

Group Registration Form

Complete this form if you would like to register **3 or more individuals** from your company to attend ICMI Contact Center Expo 2018. You can form your group through any combination of 4 Day PLUS, 4 Day, 3 Day or 2 Day passes. However, the group discount will only be applied to the 4 Day, 3 Day or 2 Day passes. **Group discounts do not apply to the 4 Day PLUS pass.**

[Note: group discounts are NOT combinable with promotions or special offers. All discounts are subject to review before processing.]

How to Register

All group discount forms must be submitted from the same company, within 24 hours of one another.

STEP 1: Review Conference Packages (Workshop & Training, if applicable) – page 1 & 2

STEP 2: Complete Coordinator Contact Information & Method of Payment – page 3

STEP 3: Fill out individual information for each registrant in group & select package options – starts on page 4

STEP 4: Print out and Fax or Mail form; or Save it and Email It.

Email: icmiexpogroup@ubm.com Fax: 218.740.6883

Mail: ICMI Expo
 Attn: Event Registration Services Group
 131 W First Street
 Duluth, MN 55802

Conference Packages:

| Pass Type (inclusions below): | 4 Day PLUS | 4 Day | 3 Day | 2 Day |
|---|----------------------|----------------------|--------------------|---------------------|
| Dates: | Mon-Thurs, May 21-24 | Mon-Thurs, May 21-24 | Mon-Wed, May 21-23 | Tues-Wed, May 22-23 |
| OnSite Pricing* (see website for current pricing) | \$3,099 | \$2,799 | \$2,499 | \$2,199 |
| NEW! Disney Tour: The Business Behind the Magic | X | | | |
| Workshops and Contact Center Tours (5/21) | X | X | X | |
| Main Conference Sessions (5/22-23) | X | X | X | X |
| Conference Materials (access prior to show) | X | X | X | X |
| Keynote Addresses | X | X | X | X |
| Expo Hall & Solution Spotlight Sessions | X | X | X | X |
| Breakfast, Lunches, Coffee Breaks | X (Mon-Thurs) | X (Mon-Thurs) | X (Mon-Wed) | X (Tues-Wed) |
| Evening Receptions | X | X | X | X |
| ICMI Contact Center Awards Party | X | X | X | X |
| NEW! One (1) interactive e-Learning course from ICMI | X | X | X | |
| Full day Training or Contact Center Tours (5/24) | X | X | X | |

* See Expo website for current pricing at <http://www.ICMI.com/CCExpoPasses>. The earlier you register, the greater the savings!

Workshops & Contact Center Tours – Monday, May 21

*Only available with 3 Day, 4 Day and 4 Day PLUS Passes

***TOURS HAVE LIMITED AVAILABILITY AND CANNOT BE GUARANTEED*

MORNING, 8:30am – 12:00pm

Pre-1: High Performance Management: Getting the Most Out of Contact Center Agents

Pre-2: The Principles of Effective Contact Center Management

Pre-3: Building Trust - Being a High Trust Leader

Tour 1: Disney 'Business Behind the Magic' (4 Day PLUS pass required)

Tour 2: Heart of Florida United Way 2-1-1

Tour 3: Entertainment Benefits Group

Tour 4: Vistana

AFTERNOON, 1:00pm – 4:30pm

Pre-5: The DNA of Leadership, Culture, and Teamwork in the Contact Center

Pre-6: Contact Center Technology 101: What Every Professional Needs to Know

Pre-7: Improve your Customer Experience Delivery with a Holistic Customer Listening Framework

Tour 5: Disney 'Business Behind the Magic' (4 Day PLUS pass required)

Tour 6: Entertainment Benefits Group

Tour 7: Oracle Hospitality

Tour 8: JetBlue University

FULL DAY, 8:30am – 4:30pm

Pre-4: ICMI Small Contact Center Workshop

Post-Conf. Training or Contact Center Tours – Thursday, May 24

*Only available with 4 Day Pass and 4 Day PLUS Pass

FULL DAY, 8:30am – 5:00pm

Post-1: More than Metrics: Harnessing Data to Drive Performance Workshop

Post-2: People Management Workshop

Post-3: Master Minds Workshop

Post-4: Full Day Tours - Entertainment Benefits Group & Heart of Florida United Way 2-1-1

Group Coordinator Contact Information

Coordinator's Name _____ Phone _____

Coordinator's Email _____

Job Title _____ Company Name _____

Address _____

City / State / Zip _____

Country / Postal Code _____

EVENT BADGES

Badges will not be mailed in advance of the event and can only be collected on-site during registration hours. Please care for your badge. A non-refundable replacement fee will apply for all lost, misplaced, stolen, forgotten, and duplicate badge requests.

CANCELLATION POLICY

If you need to cancel, you may do so until Friday April 13, 2018. A non-refundable \$150 cancellation fee will be charged. No-shows and cancellations after Friday April 13, 2018 will be charged the full conference rate. Cancellation policies apply to all conference packages. Attendees who register prior to or after the deadline date who do not cancel in writing by the deadline date are liable for the package cost and will be charged for the full registration fee. Sorry, no refunds are available after this date. Please note that downgrades are not permissible. Changes to registrations must be presented in written form. (form available on event website).

Method of Payment

Payment by check, money order (drawn in US funds), or credit card must accompany your registration in order to be processed and receive your confirmation. **Please note: You are not registered until you receive confirmation online or via an email from Contact Center Expo 2018.** The tax ID number is 11-2240940.

- Check or Money Order Enclosed # _____ (make check payable to: ICMI Contact Center Expo 2018)
- Please send me an invoice (provide billing information below)
- Charge my Credit Card (we accept Visa, MasterCard and American Express)

Cardholder Name _____ Phone _____

Credit Card Number _____ Exp. Date _____

Authorized Signature _____ Date _____

By checking a box above, I understand I am not able to attend the conference until registration is paid in FULL

BILLING ADDRESS - Check here if billing address is the same as group coordinator's address.

Name _____ Telephone _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Registration #1

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

Conference Package Selection (Select one below)

4 Day PLUS Indicate 1st, 2nd, & 3rd choices for 1 Monday morning & 1 afternoon Workshop or Tour OR Full Day. **ONLY 4-Day PLUS Pass can choose the Disney Tour.**

4 Day

4-Day and 4-Day Plus pass holders also choose a Thursday Full-day selection.

3 Day

Mon – AM

Mon – PM

Thurs– Full Day

___ Pre-1

___ Pre-5

(4-day pass only)

___ Pre-2

___ Pre-6

___ Post-1

___ Pre-3

___ Pre-7

___ Post-2

___ **Tour 1: Disney**

___ **Tour 5: Disney**

___ Post-3

___ Tour-2

___ Tour-6

___ Post 4/Full Day of Tours

___ Tour-3

___ Tour-7

___ Tour-4

___ Tour-8

___ Pre-4 // **Mon FULL DAY**

NOTE: Due to limited availability tours (other than 4-day Plus Pass Disney tour) are not guaranteed. Visit ICMI.com for current availability.

2 Day

Tues & Wed
Main Conference
Sessions DO NOT
require pre-reg.

Registration #2

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

Conference Package Selection (Select one below)

4 Day PLUS Indicate 1st, 2nd, & 3rd choices for 1 Monday morning & 1 afternoon Workshop or Tour OR Full Day. ***ONLY 4-Day PLUS Pass can choose the Disney Tour**

4 Day

4-Day and 4-Day Plus pass holders also choose a Thursday Full-day selection.

3 Day

Mon – AM

Mon – PM

Thurs– Full Day

___ Pre-1

___ Pre-5

(4-day pass only)

___ Pre-2

___ Pre-6

___ Post-1

___ Pre-3

___ Pre-7

___ Post-2

___ **Tour 1: Disney***

___ **Tour 5: Disney***

___ Post-3

___ Tour-2

___ Tour-6

___ Post 4/Full Day of Tours

___ Tour-3

___ Tour-7

___ Tour-4

___ Tour-8

___ Pre-4 // **Mon FULL DAY**

NOTE: Due to limited availability, tours (other than 4-day Plus Pass Disney tour) are not guaranteed. Visit ICMI.com for current availability.

2 Day

Tues & Wed
Main Conference
Sessions DO NOT
require pre-reg.

Registration #3

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

Conference Package Selection (Select one below)

4 Day PLUS Indicate 1st, 2nd, & 3rd choices for 1 Monday morning & 1 afternoon Workshop or Tour OR Full Day. ***ONLY 4-Day PLUS Pass can choose the Disney Tour**
 4 Day 4-Day and 4-Day Plus pass holders also choose a Thursday Full-day selection.

3 Day

Mon – AM

Mon – PM

Thurs– Full Day
(4-day pass only)

___ Pre-1

___ Pre-5

___ Post-1

___ Pre-2

___ Pre-6

___ Post-2

___ Pre-3

___ Pre-7

___ Post-3

___ **Tour 1: Disney**

___ **Tour 5: Disney**

___ Post 4/Full Day of Tours

___ Tour-2

___ Tour-6

___ Tour-3

___ Tour-7

___ Tour-4

___ Tour-8

___ Pre-4 // **Mon FULL DAY**

2 Day

Tues & Wed
Main Conference
Sessions DO NOT
require pre-reg.

NOTE: Due to limited availability, tours (other than 4-day Plus Pass Disney tour) are not guaranteed. Visit ICMI.com for current availability.

Registration #4

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

Conference Package Selection (Select one below)

4 Day PLUS Indicate 1st, 2nd, & 3rd choices for 1 Monday morning & 1 afternoon Workshop or Tour OR Full Day. ***ONLY 4-Day PLUS Pass can choose the Disney Tour**
 4 Day 4-Day and 4-Day Plus pass holders also choose a Thursday Full-day selection.

3 Day

Mon – AM

Mon – PM

Thurs– Full Day
(4-day pass only)

___ Pre-1

___ Pre-5

___ Post-1

___ Pre-2

___ Pre-6

___ Post-2

___ Pre-3

___ Pre-7

___ Post-3

___ **Tour 1: Disney**

___ **Tour 5: Disney**

___ Post 4/Full Day of Tours

___ Tour-2

___ Tour-6

___ Tour-3

___ Tour-7

___ Tour-4

___ Tour-8

___ Pre-4 // **Mon FULL DAY**

2 Day

Tues & Wed
Main Conference
Sessions DO NOT
require pre-reg.

NOTE: Due to limited availability, tours (other than 4-day Plus Pass Disney tour) are not guaranteed. Visit ICMI.com for current availability.

Registration #5

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

Conference Package Selection (Select one below)

- 4 Day PLUS** Indicate 1st, 2nd, & 3rd choices for 1 Monday morning & 1 afternoon Workshop or Tour OR Full Day. ***ONLY 4-Day PLUS Pass can choose the Disney Tour**
 4 Day 4-Day and 4-Day Plus pass holders also choose a Thursday Full-day selection.

3 Day

Mon – AM

Mon – PM

Thurs– Full Day

___ Pre-1

___ Pre-5

(4-day pass only)

___ Pre-2

___ Pre-6

___ Post-1

___ Pre-3

___ Pre-7

___ Post-2

___ **Tour 1: Disney**

___ **Tour 5: Disney**

___ Post-3

___ Tour-2

___ Tour-6

___ Post 4/Full Day of Tours

___ Tour-3

___ Tour-7

___ Tour-4

___ Tour-8

___ Pre-4 // **Mon FULL DAY**

2 Day

Tues & Wed
Main Conference
Sessions DO NOT
require pre-reg.

NOTE: Due to limited availability, tours (other than 4-day Plus Pass Disney tour) are not guaranteed. Visit ICMI.com for current availability.

Registration #6

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

Conference Package Selection (Select one below)

- 4 Day PLUS** Indicate 1st, 2nd, & 3rd choices for 1 Monday morning & 1 afternoon Workshop or Tour OR Full Day. ***ONLY 4-Day PLUS Pass can choose the Disney Tour**
 4 Day 4-Day and 4-Day Plus pass holders also choose a Thursday Full-day selection.

3 Day

Mon – AM

Mon – PM

Thurs– Full Day

___ Pre-1

___ Pre-5

(4-day pass only)

___ Pre-2

___ Pre-6

___ Post-1

___ Pre-3

___ Pre-7

___ Post-2

___ **Tour 1: Disney**

___ **Tour 5: Disney**

___ Post-3

___ Tour-2

___ Tour-6

___ Post 4/Full Day of Tours

___ Tour-3

___ Tour-7

___ Tour-4

___ Tour-8

___ Pre-4 // **Mon FULL DAY**

2 Day

Tues & Wed
Main Conference
Sessions DO NOT
require pre-reg.

NOTE: Due to limited availability, tours (other than 4-day Plus Pass Disney tour) are not guaranteed. Visit ICMI.com for current availability.

Registration #7

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

Conference Package Selection (Select one below)

- 4 Day PLUS** Indicate 1st, 2nd, & 3rd choices for 1 Monday morning & 1 afternoon Workshop or Tour OR Full Day. ***ONLY 4-Day PLUS Pass can choose the Disney Tour**
 4 Day 4-Day and 4-Day Plus pass holders also choose a Thursday Full-day selection.

- 3 Day**
- | Mon – AM | Mon – PM | Thurs– Full Day
(4-day pass only) |
|----------------------------------|---------------------------|--------------------------------------|
| ___ Pre-1 | ___ Pre-5 | ___ Post-1 |
| ___ Pre-2 | ___ Pre-6 | ___ Post-2 |
| ___ Pre-3 | ___ Pre-7 | ___ Post-3 |
| ___ Tour 1: Disney | ___ Tour 5: Disney | ___ Post 4/Full Day of Tours |
| ___ Tour-2 | ___ Tour-6 | |
| ___ Tour-3 | ___ Tour-7 | |
| ___ Tour-4 | ___ Tour-8 | |
| ___ Pre-4 // Mon FULL DAY | | |

- 2 Day**
Tues & Wed
Main Conference
Sessions DO NOT
require pre-reg.

NOTE: Due to limited availability, tours (other than 4-day Plus Pass Disney tour) are not guaranteed. Visit ICMI.com for current availability.

Registration #8

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

Conference Package Selection (Select one below)

- 4 Day PLUS** Indicate 1st, 2nd, & 3rd choices for 1 Monday morning & 1 afternoon Workshop or Tour OR Full Day. ***ONLY 4-Day PLUS Pass can choose the Disney Tour**
 4 Day 4-Day and 4-Day Plus pass holders also choose a Thursday Full-day selection.

- 3 Day**
- | Mon – AM | Mon – PM | Thurs– Full Day
(4-day pass only) |
|----------------------------------|---------------------------|--------------------------------------|
| ___ Pre-1 | ___ Pre-5 | ___ Post-1 |
| ___ Pre-2 | ___ Pre-6 | ___ Post-2 |
| ___ Pre-3 | ___ Pre-7 | ___ Post-3 |
| ___ Tour 1: Disney | ___ Tour 5: Disney | ___ Post 4/Full Day of Tours |
| ___ Tour-2 | ___ Tour-6 | |
| ___ Tour-3 | ___ Tour-7 | |
| ___ Tour-4 | ___ Tour-8 | |
| ___ Pre-4 // Mon FULL DAY | | |

- 2 Day**
Tues & Wed
Main Conference
Sessions DO NOT
require pre-reg.

NOTE: Due to limited availability, tours (other than 4-day Plus Pass Disney tour) are not guaranteed. Visit ICMI.com for current availability.

Registration #9

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

Conference Package Selection (Select one below)

- 4 Day PLUS** Indicate 1st, 2nd, & 3rd choices for 1 Monday morning & 1 afternoon Workshop or Tour OR Full Day. ***ONLY 4-Day PLUS Pass can choose the Disney Tour**
 4 Day 4-Day and 4-Day Plus pass holders also choose a Thursday Full-day selection.

3 Day

Mon – AM

Mon – PM

Thurs– Full Day

___ Pre-1

___ Pre-5

(4-day pass only)

___ Pre-2

___ Pre-6

___ Post-1

___ Pre-3

___ Pre-7

___ Post-2

___ **Tour 1: Disney**

___ **Tour 5: Disney**

___ Post-3

___ Tour-2

___ Tour-6

___ Post 4/Full Day of Tours

___ Tour-3

___ Tour-7

___ Tour-4

___ Tour-8

___ Pre-4 // **Mon FULL DAY**

2 Day

Tues & Wed
Main Conference
Sessions **DO NOT**
require pre-reg.

NOTE: Due to limited availability, tours (other than 4-day Plus Pass Disney tour) are not guaranteed. Visit ICMI.com for current availability.

Registration #10

Participant's Name _____

Email _____

Job Title _____

Address _____

City / State / Zip _____

Country / Postal Code _____

Telephone _____

Conference Package Selection (Select one below)

- 4 Day PLUS** Indicate 1st, 2nd, & 3rd choices for 1 Monday morning & 1 afternoon Workshop or Tour OR Full Day. ***ONLY 4-Day PLUS Pass can choose the Disney Tour**
 4 Day 4-Day and 4-Day Plus pass holders also choose a Thursday Full-day selection.

3 Day

Mon – AM

Mon – PM

Thurs– Full Day

___ Pre-1

___ Pre-5

(4-day pass only)

___ Pre-2

___ Pre-6

___ Post-1

___ Pre-3

___ Pre-7

___ Post-2

___ **Tour 1: Disney**

___ **Tour 5: Disney**

___ Post-3

___ Tour-2

___ Tour-6

___ Post 4/Full Day of Tours

___ Tour-3

___ Tour-7

___ Tour-4

___ Tour-8

___ Pre-4 // **Mon FULL DAY**

2 Day

Tues & Wed
Main Conference
Sessions **DO NOT**
require pre-reg.

NOTE: Due to limited availability, tours (other than 4-day Plus Pass Disney tour) are not guaranteed. Visit ICMI.com for current availability.