



Creating Customer Care Experts

FAX Registration Form to: (613) 599-6727 or Email to: sales@radarinteractive.com

Participant Information

Billing Information

| | | | | | | | |
|-----------------|--|------------|-------|-----------------|--|------------|-------|
| First Name: | | Last Name: | | First Name: | | Last Name: | |
| Company: | | | | Company: | | | |
| Street Address: | | City: | Prov: | Street Address: | | City: | Prov: |
| Postal Code: | | Email: | | Postal Code: | | Email: | |
| Phone: | | Fax: | | Phone: | | Fax: | |

| HDI Certification Courses: | Date (from Schedule) | Price (CDN) | <input checked="" type="checkbox"/> \$100 HDI Member Discount *Current Member # : _____ | |
|--|----------------------|-------------|--|--------------------------|
| SCM – Support Center Manager | _____ | \$1895 | <input type="checkbox"/> | <input type="checkbox"/> |
| KCS – Knowledge Management Foundations | _____ | \$1595 | <input type="checkbox"/> | <input type="checkbox"/> |
| SCTL – Support Center Team Lead | _____ | \$1595 | <input type="checkbox"/> | <input type="checkbox"/> |
| SCA – Support Center Analyst | _____ | \$1395 | <input type="checkbox"/> | <input type="checkbox"/> |
| DST – Desktop Support Technician | _____ | \$1395 | <input type="checkbox"/> | <input type="checkbox"/> |
| CSR – Customer Service Representative | _____ | \$895 | <input type="checkbox"/> | <input type="checkbox"/> |

| RADAR Service Excellence Courses: | Date (from Schedule) | Price | <input checked="" type="checkbox"/> |
|--|----------------------|-----------|-------------------------------------|
| QCS – Quality Customer Support | _____ | \$495.00 | <input type="checkbox"/> |
| QTT – Quality Troubleshooting Techniques | _____ | \$495.00 | <input type="checkbox"/> |
| MLoS – Making Light of Stress | _____ | \$395.00 | <input type="checkbox"/> |
| CCE - Contact Centre Essentials | _____ | \$1050.00 | <input type="checkbox"/> |

| IT Infrastructure Library (ITIL) Courses: | Date (from Schedule) | Price | <input checked="" type="checkbox"/> |
|---|----------------------|-----------|-------------------------------------|
| ITIL at a Glance (1 day Overview) | _____ | \$495.00 | <input type="checkbox"/> |
| ITIL Foundations (3 days) | _____ | \$1995.00 | <input type="checkbox"/> |

Payment Method:

- Visa
- Mastercard
- American Express

- Cheque
- Purchase Order

*** Prices do not include the taxes (GST) and can change without notice.**

Credit Card Number: _____

Expiry Date: _____

Cardholder Name: _____

Signature: _____

PO #: _____

Sales Code _____

Cancellation policy:

Participant cancellation or rescheduling request must be received in writing/email 10 or more business days prior to the class start date. An administrative charge of \$150 will be made for all cancellations or reschedules. No refund is available if the registration is cancelled less than 10 business days prior to the class start date or if an attendee fails to attend. Another attendee can be substituted at any time.

*** If you are applying for an HDI Chapter membership discount, a membership number is required**