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

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

ATTENDEES:
The registration fee includes:
\begin{itemize}
  \item Admission to all conference sessions and exhibits
  \item Partner Showcase
  \item Support Center
  \item All conference sponsored meal and social functions (as outlined in the Agenda)
\end{itemize}
The ‘Early Bird’ registration fee is $850USD.

GUESTS:
The guest registration fee includes:
\begin{itemize}
  \item Admission to the cocktail reception on Wednesday evening
  \item Admission to the banquet on Thursday evening
\end{itemize}
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 31\textsuperscript{st}, 2011 will be subject to the ‘Late’ fee. Registrations received after November 1\textsuperscript{st}, 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 31\textsuperscript{st}, 2011. No refunds will be provided for cancellations received after August 31\textsuperscript{st}, 2011.

AGENDA AT A GLANCE

\textbf{Tuesday, November 15\textsuperscript{th}, 2011}
5:30pm – 7:30pm  Registration

\textbf{Wednesday, November 16\textsuperscript{th}, 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

\textbf{Thursday, November 17\textsuperscript{th}, 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

\textbf{Friday, November 18\textsuperscript{th}, 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

SUPPORT CENTER

\textbf{Wednesday, November 16\textsuperscript{th}, 2011}
10:15am – 5:00pm

\textbf{Thursday, November 17\textsuperscript{th}, 2011}
8:00am – 5:00pm

\textbf{Friday, November 18\textsuperscript{th}, 2011}
8:00am – 2:30pm

PARTNER SHOWCASE

\textbf{Wednesday, November 16\textsuperscript{th}, 2011}
10:15am – 5:00pm

\textbf{Thursday, November 17\textsuperscript{th}, 2011}
8:00am – 5:00pm

\textbf{ Friday, November 18\textsuperscript{th}, 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**

<table>
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<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>9:00am – 4:00pm</td>
<td>Crystal Reports Level 2 – Day 1 (2 Days)</td>
</tr>
<tr>
<td>9:00am – 4:00pm</td>
<td>Govern Admin - Data Model &amp; Data Mapping</td>
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**TUESDAY, NOVEMBER 15TH, 2011**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>9:00am – 4:00pm</td>
<td>Crystal Reports Level 2 – Day 2 (2 Days)</td>
</tr>
<tr>
<td>9:00am – 4:00pm</td>
<td>Govern Admin - Super User Training</td>
</tr>
<tr>
<td>9:00am – 4:00pm</td>
<td>Advanced SQL Queries (for all users)</td>
</tr>
<tr>
<td>9:00am – 4:00pm</td>
<td>CAFR Conference</td>
</tr>
</tbody>
</table>

### Crystal Reporting Level 2 (for all users)
This two-day workshop dives deep into intermediate Crystal techniques such as working with multiple sections, running totals, writing flexible reports with parameters, advanced grouping features and more! It's a generic course appropriate for Financial, Govern (CMS) & HRMS customers. As a bonus, students will also receive post-conference webinars geared toward writing Crystal reports against the CMS, FMS & HRMS systems. Attendees must have completed Crystal Reports Level 1 (at the 2009 or 2010 pre-conferences) or have equivalent training or experience with Crystal. A laptop with Crystal 2008 is required. A Certificate of Completion will be issued.

### Govern Admin - Data Model & Data Mapping
Learn how the Govern data tables work together - Every jurisdiction may use the system differently but we all need to know how the data structure is designed. In this one-day course, you'll discover which functions are at the system's core, and which data tables are affected, relate and impact each other. This is a great lead to the Advanced SQL Queries offered on Day 2.

### Govern Admin - Super User Training
Become a Govern super user! Learn the ins and outs of maintaining Govern. In this one-day course, learn the features available for a super user to set up System parameters along with module, department, groups and user parameters. This will include security setup for functions, reports, menus and fields. Learn how to configure the Govern interface to work more efficiently for your users.

### Advanced SQL Queries (for all users)
Whether you are building reports or extracting data, querying your database is vital to getting the most out of your system. This course builds on your SQL foundation to take you to the next level. Learn how to aggregate data, perform calculations, create sub-queries, transform data, filter and order data, as well as perform advanced string and date manipulations. This will be a hands-on course so a laptop will be required.

### CAFR Customer Conference
Earn up to 8 eligible CPE credits. This full day event will cover Basic Training, Advanced Reporting, Reporting Compliance and GASB54, and Statements of Cashflows. A Certificate of Completion will be issued. Laptop recommended for interactive sessions.

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### REGISTRANT INFORMATION (one registrant per form)

<table>
<thead>
<tr>
<th>Organization:</th>
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<tbody>
<tr>
<td>Address:</td>
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<tr>
<td>Registrant Name:</td>
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<tr>
<td>Phone Number:</td>
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<tr>
<td>Email Address:</td>
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</table>

Please check the class(es) you are attending:

- [ ] Crystal Reports Level 2 (2 Days)  
  Early Registration Received by August 31st: $1,000USD  
  Regular Pricing Received after September 1st: $1,400USD
- [ ] Govern Admin - Data Model & Data Mapping  
  Early Registration Received by August 31st: $500USD  
  Regular Pricing Received after September 1st: $700USD
- [ ] Govern Admin - Super User Training  
  Early Registration Received by August 31st: $500USD  
  Regular Pricing Received after September 1st: $700USD
- [ ] Advanced SQL Queries  
  Early Registration Received by August 31st: $375USD  
  Regular Pricing Received after September 1st: $375USD
- [ ] CAFR Conference

### 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.

**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](#)

**Confirmation Number:** __________________________
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<thead>
<tr>
<th>Time</th>
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<th>Track 3</th>
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<tr>
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<td>Registration</td>
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<tr>
<td>7:30am - 8:45am</td>
<td>DAY 1: Wednesday, November 16, 2011</td>
<td>Breakfast &amp; Registration</td>
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<tr>
<td>8:45am - 10:15am</td>
<td>Session 1</td>
<td>Opening Address</td>
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<tr>
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<tr>
<td>10:30am - 12:00pm</td>
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<td>Business Unit Opening Address</td>
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<tr>
<td>1:00pm - 2:30pm</td>
<td>Session 3</td>
<td>Partner Presentation</td>
<td>New! Govern Admin – Ask the Experts</td>
<td>Back by Popular Demand! Peer Connections for Financial/HR/Payroll Users</td>
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<tr>
<td>2:30pm - 2:45pm</td>
<td>Break</td>
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<tr>
<td>2:45pm - 4:15pm</td>
<td>Session 4</td>
<td>Partner Presentation</td>
<td>New! Peer Connections for CMS Users</td>
<td>New Features – FMS6.9</td>
<td>New Features – HRMS 8.7</td>
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<tr>
<td>6:00pm - 8:00pm</td>
<td>Business Unit Cocktail Reception</td>
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<tr>
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<td>Breakfast</td>
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<tr>
<td>8:45am - 10:15am</td>
<td>Session 5</td>
<td>New! Regional User Groups – Meet &amp; Greet</td>
<td>QueryTool – Set up, configure and utilize!</td>
<td>Partner Presentation</td>
<td>New! Customer Showcase with Vallecitos Water District</td>
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<td>10:15am - 10:30am</td>
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<tr>
<td>10:30am - 12:00pm</td>
<td>Session 6</td>
<td>New! Dive into Reporting</td>
<td>New! Land Management Workflows &amp; My Workload</td>
<td>New! Accounts Payable Tips &amp; Tricks</td>
<td>HRMS Round Table</td>
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<tr>
<td>12:00pm - 1:00pm</td>
<td>Lunch</td>
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<tr>
<td>1:00pm - 2:30pm</td>
<td>Session 7</td>
<td>Partner Presentation</td>
<td>New! Accounts Receivable Round Table</td>
<td>New! Financial Purchasing Cycle</td>
<td>New! Security 101</td>
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<tr>
<td>2:30pm - 2:45pm</td>
<td>Break</td>
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<tr>
<td>2:45pm - 4:15pm</td>
<td>Session 8</td>
<td>Getting More from Support</td>
<td>New! Formulas &amp; Logical Expressions</td>
<td>New! Best Practices &amp; Strategies; Risk-Based Testing</td>
<td>New! Accounts Receivable/Payroll Interfacing</td>
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<tr>
<td>6:00pm - 10:00pm</td>
<td>Cocktail Reception &amp; Banquet</td>
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<tr>
<td>7:30am - 8:45am</td>
<td>DAY 3: Friday, November 18, 2011</td>
<td>Breakfast</td>
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<tr>
<td>8:45am - 10:15am</td>
<td>Session 9</td>
<td>Partner Presentation</td>
<td>CMS Tips &amp; Tricks</td>
<td>General Ledger Round Table</td>
<td>HRMS Tips &amp; Tricks</td>
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<tr>
<td>10:15am - 10:30am</td>
<td>Break</td>
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<tr>
<td>10:30am - 12:00pm</td>
<td>Session 10</td>
<td>New! The Magic of Perl Scripting</td>
<td>New! Customer Showcase with CB/J</td>
<td>New Features – FMS6.9</td>
<td>New Features – HRMS 8.7</td>
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<tr>
<td>12:00pm - 1:00pm</td>
<td>Lunch &amp; Closing Remarks</td>
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Govern CMS | Govern Financials | Govern HR/Payroll | Govern Financials/HR/PR combined Classes | All Users/Partner Presentations
SESSION SUMMARIES

Govern Admin - Ask the Experts
New! Here's your chance to pick the brains of Govern experts regarding the Govern Admin Tool! Come meet our panel of experts from Professional Services, Technical Services and Research & Development.

Peer Connections for Financial & HR/Payroll Users
Back by popular demand! This was our most raved about session in 2010 and a great chance to get to know your peers in a no-pressure, informal environment. An innovative and fun event, Peer Connections combines the excitement of speed networking with the more effective and comfortable environment of networking in small groups. Participants meet at tables of 4-10 for comfortable networking sessions that last approximately 10 minutes each. When time is up, everyone moves on to the next table to meet with a brand new group of people. New opportunities to ignite a business spark are found at each table. At the conclusion of the Peer Connections event, participants will have met 40-50% of the attendees at the event. To make the most of this experience please be prepared to share interesting facts about you and your organization and exchange business cards or contact information with your peers.

Peer Connections for Govern (CMS) Users
New! Financial and HR users RAVED about this session in 2010, so now we're giving Govern users a fabulous opportunity to get to know your peers in a no-pressure, informal environment. An innovative and fun event, Peer Connections combines the excitement of speed networking with the more effective and comfortable environment of networking in small groups. Participants meet at tables of 4-10 for comfortable networking sessions that last approximately 10 minutes each. When time is up, everyone moves on to the next table to meet with a brand new group of people. New opportunities to ignite a business spark are found at each table. At the conclusion of the Peer Connections event, participants will have met 40-50% of the attendees at the event. To make the most of this experience please be prepared to share interesting facts about you and your organization and exchange business cards or contact information with your peers.

New Features - FMS 6.9
Let us show you the new and exciting updates that have been included in the FMS 6.9 release. We will present the new features and functionality so your organization can benefit from the latest enhancements.

New Features - HRMS 6.7
We've been busy making plans for the current and next generation of the HRMS product suite. You spoke. We listened. Come see how we've incorporated your ideas for enhancements into HRMS 6.7.

Regional User Groups Meet & Greet
New! Account Manager Donna Parker introduces you to MS Govern Regional User Groups! Join in and discover all the fun they've been having with virtual and F2F meetings! We'll discuss online forums, blogs, newsletters and share ideas. Opportunities abound - it's never too late to discover all that awaits you!

QueryTool - Set up, config and utilize!
New! Information at your fingertips - Learn how to set up, configure and utilize the Query Tool. Our team will walk through the process of creating queries as well as discussing methodologies for creating useful queries which bring value across your organization.

Customer Showcase with Vallecitos Water District (VWD)
New! Customer Showcase: Vallecitos Water District walks you through its process for tracking projects from MS Govern's Community Management System through the HR/Payroll module to Financials.
 SESSION SUMMARIES

Dive in to Reporting (FMS/HRMS Reporting)
New! Let's dive in to reporting! Topics covered in this session for Financial and HR/Payroll users include: building and using database views; Crystal Tips & Tricks; and roundtable discussion on best reporting practices.

Land Management Workflows & My Workload
New! Get more out of your Land Management module. Explore the more in-depth capabilities of workflows, conditions and events. In addition, improve your user experience by accessing your "to-do list" via My Workload.

FMS - Accounts Payable Tips & Tricks
New! Here is a collection of tips & tricks to help you leverage MS Govern's Accounts Payable module to the max! Whether you are a new or an advanced user, these shortcuts & suggestions will help you get the most out of the application.

HRMS Round Table
Looking for ways to become more proficient? More efficient? If so, this is the session for you. A peer-to-peer group discussion will help address your human resource and payroll questions.

Accounts Receivable Round Table for Govern Users
New! Learn how to best leverage your Govern Accounts Receivable module, share tips & tricks with your peers and view a brief presentation of .NET Accounts Receivable.

Financial Purchasing Cycle
New! Join in this peer-to-peer discussion that will help address your questions regarding requisitions, purchase orders, fixed assets and inventory needs. Bring forward your best practices and challenges to be discussed in this forum. We'll also discuss ideas for future enhancements with the focus on the Purchasing suite.

Security 101
New! Application security can be as sophisticated or as simple as needed. This session will help you determine and define your organization's security needs from GemStone configuration through your HR/Payroll and Financial modules. Our panel of experts will help you understand security integration between your MS Govern systems.

Getting More from Support
The Customer Support Team is focused on helping you. Learn how you can get the most of out our services. Topics include "Helping Support Help You," "KnowledgeBase - Answers At Your Fingertips," "eSupport Downloads," and "Forums."

Formulas & Logical Expressions (Govern users)
New! Take your system to the next level. Learn how formulas and logical expressions can be leveraged to enhance the capabilities of your system such as validations checks and reduced manual entry.

Best Practices & Strategies; Risk-Based Testing (All Users)
New! The effectiveness of an implementation is determined by the process we follow. This is true whether or not we are aware of the process that is really being followed and regardless of whether it is the intended process. This course shows how to structure the process to accomplish more of the important testing at the beginning, in limited time while actually enabling earlier software deployment and user buy-in. Keys to success are (1) using ‘Best practices’ to save people time, effort, and aggravation; and (2) applying proven techniques for reliably and risk assessment. This course provides a complete overview of the testing process from Requirements Analysis to Acceptance Testing.
SESSION SUMMARIES

Accounts Receivable/Payroll Interfacing
**New!** This session will show you how to track COBRA premiums through the PR/AP/AR interface. Enter insurance elections within the HRMS application, interface to FMS to create accounts payable invoices to remit payment to the insurance vendor on behalf of retirees; and automatically create accounts receivable invoices to bill retirees for premium reimbursement.

Tips & Tricks for Govern (CMS) Users
This session provides a few ways to help MS Govern CMS do a little more for you. Learn some tips, tricks, shortcuts and other neat features to get to the information you need faster and more effectively.

General Ledger Round Table
Back by popular demand! Join in this peer-to-peer discussion that will help address your questions regarding journal entries, accounts payable, accounts receivable, cash receipts and Financial reporting needs. Bring forward your best practices, policies and challenges to be discussed in this forum.

HRMS Tips & Tricks
Whether you are new to MS Govern Software or a seasoned pro, this workshop will enhance your user savviness with tips, tricks, shortcuts and other neat features--all so you can access the information you need faster and more efficiently.

The Magic of Perl Scripting
**New!** Financial and HRMS technical users will benefit from uncovering the magic of perl scripting; Brent shows you how to effectively script background processes using pre_customer and post_customer perl scripts.

Govern Customer Showcase with CBJ
**New!** Customer Showcase & Best Practices: Come see how the City & Borough of Juneau, Alaska has created an environment of success as it showcases its best practices - learn how CBJ takes Land Management to another level by implementing conditions and events to help track its processes.

New Features - FMS 6.9
In case you missed the session on Day 1...We’ve been busy making updates to our financial software package. Let us show you the new and exciting changes that have been included in the FMS 6.9 release. We will present the new features and functionality so your organization can benefit from the latest advancements.

New Features - HRMS 6.7
In case you missed the session on Day 1...We’ve been busy making plans for the current and next generation of the HRMS product suite. You spoke. We listened. Come see how we’ve incorporated your ideas for enhancements into HRMS 6.7.
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

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FEES

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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
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