



2010 CUSTOMER CONFERENCE

**OCTOBER 20th—22nd, 2010
GRAPEVINE, TEXAS**

REGISTRATION PACKAGE

CONFERENCE DETAILS

Conference sessions will begin on Wednesday, October 20th, 2010 and conclude on Friday, October 22nd, 2010.

ATTENDEES:

The registration fee includes:

- Admission to all conference sessions and exhibits
- Partner Showcase
- Support Center
- All conference sponsored meal and social functions (as outlined in the Agenda)

The 'Early Bird' registration fee is **\$850USD**.

GUESTS:

The guest registration fee includes:

- Admission to the cocktail reception on Wednesday evening
- Admission to the banquet on Thursday evening

This fee is intended for use by registered attendee's spouse or guest and is not for use by co-workers. The 'Early Bird' guest fee is **\$175USD**.

Registration forms will not be processed until payment is received.

Registrations received after July 31st, 2010 will be subject to the 'Late' fee. Registrations received after October 1st, 2010 will be subject to the 'On-Site' fee.

NOTE: you will receive an email confirmation that your registration form was received, if you do not receive an email, please email tvalliquette@harriscomputer.com to verify we received your registration.

A full refund will be provided if a written cancellation is received before July 31st, 2010. No refunds will be provided for cancellations received after July 31st, 2010.

AGENDA AT A GLANCE

Tuesday, October 19th, 2010

5:30pm – 7:30pm Registration

Wednesday, October 20th, 2010

7:30am – 8:45am Registration & Breakfast
 8:45am – 10:15am Opening Address
 10:15am – 10:30am Break
 10:30am – 11:30am Business Unit Opening Address
 11:30am – 12:30pm Lunch
 12:30pm – 1:30pm Session 3
 1:40pm – 2:40pm Session 4
 2:40pm – 3:00pm Break
 3:00pm – 4:00pm Session 5
 4:10pm – 5:10pm Session 6
 6:00pm – 8:00pm Cocktail Reception

Thursday, October 21st, 2010

7:30am – 8:45am Breakfast
 8:45am – 10:15am Session 7
 10:15am – 10:30am Break
 10:30am – 12:00pm Session 8
 12:00pm – 1:00pm Lunch
 1:00pm – 2:30pm Session 9
 2:30pm – 2:45pm Break
 2:45pm – 4:15pm Session 10
 6:00pm – 10:00pm Cocktail Reception & Banquet

Friday, October 22nd, 2010

7:30am – 8:45am Breakfast
 8:45am – 10:15am Session 11
 10:15am – 10:30am Break
 10:30am – 12:00pm Session 12
 12:00pm – 1:00pm Lunch & Closing Remarks
 1:00pm – 2:30pm Session 13



ACCOMMODATIONS



GAYLORD TEXAN RESORT & CONVENTION CENTER

1501 Gaylord Trail
Grapevine, Texas 76051-1945
www.gaylordhotels.com/gaylord-texan

Welcome To Texas' Newest Star. Created With You In Mind.

Mirroring the majesty and grandeur of a cattle baron's house, Gaylord Texan presents a resounding salute to the Lone Star State. Here, all the legendary color, drama and heritage of Texas is showcased in a lush climate-controlled setting under glass.



Highlights include:

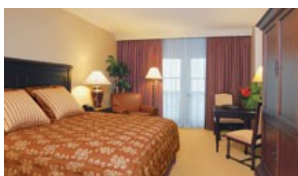
- Breathtaking resort entrance to four acres of Texas vistas and landscapes
- Expansive convention, meeting, pre-function and exhibit space

Guest Rooms

Gaylord Texan offers 1,511 lavishly themed guestrooms with 127 luxurious suites proudly reflecting the rich style of three distinctive Texas icons: Lone Star, Hill Country and Riverwalk.

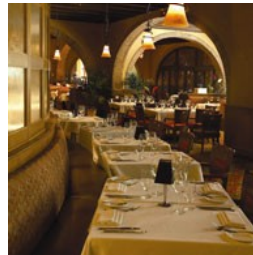
Accommodations include:

- Custom furnishings, sculpted crown moldings and Southwest-style fabrics
- In-room refrigerator, coffee service and a safe with charging capabilities sized to accommodate laptop computers
- High-speed Internet access with up to DS3 ethernet, and two 2-line phones (one cordless) with voice mail and data port access
- Opulent Lone Star Tower with 476 sophisticated guestrooms and exclusive meeting facilities create an intimate "hotel within a hotel"



Extraordinary Dining And Entertainment With A Texas Flair.

From signature restaurants to casual settings, the choices are as varied as they are delicious!



Old Hickory Steakhouse

The romantic atmosphere of a Texas wine cellar, featuring certified angus beef and fine wines

Ama Lur

Featuring contemporary southwestern cuisine by award-winning chef Stephan Pyles

Riverwalk Café

Market-style eatery featuring regional foods and festive Texas experiences

Texan Station

State-of-the-art virtual games, food and multiple sports bars in one energetic setting

Silver Bar

The elegance and sophistication of a bygone era

Deli & Coffee Shop

Serving sandwiches, salads, coffee, beer and wine 24 hours a day

- In-room dining available, cafes and eateries throughout the resort

Relax In Grand Style, Texas Style!

- Cowboys Golf Club – 18 holes of championship golf adjacent to property. The nation's first and only NFL-themed golf course
- Contemporary Southwestern-style outdoor pool
- Relâche™ – 25,000 sq. ft. world-class European spa, salon and fitness center with 12 treatment rooms and 20-meter indoor lap pool
- Marina access for recreational watercraft
- Nearby Grapevine Mills and historic downtown Grapevine for exclusive shopping, unique dining and entertainment

BOOK EARLY

You are responsible for booking your own hotel accommodations.

A block of rooms under the name "Harris Computer Systems" has been secured for October 16th, 2010—October 22nd, 2010
Group Code: C-HCS10

Standard Room: \$174USD / per night

A daily resort fee of \$15USD/per night will be added to the guest rate. This fee covers several in room amenities which include:

- Wired and wireless high-speed internet access
- Designated complimentary in-room beverages
- Fitness Center access
- Daily newspaper
- Local and toll free telephone calls (20 minutes per call)

RESERVATIONS: 817-778-2000
ONLINE: [CLICK HERE](#)



PRE-CONFERENCE

2 DAY WORKSHOP	
MONDAY, OCTOBER 18 TH , 2010 & TUESDAY, OCTOBER 19 TH , 2010	
9:00am—4:00pm	CRYSTAL REPORTS—CLASS 1
9:00am—4:00pm	CRYSTAL REPORTS—CLASS 2
1 DAY WORKSHOP	
TUESDAY, OCTOBER 19 TH , 2010	
9:00am—4:00pm	PRINCIPLES OF ACCOUNTING

Breakfast & Registration will occur each day from 8:00am to 9:00am.

Lunch will be served each day from 12:00pm—1:00pm

Mid-Morning Break and Afternoon Break snacks

Crystal Training Class 1

In this 2 day class we will start with the fundamentals of using Crystal Reports and will work our way up through some intermediary skills that will allow the end user to use Crystal Reports more effectively. Users will grasp firm knowledge of distinguishing between tables, views, and stored procedures. This class will also look to establish a strong grasp on sorting records and how to correctly group data on the report to provide more proficiency. Some other concepts that will be developed are correct linking methods, basic formulas, and using report wizards.

Crystal Training Class 2

This 2 day Crystal Reports training class is designed to enhance your basic report writing skills and move you into creating more complex reports. Users will first spend some time reviewing the basics and then will jump into some new innovative ideas that can further elaborate their crystal writing experience. Some of the techniques that will be covered in the

class are utilizing running totals, using select experts, intermediate formulas, custom groups, cross tab reports etc.

Principles of Accounting

It is important that the majority of the billing professionals have a good understanding of standard accounting principles. To know when adding an adjustment, what chart of account numbers should be affected, or when a rate code needs to be modified, how should the distribution be set up. This 1 day class is intended for customers who may need additional review of standard accounting principles. The subject matter will include Chart of Accounts, Journal entries, Ledger Postings, Reports and More.

PRE-CONFERENCE REGISTRATION FORM

Organization: _____

Name: _____ Title: _____

Phone: _____ Fax: _____

Email: _____

Please check the class(es) you are attending:

- Crystal Reports—Basic (2 Days) \$600.00USD
- Crystal Reports—Advanced (2 Days) \$600.00USD
- Principles of Accounting (1 Day) \$350.00USD

METHOD OF PAYMENT

- Check
(Checks should be made payable to **HARRIS COMPUTER SYSTEMS**)

- Credit Card
 1. Credit card payment can be made [HERE](#).
 2. Attach a copy of the confirmation page to the registration or record your confirmation number below.



HOW TO REGISTER

MAIL: Harris Computer Systems
Attn: Terry Valliquette
1 Antares Drive, Suite 400
Ottawa, Ontario, Canada K2E 8C4

Confirmation Number: _____

Fax: (613) 226-3377

Email: tvalliquette@harriscomputer.com



CONFERENCE AGENDA

	TUESDAY EVENING		
5:30pm — 7:30pm	REGISTRATION		
	DAY 1		
7:30am — 8:45am	BREAKFAST & REGISTRATION		
	Track 1 UTILITY BILLING REFRESHER	Track 2 NEW FEATURES & ENHANCEMENTS	Track 3 IUS FINANCIAL REFRESHER
Session 1 8:45am — 10:15am	OPENING ADDRESS		
10:15am — 10:30am	BREAK		
Session 2 10:30am — 11:30am	BUSINESS UNIT OPENING ADDRESS		
11:30am — 12:30pm	LUNCH		
Session 3 12:30pm — 1:30pm	Billing Overview	Enhancements 1	Financial System Defaults and Settings
Session 4 1:40pm — 2:40pm	Customer Maintenance and Transactions	Enhancements 2	Journal Transactions / Budget Forecasting
2:40pm — 3:00pm	BREAK		
Session 5 3:00pm — 4:00pm	Task Scheduler 1	i-CIS (Next Gen) New Product Demo	Accounts Payable 1 – Invoice Processing
Session 6 4:10pm — 5:10pm	Task Scheduler 2	i-CIS (Next Gen) New Product Q & A	Accounts Payable 2 – Check Writing
6:00pm — 8:00pm	BUSINESS UNIT COCKTAIL RECEPTION		
	DAY 2		
7:30am — 8:45am	BREAKFAST		
	Track 1 UTILITY BILLING REFRESHER	Track 2 NEW FEATURES & ENHANCEMENTS	Track 3 IUS FINANCIAL REFRESHER
Session 7 8:45am — 10:15am	Inventory and Backflow	Add On Components	i-ONE New Product Demo
10:15am — 10:30am	BREAK		
Session 8 10:30am — 12:00pm	User Group Breakout		
12:00pm — 1:00pm	LUNCH		
Session 9 1:00pm — 2:30pm	Work Orders	Vendor Profile	Bank Reconciliation
2:30pm — 2:45pm	BREAK		
Session 10 2:45pm — 4:15pm	Vendor Profile	Enhancements 3	Financial Reports
6:00pm — 10:00pm	COCKTAIL RECEPTION & BANQUET		
	DAY 3		
7:30am — 8:45am	BREAKFAST		
	Track 1 UTILITY BILLING REFRESHER	Track 2 NEW FEATURES & ENHANCEMENTS	Track 3 IUS FINANCIAL REFRESHER
Session 11 8:45am — 10:15am	Enhancements Overview	Support Update User Group Breakout Review	Fixed Assets
10:15am — 10:30am	BREAK		
Session 12 10:30am — 12:00pm	System Integrity and Utility Billing Reports	Support Center Open	Purchase Orders
12:00pm — 1:00pm	LUNCH & CLOSING REMARKS		
Session 13 1:00pm — 2:30pm	Support Center Open		

SESSION SUMMARIES

Track 1

Session 3-Billing Overview

This session will provide an exclusive opportunity to re-examine the billing process in inHANCE. This session will provide an exclusive opportunity for the users to re-examine their current billing process and provide a better efficiency of completing the billing process. This will be an open forum for the users and allow all users to gain further knowledge from other inHANCE users.

Session 4-Customer Maintenance/Transactions

This session will show users how to utilize the transactions screens on the big 3 (customer, location, and meter maintenance). The session will look to show users how to examine the financial and non financial transactions and what purpose they serve to other parts of the Utility Billing system.

Session 5-Task Scheduler Part 1

This session will first look to explain how the task scheduler system works and how it correlates the automation of jobs being performed. Also, this session will extensively cover how Move in's and Move out's and transfers link with the system process.

Session 6-Task Scheduler Part 2

This session will pick backup and further discuss the task scheduler process. This session will go further over other task scheduler processes such as automating penalties and bill runs. Also, task scheduler reports and action queue manager will be discussed to show how these processes will further help manage the overall task scheduler process.

Session 7-Inventory and Backflow

If you're looking to get your inventory and warehouse in order, this is the session for you. This session will show users how to correctly receive and issue stock for serialized and non serialized items. This session will also discuss backflow maintenance and the new features that have been added in that correlate to backflow.

Session 8-User Group Breakout

This session will be an open forum, divided into groups by inHANCE personnel, that will allow the users to voice their opinion for current changes to the inHANCE software and future enhancements that will further improve inHANCE. This session will help lead inHANCE into the next generation of utility billing software provided by our end users. The session in the past has proved to be enlightening session of them all.

Session 9-Work Orders

This session will show users how to use the work order module more efficiently. In this session such topics like applying charges to customers from work order, correctly tracking labor, equipment and stock, and utilizing work order reports to ensure better accuracy of completion are some of the topics that will be discussed and taught in this session.

Session 10- Vendor Profile

This session will be exclusively designed for vendors that have partnered with the inHANCE program to showcase their product. This session will include demo's provided by vendors, question and answer forum, and how some of the items that the vendor's showcase will interact with inHANCE.

Session 11- Enhancements Overview

This session will include a general overview of all of the enhancements that are currently in production or will be in a production build in the near future. Users will also have the option to add their opinion to what changes the future enhancements will have to further make inHANCE more user friendly.

Session 12-Utility Billing Reports

This session will help better ensure users are utilizing the correct reports and reconciling to the right information inside inHANCE. This will be great opportunity for users to also capture some report ideas that they may not have been aware of that could be useful to their day to day business scheme.

Track 2

Session 3-Enhancements Part 1

This will be a session filled with enhancements that have been designed over the previous year and either are currently implemented into the system or will be in the near future. The ideas for the enhancements are driven from previous year's breakout sessions in which the users give feedback about ideas that will further enhance the software.

Session 4- Enhancements Part 2

This will be a continual session that will further elaborate on enhancement ideas that have been developed from the previous year. This session will also be an opportunity for users to see how the new ideas can further be used in user's day to day business scheme. Users will also have the opportunity to present feedback on the current enhancements and possible future ideas.

Session 5- i-CIS New product demo

Have you previously heard about the "Next Gen" software? The time has finally arrived and this session will be an opportunity for customers to see a demonstration and further screens for the first time. The "Next Gen" software is slated to be released in the near future, but why wait when you can have prime opportunity to see what ideas and concepts have been designed into the future of inHANCE.

Session 6-i-CIS New product Q & A

This will be an opportunity for user's to ask questions and give feedback about the newly developed software.

Session 7-Add On Components

Do you know much about the add-on components that inHANCE offers? This session is packed full of all of the add on products that inHANCE currently offers. In this session users will have the opportunity to see all add-on's first hand and see how they could relate



SESSION SUMMARIES

to their current business practice, and what ideas users could give to further develop the products. Some of the add-on modules that inHANCE currently have are iDash, iREMOTE Work Order, eBill.

Session 8-User Group Breakout

This session will be an open forum, divided into groups by inHANCE personnel, that will allow the users to voice their opinion for current changes to the inHANCE software and future enhancements that will further improve inHANCE. This session will help lead inHANCE into the next generation of utility billing software provided by our end users.

Session 9- Vendor Profile

This session will be exclusively designed for vendors that have partnered with the inHANCE program to showcase their product. This session will include demo's provided by vendors, question and answer forum, and how some of the items that the vendor's showcase will interact with inHANCE.

Session 10-Enhancements Part 3

This session will look to give users an opportunity to see their ideas become reality. This session will look to further show and discuss enhancements that have been or will be developed in the near future.

Session 11-Support Update/User Group Breakout Review

This session will be a review of inHANCE support processes. We will focus on ways to improve your support experience and what the end user should have prior to placing a support call. This session will also be an open forum where we will summarize the thoughts that were discussed in the breakout session. This is an important session because the ideas taken from this session will lead to the further development of inHANCE and Next Generation software.

Track 3

Session 3 -Financial Default settings

This session goes through the initial setup of the inHANCE financial system and reviews all of the options available including those related to the General Ledger, Vendors, Banks, Purchase Orders, Fixed assets, Posting to general ledger, year-end procedures, importing from third party systems and the chart of accounts.

Session 4 - Journal Transactions and Budget Forecasting

This is a review of the journal transaction system. This includes cash receipts, budget journals, encumbrance journals, transfer journals, and General Journals. Features such as adding templates and recurring transactions will be demonstrated as well as a full description on each journal and its intended purpose. This session will also show the steps of creating a budget forecast from beginning to end. The ability to choose only the accounts necessary for future budget and the options to create a proposed budget from multiple bases', such as current budget, current actual, or proposed balance. Taking a proposed budget and creating an approved and applied budget will be our final step in this demonstration.

Sessions 5 and 6 - Accounts Payable 1 and 2

The accounts payable module will be demonstrated in these sessions. We will review the process and procedures for adding invoices for both payable and cash transactions, posting the general ledger, writing checks, voiding checks and reviewing time saving processes.

Sessions 7 – i-ONE New Product Demo

The inHANCE system has integrated with Microsoft Dynamics Great Plains (GP). This session will be a full demo of the GP software including General Ledger, Accounts Payable, and Miscellaneous Accounts Receivable. We will show how transactions in inHANCE are updated into GP and vice versa.

Session 8-User Group Breakout

This session will be an open forum, divided into groups by inHANCE personnel, that will allow the users to voice their opinion for current changes to the inHANCE software and future enhancements that will further improve inHANCE. This session will help lead inHANCE into the next generation of utility billing software provided by our end users. The session in the past has proved to be enlightening session of them all.

Session 9 - Bank Reconciliation

In this session we will walk through an actual statement reconciliation process. We will demonstrate area that could pose challenges and how to resolve them in real world situations.

Session 10 – Financial Reports

In this session we will review the reports and processes that are needed to reconcile your GL figures including Financial statements, Budget reports, Journal reports, Open AP reports, Detail report from both the General ledger and reports in utility billing. This session will introduce new enhancements that will allow for custom exporting of financial information to be imported into Excel reports.

Session 11 – Fixed Assets

The processes of adding new and maintain assets will be reviewed in this session. A discussion on how depreciation is calculated and how to report your assets will be evaluated. We will also examine the relationship between Fixed Assets and Facilities Maintenance.

Session 12 – Purchase Orders

A review of the purchase order system will be covered in this session. Whether you are using inventory or not, this will be a way to keep track of all of your purchases and when they have been received. We will discuss the best way to handle receiving inventory for job orders before receiving invoices and how the invoicing process is automated through the purchase order system.



CONFERENCE REGISTRATION

REGISTRANT INFORMATION (one registrant per form)

Organization: _____
 Address: _____
 City: _____
 Registrant Name: _____ Title: _____
 Phone Number: _____ Fax Number: _____
 Email Address: _____
 I am bringing _____ guest(s) - prices below
 Guest Name(s): _____

SESSIONS

	TRACK 1						TRACK 2						TRACK 3					
	Sessions						Sessions						Sessions					
DAY 1	①	②	3	4	5	6	①	②	3	4	5	6	①	②	3	4	5	6
DAY 2	7	⑧	9	10			7	⑧	9	10			7	⑧	9	10		
DAY 3	11	12	⑬				11	12	⑬				11	12	⑬			

FEES

	Early Registration Received by July 31 st	Late Registration August 1 st —September 30 th	On-Site Registration After October 1 st	TOTAL
ATTENDEE	\$850.00USD	\$1000.00USD	\$1,150.00USD	\$ _____
GUEST	\$175.00USD	\$200.00USD	\$225.00USD	\$ _____
			TOTAL FEES DUE	\$ _____

Registration forms will not be processed until payment is received. You will not receive an invoice.

Attendee fees include admission to all Sessions, Exhibits, Partner Showcase, Support Center and conference sponsored meals.

Guest fees include the Cocktail Reception on Wednesday evening and the Banquet on Thursday evening ONLY.

Registrations received after July 31st, 2010 will not receive conference giveaways.

METHOD OF PAYMENT

Check
 (Checks should be made payable to HARRIS COMPUTER SYSTEMS)



Credit Card
 1. Credit card payment can be made [HERE](#).
 2. Attach a copy of the confirmation page to the registration or record your confirmation number below.

Confirmation Number: _____

HOW TO REGISTER

MAIL: Harris Computer Systems
 Attn: Terry Valliquette
 1 Antares Drive, Suite 400
 Ottawa, Ontario, Canada
 K2E 8C4

Fax: (613) 226-3377
 Email: tvalliquette@harriscomputer.com

