

MEMBERSHIP DESCRIPTION



APCSC MEMBERSHIP

Our membership size covers over Asia Pacific Region, including Hong Kong, Shanghai, Guangzhou, Shenzhen, Taiwan, Malaysia and Singapore. To enhance your long-term benefits for your Corporate development, you may consider to be our APCSC member so as to have more **Membership benefits** including discounts to Global Certifications, Forums, CRE & CSQS Leadership Summits, complimentary CRE & CSQS Roundtable, Knowledge Mail for Tip of the Month from our CRE Awards winners, Customer Loyalty Awards Forum, training coupons and Salary Increase Forecast Survey, and many others.

MEMBERSHIP TYPES

INDIVIDUAL

Designed for individuals involved with CRM and Customer Service, who are interested in Customer Centric research and participating in forums and regular networking activities.

ASSOCIATE

Designed for small companies who are looking for Customer Service Certification, industry research, and participation in regular networking activities.

PROFESSIONAL

Designed for small to medium companies with 49 people or less, who are looking for Customer Service Certification for their staff, benchmarking, industry research and participation in regular networking activities.

CORPORATE

Designed for corporations with 50 people or more in one country and with a passion for World-Class operations, best practices, Customer Service Certification for their staff and departments as well as participation in networking activities.

CRE CORPORATE

Designed for large corporations with 300 people or more in one country and with a passion for World-Class operations, best practices, Customer Service Certification for their staff and departments as well as to achieve market leadership and Customer Service Excellence, CSQS certification for their entire Customer Service department, as well as active involvement CRM benchmarking, regular networking and knowledge sharing activities.

ENTERPRISE CORPORATE

Designed for large corporations with 500 people or more in one country and with a passion for World-Class operations, best practices, Customer Service Certification for their staff and departments as well as to achieve market leadership and Customer Service Excellence, CSQS certification for their entire Customer Service department, as well as active involvement CRM benchmarking, regular networking and knowledge sharing activities.

REGIONAL CORPORATE

Designed for large multinational corporations with 1,000 or more people in different cities and with a passion to achieve market leadership for World-Class operations, best practices and Customer Service Excellence, CSQS certification for their entire Customer Service department, as well as active involvement CRM benchmarking, regular networking and knowledge sharing activities.

REGIONAL CHARTER

Designed for very large multinational corporations with 10,000 or more people in different countries, with a passion for leading and setting standards for World-Class best practices in Customer Relationship Excellence, who are looking to certify the entire Customer Service division or company with CSQS certification, as well as pro-active involvement in regular CRM benchmarking, networking and knowledge sharing activities.

MEMBERSHIP BENEFIT

	Individual	Associate	Professional	Corporate	Enterprise Corporate	Regional Corporate
CRE & CSQS Leadership Summit	5% Discount	5% Discount	15% Discount	20% Discount	25% Discount 1 VIP Pass	30% Discount 3 VIP Passes
Training Discount Coupon	1 x HK\$500	3 x HK\$500	3 x HK\$500	5 x HK\$500	10 x HK\$500	10 x HK\$500
Training Quota*	N/A	N/A	1 x CCSM or	3 x CCSM or	5 x CCSM or	10 x CCSM or
			1 x CCCM 1 x CCCP 1 x ECOH/ CHSM	2 x CCCM 2 x CCCP 2 x ECOH/ CHSM	4 x CCCM 4 x CCCP 4 x ECOH/ CHSM	2 x CCCM 2 x CCSA 10 x CCCP
Knowledge Mail	YES	YES	YES	YES	YES	YES
Advisory Question (Tele) Conference	N/A	N/A	1 Question	2 Questions	3 Questions	6 Questions
Benchmarking Program	5% Discount	5% Discount	5% Discount	10% Discount	20% Discount	FREE
APCSC / HKCSC Logo Usage	N/A	YES	YES	YES	YES	YES
Membership Fee (Annual)	HK\$850 (US\$110)	HK\$3,800 (US\$500)	HK\$20,000 (US\$2,550)	HK\$40,000 (US\$5,250)	HK\$80,000 (US\$10,250)	HK\$158,000 (US\$20,250)
Customer Loyalty Award Forum	N/A	N/A	1 x Pass	2 x Passes	4 x Passes	6 x Passes
Member's Survey	FREE for participants					
Salary Increase & Staff Turnover Survey	N/A	FREE for participants				
CRE & CSQS RoundTable	Members Only					

CCSM – Certificate in Customer Service Management
CCSA – Certified Customer Service Analyst & Auditor
ECOH – Effective Communication & Objection Handling

CCCM – Certified Contact Center Manager
CCCP – Certified Contact Center Professional
CHSM – Complaint Handling & Stress Management

* The training courses can be exchanged to different courses with similar value to meet the member's development needs. Please feel free to visit www.apcsc.com for more details on the global certifications.

All membership options include networking opportunities at various events that are organised by partners and affiliates of APCSC throughout the year, which may also include special discounts. Members will be notified of such events as and when they occur. APCSC has no control over events that are organised by 3rd parties.

All Membership duration is on annual basis, member benefits are only valid and should be utilised within the membership period.

MEMBERSHIP REGISTRATION FORM



Your Details

Full Name _____
Job Title _____
Department _____
Email Address _____
Telephone _____
Fax _____

Your Company Details

Company Name _____
Address _____

Country _____
State _____
Postal / Zip Code _____

What is your organization's main line of business? (Multiple)

Number of Professionals on staff at your Customer Service Department, Contact Center, or Help Desk.

Biggest Challenge at your Customer Service Department, Contact Center, or Help Desk.

Purchase

Yes, I would like to register to the following membership.

<input type="checkbox"/> Individual Membership (HK\$850/US\$110 per year)	<input type="checkbox"/> Associate Membership (HK\$3,800/US\$500 per year)
<input type="checkbox"/> Professional Membership (HK\$20,000/US\$2,550 per year)	<input type="checkbox"/> Corporate Membership (HK\$40,000/US\$5,550 per year)
<input type="checkbox"/> CRE Corporate Membership (HK\$60,000/US\$7,750 per year)	<input type="checkbox"/> Enterprise Corporate Membership (HK\$80,000/US\$10,250 per year)
<input type="checkbox"/> Regional Corporate Membership (HK\$152,000 / US\$20,250 per year)	<input type="checkbox"/> Regional Charter Membership * (HK\$252,000 / US\$32,250 per year)

Name & Title	Telephone	Email
1.		
2.		
3.		

Company Chop & Signature _____ Date _____

* Please kindly visit www.apcsc.com for details information about its entitled benefits.
 Please fax this form to us at +852 2174 1438. For enquiries, please feel free to call us at +852 2174 1428. Payment Method:

- Cheque:** Please make a crossed cheque payable to "Asia Pacific Customer Service Consortium Limited" and send to 9/F, Surson Commercial Building, 140-141 Austin Road, Tsim Sha Tsui, Kowloon, Hong Kong.
- Telegraph Transfer:** Account Holder: Asia Pacific Customer Service Consortium Limited.
 Account No.: 204-0-011740
 Name of Bank: Hang Seng Bank Ltd., No. 83, Des Voeux Road, Central, Hong Kong