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## Instructor Tips for Teaching the APCO Public-Safety Telecommunicator Course

### 1. Class Hours

- A. The course is to be taught in 54 hours.
- B. 40 hours is designated to course content and 14 hours is designated to agency specific policy/procedures.
- C. The PST course cannot be taught through self-pace or independent study.

### 2. Written Exam

- A. There is a written test required to complete the course.
- B. This is a closed book test.
- C. The passing grade for the 80 question written test is 80%.
- D. A test can be retaken once. After remediation, a third attempt can be made. If the student fails the third time, he/she must retake the course.

### 3. Teach the Modules

- A. There are 14 modules to teach. The Lesson Plan defines the recommended minimum amount of time spent for each module.
- B. It is recommended to have the students complete the Crossword Puzzles for each module. These puzzles serve as a review and a study guide.
- C. Module 11 is a very long module. We suggest using positive audio work examples and impromptu role-plays during this module of instruction. Make slips of paper with numbers for however many students you have in class. If you have 13 or less, you can use playing cards. Have them pick a number. During the lecture when you can see the students are getting tired, say a number followed by "role-play" and that student must be the calltaker for a practice call initiated by you.

#### **4. PSConnect**

- A. All the instructor resources can be found in the PSConnect Community called APCO Agency PST Instructors. <http://www.psconnect.org/home>
- B. All corrections, edits or updates will be placed in this community. Instructors are required to check this community for updated information prior to teaching the class and periodically to stay abreast of any changes.
- C. The instructions to access the resources in PSConnect are located at the end of this document.

#### **5. Course Preparation**

- A. Print the test. Find every answer in the student manual portion of your instructor binder and highlight it. Cross reference the book with the test number and the test question with the page number of the answer on the test.
- B. Read through your lesson plans and add any agency – specific information where indicated to your PowerPoint presentation. Also, make sure that all of the answers are addressed somewhere, either by enhancing the presentation or making notes in your lesson plans so you don't forget to discuss them. The goal is to make sure a student doesn't have the opportunity to say material asked on the test wasn't covered in the class.
- C. Make copies of the Crossword Puzzles
- D. Make copies of the Role-Play scenario's
- E. Practice any audio/video resources. Use the internet to find different examples.

#### **6. Practical Practice**

- A. Start with low-level scenarios to build their confidence. Keep them on track and build to the high-level scenarios.
- B. After your students have begun to gain some confidence, move the caller and calltaker into different rooms and let them do the practice calls without seeing each other.
- C. If you have the availability to record these practices, do so. "Pull" the calls and QA them as a class. If there are mistakes made, remind them that's why you are practicing. It's better to make mistakes in training than in the real world. We have found the positive input from fellow students is a great confidence builder.

## **7. Book Orders**

- A. The use of Paper orders has been discontinued; please see the online book ordering process. You can order your books directly from the APCO Institute website by clicking on “Order Course Materials Online” under the Forms page.
- B. APCO Certified Instructor are authorized to place book orders in the discipline for which they are certified
- C. Instructors that are also APCO members receive a \$10 discount per book. The discount will automatically apply when placing the order online.
- D. Payment must be received before books are released for shipping. There are several ways to pay for book orders; Credit Card, Check, or Purchase Order. If someone other than the instructor is paying for the books with a credit card then the instructor should enter CREDIT CARD in the PO Box.
- E. Make sure you order your books at least 21 days prior to the scheduled day of your class. Orders received less than the 21 days will be charged extra shipping fees.
- F. Books cannot be reused. Each student is required to have their own student manual.
- G. Contact APCO Institute immediately if there are any issues with the shipment of books.

## **8. Training Affidavit**

- A. You will need to download the Training Affidavit that is located in PSConnect. No classes will be processed without the Training Affidavit.
- B. Make sure everything is completed on the Training Affidavit prior to mailing it in to the Institute. Incomplete Training Affidavit's will not be processed.
- C. When you receive the books, there will be a sticker on the inside cover of the book. Remove it and add it to the Training Affidavit. Make a copy of the affidavit prior to mailing it in.
- D. The Training Affidavit must be returned to APCO within 10 days of the completion of the course. Returning this paperwork is how the certifications are issued. Remember, the persons are not certified until we have received the course paperwork and have processed it.
- E. Please type or print legibly each student(s) name on the Affidavit to ensure that your certificates are printed correctly. The Affidavit must be completely and correctly filled out to ensure certification.

## **9. Scantrons and Book Stickers**

- A. APCO no longer issues scantron sheets for testing. Some agencies who stocked course manuals may still use the scantron sheets that were sent with those manuals. The scantron sheets will need to be sent in with a final grade listed on the front.
- B. If you no longer have scantrons, the Training Affidavit is now the method to receive certifications. The instructor must grade the test and submit the completed (by the instructor) affidavit to APCO. Please make sure the form is legible. Paperwork will be returned to the instructor if we can't read it.
- C. If there are no book stickers on the affidavit, no certifications will be issued.

- D. The instructor is responsible for the book stickers. When your book order arrives make sure you check each manual for the sticker.

#### **10. Instructor Upgrade**

- A. If you have taken a current version of any other APCO course, you may upgrade the PST-I cert to the other course and you can now teach it as well.
- B. The upgrade forms are located on the APCO website.

#### **11. Teaching PST at Other Agencies**

- A. You are allowed to teach PST to your surrounding agencies. APCO will not be liable to any other agency and your own agency will pick up the liability.
- B. Reminder...you cannot charge (other than the cost of the books) for teaching classes.

#### **12. Other Instructors**

- A. You are allowed to co-teach with another certified APCO PST Instructor. Be sure to include both Instructors' name on the Affidavit.

#### **13. Steps on how to conduct a class:**

- a. Order Student Manuals
- b. Go to PSConnect and download a blank affidavit and ensure you have all the latest instructor resources, including the PowerPoint and exam.
- c. Fill out the affidavit electronically with the student's information. Print the affidavit and have it ready to attach the books stickers.
- d. Organize all your resources.
- e. When the shipment of books arrives remove the sticker from the front cover and attach it to the affidavit.
- f. Conduct the course.
- g. Students take the final exam.
- h. Instructor grades the final exam.
- i. Instructor reads and signs the affidavit.
- j. The instructor mails the affidavit to APCO Institute. NO EMAILS will be accepted.
- k. An email will be sent to the instructor with the student certifications attached.

If you have any questions please contact APCO Institute.

[institutegeneral@apcointl.org](mailto:institutegeneral@apcointl.org) or 386-322-2500

## INSTRUCTIONS TO ACCESS PSCONNECT COMMUNITY (PST Agency Instructors)

Information and documents for instructors is in PSConnect. You can access PSConnect three different ways (see below). Either by clicking on the direct link on our website ([www.apcointl.org](http://www.apcointl.org)), clicking on the PSConnect information box or logging into your APCO Account.



OR



OR



Either method you choose above will bring you to this screen below. Once you login if you notice down the right side you can click on PSConnect:

## Welcome!

The page you are attempting to access requires a log in. Please provide your login information below. If your login information is displayed below, then you are already logged in.

### APCO Members

#### login

e-mail address

password

☐ remember me  
[forgot your password?](#)

### APCO Customers / Institute Students

#### login

e-mail address

password

☐ remember me  
[forgot your password?](#)

### APCO Visitors

**Are you *NEW* to APCO?** If you are a visitor and not a member or customer of APCO International, please

[Create a new Account](#)

Forgot your password? You can reset it yourself and sign in quickly by clicking the "[forgot your password](#)" above. Need Help? [Click here](#) to watch a podcast on logging in.

If you experience any [difficulties logging in](#), or if you believe you are in our database and are unable to log in, please contact APCO International at 386-322-2500 or [apco@apco911.org](mailto:apco@apco911.org).

[My APCO Account Overview](#)

[My Committees](#)

[Committee Sign Up](#)

[My Information](#)

[My Organization](#)

[My APCO Training](#)

[My Classes Taken](#)

[My Transactions](#)

[Upcoming Events](#)

[Upcoming Training](#)

[Merchandise](#)

[Publications](#)

[PSC Magazine](#)

[Subscriptions](#)

[Membership](#)

[Shopping Cart](#)

[PSConnect](#)

[APCO Int'l Home](#)

Once you get into PSConnect, it will look like this screen and you will see your name at the top (just like you see mine in this screenshot):

The screenshot shows the APCO International PSConnect website. At the top left is the APCO International logo with the tagline "Leaders in Public Safety Communications®". To its right is the "PSConnect" title. In the top right corner, there are links for "About Us", "Contact Us", "Code of Conduct", and "Mobile". A yellow circle highlights a user profile box that says "Welcome, Sheila" and includes links for "Profile", "Communities", "Logout", and "Update your profile". Below the header is a dark blue navigation bar with links: HOME, MY PROFILE, GOVERNANCE, COMMUNITIES, DIRECTORY, EVENTS, BLOGS, and APCOINTL.ORG. A search bar is located on the right side of this bar. Below the navigation bar is a large blue banner for "application community" with the tagline "the destination for public safety apps™" and the APCO International logo. The main content area is divided into three columns: "What's Hot", "In the Know", and "Our Community". The "What's Hot" column features an "ANNOUNCEMENTS" section with a post titled "Featured Speakers Announced for APCO's Tech Forum" by Meghan Architect, dated 9/12/2014 5:01:37 PM. The "In the Know" column features a "LATEST DISCUSSIONS" section with two posts: "RE: Wireless phone 'pinging'" by Matthew Berg and "Peer Support Group" by Sarah Weirick. The "Our Community" column features a "MOST ACTIVE MEMBERS" section with three members: Craig Scholl, LaTonya McDaniel, and Karen Allen.

APCO International  
Leaders in Public Safety Communications®

PSConnect

About Us | Contact Us | Code of Conduct | Mobile

Welcome, Sheila  
Profile | Communities | Logout  
[Update your profile](#)

HOME MY PROFILE GOVERNANCE COMMUNITIES DIRECTORY EVENTS BLOGS APCOINTL.ORG Search

application community  
the destination for public safety apps™  
brought to you by APCO International

What's Hot In the Know Our Community

**ANNOUNCEMENTS**

**Featured Speakers Announced for APCO's Tech Forum**  
By: [Meghan Architect](#) 9/12/2014 5:01:37 PM

APCO is excited to announce that Jay Nath, Chief Innovation Office, City of San Francisco and Susan Merritt, Chief Information Officer, San Francisco Police Dept. will be speaking at the upcoming Tech Forum taking place November 4-5 in San Francisco. [more](#)  
[View Archive](#)

**LATEST DISCUSSIONS**

**RE: Wireless phone 'pinging'**  
By: [Matthew Berg](#) 4 hours ago  
Posted in: [APCO Open Forum](#)

The way I started handling these cases was to put it back on the cell provider. When they ask I tell them we are working a robbery where the cell was stolen, or a suicidal person, etc. Most of the time no details need to be provided, just the overview....

**Peer Support Group**  
By: [Sarah Weirick](#) 4 hours ago  
Posted in: [Telecommunicators: On the front...](#)

I am looking for any information other agencies

**MOST ACTIVE MEMBERS**

[Craig Scholl](#)  
Clinton County Emergency Services  
Plattsburgh, NY  
United States  
**2191 Points**

[LaTonya McDaniel](#)  
Sacramento Police Communications  
Department  
Sacramento, CA  
United States  
**1042 Points**

[Karen Allen](#)  
Arizona FirstNet  
Phoenix, AZ

PSConnect automatically gives you access to different communities that you qualify to be a part of. If you hover over the tab that states “Communities” and then select “My Communities” it will show you all the communities that you are a member of. (See below):

The screenshot displays the APCO International PSConnect website. The top navigation bar includes links for 'About Us', 'Contact Us', 'Code of Conduct', and 'Mobile'. The APCO International logo is on the left, and a yellow arrow points to the 'PSConnect' text. A user profile for 'Sheila' is shown in the top right corner with links for 'Profile', 'Communities', and 'Logout', and a button for 'Update your profile'. The main navigation menu includes 'HOME', 'MY PROFILE', 'GOVERNANCE', 'COMMUNITIES', 'DIRECTORY', 'EVENTS', 'BLOGS', and 'APCOINTL.ORG'. A search bar is located on the right. The 'COMMUNITIES' dropdown menu is open, showing options: 'Open Forum', 'My Communities' (highlighted), 'View Discussions', 'All Discussions', 'Post a Message', 'Advanced Search', 'My Postings', 'My Subscriptions', 'My Signature', 'Member Created', 'All Communities', and 'Post Message'. Below the navigation bar, there is a banner for 'appli com' with the tagline 'the destination for'. The main content area is divided into three sections: 'What's Hot' with an announcement about 'Featured Speakers Announced for APCO's Tech Forum' by Meghan Architect; 'In the Know' with a discussion titled 'RE: Wireless phone 'pinging'' by Matthew Berg; and 'Our Community' with a list of 'MOST ACTIVE MEMBERS' featuring Craig Scholl with 2191 points.

APCO International  
Leaders in Public Safety Communications®

PSConnect

Welcome, Sheila  
Profile | Communities | Logout  
Update your profile

HOME MY PROFILE GOVERNANCE **COMMUNITIES** DIRECTORY EVENTS BLOGS APCOINTL.ORG Search

Open Forum  
My Communities  
View Discussions  
All Discussions  
Post a Message  
Advanced Search  
My Postings  
My Subscriptions  
My Signature  
Member Created  
All Communities  
Post Message

appli com  
the destination for

brought to you by  
APCO International

What's Hot In the Know Our Community

**ANNOUNCEMENTS**

**Featured Speakers Announced for APCO's Tech Forum**  
By: [Meghan Architect](#) 9/12/2014 5:01:37 PM  
APCO is excited to announce that Jay Nath, Chief

**LATEST DISCUSSIONS**

**RE: Wireless phone 'pinging'**  
By: [Matthew Berg](#) 4 hours ago  
Posted in: [APCO Open Forum](#)  
The way I started handling these cases was to put it

**MOST ACTIVE MEMBERS**

[Craig Scholl](#)  
Clinton County Emergency Services  
Plattsburgh, NY  
United States  
**2191 Points**



Your next screen will list all the communities that you are a part of. Look for APCO Institute Agency PST Instructors and click on it:

The screenshot shows a list of four communities. Each entry includes the last person joined, the community name, a description, and statistics for discussions, topics, and members. The 'APCO Institute Agency PST Instructors' community is highlighted with a yellow circle.

Community Name	Last Person Joined	Discussions	Topics	Members
APCO Institute Agency EMD Instructors	12 minutes ago	45	19	948
APCO Institute Agency Fire Service (2) Instructors	1 hours ago	5	15	242
APCO Institute Agency Fire Service Instructors	1 hours ago	10	7	389
<b>APCO Institute Agency PST Instructors</b>	12 minutes ago	53	18	1.7K

Below is the next screen you will see. The tabs across the top will take you to different areas (Recent, Discussions, Library, Blogs, etc.). The tab that stores all the information for the instructors to download is the “Library” tab. Click on it:

The screenshot shows the community page for 'APCO Institute Agency PST Instructors'. The 'Library' tab is highlighted with a yellow circle. The page includes a description, a list of tabs (Recent Activity, Discussions, Library, Blogs, Events, Members), and sections for 'Latest Discussion Postings' and 'Announcements'.

**APCO Institute Agency PST Instructors**

last person joined: 14 minutes ago

**Description**

APCO Institute Agency PST Instructors

Institute Instructors created by [System](#) one year ago

Recent Activity | **Discussions 53** | **Library 18** | Blogs 0 | Events 0 | Members 1.7K

**Latest Discussion Postings**

**RE: Training Records Software**  
By: [Debbie Gallbreath](#) 21 days ago  
Posted in: [APCO Institute Agency PST I...](#)  
The APCO webpage has a "Training Central" link on...

**RE: Training Records Software**  
By: [Melissa Lee Page](#) 21 days ago  
Posted in: [APCO Institute Agency PST I...](#)  
We utilize PowerDMS which is also our CALEA Accreditation...

**Announcements**

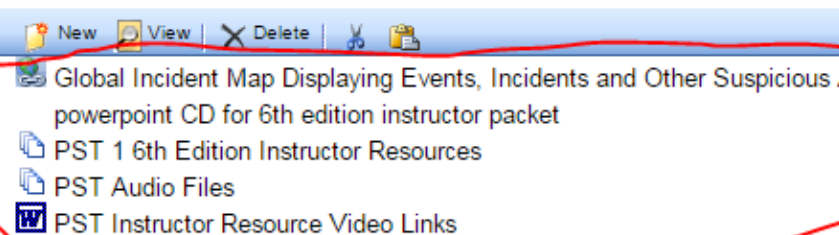
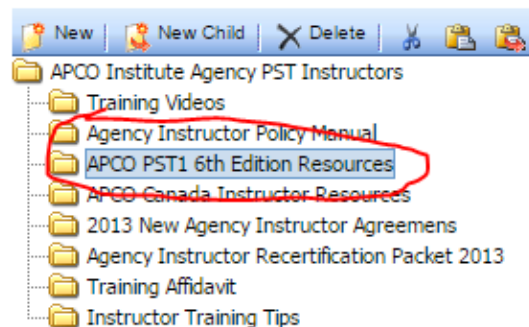
**Inference vs. Observation Exercise Answer Key**  
By: [Sheila Hanna-Wiles](#) 12/3/2014 3:30:12 PM  
The Answer Key for this exercise has been added to the library.

**PST Instructor Training Tips Added to the Library**  
By: [Sheila Hanna-Wiles](#) 11/13/2014 6:18:12 PM

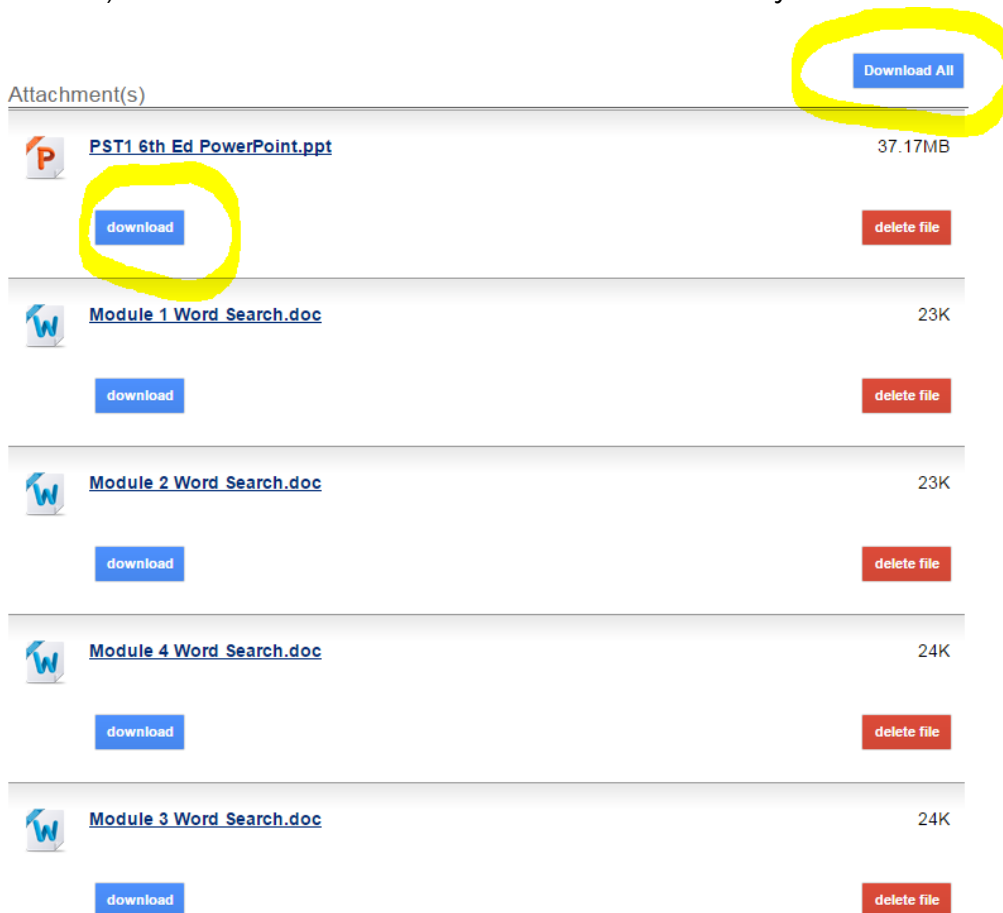
The next screen will show you all the Folders on the left side and the Folder Contents on the right side. When you select a Folder on the left side the contents of that folder will show on the right side. In the example below, I clicked on the “APCO PST1 6<sup>th</sup> Edition Resources” folder on the left side and the contents of that folder appears on the right side. To download the contents then you must double-click on the name.

## Folders

## Folder Contents



In the example below, I double-clicked on “PST 1 6<sup>th</sup> Edition Instructor Resources” under Folder Contents. The documents are listed and you have the option to download them by clicking on the Download button. (Some of the items you see in these screenshots will not appear on your screen because I am in as Administrator of the community. For example, you won’t see the “Delete file” button.). These instructions will work the same for any of the folders.



The screenshot displays a file management interface with a list of attachments. At the top right, a blue button labeled "Download All" is circled in yellow. Below the "Attachment(s)" header, five files are listed. Each file entry includes a file icon, the filename, the file size, a blue "download" button, and a red "delete file" button. The first file, "PST1 6th Ed PowerPoint.ppt", has its "download" button circled in yellow. The other files are "Module 1 Word Search.doc", "Module 2 Word Search.doc", "Module 4 Word Search.doc", and "Module 3 Word Search.doc".

Attachment(s)	File Name	File Size	Download Button	Delete Button
	PST1 6th Ed PowerPoint.ppt	37.17MB	download	delete file
	Module 1 Word Search.doc	23K	download	delete file
	Module 2 Word Search.doc	23K	download	delete file
	Module 4 Word Search.doc	24K	download	delete file
	Module 3 Word Search.doc	24K	download	delete file

END OF DOCUMENT

## APCO On-Line Book Orders

As an APCO Instructor, you have two (2) different options to access the On-Line Book Orders once you access [www.apcointl.org](http://www.apcointl.org). Always ensure you are logged into the site.

### OPTION 1

On the Training & Certification page of the APCOINTL.ORG site, you will be able to order course materials page with just one click of the mouse.

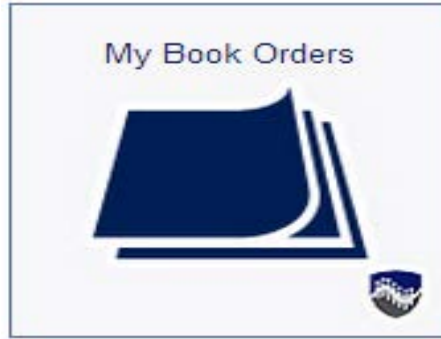


### OPTION 2

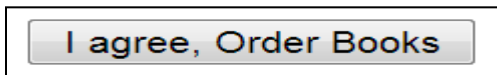
On the Training & Certification page of the APCOINTL.ORG site, you will find a blue Training & Certification box to the right of the page. Click on Training Central at the bottom of the box.



- Once you are in Training Central you will choose the My Book Orders icon. This will take you to the same book order location as the link from Option 1.



- Once you are on the Institute Book Order page you will read the following: Requirements, Shipping, International Shipping, Tax Exempt, Method of Payment, and Refunds. Once you read and understand, you will then click on the I Agree button.



- The next page will allow you to order manuals for any discipline that you hold an Instructor Certificate in. (example: EMD-I can order EMD Student Manuals) You have the ability to search for a specific discipline or just scroll down until you find what you need.

## Institute Book Orders

Search

### Shopping Cart

Items: 0  
Total: \$0.00

[view](#) | [check out](#)

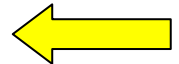
Results 1 to 10 of 10.



### [Communications Center Supervisor Instructor Replacement Manual](#)

You must be a current CCS Instructor to purchase this book.

\$ 149.00 - CCS Instructor Replacement Manual Member  
\$ 159.00 - CCS Instructor Replacement Manual Non-Member



- When ordering, click the Select Item button. This will take you to the Shipping and Quantity information.



## Communications Center Supervisor Instructor Replacement Manual

\$ 149.00 - CCS Instructor Replacement Manual Member  
\$ 159.00 - CCS Instructor Replacement Manual Non-Member

### enter shipping information

quantity:

shipping attention:

ship to organization:

ship to email:

ship to address \*:   

shipping method \*\*:

\* must be a physical address; no po boxes  
\*\* shipping will be calculated in the shopping cart

Add To Cart



## Communications Center Supervisor Instructor Replacement Manual

\$ 149.00 - CCS Instructor Replacement Manual Member  
\$ 159.00 - CCS Instructor Replacement Manual Non-Member



### enter shipping information

quantity:

shipping attention:

ship to organization:

ship to email:

ship to address \*:   

shipping method \*\*:

\* must be a physical address; no po boxes  
\*\* shipping will be calculated in the shopping cart

Add To Cart

- Once you complete the information, click the Add to Cart button. You will then see the following:

### Shopping Cart | View

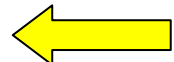
Shopping Cart Items							
item	quantity	price	discount	tax	shipping	net total	balance addl info:
✕ Communications Center Supervisor Instructor Replacement Manual	1.00	\$149.00	\$0.00	\$11.18	\$10.43	\$170.61	\$170.61

total: \$170.61  
balance: \$170.61

Schedule & Registration

Institute Publications

Check-Out



- Verify that you have the correct item, quantity, shipping and tax. Once that is confirmed, click the Check-Out button.

- The Billing Information for the Shopping Cart will show:

### Shopping Cart | Billing Information

**customer information**

customer name: Cave Dorothy

phone: (386) 453-0962

fax: (386) 944-2748

email: caved@apcointl.org

**billing information**

1. enter the zip code for the billing organization.  
2. click anywhere on the page for a refresh.  
3. select your billing organization from the drop down.  
4. if not found, click the "+" and enter your new organization.  
5. if your billing contact is not found in the drop down, leave this entry blank.

**billing postal code:**

**bill to:**

**billing contact:**

**billing address:**

**mailing label:**

Continue

- Verify your Customer Information is correct; enter your Billing Postal Code and click Enter. This will enable the final billing information to populate. If you have more than one address for your location in our system, ensure you select the correct billing address.

### Shopping Cart | Billing Information

**customer information**

customer name: Cave Dorothy

phone: (386) 453-0962

fax: (386) 944-2748

email: caved@apcointl.org

**billing information**

1. enter the zip code for the billing organization.  
2. click anywhere on the page for a refresh.  
3. select your billing organization from the drop down.  
4. if not found, click the "+" and enter your new organization.  
5. if your billing contact is not found in the drop down, leave this entry blank.

**billing postal code:** 32114

**bill to:** APCO Institute, 351 N. Williamson Blvc

**billing contact:** Cave Dorothy

**billing address:** Office: 351 N. Williamson Blvd.

**mailing label:** APCO Institute  
351 N. Williamson Blvd.  
Daytona Beach, FL 32114

Continue

- Once everything is verified, click the Continue button.

- You will see the Shopping Cart Payment screen:

**Shopping Cart** | Payment

payment information

payment amount: **170.61**

payment method:  pay by check or po: ☐

**Continue**

- Choose your type of payment, Credit Card or Purchase Order (PO):

**Shopping Cart** | Payment

payment information

payment amount: **170.61**

payment method:  pay by check or po: ☐

cardholder's name:

credit card number:

expiration date:  what is the CVV?

cvv:

**Continue**

Once you complete the information for the credit card payment, click the Continue Button. You will then see the Confirm Your Order screen.



## Shopping Cart | Confirm your order

**your order is not complete until you click "submit order" below:**

item	quantity	price	discount	tax	shipping	net total	unpaid balance	net amount due:
Communications Center Supervisor Instructor Replacement Manual	1.00	\$149.00	\$0.00	\$11.18	\$10.43	\$170.61	\$170.61	\$170.61

**billing information**

**billing name:** APCO Institute  
contact: Cave Dorothy

**order contact:** Cave Dorothy  
phone: (386) 453-0962  
email: caved@apcointl.org

**billing label:** APCO Institute  
351 N. Williamson Blvd.  
Daytona Beach, FL 32114

**payment information**

payment amount: 170.61  
payment method: Visa  
cardholder's name: APCO Institute  
credit card number: 4159606041410039  
expiration date: 2015/11

net-total: \$170.61  
net applied: \$170.61  
net-balance: \$0.00  
send confirmation by email? ☒  
bcc email:   
use a semicolon (;) to send to multiple emails

**currency converter**

currency:

converted total:

[Edit Payment](#)[Submit Order](#)

- If you find something that is not correct, click the Edit Payment button to make the change. If everything is correct, click the Submit Order button.
- If you choose to pay for your Book Order with a Purchase Order (PO), you will click the box next to “pay by check or po”. Enter the PO Number and the PO Contact, click the Continue button.

## Shopping Cart | Payment

### payment information

pay by check or po: ☒

po number:

other po contact:

**to pay with a purchase order: you must fax in a copy of the purchase order to (386) 322-9766 before your order will be shipped. please reference your order on the fax.**

**new jersey residents must mail a hard copy of the purchase order before your order will be shipped.**

**to pay with a check: check must be received in our offices before your order will be shipped.**

[Continue](#)

- Please ensure you complete the steps to fax a copy of the purchase order to APCO. Your order will not be shipped without that information.
- You will then see the Confirm Your Order screen.

**Shopping Cart** | [Confirm your order](#)

**your order is not complete until you click "submit order" below:**

item	quantity	price	discount	tax	shipping	net total	unpaid balance	net amount due:
Communications Center Supervisor Instructor Replacement Manual	1.00	\$149.00	\$0.00	\$11.18	\$10.43	\$170.61	\$170.61	\$170.61

**billing information**

**billing name:**  
contact: Cave Dorothy

**order contact:** Cave Dorothy  
phone: (386) 453-0962  
email: caved@apcointl.org

**billing label:**

**payment information**

po number:  
po contact:

net-total: \$170.61  
net applied: \$0.00  
net-balance: \$170.61

**note - you may complete the registration process without payment. however, your order will not be shipped until payment is received. po's must be faxed or mailed as described on the book order overview page.**

send confirmation by email? ☒

bcc email:

use a semicolon (;) to send to multiple emails

**currency converter**

currency:   converted total:

- Always read any message in red. If you find a mistake, click the Edit Payment button and go back on the page to rectify any problems. Once you have everything correct and have read and understood the PO submission information, click the Submit Order button. Once the submit order button has been pressed, you will see the APCO Receipt.

## Shopping Cart | APCO Receipt

thank you. your order has been successfully processed. your confirmation number is 296958

ordered by: Cave Dorothy

bill to: Cave Dorothy

contact: Cave Dorothy

Dorothy Cave, RPL  
EMD Program Manager  
APCO International  
995 Goshen Rd  
Rincon, GA 31326-5607

caved@apcointl.org

(386) 944-2748

(386) 453-0962

to download an electronic document click the icon next to the file name below.

item	quantity	price	discount	tax	shipping	net total	unpaid balance	net amount due:
Communications Center Supervisor Instructor Replacement Manual	1.00	\$149.00	\$0.00	\$11.18	\$10.43	\$170.61	\$170.61	\$170.61

po number:

po contact:

class registration: you must fax  
your po to apco institute prior to  
course start. book orders: you must  
fax in a copy of the purchase order  
before your order will be shipped.  
fax number: (386) 322-9766

net-total: \$170.61

net applied: \$0.00

net-balance: \$170.61

[Print](#)

[Institute Home](#)

[My Training Courses](#)

[Print Transaction](#)

Not only will you have the opportunity Print Transaction but you will also receive an email with the Shipping Confirmation and another with the Order Confirmation with Invoice Number.

## Book Order Shipping Confirmation

Hello Dorothy D. Cave;

Dorothy Cave, RPL placed an order today for Institute materials. You have been selected as the recipient for this order. Please see below for more shipping information.

Shipping Details:

**Order Number:** 296958

**Ship To:**

Dorothy D. Cave  
APCO Institute  
351 N Williamson Blvd  
Daytona Beach, FL 32114-1112

**Quantity & Product(s):**

1 - Communications Center Supervisor Instructor Replacement Manual

**Shipping Method:**

Hello Dorothy D. Cave;

Dorothy Cave, RPL placed an order today for Institute materials. You have been selected as the recipient for this order. Please see below for more shipping information.

Shipping Details:

**Order Number:** 296958

**Ship To:**

Dorothy D. Cave  
APCO Institute  
351 N Williamson Blvd  
Daytona Beach, FL 32114-1112

**Quantity & Product(s):**

1 - Communications Center Supervisor Instructor Replacement Manual

**Shipping Method:** Ground

## APCO Order Confirmation

This message is to confirm the receipt of a recent purchase.

**Customer:** Dorothy Cave, RPL

**Date:** 02/24/2015

**Invoice Number:** 296958

**Payment Date:**

**Paid with:**

**Paid Amount:** \$0.00

**Confirmation Number:**

**PO Number:**

**Bill To:**

### Invoice Details:

Qty	Item	Sub-Total	Discount	Paid	Balance
1	Communications Center Supervisor Instructor Replacement Manual	\$149.00	\$0.00	\$0.00	\$149.00
1	CCS Instructor Manual U.S. Shipping	\$10.43	\$0.00	\$0.00	\$10.43
1	Florida Sales Tax	\$11.18	\$0.00	\$0.00	\$11.18

Please go to [www.myapointl.org](http://www.myapointl.org) to print a receipt or invoice for your transaction. Sign in using your APCO International primary email and password. Then click the "My Transactions" link in the right navigation menu.

Your order will be processed in accordance with the shipping and handling method that you have chosen. If you have entered a purchase order number, we will need a physical copy of the purchase order submitted prior to the processing of your order.

If you are a resident of New Jersey, you will need to submit an original copy of your purchase order to APCO Institute before your order can be processed.

A copy of your purchase order can be faxed to (386) 322-9766. Please reference your order when submitting this information.

Thank you,  
APCO International

**END OF DOCUMENT**