

Revised Customer Service Course

September 25-26, 2017

UVA/VA Tech Higher Education Center, Newport News

Registration is open to members of the Commissioners of the Revenue Association (CRAV) at TAV member fees.

Richard Cordle, retired treasurer, Chesterfield County and Jennifer Brown, retired treasurer, City of Charlottesville, will be co-teaching this course.

The goal of this customer service class is to create a standard level of knowledge with respect to the laws, policies and procedures that the Treasurer/Commissioner of the Revenue and their staffs follow and provide useful tools that they can apply in their day to day operations and citizen interactions.

This class was just revised in August 2017.

This course is a **mandatory course for initial certification for deputies** under the revised certification program for TAV members. Treasurers may take this course for points only. For more information go to the **Certification Handbook**. If you have questions on certification, contact Al Spengler at aws@virginia.edu or 434 982-5518.

Registration Deadline: September 13, 2017

You can register on-line at the Cooper Center website:

<https://commerce.coopercenter.org/ccps/login.php>

(Please note this link has changed; please bookmark the new site.)

All registrations must be completed on-line. How to register is explained on the web site. You will need a password to log onto the online registration system.

Only register one person at a time. After you select your event, don't forget to check the box before the class in order to complete your on-line registration.

Payment can be made on-line with a credit card. You can also pay by check, electronic transfer or LPO. To make payment using a method other than credit card, please print out your registration form and enclose a copy with your check. If paying via electronic transfer or via LPO, please include the invoice number with your payment.

Checks should be made payable to the **University of Virginia** and mailed to **Treasurers' Association of Virginia**, Cooper Center for Public Service, PO Box 400206, Charlottesville, VA 22904-4206.

Registration fee: **\$185** for **TAV/CRAV members** **\$235** for **non-members**
Member rate also applies to members of the **Commissioners of the Revenue Association of Virginia**. A \$20.00 processing fee will be assessed for cancellations. No refunds for cancellations received less than 48 hours before the course unless your space is filled.

Lunch on first day as well as refreshment breaks both days are included in the registration fee. Lunch is not provided on day two as the exam is before lunch!

If you need a vegetarian meal, please indicate your dietary needs during the registration process in the special dietary or physical accommodation text box.

Class Schedule

We are starting later than usual the first day to allow those commuting long distance to drive in that morning and hopefully save one night's lodging at a hotel.

Day One Registration: 9:00 – 9:30 a.m.
Class begins at 9:30 a.m. and ends around 4:30 p.m.

Day Two Class begins at 9:00 a.m. and ends before lunch.
Open Book exam is before lunch around 10:30 a.m.

You have **two hours** to complete the exam and can leave when you are finished.

Remember to bring the following materials with you to class:

Number two pencils

Assorted highlighters and or stickies

Grades will be posted on the Cooper Center web site about a week after the exam.

If you are **not** enrolled in the TAV certification program administered by the Cooper Center for Public Service at the University of Virginia, you must fill out an enrollment form to view your grade on-line. You can download the form at the Cooper Center web site: www.coopercenter.org and click on *Certification Programs* and then download the *Enrollment Form*.

Otherwise to check your grade, please call Beth Watson at the Center at 434-982-2144 and she can tell you your grade.

Meeting Location

The **UVA/VA Tech Higher Ed Center** is located at **600 Thimble Shoals Blvd., Suite 210** in the **Wells Fargo Bank Building** in **Newport News** (Zip 23606) just off Jefferson Avenue.

From Richmond

Take I-64 to exit 255 A. Merge onto VA-143 East/Jefferson Avenue.
Go 2.8 miles. Turn left onto Thimble Shoals Blvd. Wells Fargo Bank will be on your right. Meeting rooms are on Second Floor.

From Norfolk

Take I-64 to exit 258 A. Merge onto US-17 South/ J. Clyde Morris Blvd.
Go 1.8 miles. Turn right onto Jefferson Ave. Go 0.8 mile and turn right onto Thimble Shoals Blvd. Wells Fargo Bank will be on your right. Meeting rooms are on Second Floor.

There are parking lots on both sides of the building.

Lodging

The **Marriott Residence Inn Newport News** is located **531 St. Johns Road, Newport News, 23602**. It is about a six minutes drive to the meeting site. The hotel is across from Patrick Henry Mall.

Make your reservation today by calling the Marriott direct at: **757 842-6214**. Hotel offers a government rate of **\$91.00 King Studio or Two Queen Suite per night**. Rooms have wireless Internet connection; rate includes **free breakfast**, parking and fitness center. You must state that you are with the **Treasurers' Association of Virginia** to obtain this special rate. **Cut-off date is September 14, 2017**

Only a limited a rooms have been blocked. If you try and they are full, contact Al at aws@virginia and he can have them add more rooms to the block.

You can also use this link to book your room:
(NOTE: the name on the block is **Treasurers' Association of Virginia**)

http://www.marriott.com/meeting-event-hotels/group-corporate-travel/groupCorp.mi?resLinkIdData=Treasurers%20Association%20of%20Virginia%5EPHFNN%60TRETREA%7CTRETREC%6091.00%60USD%60false%606%609/24/17%609/26/17%609/14/17&app=resvlink&stop_mob_i=yes

Check with the hotel when you make your reservation about cancellation policy.

Directions

FROM I-64

The hotel is located just off exit 255A on I-64.

The hotel is located 2.8 miles from the UVA/VA Tech Center—about a six minutes drive down Jefferson Avenue.

Map and directions to the hotel can be found at the Marriott web site at:

<http://www.marriott.com/hotels/hotel-information/travel/phfnn-residence-inn-newport-news-airport/>