nesda.wildapricot.org/event-3532777](https://nesda.wildapricot.org/event-3532777)

Red italics denotes NSDA Service Management College (more management classes to be added)
Certification Testing Available each day- schedule at reservation desk.

MONDAY—June 22, 2020		TUESDAY—June 23, 2020		WEDNESDAY—June 24, 2020		THURSDAY—June 25, 2020	
Registration Desk Open 11 a.m.–6 p.m.		Registration Desk Open 7:30 a.m.–6 p.m.		Registration Desk Open 7:30 a.m.–6 p.m.		Registration Desk Open 7:30 a.m.–6 p.m.	
9 a.m.-12 p.m.	NSDA Board Meeting NSDA Town Hall/Annual Membership Meeting/Election of Officers	7:30-8 a.m.	First Timer Orientation **door prizes**	9 a.m.-12 Noon	SEMINAR: Samsung Home Appliance Technology	9:10-10:15 a.m.	Service Information Symposiums (First Half of Companies)
1-3 p.m.	ISCET Board/Annual Membership Meeting	8-9 a.m.	BREAKFAST, sponsored by Mitsubishi	12 Noon-1 p.m.	LUNCHEON, NSDA	9:45-10:45 a.m.	BREAKFAST, sponsored by Warrantech/ISCET
3-6 p.m.	Welcome Reception	9 a.m.-12 Noon	<i>SEMINAR: How to Get Into Appliance Repair</i>	1:15-4:15 p.m.	SEMINAR: Samsung Home Appliance Technology	7:45-8:45 a.m.	BREAKFAST, sponsored by Warrantech/ISCET
6-7 p.m.	DINNER, Night on the Town—Dinner on Your Own	9 a.m.-12 Noon	<i>MANAGEMENT SEMINAR: Process Improvement Secrets for Small Servicer</i>	1:15-4:15 p.m.	SEMINAR: CET (Certified Electronics Technician) Prep Class	7:45-8:45 a.m.	BREAKFAST, sponsored by Warrantech/ISCET
7-11 p.m.		12 Noon-5 p.m.	TRADE SHOW	1:15-4:15 p.m.	SEMINAR: Sharp Appliances, Wall Ovens/Sharp New Drawer	7:45-8:45 a.m.	BREAKFAST, sponsored by Warrantech/ISCET
		6-7 p.m.	Lunch Noon-1 p.m.	4:30 p.m.	KEYNOTE ADDRESS	7:45-8:45 a.m.	BREAKFAST, sponsored by Warrantech/ISCET
		7 p.m.	SEMINAR: LG Pedestal Washer	5:15 p.m.	INDUSTRY ANGEL RECOGNITION	7:45-8:45 a.m.	BREAKFAST, sponsored by Warrantech/ISCET
			EXHIBITOR BREAKOUT: CDA Software User Group	6-7 p.m.	COCKTAILS, sponsored by Encompass	7:45-8:45 a.m.	BREAKFAST, sponsored by Warrantech/ISCET
			EXHIBITOR BREAKOUT: Encompass Supply Chain Solutions, Inc.	7-11 p.m.	DINNER, Night on the Town—Dinner on Your Own	7:45-8:45 a.m.	BREAKFAST, sponsored by Warrantech/ISCET
			EXHIBITOR BREAKOUT: Best Practices by Service Bench and Asurion			7:45-8:45 a.m.	BREAKFAST, sponsored by Warrantech/ISCET
			EXHIBITOR BREAKOUT: Samsung 2019 DTV Technology			7:45-8:45 a.m.	BREAKFAST, sponsored by Warrantech/ISCET
			EXHIBITOR BREAKOUT: Rossware Computing			7:45-8:45 a.m.	BREAKFAST, sponsored by Warrantech/ISCET
			NSDA Incoming Board Meeting			7:45-8:45 a.m.	BREAKFAST, sponsored by Warrantech/ISCET
			DINNER, Night on the Town—Dinner on Your Own			7:45-8:45 a.m.	BREAKFAST, sponsored by Warrantech/ISCET
						7:45-8:45 a.m.	BREAKFAST, sponsored by Warrantech/ISCET

**(changes may occur, as required)*