

ADVANCED™ UTILITY SYSTEMS

**2011 Customer Conference
Disneyland® Hotel Anaheim, California
November 16 - 18 2011**



PROD. NO.
SCENE

TAKE

ROLL

HARRIS

ADMIT ONE

ADMIT ONE

CONFERENCE DETAILS

Conference sessions will begin on Wednesday, November 16th, 2011 and conclude on Friday, November 18th, 2011.

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 August 31st, 2011 will be subject to the 'Late' fee. Registrations received after November 1st, 2011 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 August 31st, 2011.
No refunds will be provided for cancellations received after August 31st, 2011.

AGENDA AT A GLANCE

Tuesday, November 15th, 2011

5:30pm – 7:30pm Registration

Wednesday, November 16th, 2011

7:30am – 8:45am Registration & Breakfast
8:45am – 10:15am Opening Address
10:15am – 10:30am Break
10:30am – 11:30am The King's Speech
11:30am – 12:30pm Lunch
12:30pm – 1:30pm Session 3
1:40pm – 2:40pm Session 4
2:40pm – 3:00pm Break
3:00pm – 5:10pm Session 5
6:00pm – 8:00pm Cocktail Reception`

Thursday, November 17th, 2011

7:30am – 8:00am Breakfast
8:00am – 9:00am Session 6
9:10am – 10:10am Session 7
10:10am – 10:30am Break
10:30am – 11:30am Session 8
11:30am – 12:30pm Lunch
12:30pm – 1:30pm Session 9
1:40pm – 2:40pm Session 10
2:40pm – 3:00pm Break
3:00pm – 4:00pm Session 11
4:10pm – 5:10pm Session 12
6:00pm – 10:00pm Cocktail Reception & Banquet

Friday, November 18th, 2011

7:30am – 8:00am Breakfast
8:00am – 9:30am Session 13
9:30am – 9:50am Break
9:50am – 11:30am Session 14
11:30am – 12:30pm Lunch & Closing Remarks

SUPPORT CENTER

Wednesday, November 16th, 2011
10:15am – 5:00pm

Thursday, November 17th, 2011
8:00am – 5:00pm

Friday, November 18th, 2011
8:00am – 2:30pm

PARTNER SHOWCASE

Wednesday, November 16th, 2011
10:15am – 5:00pm

Thursday, November 17th, 2011
8:00am – 5:00pm

Friday, November 18th, 2011
8:00am – 2:30pm

ACCOMMODATIONS



Disneyland® Hotel
1150 Magic Way
Anaheim, CA 92802

<http://disneyland.disney.go.com/disneyland-hotel/>



The place where all the magic began is the place where imagination, innovation and inspiration come together. Combine that with 136,000 square feet of flexible meeting space, 988 beautifully appointed rooms and suites, and unparalleled service and amenities and your attendees have an experience they will never forget. Steps away from the *Downtown Disney*® District (dining, shopping and entertainment), you will find the *Disneyland*® Park and California Adventure theme parks.

STANDARD GUEST ROOM

- Standard Rooms feature smart, contemporary styling with touches of Disney character, plus the following features:
- One king-size bed or 2 queen-size beds
- Complimentary wireless and wired internet
- Guests can arrange to receive a phone call from Mickey Mouse.
- Cable television with the Disney Channel and ESPN
- Phones with voicemail
- Complimentary weekday newspaper
- Irons and ironing boards
- Hairdryers
- Make-up mirrors
- In-room safe
- Cribs by request
- Wheelchair-accessible rooms available

DINING

Steakhouse 55

Indulge in an elegant dining experience with unparalleled service and a menu featuring an award-winning selection of prime steaks, chops and seafood. Savor certified Angus beef cuts and take advantage of a premium wine list. Breakfast is available.

Goofy's Kitchen

Rub elbows with Chef Goofy and his pals at this whimsical all-you-care-to-eat buffet with inventive culinary surprises. Goofy's Kitchen is a great place to celebrate birthday parties too — so if you are celebrating a big day, be sure and come party Disney style!

Coffee House

Get going with a variety of quick breakfast items including muffins, biscotti, bagels, yogurt and coffee. This convenient coffee shop is a great way to begin your day.

HOTEL SERVICES

Guests at the *Disneyland*® Hotel enjoy the following Hotel services:

- Valet parking (additional fee)
- Room service
- Health club
- Business center
- Disabled-accessible rooms available
- Charge purchases to your Hotel room
- Select merchandise purchases can be delivered to your room free of charge
- All rooms are non-smoking

Make your room reservation now!

The special rate for the conference is \$169USD. A limited number of rooms are reserved at this rate. To secure a room please contact the *Disneyland*® Resort by booking online 24/7 at [DISNEY ROOMS](#) or by calling (714) 520-5005, Monday to Friday from 8am to 5pm PST. Reservations must be made by Tuesday, October 4th, 2011 or before the group rooms are sold out. Prevailing rates may apply after this date or when the group rooms are sold out, whichever occurs first. Rooms are subject to availability.

Guest room rates subject to 15% city tax and 2% tourism Improvement tax.



PRE-CONFERENCE

MONDAY, NOVEMBER 14TH, 2011

9:00am – 12:00pm	Infinity.Link System Administration (Full Day Course)	Reports
1:00pm – 4:00pm	Infinity.Link System Administration (Full Day Course)	CIS System Administration

TUESDAY, NOVEMBER 15TH, 2011

9:00am – 12:00pm	Deposits	Actions
1:00pm – 4:00pm	Security	Rates

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

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

Mid-Morning Break and Afternoon Break snacks will be provided.

Infinity.Link System Administration (Full Day Course)

Do you want to change the way your Infinity.Link site looks? Have you always wanted to learn how to build skins? Learn the System Administration side of Infinity.Link.

Reports

Everything you wanted to learn about Reports more. Learn more about reporting environments, table relationships and using the Data Dictionary effectively. Improve the output of our standard reports by building effective filters. Customize our reports and understand how to build them from scratch.

CIS System Administration

Control forms, control forms and more control forms. Go through key control forms with our expert staff highlighting some often forgotten but handy information.

Deposits

How do you calculate your deposits? Do you waive them for good behavior or a great credit score? How do you determine the rules? Learn all you wanted to know about deposit.

Actions

The true power of CIS Infinity lies in the ability to take manual processes and automate them to free up you and your staff for other things. Automate your workflow by setting up actions such as service orders, tasks, letters, notes, bill messages, transactions, emessage, file export, comments or change a collection status. Understand how you can set up criteria and utilize the Scheduler to complete automate your processes.

Security

From adding forms and customized menus to adding a read-only or administrative user. This course will help you navigate the Security spreadsheet to better assign levels of security to your utility

Rates

Spend time understanding the setup and renewal of rates in CIS Infinity. Take some time to focus on different types of rates like water conservation and water budget rates.

REGISTRANT INFORMATION (one registrant per form)

Organization: _____
 Address: _____
 Street _____ City _____ State _____ Zip _____
 Registrant Name: _____ Title: _____
 Phone Number: _____ Fax Number: _____
 Email Address: _____

Cost: 2 Days = \$800

1 Day = \$500

Please check the class(es) you are attending:

- Infinity.Link System Administration (1 Day)** **Security**
 Reports **Actions**
 CIS System Administration **Rates**
 Deposits

METHOD OF PAYMENT

- Check
 (Checks should be made payable to HARRIS COMPUTER SYSTEMS)
 Credit Card
 1. Credit card payment - [CLICK 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
ONLINE: [CLICK HERE](#)

TUESDAY, NOVEMBER 15, 2011				
5:30pm —7:30pm	REGISTRATION			
DAY 1 – WEDNESDAY, NOVEMBER 16, 2011				
7:30am —8:45am	BREAKFAST & REGISTRATION			
	TRACK 1	TRACK 2	TRACK 3	TRACK 4
Session 1 8:45am—10:15am	OPENING ADDRESS			
10:15am—10:30am	BREAK			
Session 2 10:30am—11:30pm	The King's Speech – Peter Fanous Opening Address			
11:30am—12:30pm	LUNCH			
Session 3 12:30pm—1:30pm	Godfather Part 1	Terms of Endearment	Gone With the Wind	Partner Presentation Altair
Session 4 1:40pm—2:40pm	Godfather Part 2	Rocky	The Apartment	Partner Presentation Tele-Works
2:40pm—3:00pm	BREAK			
Session 5 3:00pm—5:10pm	Around the World In 80 Days			
6:00pm—8:00pm	BUSINESS UNIT COCKTAIL RECEPTION			

DAY 2 - THURSDAY, NOVEMBER 17, 2011				
7:30am —8:00am	BREAKFAST			
Session 6 8:00am—9:00am	The Sting	Unforgiven	Rain Man	On the Waterfront
Session 7 9:10am—10:10am	Forrest Gump	American Beauty	No Country For Old Men	Partner Presentation LORIS
10:10am—10:30am	BREAK			
Session 8 10:30am—11:30am	Gone With the Wind	Rain Man	From Here to Eternity	Braveheart
11:30am – 12:30pm	LUNCH			
Session 9 12:30pm—1:30pm	No Country for Old Men	Chariots of Fire	Godfather Part 1	Partner Presentation ONLINE Utility Exchange
Session 10 1:40pm—2:40pm	A Beautiful Mind	Unforgiven	Godfather Part 2	Million Dollar Baby
2:40pm—3:00pm	BREAK			
Session 11 3:00pm—4:00pm	Dances With Wolves	Terms of Endearment	The Sting	Gladiator
Session 12 4:10pm—5:10pm	The Greatest Show On Earth	A Beautiful Mind	Forrest Gump	Partner Presentation CheckAlt
6:00pm—10:00pm	COCKTAIL RECEPTION & BANQUET			

DAY 3 – FRIDAY, NOVEMBER 18, 2011				
7:30am —8:00am	BREAKFAST			
Session 13 8:00am—9:30am	The Sound of Music - Have Your Say			
9:30am—9:50am	BREAK			
Session 14 9:50am—11:30am	Slumdog Millionaire - Game Show and Give Away The Lord of the Rings: The Return of the King – Closing Remarks			
11:30am – 12:30pm	LUNCH & CLOSING REMARKS			

SESSION SUMMARIES

The Godfather I & II - New Features in V3 – (two-part sessions)

Here is an offer you can't refuse. Check out how Advanced continues to improve CIS Infinity with this 2 part session devoted to the new features in CIS V3.

The Sting - Actions: Billing and Field Service

Revisit the actions attached to the Account, Service, Rate and Meter Type Exceptions in your system and ensure your billing is configured the way you want it. Also check out how you can attach service orders to trouble codes and learn the ways of Completion Codes on Service Orders.

Forrest Gump - Actions: Customer Service

Life is like a box of chocolates when you discover how you can improve and automate your everyday Customer Service workflow through actions. From Moves and Vacant accounts, Deactivating/Reactivating Service, to NSF Comments, the list of automation is limitless.

Gone With the Wind - Actions: Collections

Understand your collection actions and how to better apply them to your Collections Process to ensure you can recoup your revenue instead of it being "Gone With the Wind". Automate your Outbound Call List and Disconnects/Reconnects as well as using your Collection Statuses to trigger an action (and vice versa)

No Country For Old Men - Best Practices - Disconnects and Reconnects

Disconnect and reconnecting service for nonpayment is not for the faint of heart. See scenarios of how other clients how to best utilize CIS Infinity to incorporate your business processes for Collections.

A Beautiful Mind - Reports

Definitely not as complicated as mathematic theory, we'll demystify the world of reports. We'll cover the basics of filter logic with a do's and don'ts list. We'll also cover some basics of creating your own custom reports, including the importance of the order in which you select fields.

Dances With Wolves - Support 101

Want to get the most out of your Support experience? Learn the best method of handling new builds when they come our way; what to do first, what to look for, how to install the build, look at the Build Log. Also learn how to write effective Service Wise items.

The Greatest Show On Earth - Best Practices Billing

Sometime it may feel like a three ring but it is still "The Greatest Show On Earth". Take a fresh look at the core of our system and find efficiencies you weren't aware were available to you i.e. consolidated billing, online billing, auto final and more.

Terms of Endearment - Arrangements/Bill Extensions or Loans

Sometimes we all need a little help. The trick is determining when you need to give short term help or something more long term. Let CIS Infinity help make it easier by determining when to change a bill due date; set up an arrangement or offer a loan.

Rocky - Business Process Review

Be a wrecking machine and coach your team to find more effective ways of doing business. A Business Process Review (BPR) is an excellent tool for updating, streamlining or automating your current processes in order to fully leverage the functions available in the CIS Infinity Suite

Unforgiven - Collections

The service has been used but collecting the money owed is not always an easy process. Learn how to get the most out of Penalties, Write Offs, Collection Agencies and Bankruptcies.

American Beauty - Infinity.Link – New Features

What are the new features in Infinity.Link? What functionality haven't you taken advantage of yet? See what is on the horizon such as mobile applications etc

SESSION SUMMARIES

Rain Man - Scheduler

Walk through how to run your processes, reports and pickup routines in off peak hours without coming into the office. Learn how to program functions into Scheduler and leave more time to focus on other projects. Take some time to see some of the new features in Scheduler.

Chariots of Fire - Infinity.Mobile-New Features

Run as fast as you can to this session to see some of the new features in Infinity.Mobile. See what is brand new, coming soon and what is on the roadmap for the future.

The Apartment - Advanced Moves Functionality

A session on Move In/out and all of the options that go with it, including what they can't see (vacant flags) – as well why the account status should not be changed manually. From Deposit Quote to Balance Transfer, this session will cover it all.

From Here To Eternity - Product Direction

A view into the future as to what is coming in, dare we say it – Version 4. We are well into developing the vision for Version 4. This session will update you on our journey to becoming a fully fledged .Net application.

On the Waterfront - Water Conservation Rates

Want to be a contender? Learn more about how to calculate your Water Conservation Rates by looking at the rate structure details and rate classifications. Do you take into consideration outdoor calculations, residential budgets, large lot budgets etc? Come and learn more about the issues in the market today and how you can address them through CIS Infinity.

Braveheart - Best Practices Infinity.Mobile

Men don't follow titles, they follow courage. Follow a leader and learn firsthand tips of how Clients are using Infinity.Mobile to find organizational efficiencies and better serve their customers with our updated and improved Infinity.Mobile product.

Million Dollar Baby - Accepting Payment

How can you accept payments from your customers? Learn how to integrate customer payments within CIS by looking at PAP/ACH, reoccurring credit cards, cash register, Infinity.eXpress, Infinity.Link. Teleconnect and more. Industry expert, Barry Anderson, Director of the Harris Payment Gateway, will also walk you through how to select a credit card vendor.

Gladiator - Best Practices Infinity.Link

Just as the Roman Empire wasn't built in a day, the evolution of a great product takes time. We will take a look at the evolving world of Infinity.Link and share some examples of customizations that different clients have undertaken with their Infinity.Link sites. Clients will also share their lessons learned in efforts of gaining from each others' successes.

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CONFERENCE REGISTRATION

REGISTRANT INFORMATION (one registrant per form)

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

SESSIONS

	TRACK 1 Sessions	TRACK 2 Sessions	TRACK 3 Sessions	TRACK 4 Sessions
DAY 1	(1) (2) 3 4 (5)	(1) (2) 3 4 (5)	(1) (2) 3 4 (5)	(1) (2) 3 4 (5)
DAY 2	6 7 8 9 10 11 12	6 7 8 9 10 11 12	6 7 8 9 10 11 12	6 7 8 9 10 11 12
DAY 3	(13) (14)	(13) (14)	(13) (14)	(13) (14)

FEEES	Early Registration Received by August 31 st	Late Registration September 1 st —October 31 st	On-Site Registration After November 1 st	TOTAL
ATTENDEE	\$850.00USD	\$1000.00USD	\$1,150.00USD	\$ _____
GUEST	\$175.00USD	\$200.00USD	\$225.00USD	\$ _____
ONE DAY	\$300.00USD	\$400.00USD	\$500.00USD	\$ _____

If attending 1 day – please specify the day: _____ 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 August 31st, 2011 will not receive conference giveaways.

METHOD OF PAYMENT

- Check
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- Credit Card 
- Credit card payment - [CLICK HERE](#).
 - 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 Fax: (613) 226-3377
 Attn: Terry Valliquette Email: tvalliquette@harriscomputer.com
 1 Antares Drive, Suite 400 ONLINE: [CLICK HERE](#)
 Ottawa, Ontario, Canada K2E 8C4

ATTEND
ONE DAY
FOR
\$300USD

NO.
ENE TAKE