



## Application for Renewal of National Retail Federation's Customer Service and Sales, Advanced Customer Service and Sales, or Retail Management Credentials

**Y**ou have held the Credential for three years and your achievement demonstrates that you possess the knowledge and skills which are important for successful employment in the retail industry. In order to maintain your credential, you must now complete the following renewal application and return it to Scantron.

### Credential Renewal Process

This application is designed to collect the information needed to renew your credential status. Once you are awarded credential renewal, NRF Foundation will maintain your approved status in the national database for a period of three (3) additional years, unless the credential is revoked prior to the end of the three-year period. Your credential status may be shared with potential employers, educational institutions, and others via the NRF Foundation's online Registry. You can view the Registry at <http://www.castleworldwide.com/nrf/registry> and choose to add your name to the Registry by clicking on "Change Opt-In Status" at the bottom of the web page. You will be required to enter your Last Name, Date of Birth, and Credential Number for verification purposes.

### Nondiscrimination

The NRF Foundation values the creation of opportunities for everyone and embraces diversity and does not discriminate among applicants on the basis of age, gender, race, religion, national origin, disability, sexual orientation, or marital status.

### Confidentiality

Except for credential status, your application information will be kept strictly confidential. Except for disclosing an individual's credential status as stated herein, NRF Foundation provides data only in aggregated group form that cannot be linked to any individual, unless an individual specifically requests release of his or her information to a specifically designated party.

### Credential Renewal Requirements

To be eligible for credential renewal, you must verify your employment in the sales or service industry or enrollment in a related training program during the past three years. NRF Foundation may conduct random audits and may request employment verification information to confirm compliance with this provision.

### Credential Renewal Fee

A credential renewal fee of \$25 must accompany this application. You may remit the renewal fee by credit card (MasterCard or Visa), money order, or check.

### Appeals

You may appeal decisions related to this application for credential renewal. Requests must be in writing and signed. Mail requests to: NRF Foundation / Credential Department, 1101 New York Ave NW, Suite 1200, Washington, DC 20005.

### Revocation

Credential may be revoked for any of the following:

- Failing to abide by the rules regarding confidentiality of any NRF Foundation assessment materials, as stated in the Candidate Agreement.
- Obtaining a credential or renewal of a credential through any use of fraud or deceit.
- Unauthorized or illegal use of the credential.
- Unauthorized or illegal use of any registered mark or logo owned by the NRF Foundation or its credential programs.
- Conviction of a felony or conviction of a misdemeanor or petty offense involving theft.
- Conviction of a felony, misdemeanor, or petty offense for act done in connection with activities covered by the credential.

### Representation of the Credential

If you renew the credential, you may be called a "Nationally Credentialed Professional in Customer Service and Sales," "Nationally Credentialed Professional in Advanced Customer Service and Sales," or a "Nationally Credentialed Professional in Retail Management," as appropriate. No other representation of the credential may be made.



**CANDIDATE IDENTIFICATION INFORMATION**

**How should your name appear on the eBadge?**

First \_\_\_\_\_  
Middle \_\_\_\_\_  
Last \_\_\_\_\_

**E-mail address** \_\_\_\_\_

**Phone Number** \_\_\_\_\_

**Type of Credential being renewed (select one):**

- Customer Service and Sales
- Advanced Customer Service and Sales
- Retail Management

**Credential Number** (optional) \_\_\_\_\_

**Date of Birth** (needed for ID verification) \_\_\_\_\_

**EMPLOYMENT VERIFICATION INFORMATION**

Please verify your employment or enrollment in a related training program by checking one of the boxes below.

I have been employed in the sales or service industry or have been enrolled in a related training program during the past three years.

- Yes
- No

Please note that NRF Foundation may perform a random audit of your renewal application and may request documentation to confirm your employment history.

**RELEASE AND TRUTHFULNESS AGREEMENT**

I agree that NRF Foundation may verify my employment status by contacting me or other parties for documentation of my employment history. I agree that NRF Foundation may confirm to others that I have earned the Credential or that I no longer hold such a credential, as applicable, and I release NRF Foundation from any liability associated with such disclosure or in connection with this Credential. I understand that except for credential status, my application information will be kept confidential and will not be shared with any person or entity for any reason except as may be required by law.

To the best of my knowledge, I have answered all of these questions truthfully. I understand that any untruthful answer can jeopardize my eligibility for credential or renewal and agree to represent the credential only as described in this application under "Representation of the Credential." I understand the policies in the Credential Handbook and I agree to comply with these policies. I further agree to abide by all continuing requirements of the credential as they may be amended from time to time, including remaining in good standing with my employer, school, or training program. I understand that my credential may be revoked for the violation of any of the rules or requirements of NRF Foundation, including those in the Credential Handbook, the Candidate Agreement, and the credential application.

\_\_\_\_\_  
Signature of Candidate

\_\_\_\_\_  
Date

**PREFERRED PAYMENT METHOD**

- Credit Card
- Money Order
- Check

Checks (in the amount of \$25) should be made payable to

Scantron and should be submitted with a copy of this application to:

Scantron  
PO Box 570  
Morrisville, NC 27560

**Check/Money Order enclosed**

**Credit card payment:**  MasterCard  Visa

**Amount:**       \$25.00      

**Authorized name on card:** \_\_\_\_\_

**Expiration date:** \_\_\_\_\_

**Credit card account number:** \_\_\_\_\_

**Authorized credit card holder's signature:**  
\_\_\_\_\_

**Mailing address for credit card billing:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Forms can also be returned via email to [RISE@nrf.com](mailto:RISE@nrf.com) or faxed to 919.361.2426. If you prefer to leave your credit card information blank for security purposes, please fill in as much applicable information as possible and a customer service representative will contact you for the remaining information.**