



2010 Users Conference—October 20-21

inHANCE News
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Welcome to Texas

You know what they say, “**Everything is Bigger in Texas**”. We are looking forward to the users conference this year in Dallas. It’s been quite a few years since we had the conference in our home state, and we are rolling out the red carpet for all of our customers who are coming this year. We are making plans for this to be a conference to remember. We look forward to seeing old friends, and meeting new ones. This has been a good year, and we have added many new customers to our inHance family.

Pictured above is the atrium at the Gaylord Texan, which is the host hotel for this year’s conference. We know you will enjoy your stay with us, and we are working hard to put together a conference full of information, training, and fun.

iRECOVERIT™ Harris Computer is pleased to announce a new product offering that will provide our customers with a low cost option to backup their inHance data. It will allow you to backup your data locally or on-line. We realize how important it is for your data to be secure, and this is a tool that will do that. You can also backup any other data that you choose. To find out more about this exciting product, and what it can do for you, call sales at 800-259-8222.



iRECOVERIT™ with LiveProtect. Backup any data, any time, to any destination

iRECOVERIT gives you the flexibility and power to create a backup that will meet your need. Locally, **backup your inHance Data**, or your entire computer to your local external USB drive nightly. You can also engage LiveProtect™ to have iRECOVERIT watch your files and provide continuous real-time data protection. You save it, we back it up offsite invisibly and automatically, keeping an unlimited version history that lets you roll-back to any point in time.

iRECOVERIT provides Big-Business IT best-practice for the little guy-true multi-destination, multi-schedule backup that can be adapted to meet your needs but at a consumer price. iRECOVERIT is software as a service billed at a low monthly subscription. A basic annual subscription costs less than most stand-alone backup software packages let alone a tape-drive or an external hard-drive.

Local Backup

Online backup is invaluable but simply cannot protect your entire computer. Using iRECOVERIT local backup system, you can backup your entire computer, open/locked files and operating system files to any local medium, whether it is an external USB drive, a local network location, a USB stick or an iPod.

Unlimited Number of Computers

Backup as many computers as you like using one account. Over 60% of households have more than one computer, and iRECOVERIT allows you to backup and recover from all of your machines. Backup your home, office and laptop computers all on one account for easy access to ALL your files from anywhere.

Go to www.irecoverit.com to find out more

Featured Employee's



Dawn Smith is now celebrating her 19th year with the company. In her spare time she coaches and plays soccer. She also likes the outdoors, camping, hiking, and fishing. She lives on a farm where she has a menagerie of animals, 5 cats, 3 wiener dogs a Tennessee Walker named Dolly and a hound dog named Roscoe. She has been

known to sing Karaoke on occasion and play saxophone. Dawn primarily provides support and training for our Small Business software. When needed, she also helps out with our large product support. Dawn is great with customers, and is always happy to help wherever she is needed. She also serves as the Product Manager for our Small Business software.



Jimmy Biondo has been with us for 18 years, starting back with the original company long before it became Harris Computer. Jimmy primarily works with our Small Business software doing both support and programming. He also helps out with the large product support when needed. He confesses to being a "computer geek", and plays and does

beta testing for many online, multi player game products. He enjoys movies, events, and travel. He and a group of friends have been traveling to a different state every year. He has been to 47 of the 50 states, Mexico, and Canada. Jimmy is a valuable member of both our support and product development teams. He is always eager to help customers and fellow employees in any way he can.

Introducing iWEB Managed Services for inHANCE

Fully Managed Online Payment System for inHANCE

Features & Benefits

- Managed service capable of allowing customers of utility companies that use inHance to pay their bills online, enroll in automatic payment options and view account history
- Real-time full integration with inHance for account balance, billing history, and recording of payments
- Simple to install and can be live in as short as a few minutes
- Accommodates the Harris Payment Gateway and several others which allows you to keep your existing payment gateway relationship

Versatile & Flexible

- Processes one-time and recurring payments with credit cards and electronic checks (ACH/EFT)

Efficient & Cost Effective

- Simple installation and setup ensures your website payments are up and running quickly
- Pay-as-you-go pricing with a low minimum and no contract

Powerful Security Features & Reliability

- Protects your business and customers' data with advanced encryption technology and security features
- Supports card security codes and Address Verification Service to help prevent credit card fraud

For More Information Sales 800-259-8222 ext 201



Using Windows 7

Inhance is now certified to run on Windows 7

Current Release Is

5.7.0.0

Please call support to set up a time to install the latest update. 866-450-6696



Beat the Rush !
Get your MID now.

For the last three years, the Post Office has been working towards replacing the POSTNET barcode with the Intelligent Mail Barcode (IMb) to improve the efficiency of the mail. Many deadlines have come and gone in this process. The current deadline of making the switch is May of 2011, and this deadline appears to be firm.

So what does this mean to you? Automation discounts for POSTNET barcoded mail will be discontinued in May 2011. The Post Office has advised my office that starting in **May 2011, Postage discounts will only be allowed on mail pieces that have IMb**. This means that the Machinable discount for pre sorted mail will also be going away. There will be different discount levels for Basic IMb and Full IMb. These rates have not been published yet.

What can you do now? One of the components of IMb is a unique Mailer Identifier (MID). This is a number that is assigned to your utility by the Post Office and it identifies what business or organization processed a particular piece of mail.

Harris Forms has an instruction sheet provided by the Post Office with the steps required to get an MID. Please email my office and I will forward these instructions to you. There is no cost to get an MID, so I would advise that you avoid the rush and apply for one now.

As always, Harris Forms is here to help in any way we can.

Dave Hedrick
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Remember...Tax Form Season is here!

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