

**2009 Entry Cover Sheet**

**Use this form if you will submit your entries by mail or fax.  
Why not submit your entries online instead? It's fast and easy!  
Visit [www.stevieawards.com/sales](http://www.stevieawards.com/sales) to learn how.**

Photocopy this form as needed.

All entries submitted by mail or fax must be submitted with an Entry Cover Sheet.  
See instructions on back.

**1. Information About Your Organization****(a) The Organization Submitting These Entries**

Organization Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_

Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Work Email: \_\_\_\_\_

**(b) The Organization Being Nominated**

Organization Name: \_\_\_\_\_

City, State/Province, & Country: \_\_\_\_\_

Organization's Industry (see instructions on back): \_\_\_\_\_

Organization's Size (see instructions on back): \_\_\_\_\_

Organization's Web Site URL: \_\_\_\_\_

**2.** Attach behind this Entry Cover Sheet (and ahead of the entries you are submitting) a single sheet with a brief description of your organization. Limited to 400 characters. See instructions on the back of this form for an example.

**3.** List each of your entries below. Attach your completed entries behind this cover sheet in the order you list your entries.

ENTRY TITLE	CATEGORY NUMBER	ENTRY FEE
<b>NOMINATION FEE TOTAL</b>		<b>\$</b>

**4. Method of Payment**

Check               

Promotion Code

Cardholder's Name: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Billing Address & Zip Postal Code: \_\_\_\_\_

**5.** I attest that to the best of my knowledge, all of the information included in our 2009 Stevie Awards for Sales & Customer Service entries is accurate and factual.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*For entry mailing instructions, please see back.*

DO NOT WRITE HERE

## Entry Instructions

Review the document entitled "Instructions for Submitting Entries," which is available through the entry kit you may request at [www.stevieawards.com/sales](http://www.stevieawards.com/sales).

## Entry Deadline

October 16 — Early-bird deadline — entry fees discounted  
November 13 — Final entry deadline  
December 11 — Last day late entries will be accepted with payment of \$35 late fee per entry

## Entry Fees

The entry fees are

- \$200 per entry in the categories that recognize the achievements of individuals
- \$375 per entry in the categories that recognize the achievements of teams and departments

Entry fees are discounted by U.S. \$25 per entry for entries submitted through October 16, the early-bird entry deadline. After the final entry deadline of November 13, a late fee of U.S. \$35 per entry per category will be assessed in addition to the entry fee.

Once entry fees have been paid, no additional entry or finalist fees will be required. A separate fee is required for each category in which an entry is submitted. No refunds will be made after November 13.

## Eligibility

All customer service, call center, and sales professionals, departments, and teams worldwide may participate in the awards. The 2009 awards will recognize accomplishments since July 1, 2008.

## Entry Submission Procedures

While you may submit your entries on paper, by mail or by fax, we encourage you to submit them directly through our web site at [www.stevieawards.com/sales](http://www.stevieawards.com/sales).

## INSTRUCTIONS FOR COMPLETING THIS ENTRY COVER SHEET

### 1. Information About Your Organization

All fields are required unless otherwise noted. Contact Person will receive all correspondence about the disposition of your submitted entries. You must specify the nominated organization's Industry and Size. Choose from the following lists:

#### Industry

1. Accounting
2. Advertising, Marketing, & Public Relations
3. Aerospace & Defense
4. Automotive & Transport Equipment
5. Banking
6. Business Services
7. Chemicals
8. Computer Hardware
9. Computer Software
10. Computer Services
11. Conglomerates
12. Consumer Products — Durables
13. Consumer Products — Non-Durables
14. Diversified Services

*continued*

15. Electronics
16. Energy
17. Financial Services
18. Food & Beverage
19. Health Products & Services
20. Hospitality & Leisure
21. Insurance
22. Legal
23. Manufacturing
24. Materials & Construction
25. Media
26. Metals & Mining
27. Non-Profit Organizations
28. Real Estate
29. Retail
30. Pharmaceuticals
31. Telecommunications
32. Transportation
33. Utilities

## Organization Size

- A. Up to 100 Employees
- B. 101 – 2,500 Employees
- C. More than 2,500 Employees

## 2. Description of Entered Organization

Attach behind your Entry Cover Sheet a single sheet with a brief description of the nominated organization, limited to 400 characters. Here's an example:

*XYZ Company is Milwaukee's most innovative design consultancy. Founded in 1997 by our president, Jane Doe, XYZ employs eight people and has won numerous awards for our design concepts and customer service.*

## 3. List Your Entries

List the entry title, category number, and entry fee for each of the entries you are submitting. Photocopy the Entry Cover Sheet if necessary.

## 4. Categories

Select from the list of categories on the following page. Review the entire list of categories carefully before choosing the category(s) for your entry(s).

## 5. Method of Payment

If paying by check, make out a single check for total fees, payable to Stevie Awards, Inc. No refunds will be made after November 13, 2009.

## 6. Submission of Entries

Staple behind your Entry Cover Sheet your entries, in the order listed on the front side of the Entry Cover Sheet. Follow the instructions on the Instructions for Submitting Entries (a separate document available in the Entry Kit) for preparing your entries.

## 7. Mailing Information

Send all completed forms, fees, and entry materials to:

**The Stevie Awards**  
**11885 Grand Commons Avenue**  
**Suite 210**  
**Fairfax, VA 22030**  
**Phone (703) 547-8389**  
**Fax (703) 991-2397**

# CATEGORIES

## SALES INDIVIDUAL CATEGORIES

1. Global Sales Leader of the Year
2. Worldwide VP of Sales of the Year
3. National VP of Sales of the Year
4. National Accounts Manager of the Year
5. Regional Manager of the Year
6. Sales Director of the Year
7. Sales Manager of the Year
8. Sales Education Leader of the Year
9. Sales Training Manager of the Year
10. Sales Representative of the Year
11. Lifetime Achievement Award

## SALES TEAM CATEGORIES

20. Global Sales Team of the Year
21. National Sales Team of the Year
22. National Accounts Sales Team of the Year
23. Government Sales Team of the Year
24. Telesales Team of the Year
25. Online Sales Team of the Year
26. Sales Support Team of the Year
27. Outsourcing Sales Team of the Year
28. Manufacturer's Rep Team of the Year

## SALES ACHIEVEMENT CATEGORIES

30. CRM Implementation & User Adoption Program of the Year
31. Hiring and Recruiting Program of the Year
32. Demand Generation Program of the Year
33. Sales Lead Management System of the Year
34. Sales Process of the Year
35. Sales Training or Coaching Program of the Year
36. Sales Compensation Program of the Year
37. Sales Incentive Program of the Year
38. Sales Meeting of the Year

## SALES DEPARTMENT CATEGORIES

40. Sales Department of the Year — Computer Services
41. Sales Department of the Year — Computer Software
42. Sales Department of the Year — Computer Hardware
43. Sales Department of the Year — Distribution & Transportation
44. Sales Department of the Year — Financial Services
45. Sales Department of the Year — Industrial & Manufacturing
46. Sales Department of the Year — Hospitality & Tourism
47. Sales Department of the Year — Media & Entertainment
48. Sales Department of the Year — Public Services & Education
49. Sales Department of the Year — Services
50. Sales Department of the Year — Telecommunications
51. Sales Department of the Year — All Other Industries

## CUSTOMER SERVICE INDIVIDUAL CATEGORIES

55. Front-Line Customer Service Professional of the Year
56. Young Customer Service Professional of the Year
57. Customer Service Newcomer of the Year
58. Customer Service Manager of the Year
59. Customer Service Leader of the Year
60. Customer Service Contact Center Professional of the Year
61. Lifetime Achievement Award

## CUSTOMER SERVICE TEAM CATEGORIES

65. Customer Service Team of the Year — Recovery Situation
66. Customer Service Complaints Team of the Year
67. Front-Line Customer Service Team of the Year
68. Back Office Customer Service Team of the Year
69. Contact Center of the Year (Up to 100 seats)
70. Contact Center of the Year (Over 100 seats)
71. Customer Service Management Team of the Year
72. Customer Service Training Team of the Year

## CUSTOMER SERVICE ACHIEVEMENT CATEGORIES

75. e-Commerce Customer Service Award
76. Best Use of Technology in Customer Service
77. Award for Innovation in Customer Service
78. Customer Service Award for Field Service Management

## CUSTOMER SERVICE DEPARTMENT CATEGORIES

**PEOPLE'S  
CHOICE  
STEVIE AWARDS**  
FOR FAVORITE  
CUSTOMER SERVICE

In addition to the possibility of receiving a peer-reviewed honor in these categories, all nominated customer service departments that are chosen as Finalists also will be included in voting for the People's Choice Stevie Awards

for Favorite Customer Service, a new feature this year. Online voting will open to the public worldwide in mid-January and will continue through early February. We will provide Finalists in these categories with tools to help you encourage your customers to vote for you. Winners will receive a special People's Choice Stevie Award that will be presented at the February 2010 awards banquet.

80. Customer Service Department of the Year — Airlines, Distribution & Transportation
81. Customer Service Department of the Year — Financial Services
82. Customer Service Department of the Year — IT & Telecommunications
83. Customer Service Department of the Year — Leisure & Tourism
84. Customer Service Department of the Year — Public Services & Education
84. Customer Service Department of the Year — Retail
86. Customer Service Department of the Year — All Other Industries