



NORTH|STAR™
UTILITIES SOLUTIONS

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



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 – 12:00pm Business Unit Opening Address
12:00pm – 1:00pm Lunch
1:00pm – 2:30pm Session 3
2:30pm – 2:45pm Break
2:45pm – 4:15pm Session 4
6:00pm – 8:00pm Cocktail Reception

Thursday, November 17th, 2011

7:30am – 8:45am Breakfast
8:45am – 10:15am Session 5
10:15am – 10:30am Break
10:30am – 12:00pm Session 6
12:00pm – 1:00pm Lunch
1:00pm – 2:30pm Session 7
2:30pm – 2:45pm Break
2:45pm – 4:15pm Session 8
6:00pm – 10:00pm Cocktail Reception & Banquet

Friday, November 18th, 2011

7:30am – 8:45am Breakfast
8:45am – 10:15am Session 9
10:15am – 10:30am Break
10:30am – 12:00pm Session 10
12:00pm – 1:00pm Lunch & Closing Remarks
1:00pm – 2:30pm Session 11

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

8:30am – 4:30pm

NorthStar CIS 6.X Boot Camp (2 Days)

8:30am – 4:30pm

Enabling the Smart Grid Boot Camp (1 Day)

TUESDAY, NOVEMBER 15TH, 2011

8:30am – 4:30pm

NorthStar CIS 6.X Boot Camp (2 Days)

8:30am – 4:30pm

NorthStar Technical Environment Boot Camp (1 Day)

NORTHSTAR CIS 6.X BOOT CAMP – 2 DAYS

Want to streamline your operations? Want to optimize your services? Then attend this two-day session to learn technical and application tips and tricks for the NorthStar CIS Solution. This session is geared towards individuals that are involved in using, maintaining and supporting the NorthStar solution and wants to get the most of their NorthStar CIS Solution.

ENABLING THE SMART GRID BOOT CAMP - 1 DAY

Want to understand what the Smart Grid buzz is all about? Want to learn what it will mean to your utility and operations? Then attend this one-day session to learn the key aspects of the AMI / MDM world. This session is geared towards individuals that have heard the AMI and MDM acronyms but want to get an appreciation of what this is all about.

NORTHSTAR TECHNICAL ENVIRONMENT BOOT CAMP - 1 DAY

Want to get the best out of your NorthStar products? Want to ensure that they're running the best they can? Then attend this one-day session to learn all the aspects of System Maintenance that can be done to deliver optimum performance. Topics such as database maintenance plans, data volume management, data warehousing and purging, table indexing and rebuilds, OS system maintenance and much more will be discussed. This session is geared towards the technically inclined individuals who ensure that the users of NorthStar Products truly get the most out of their system.

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.

REGISTRANT INFORMATION (one registrant per form)

Organization: _____

Address: _____

Street

City

State

Zip

Registrant Name: _____

Title: _____

Phone Number: _____

Fax Number: _____

Email Address: _____

Please check the class(es) you are attending:



NorthStar CIS 6.X Boot Camp (2 Days)

\$1,000USD



Enabling the Smart Grid Boot Camp (1 Day)

\$800USD



NorthStar Technical Environment Boot Camp (1 Day)

\$800USD

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 Training & Best Practices	TRACK 2 NorthStar Product Suite – What's New?	TRACK 3 Customer Experiences	TRACK 4 AMI and Meter Data Management
Session 1 8:45am—10:15am	OPENING ADDRESS			
10:15am—10:30am	BREAK			
Session 2 10:30am—12:00pm	BUSINESS UNIT OPENING ADDRESS			
12:00pm—1:00pm	LUNCH			
Session 3 1:00pm—2:30pm	Billing with NorthStar CIS	NorthStar CIS	Partner Presentation	The World of AMI and MDM
2:30pm—2:45pm	BREAK			
Session 4 2:45pm—4:15pm	Database Maintenance and Optimization for NorthStar CIS (For Intermediate / Expert Users)	NorthStar MeterSense	Round Table: Customer Service and Self Service Initiatives	Using mCare for mobile dispatch and Meter Exchange
6:00pm—8:00pm	BUSINESS UNIT COCKTAIL RECEPTION			
DAY 2 - THURSDAY, NOVEMBER 17, 2011				
7:30am — 8:45am	BREAKFAST			
Session 5 8:45am—10:15am	Managing Customer Relationships with NorthStar CIS	NorthStar Customer Connect	Round Table: Time of Use and Creative Rate Set-Ups	What does the world of Smart Grid look like and how will it affect your utility?
10:15am—10:30am	BREAK			
Session 6 10:30am—12:00pm	Utilization of 3rd Party Products for Optimization of Business Processes (Using Word, Excel, ODBC)	NorthStar Automation Platform	Customer Experiences: NorthStar CIS Upgrade (NorthStar Methodology and Case Study)	Smart Grid Where do you start?
12:00pm—1:00pm	LUNCH			
Session 7 1:00pm—2:30pm	Troubleshooting your Organization's CIS Solution (What went wrong?) (For Intermediate / Expert Users)	NorthStar Reports Anywhere	Customer Experiences: Using the NorthStar Platform Automation	Solutions and Case Studies using AMI/MDM
2:30pm—2:45pm	BREAK			
Session 8 2:45pm—4:15pm	Collection Strategies with NorthStar CIS	NorthStar FINS	Customer Experience: NorthStar mCare	AMI/MDM – The Real World – Panel Discussion
6:00pm—10:00pm	COCKTAIL RECEPTION & BANQUET			
DAY 3 – FRIDAY, NOVEMBER 18, 2011				
7:30am — 8:45am	BREAKFAST			
Session 9 8:45am—10:15am	Getting the most out of eBilling and eCare	NorthStar eSupport	Partner Presentation	Planning for a Smart Grid Initiative
10:15am—10:30am	BREAK			
Session 10 10:30am—12:00pm	Cashiering and Payment Methods with NorthStar CIS	Partner Presentation	Customer Experience: NorthStar MeterSense	Taking Full Advantage of your AMI data using NorthStar MeterSense and NorthStar CIS
12:00pm—1:00pm	LUNCH & CLOSING REMARKS			
Session 11 1:00pm—2:30pm	NorthStar Utilities Solutions – Support Center – Come and Visit us!			

SESSION SUMMARIES

TRACK 1 - TRAINING AND BEST PRACTICES

BILLING WITH NORTHSTAR CIS

Let's explore together some of the tips and tricks to the billing process within NorthStar. This session will help you streamline the billing process. Learn from other Utilities and discuss their best practices that may work for you. Learn how to use features within the NorthStar billing system that will help get bills to customers more effectively and efficiently.

DATABASE MAINTENANCE AND OPTIMIZATION FOR NORTHSTAR CIS (FOR INTERMEDIATE / EXPERT USERS)

Come and learn the key aspects of System Maintenance required to ensure that your NorthStar Solutions perform at their optimum. What activities should be performed daily, weekly, monthly? What resources are available to help you? Join us to have all your questions answered.

MANAGING CUSTOMER RELATIONSHIPS WITH NORTHSTAR CIS

Come and learn how to manage your Customer relationships with NorthStar CIS. Techniques such as logging customer complaints, informing groups of customers of upcoming outages and more will be explored during this session. Do you currently have helpful tips that may help fellow utilities? What areas of NS CIS can be used to help grow the relationship with our customers? Review reports and learn the tools available in each module that can help in the management of customer relations.

UTILIZATION OF 3RD PARTY PRODUCTS FOR OPTIMIZATION OF BUSINESS PROCESSES (USING WORD, EXCEL, ODBC)

Come and learn how utilizing 3rd party products can be used to optimize your business processes and make use of the available information within your NorthStar CIS Solution. Learn from other Utilities and discuss their best practices that may work for you.

TROUBLESHOOTING YOUR ORGANIZATION'S CIS SOLUTION (WHAT WENT WRONG?) (FOR INTERMEDIATE / EXPERT USERS)

If you ever have been asked "Why didn't this work? What went wrong? What did I do wrong?", then this session is for you. Come and learn the troubleshooting and analytical skills that NorthStar team use on a daily basis to assist you.

COLLECTIONS STRATEGIES WITH NORTHSTAR CIS

"Why didn't this account load for a disconnect?" – a very common question that will be addressed in a session that will deal with Credit Control setups and procedures. This presentation will give the user a better understanding of how the collection program works and why it is an essential tool for controlling your aged receivables. Join us to have all your questions answered.

GETTING THE MOST OF eBILLING AND eCARE

e-Billing and eCARE are powerful tools that empower the customer and increase their satisfaction. Come learn the intricacies of eCARE and how it is used by an end customer. See how they view their bills online with e-Billing. Educate yourself on managing these portals with tips and tricks about eCARE Manager and e-Bill notifications. Finally, maximize the power of these add-ons with custom settings specific to your utility. This tips and tricks session will ensure you get the best of your e-Billing and eCARE products.

CASHIERING AND PAYMENT METHODS WITH NORTHSTAR CIS

"You have how many negative deposits on record?" When was the last time you ran the Account or Customer Deposit Listings? This session will be focusing on specific cashiering processes such as deposit and 'next deposit' reversals, NSF checks, Miscellaneous transactions and balancing cash batches to mention a few. Come learn the tips and tricks that will help you out in your day to day cashiering processes.

SESSION SUMMARIES

TRACK 2 – NORTHSTAR PRODUCT SUITE – WHAT'S NEW

NORTHSTAR CIS

Come and learn about the new and exciting features offered in latest available release of the NorthStar CIS product as well as what the future holds. NorthStar CIS provides a single solution for tracking all interactions with customers, including consumption history, billing history, adjustments, credit history, meter inventory, premise and meter history, service order history and more. The rich graphical user interface has been designed to optimize workflow and information accessibility.

NORTHSTAR METERSENSE

Come and learn about the new and exciting features offered in the latest available release of the NorthStar MeterSense MDM product as well as what the future holds. NorthStar MeterSense is a comprehensive meter data management solution (MDMS) designed with a technology layer and configurable Rules Engine that are flexible and completely CIS/AMI/OMS/WMS independent. Integrating meter data information with each utility's unique business systems in a real-time environment plus providing easy to use decision support tools is where NorthStar Utilities Solutions' MeterSense adds value to a utility's AMI/AMR investment.

NORTHSTAR CUSTOMER|CONNECT

Come and learn about the new and exciting features offered in the brand new NorthStar Customer|Connect product as well as what the future holds. NorthStar Customer|Connect is a suite of tools and underlying platform aimed at helping utilities to engage their customers in collaboration.

NORTHSTAR AUTOMATION PLATFORM

Come and learn about the new and exciting features offered in the latest available release of the NorthStar Automation Platform as well as what the future holds. The NorthStar Automation Platform is leveraged across the NorthStar CIS and NorthStar MeterSense products. The NorthStar Automation Platform allows Utilities to reduce and eliminate some labor-intensive procedures through the use of NorthStar's automation engine, rules editor and job scheduler.

NORTHSTAR REPORTS ANYWHERE

Come and learn about the new and exciting features offered in the latest available release of the NorthStar Reporting Solution as well as what the future holds. The NorthStar Reporting Solution is leveraged across the NorthStar CIS and NorthStar MeterSense products and allows utilities to effectively "mine" the data across both solutions. The NorthStar Reports Anywhere solution provides the capability to Utilities to effectively access its data but also convert it into useful Information easily and effectively.

NORTHSTAR FINS

Come and learn about the new and exciting features offered in the latest available release of the NorthStar FINS product as well as what the future holds. NorthStar Financials is a key part of the NorthStar Enterprise solution and designed to provide a comprehensive and easy to use financial solution to the utility markets. A key benefit of the NorthStar Enterprise solution is the level of integration provided between all software. This means that the information is automatically distributed in real-time between all assets of your enterprise solution and you get maximum value from your information. The 4 major components of NorthStar Financials include Revenue, Finance, Purchasing and Operations.

NORTHSTAR ESUPPORT

Come and learn about the new features available with eSupport aimed at ensuring that NorthStar is available 24/7 to help you troubleshoot any issues you encounter with your NorthStar Solution.

SESSION SUMMARIES

TRACK 3 – CUSTOMER EXPERIENCES

ROUND TABLE: CUSTOMER SERVICE AND SELF SERVICE INITIATIVES

Making your enterprise more efficient is the name of the game when it comes to customer self-service. IVR, eCARE, DSM and e-Billing are just some of the products that NorthStar Utilities Solutions offers in its enterprise suite. Come share, discuss and learn how these self-serve offerings and others are used by Utilities to increase customer satisfaction, improve efficiencies, and ultimately provide a better customer experience.

ROUND TABLE: TIME OF USE AND CREATIVE RATE SET-UPS

Time of Use, Net Metering, conservation and other business requirements have created new requirements for utilities and how they charge and bill their Customers. Come share, discuss and learn how Utilities have adapted to this new reality by using the capabilities on the NorthStar Solutions.

CUSTOMER EXPERIENCES: NORTHSTAR CIS UPGRADE (NORTHSTAR METHODOLOGY AND CASE STUDY)

Join us as NorthStar Customers share their experience, lessons learned and benefits of upgrading their NorthStar CIS Version. As well, come and learn the methodology employed by NorthStar Professional Services to facilitate the upgrade process and the various options available. If you are on NorthStar PUBS, you need to attend this session.

CUSTOMER EXPERIENCES: USING THE NORTHSTAR AUTOMATION PLATFORM

Join us as NorthStar Customers share their experience, lessons learned and benefits of using the NorthStar Automation Platform to streamline their business; reduce or eliminate some labor-intensive procedures and allow them to focus on core activities.

CUSTOMER EXPERIENCE: NORTHSTAR mCARE

Join us as NorthStar Customers share their experience, lessons learned and benefits of using the NorthStar mCare solution to save paper; improve processes and streamline their business. NorthStar mCare has become a key component of service delivery to many NorthStar customers.

CUSTOMER EXPERIENCE: NORTHSTAR METERSENSE

Join us as NorthStar Customers share their experience, lessons learned and benefits of using the NorthStar MeterSense MDM solution to help them change their utility and manage the vast information now available with the implementation of AMI.

TRACK 4 – AMI AND METER DATA MANAGEMENT (MDM)

THE WORLD OF AMI AND MDM

It's hard to keep track of technological advances in Advanced Metering Infrastructure (AMI) and Meter Data Management (MDM), while understanding what they mean to your Utility and its customers. This session is designed to Provide a review of the most recent advances in AMI and MDM, and explain the value to you and your utility.

USING mCARE FOR MOBILE DISPATCH AND METER EXCHANGE

Are you planning on a mass exchange of smart meters? Will you utilize 3rd parties for the replacement process, or tackle it with internal staff? Either way mCare and Meter Exchange can assist you through the laborious task of removing and installing meters in the field and within NorthStar CIS. A review of the Meter Exchange process from start to finish will reveal the obvious benefits of this time saving tool.



SESSION SUMMARIES

WHAT DOES THE WORLD OF SMART GRID LOOK LIKE AND HOW WILL IT AFFECT YOUR UTILITY? WHERE DO YOU START?

The Utilities landscape is constantly changing and one of the biggest changes to hit in recent history is the introduction of AMI/MDM. With Smart Grids being rolled out and a wealth of information now at the fingertips of utility companies, AMI/MDM changes everything we know. Join us to hear about the impacts this has on the utility market and exactly what it means for your organization and most importantly where to start.

SOLUTIONS AND CASE STUDIES USING AMI/MDM

How can my utility do more with less? The MeterSense Meter Data Management (MDM) solution is designed to streamline operations and help utilities improve customer service while making more efficient use of resources. This session will look at case studies and describe how you can use MeterSense to improve billing, raise customer satisfaction, maximize revenue and improve outage response, all through intelligently managing smart meter data, integrating multiple utility systems and using business automation to take the manual effort out of key workflows. In an environment of ever-increasing complexity, we'll show you how the fundamental benefits that AMI and MDM can deliver when working in unison, and highlight the challenges to overcome.

WHAT DOES THE WORLD OF SMART GRID LOOK LIKE AND HOW WILL IT AFFECT YOUR UTILITY? WHERE DO YOU START?

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PLANNING FOR A SMART GRID INITIATIVE

Installing smart meters is the tip of the iceberg when it comes to implementing a Smart Grid, and the smart programs that provide utilities their return on investment. When do you roll out an MDMS solution? When should you contact your CIS provider? When will your utility be ready for TOU billing and Demand Response Programs? Drawing on our experiences with over 30 customers who have been the leaders in these areas, we will describe the considerations you'll need to plan your utilities initiatives. Let's plan!

TAKING FULL ADVANTAGE OF YOUR AMI DATA USING NORTHSTAR METERSense AND NORTHSTAR CIS

With the wealth of information now available to Utilities with the implementation of AMI the possibilities to change and improve business operations and customer service are countless. Come learn and discuss how MeterSense and NorthStar CIS can empower consumers with a granular view of their usage, help utilities with their forecasting, as well as a whole host of periphery system benefits such as outage notification, voltage reporting, remote connect/disconnect and much, much more.

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	(1) (2) 3 4	(1) (2) 3 4	(1) (2) 3 4
DAY 2	5 6 7 8	5 6 7 8	5 6 7 8	5 6 7 8
DAY 3	9 10 11	9 10 11	9 10 11	9 10 11

ATTEND
ONE DAY
FOR
\$300USD

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