### TIPS Customer Support Contacts

800-438-8477

www.gettips.com

#### Your TIPS Account Managers

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Appropriate Questions</th>
<th>Extension</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lindsey Finch</td>
<td>Account Manager</td>
<td>Sales &amp; Support issues for the following regions: Alabama, Arizona, Colorado, Connecticut, Montana, New Jersey, New York, Oregon, Texas, Washington, Africa, Asia, and the Middle East</td>
<td>396</td>
<td><a href="mailto:finchl@gettips.com">finchl@gettips.com</a></td>
</tr>
<tr>
<td>Carlos Palacios</td>
<td>Account Manager</td>
<td>Sales &amp; Support issues for the following regions: Alaska, Florida, Idaho, Indiana, Missouri, Minnesota, New Hampshire, Nevada, North Carolina, Ohio, South Carolina, South Dakota, Tennessee, Latin America and the Caribbean</td>
<td>309</td>
<td><a href="mailto:palaciosc@gettips.com">palaciosc@gettips.com</a></td>
</tr>
<tr>
<td>Kerstin Kapture</td>
<td>Account Manager</td>
<td>Sales &amp; Support issues for the following regions: California, Georgia, Illinois, Louisiana, Mississippi, New Mexico, Oklahoma, Rhode Island, West Virginia, and Wisconsin</td>
<td>398</td>
<td><a href="mailto:kapturek@gettips.com">kapturek@gettips.com</a></td>
</tr>
<tr>
<td>Jean Bignell</td>
<td>Account Manager</td>
<td>Sales &amp; Support issues for the following regions: Delaware, District of Columbia, Iowa, Kansas, Kentucky, Nebraska, Maryland, Michigan, North Dakota, Pennsylvania, Virginia, Wyoming, and Europe</td>
<td>315</td>
<td><a href="mailto:bignellj@gettips.com">bignellj@gettips.com</a></td>
</tr>
<tr>
<td>Laundra Craig</td>
<td>Account Manager/Sales Administrator</td>
<td>Workshop Scheduling and Sales &amp; Support issues in the following regions: Arkansas, Hawaii, Maine, Massachusetts, Utah, Vermont, and Canada</td>
<td>336</td>
<td><a href="mailto:craigl@gettips.com">craigl@gettips.com</a></td>
</tr>
</tbody>
</table>

#### Other Key Staff Members

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Appropriate Questions</th>
<th>Extension</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nathaly Aguilar</td>
<td>Marketing Assistant</td>
<td>Certification Manager, Training Portal</td>
<td>342</td>
<td><a href="mailto:aguilarn@gettips.com">aguilarn@gettips.com</a></td>
</tr>
<tr>
<td>Richard Bowden</td>
<td>Master Trainer</td>
<td>Program Content; Training Techniques</td>
<td>571-235-4628</td>
<td><a href="mailto:bowderr@gettips.com">bowderr@gettips.com</a></td>
</tr>
<tr>
<td>Nicole Blossé</td>
<td>Government Relations Manager</td>
<td>State Laws and Regulations</td>
<td>390</td>
<td><a href="mailto:blossen@gettips.com">blossen@gettips.com</a></td>
</tr>
<tr>
<td>Adam Chafetz</td>
<td>President/CEO</td>
<td>Unresolved Issues</td>
<td>325</td>
<td><a href="mailto:chafetz@gettips.com">chafetz@gettips.com</a></td>
</tr>
<tr>
<td>Trevor Estelle</td>
<td>Vice President, Sales &amp; Marketing</td>
<td>Sales, Workshops, Marketing &amp; Corporate Clients</td>
<td>357</td>
<td><a href="mailto:estellel@gettips.com">estellel@gettips.com</a></td>
</tr>
<tr>
<td>John Hartman</td>
<td>After Hours Support Representative</td>
<td>Web Site Problems, Technical/Computer Requests, eTIPS Technical Issues</td>
<td>395</td>
<td><a href="mailto:hartmani@gettips.com">hartmani@gettips.com</a></td>
</tr>
<tr>
<td>Don Miller</td>
<td>Purchasing &amp; Facilities Manager</td>
<td>Shipping Issues</td>
<td>344</td>
<td><a href="mailto:millerd@gettips.com">millerd@gettips.com</a></td>
</tr>
<tr>
<td>Larry Moore</td>
<td>Master Trainer</td>
<td>Program Content; Training Techniques</td>
<td>814-360-9602</td>
<td><a href="mailto:moorel@gettips.com">moorel@gettips.com</a></td>
</tr>
<tr>
<td>Nick Newcott</td>
<td>Technical Support Representative</td>
<td>Web Site Problems, Technical/Computer Requests, eTIPS Technical Issues</td>
<td>314</td>
<td><a href="mailto:newcottn@gettips.com">newcottn@gettips.com</a></td>
</tr>
<tr>
<td>Hanan Phelps</td>
<td>Accountant</td>
<td>Accounts Receivable</td>
<td>339</td>
<td><a href="mailto:phelps@gettips.com">phelps@gettips.com</a></td>
</tr>
<tr>
<td>Beth Sabik</td>
<td>Executive Assistant</td>
<td>Sales and Marketing Support</td>
<td>399</td>
<td><a href="mailto:sabikb@gettips.com">sabikb@gettips.com</a></td>
</tr>
<tr>
<td>Maria Salazar</td>
<td>After Hours Support Representative</td>
<td>Web Site Problems, Technical/Computer Requests, eTIPS Technical Issues</td>
<td>394</td>
<td><a href="mailto:salazarm@gettips.com">salazarm@gettips.com</a></td>
</tr>
</tbody>
</table>

Rev. 04/2018
Finding TIPS Participant Exams

TIPS participant exams are updated frequently. Therefore, we have made the exams available to you online.

To get the exam you need for your training session:

1. Log in to your TIPS Training Portal at www.gettips.com by entering your email address and password.
   NOTE: If you have not previously registered, click Register to create an account. If you forgot your password, you can request that the information be emailed to you from the login screen, or you can contact your Account Manager at 800-438-8477.
2. Click the menu header Trainer Libraries to expand the menu.
3. Select Participant Exams.
4. Scroll through the list of participant exams or search by name to find the one you need.
5. Click the exam name to download a PDF copy of the exam.
   NOTE: There are several pages of participant exams, including multiple program versions and jurisdiction-specific versions where applicable. Be sure to read the description of the exam before selecting and downloading it, to make sure you download the correct exam for your session.

Using TIPS Participant Exams

Make sure to use the latest version of the participant exam for the program you train and check to see that the version number of the exam you downloaded is compatible with the version number on the Trainer Guide and Participant Manual you are using for the class. You can find the version number in the upper right corner of the exam and on the lower left corner of the back covers of the training materials. As long as the first digit of the version number is the same, the materials are compatible. (Example: 2.01 and 2.04 are compatible, but 2.01 and 3.01 are not.)

Before they begin the exam, have your participants fill in the correct Test ID of the exam on the Certification Test Form.

Make as many copies of the exam as you will need for your session. Be sure that participants understand that they need to record all of their answers on the Certification Test Forms that they remove from the backs of their manuals, not on the exam questions sheets.

Sometimes minor changes are made to certain exam questions based on trainer feedback without a new version of the exam being released. When necessary, completely new versions of the exam questions are released, so be sure to periodically review the participant exams in the TIPS Training Portal for all the TIPS programs that you train.

Rev 05/18
Certification Manager Services Order Form

Thank you for your interest in Certification Manager services. Please complete this form and fax it back to us at 800-937-8477 ext. 342 or email it to aguilarn@gettips.com. You may also order online at www.gettips.com.

<table>
<thead>
<tr>
<th>Services Selection</th>
<th>Cost:</th>
<th># of Users:</th>
<th>Total:</th>
</tr>
</thead>
<tbody>
<tr>
<td>CM for eLearning</td>
<td>$69.99</td>
<td></td>
<td></td>
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<tr>
<td>CM Tools</td>
<td>$99.99</td>
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<tr>
<td>CM Tools Plus</td>
<td>$249.99</td>
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<tr>
<td>Authenticated Participant List</td>
<td>$30.00</td>
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<tr>
<td>Authenticated Participant List RUSH</td>
<td>$50.00</td>
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<tr>
<td>eBevLaw</td>
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</tr>
<tr>
<td>CM State Level</td>
<td>$499.99</td>
<td></td>
<td></td>
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</tbody>
</table>

Payment Options:

- Check payable to: Health Communications, Inc.
- Federal Tax ID# 52-1333105
- Credit Card
  - Type: Visa, MasterCard, American Express
  - Name on card: 
  - Card No.: 
  - Expiration Date: 
  - Security Code: 
  - Signature: 

Billing Information:

- Name: 
- Trainer No.: 
- Company: 
- Address: 
  - 
- City: 
- State/Zip: 

CM for eLearning: $69.99 (per user/per year)
Manage all of the TIPS online training activity and eTIPS Pre-Paid Passports associated with your account. It gives you access for one year.

CM Tools: $99.99 (per user/per year)
Manage all of the TIPS training activity at your establishment. Use the detailed demographic information to maintain compliance with insurer and regulatory requirements. TIPS trainers can also access their sessions’ evaluation results. It gives you access for one year.

CM Tools Plus: $249.99 (per user/per year)
Manage all of the TIPS training at multi-site organizations. Review and schedule training in real-time across the enterprise; access expanded reporting options; view, share and archive training documents; access permit and violation data; receive enhanced customer service and much more. It gives you access for one year.

Authenticated Participant List: $30 (one time list)
An official document representing the individuals who have been trained in TIPS at a specific establishment or organization, based on information supplied by those individuals and course instructors at the time they were trained. An authenticated participant list can be presented as a legal document for use in court proceedings or hearings. Ready within 24 hours.

Authenticated Participant List Rush: $50 (one time list)
Same as described above, but ready within 2-4 hours.

eBevLaw: $349.99 (per user/per year)
Access an exhaustive, frequently updated database of jurisdiction-specific laws and regulations that govern the sale, consumption, promotion and liability of alcohol beverages. Generate reports and automatically receive notifications and updates. This service can be added to an existing subscription. It gives you access for one year.

CM State Level: $499.99 (per user/per year)
Access TIPS training information within a specific jurisdiction. Regulators can monitor the activities of licensees, including organizational and human resources activities, training activities, licensing, permits, and violations issued against licenses. It gives you access for one year.
TIPS Product Order Form

Thank you for your interest in our products. Please complete this form and fax it back to us at 1-800-937-8477 or mail it to:

Health Communications, Inc.
1501 Wilson Blvd., Suite 500
Arlington, VA 22209-2414
(Call first to obtain fees and sales tax amounts.)

You may also order online at www.gettips.com.

This document does not constitute a purchase order. Please attach a purchase order from your organization before submitting this order to HCI.

Your Selections:
Be sure to choose the appropriate program for all training materials. Programs include:

On Premise (English, Spanish, or French)  Off Premise
Concessions  Gaming  University
Workplace (manuals only)  Seniors

Participant Manuals (lots of 10, prices vary):

Program  Quantity

Trainer Kit (Video and Trainer Supplement/Guide): $99.95

Program  DVD  USB  Quantity

Trainer Supplement/Guide only: $35.00
Program  Quantity

eTIPS Passport: $40.00
(On Premise, Off Premise, Gaming, Concessions, Gaming)
Program  Quantity

Additional Materials
Independent Trainer Brochures: $0.35 each
TIPS Business Cards: $85.00
TIPS Job-Aid Posters: $10.00 per set
Incident Report Log Book: $30.00
ID Checking Guides: $23.95

Long Sleeve TIPS Polo Shirts: $25.00
Size (M, L, XL, XXL)  Color (Black/White)  Quantity

Short Sleeve TIPS Polo Shirts: $25.00
Size (M, L, XL, XXL)  Color (Black/White)  Quantity

To place your order via mail or fax, please first call 1-800-438-8477 for current shipping and sales tax information and to obtain an accurate total for your order.

1. Billing Information:
   Name:
   Trainer No.:
   Company:
   Address:
   City/State/Zip:

2. Shipping Information:
   Name:
   Company:
   Address:
   City/State/Zip:
   Phone No.:  Email:

3. Payment Options:
   COD ($13.50 additional fee)
   Purchase order attached
   Check payable to:  Health Communications, Inc.
   Federal Tax ID# 52-1333105
   Credit Card
   Type:  Visa  MasterCard  Amex  Discover
   Card No.:  Expiration Date:  Security Code:  Signature:

4. www.gettips.com
   Main  1-800-438-8477
   Fax  1-800-937-8477
### Session Register

Each session submitted must include a Session Register. Follow the instructions on the back for completing this form.

#### SESSION INFORMATION

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>SESSION DATE</th>
<th>Rush Service</th>
<th>SESSION ID</th>
<th>SESSION STATE</th>
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<tbody>
<tr>
<td>On Premise</td>
<td>06.24.2010</td>
<td>☐</td>
<td>0987654</td>
<td>VA</td>
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<td>Off Premise</td>
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<td>☑</td>
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<td>Concessions</td>
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<td>Gaming</td>
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<td>Parents</td>
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<td>Workplace</td>
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<tr>
<td>Seniors</td>
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<tr>
<td>Other</td>
<td></td>
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#### CAST

- Seller [6x6]

#### TIPS

- 1. [9x9]
- 2. [9x9]
- 3. [9x9]
- 4. [9x9]

- 5. [9x9]

#### # of Participants

- 15

#### TRAINER INFORMATION

<table>
<thead>
<tr>
<th>TRAINER #</th>
<th>Trainer Name</th>
<th>State Permit # (if required)</th>
<th>State Permit Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>049499</td>
<td>Shelly Wilson</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### CO-TRAINER INFORMATION

<table>
<thead>
<tr>
<th>CO-TRAINER #</th>
<th>Co-Trainer Name</th>
<th>State Permit # (if required)</th>
<th>State Permit Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>087445</td>
<td>Joseph Baker</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### ORGANIZATION INFORMATION

All participants are from the same organization: ☐ Yes ☐ No

#### SIGNATURES

- Trainer: Shelly Wilson
- Co-Trainer: Joseph Baker

---

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Multiple Site Information Form - University Sites

If you train a class with participants from more than one location, you need to complete the information on this form for each location represented in the class. Use the reverse side for businesses and commercial establishments. Use this side for universities and related organizations. You may photocopy this form as needed.

Please Print Clearly and Legibly.

<table>
<thead>
<tr>
<th>School (Department)</th>
<th>National Headquarters Organization</th>
<th>National Organization Chapter (Affiliate School)</th>
</tr>
</thead>
</table>

Name of Institution/Organization

Department/Affiliate School (N/A for National Headquarters Offices)

Address

Room/Suite

City

State

Country

Zip Code

Location Contact

Main Phone Number

Sorry, but there seems to be a misunderstanding. The form appears to be designed for more information than what is currently visible in the image provided. If you have the complete form, I can assist further. If you need assistance with the content or further questions, please let me know.
Multiple Site Information Form - Commercial Sites

If you train a class with participants from more than one location, you need to complete the information on this form for each location represented in the class. Use this side for businesses and commercial establishments. Use the reverse side for universities and related organizations. You may photocopy this form as needed.

Please Print Clearly and Legibly.

<table>
<thead>
<tr>
<th>Company/Establishment Name</th>
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</table>

<table>
<thead>
<tr>
<th>Management Company</th>
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</table>

<table>
<thead>
<tr>
<th>Address</th>
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</table>

<table>
<thead>
<tr>
<th>Room/Suite</th>
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</table>

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Country</th>
<th>Zip Code</th>
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</thead>
<tbody>
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</table>

<table>
<thead>
<tr>
<th>Contact at Establishment</th>
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<td></td>
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</table>

<table>
<thead>
<tr>
<th>Main Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Rev. 11/13
1. With the exception of certain regulated states, there is no minimum class size requirement. The maximum class size is 35. Special exemptions are possible if pre-approved by Health Communications, Inc. (HCI).

2. With the exception of certain regulated states, the program length is recommended, not required. Page 3 of the Trainer Guide contains the recommended times for all TIPS programs.

3. All TIPS programs must be taught using coordinated materials. (The version numbers for the Trainer Guide, Participant Manual, and DVD must match.)

4. A trainer may offer special oral examinations if the reading or language capabilities of a participant are limited. The TIPS for On Premise program is also available in a Spanish-language version.

5. **TIPS exams must be administered in a closed-book environment. Trainers may not provide test answers to session participants. HCI completes all scoring of TIPS exams.**

6. **Trainers must collect all exam questions after the exam has been administered. Participants may not keep copies of the exam questions.**

7. Each participant must receive and keep his or her own TIPS manual. The TIPS materials (printed and audiovisual) are fully protected by copyright. No part of them may be reproduced in any way without written permission of HCI.

8. Participants retaking the TIPS program must bring to the class their own TIPS manual and Retake Examination Forms. The retake class must be completed **within 6 months** of the original session.

9. Each participant Certification Test form has a unique lithocode. If a trainer submits copies of test forms for processing that possess the same lithocode, the trainer will be required to pay a $25 per test form fee before the tests will be processed.

10. If a participant does not receive his certification card, he must notify HCI within 90 days of the session in order to find out if he is entitled to a replacement card free of charge. After that 90-day period, the participant will incur a fee to obtain a replacement card, regardless of the circumstances.

11. It is the trainer’s responsibility to maintain his or her certification annually. To recertify, trainers may attend another Train-the-Trainer workshop, or, if they qualify, they may complete a mail-in or online recertification exam. To qualify for recertification by exam, trainers must have trained or co-trained at least one session during the certification year. **HCI will not process any session if the trainer’s certification was already expired when the session was conducted.**

12. HCI will not be responsible for the loss of materials resulting from a trainer’s failure to provide a current address and telephone numbers. Trainers can update their contact information and mailing address by logging into their Training Portals and completing the Processing Preferences form.

13. HCI maintains the right to suspend or revoke the certification of a trainer who does not comply with either TIPS training policies and procedures or jurisdictional regulations. Certification is invalid for any participants who attend a class taught by a trainer with an expired certification or a certification that has been suspended or revoked.

14. Trainers should be aware that some states regulate server training and may have laws and/or regulations that will supersede these policies. It is the trainer’s responsibility to contact HCI to obtain and comply with any applicable regulations before conducting a session in a new state.

15. Once a trainer has trained at least 5 participants he or she is eligible to join the TIPS Trainer Referral Program. For more information or to join the program, contact your Account Manager at 800-438-8477 or register online at [www.gettips.com](http://www.gettips.com).

16. Co-trainers cannot be added to a session AFTER a session has been processed.

*Rev. 6/16*