



Service Management Guide 12th Edition



~ ORDER FORM ~

Replacing the 11th edition, this expanded **Service Management Guide (SMG)** The guide offers more than 100 pages of average work unit times for the most functions RV technicians perform. The **12th Edition of the Service Management Guide:**



- offers extensive updates and additions provided by dealers, service managers, and technicians;
- offers all new Service Check Sheets that provide a valuable reference for service managers and technicians; and
- Known as a flat rate manual, is an ideal tool for the service department when working with extended service agreement and insurance companies.

The SMG is designed to provide reasonable guidance relative to the time required for competent technicians to complete assigned tasks. It is an important part of the service management system, but it is not intended to be the sole determinant of prices or rates charged in the sale of service.

COST:

Manual or CD-ROM: RVDA Members: \$245.00 Non-Members: \$490.00

Manual and CD-ROM: RVDA Members: \$400.00 Non-Members: \$800.00

Name: _____

Company Name: _____

Address: _____

City: _____ Prov.: _____ Postal Code: _____

Phone: _____ Fax: _____

E-mail: _____

		S&H (ea. copy)	Memb (ea. copy) GST / Total	NonMember (ea.) GST / Total
___ RVDA Member	___ Non-RVDA Member			
Manual - # copies: ___ @ \$ _____ = \$ _____		\$ 30.00	13.75 / 245.00	26.00 / 490.00
CD-ROM - # copies: ___ @ \$ _____ = \$ _____		\$ 10.00	12.75 / 245.00	25.00 / 490.00
Set of both - # sets: ___ @ \$ _____ = \$ _____		\$ 30.00	21.50 / 400.00	41.50 / 800.00

Total Order: \$ _____ + _____ + \$ _____ = \$ _____

***shipping cost varies depending on the location (S&H) (GST)

METHOD OF PAYMENT (Please Check One):

___ Cheque enclosed (made payable to RVDA of Canada)

___ VISA ___ MasterCard

Card No.: _____ Exp. Date: ____/____/____

Name on card (please print): _____

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**