



BEST PRACTICES ORDER FORM

***Available as an E-Book Download**

	QTY	RETAIL PRICE	TOTAL
2008 Best Practices Study Update * Product Code: 7001		\$99.95 - Hardcopy	
		\$59.95 - Email PDF/E-Book Download	
Best Practices Study "Tool Set" * <i>Includes both the 2007 BP Study and 2008 BP Study Update</i> Product Code: 7001		\$189.90 - Hardcopy	
		\$119.90 - Email PDF/E-Book Download	
Best Practices of Crisis Management (Updated) Product Code: 7008		\$99.95 - CD Only	
Interactive Agency Self-Diagnostic Tool * Product Code: 7002		\$129.95 - Email PDF/E-Book Download	
The Practical Agency Planner Product Code: 2322		\$79.95 - Hardcopy Only	
Best Practices in Perpetuation & Management Succession * Product Code: 7012		\$25.00 - Hardcopy	
		\$19.95 - Email PDF/E-Book Download	
Joint Planning Tool Quick Step * Product Code: 7003		\$79.95 - Email PDF/E-Book Download	
Guide to Producer Contracts * Product Code: 7023		\$29.95 - Hardcopy	
		\$15.95 - Email PDF/E-Book Download	
Best Practices of the Leading Sales Organizations in the US Product Code: 7005		\$20.00 - Hardcopy Only	
Top Producers: Discover, Train, Reward * Product Code: 7021		\$89.95 - Hardcopy	
		\$69.95 - Email PDF/E-Book Download	
Customer Service Made Simple * Product Code: 7009		\$29.95 - Hardcopy	
		\$19.95 - Email PDF/E-Book Download	
Total Number of Best Practices Products Ordered:		GRAND TOTAL (EXCEPT FOR RUSH ORDERS)	

THREE WAYS TO ORDER

- ❶ **E-Book Download** select the desired product title to access the link to purchase and download immediately.*
- ❷ **Mail** completed order form and payment to: IIABA Education Department; 127 South Peyton Street; Alexandria, VA; 22314
- ❸ **Fax** completed order and payment information to: IIABA Education Department; 703-683-7556

NOTE: Please allow 7 – 10 business days to receive Mail orders, 24 hour delivery for Email PDF and E-Book download immediately.

PAYMENT		DELIVERY INFORMATION	
<input type="checkbox"/> Enclosed is my check made payable to IIABA		Name	
Bill my: <input type="checkbox"/> MasterCard <input type="checkbox"/> Visa <input type="checkbox"/> American Express		Email (required for delivery of electronic products)	
Card #	Exp. Date	Business	
Signature (required)		Street Address	
Phone (required)		City, State, Zip	
RUSH DELIVERY (OPTIONAL)			
Bill my Express Delivery Account and charge me an additional \$5.00 rush fee for next day delivery. <input type="checkbox"/> FedEx <input type="checkbox"/> DHL <input type="checkbox"/> United Parcel Service		I do not have an Express Delivery Account. Please charge me an additional \$30 rush fee for next day delivery.	
Express Delivery Account # (required):		INITIAL _____	