



RVDA OF CANADA

MATERIALS ORDER FORM

**également disponibles en français*

Shipping Information

Name: _____ Dealership: _____
 Address: _____
 City: _____ Province: _____ Postal Code: _____
 Telephone: _____ Fax: _____
 Email: _____

<u>General Dealer Operations</u>				
Qty.	Title	Members	Non-members	Total
	Cash Management Web Seminar Series on CD	\$125.00	\$175.00	
	Go RVing Canada Dealer Tie-in Package ** <i>(with Marketing Advantage Program & Leads Management 101 manual)</i> <i>Contact the national offices for a registration form.</i>	<i>Currently Complimentary</i>	N/A	
	Go RVing Canada Marketing Advantage Program (MAP) ** (Liberté en VR / Programme Avantage marketing (PAM)) <i>(marketing materials, images, videos)</i>	\$50.00	N/A	
	How to Value an RV Dealership	\$62.50	\$125.00	
	Improve Sales by Rebuilding or Renovating your Dealership	\$95.00	\$155.00	
	Reduce Turnover to Sell More	\$50.00	\$70.00	
	RV Dealers Safety Guide	\$12.50	\$24.00	
	Winterizing Your Dealership: How to Get Through Those Winter Doldrums (Profitably) *	\$15.00	N/A	
<u>Rental Operations Materials</u>				
	How to Operate a Successful RV Rental Program Using Consigned Vehicles	\$20.00	\$32.00	
	Rental Operations Manual	\$150.00	\$250.00	
<u>Customer Service</u>				
	Customer Service Strategies that Work <i>(Lisa Ford; DVD)</i>	\$70.00	\$110.00	
	How to Give Exceptional Customer Service <i>(Lisa Ford; DVD set)</i>	\$439.95	\$659.95	
	Increasing Customer Satisfaction	\$32.00	\$65.00	
<u>Sales Training & Management</u>				
	Leads Management 101 *	\$25.00	\$50.00	
	The Personality Qualities of a Top RV Salesperson	\$12.50	\$24.00	
	The Selling Cycle <i>(Jan Kelly)</i>	\$32.00	\$60.00	
	Turning Your Sales Force into Sales Consultants	\$32.00	\$60.00	

Service and Aftermarket

Qty.	Title	Members	Non-members	TOTAL
~~~~~ Learning Guides ~~~~~				
<i>*** For an order form detailing modules for a given Learning Guide, or for information on certification, contact RVDA of Canada.</i>				
Manual__ or CD__	Service Advisor / Writer (6 modules)	\$375.00	\$525.00	
Manual__ or CD__	Service Manager (9 modules)	\$499.00	\$720.00	
Manual__ or CD__	Parts Specialist (6 modules)	\$375.00	\$525.00	
Manual__ or CD__	Parts Manager (9 modules) – includes Parts Specialist modules	\$499.00	\$720.00	
Manual__ or CD__	Warranty Administrator	\$315.00	\$440.00	
Manuals only	Individual modules ***	\$75.00	\$110.00	
~~~~~ Service ~~~~~				
	RV Damage Repair Estimator (4th edition)	\$250.00	\$299.00	
	RV Weight & Tire Safety Handbook	\$32.00	N/A	
Manual__ or CD__ or both____	Service Management Guide (12 th Edition) Note: Specify Manual or CD-ROM, or both (set)	ea: \$245.00 / set : \$400.00	ea: \$490.00 / set : \$800.00	
Manuals__ or CD__	RVIA RV Technician Training Textbooks Available to members only.	Set of 14: \$480.00	N/A	
~~~~~ AfterMarket Series ~~~~~				
On CD only	Vol. I: Visual Merchandising, Pricing, Signs & Packaging	\$35.00	\$65.00	
On CD only	Vol. II: Retail Operations and Merchandising	\$35.00	\$65.00	
On CD only	Vol. III: Planning Your Store Renovation and Layout	\$35.00	\$65.00	
On CD only	Vol. IV: Advertising, Promotion and Service Department	\$35.00	\$65.00	
Publications				
	Education Toolkit – A Catalogue of Courses & Resources *	no charge	N/A	
	RVDA of Canada Materials Catalogue	no charge	no charge	
	RVDA of Canada Member Directory	no charge	N/A	
	RVDA of Canada Member Newsletter (digital) *	no charge	N/A	
	RVDA of Canada RV Compass magazine (<i>bilingue</i>)	no charge	N/A	
	RV Executive Today magazine (U.S)	\$30.00 US / yr	N/A	
	RV Technician Today (U.S.) – an online resource	\$39.95 US / yr	\$49.95 US / yr	

METHOD OF PAYMENT: MEMBER NON-MEMBER

Total Amount of Purchase

Shipping & Handling and applicable taxes will be added to your invoice.

VISA **MasterCard** **Cheque enclosed** (call for invoice)

Card Number: _____ Exp. Date: ____ / ____ Sec. Code: ____

Name as appears on card (please print clearly): _____

Cardholders Signature: _____

Return form to the RVDA of Canada: Fax (604) 204-0154

Mail to: #145 —11331 Coppersmith Way, Richmond, BC V7A 5J9

Questions? Phone (604) 718-6325