

ENCON INSIDER

HAPPY NEW YEAR



BERNADETTE

Bernadette Bias began her journey with Encon at 19. As she approaches her 30th birthday, it seemed appropriate to reflect on her notable accomplishments over the past 11 years here at Encon.

Bernadette (also known as Bernie) started in the Order Entry department, processing orders and answering phones. This gave her the opportunity to be on the front lines and develop relationships with Encon customers and the sales department. While she enjoyed the fast-paced nature of this position, she was destined for more.

After only a year, she moved to the Customer Service department which, at the time, was located in a hard to find "closet of an office". Anyone who works at Encon knows the customer service department is truly a hidden gem.

Bernie's duties included processing RMA's, advances, exchanges, repairs, returns and managing the credits. In other words, she had to find a way to fix what was damaged and appease customers with appropriate credits. Certainly not a glamorous job nonetheless, an extremely valuable one. Bernie excelled in this position for over 7 years. "I especially enjoyed working and developing relationships with the vendors and sales and shipping departments. I also loved researching the history of products.

Two years ago, Bernie took on a new role as the Invoicing/Office Manager. Filling in for long time employee and Encon den mother, Diane Roenick, Bernie had huge shoes to fill. Fortunately, she has risen to the challenge.

Bernie completes all the invoices daily. She orders and maintains the kitchen, office and cleaning supplies for the entire workplace. She is also responsible for organizing all internal company events including our annual holiday parties, the summer barbecues and the monthly birthday parties. It is this part of her job, she enjoys the most.

Bernie has an incredible sense of humor that is evident at work and in her personal life. You can often hear her laughing or better yet, cracking someone else up. During stressful times, we are all grateful to have a Bernie around.

Although she is our in-house comedian, Bernie is serious about her commitment to Encon and her personal goals. While working full-time at Encon and raising her 9-year old daughter, Bella, Bernie also attends school full-time. Working toward a Business degree with a minor in Human Resources, Bernie is one year away from achieving her degree at Heald Business College.

Bernie's long-time boyfriend Tim and daughter love watching movies and going to Disneyland. In fact, they just returned from the happiest place on earth. Lucky for us, Bernie helps keep Encon the second happiest place on earth.



10% OFF ALL AEROTECH PRODUCTS



AEROTECH COMWAVE PROVIDES WIRELESS COMMUNICATION BETWEEN ANY WIEGAND DEVICE AND COMPATIBLE CONTROL UNIT. COMWAVE PRODUCTS SAVE YOU MAINTENANCE AND LABOR COSTS BY ELIMINATING THE NEED TO CABLE AND TRENCH.

OFFER ENDS FEB 26, 2010

BUY 1 HYSECURITY SWINGSMART GET 1 FREE



LIMITED TO ONE FREE SWINGSMART WITH PURCHASE OF ONE FULL PRICED SWINGSMART OPERATOR. OFFER IS ONLY ELIGIBLE TO CUSTOMERS PURCHASING THE SWINGSMART FOR THE FIRST TIME. ONLY 1 FREE OPERATOR PER CUSTOMER.

OFFER EXTENDED THROUGH MARCH 31, 2010

**\$100 OFF CTE1000
\$80 OFF WIM1000
\$30 OFF GC1010**

REBATE AMOUNT IS PER DEVICE SOLD AND PAID DIRECTLY TO THE DEALER FROM CELACCESS. DEALER'S END USER MUST ACTIVATE THE DEVICE BY SETTING UP THEIR CELACCESS ACCOUNT BY MIDNIGHT ON JAN 31, 2010. UPON DEVICE ACTIVATION AND ORDER CONFIRMATION, CELACCESS SYSTEMS WILL BEGIN PROCESSING THE REBATE AND PAY THE DEALER DIRECTLY.



OFFER ENDS JAN 31, 2010

PRICE CHANGES

AS OF JANUARY 1ST, DOORING, SECURA KEY AND APOLLO WILL IMPLEMENT PRICE CHANGES ACROSS THEIR PRODUCT LINES. SOME PRICES WILL INCREASE AND IN SOME CASES, DECREASE. PLEASE CONTACT AN ENCON SALES REPRESENTATIVE FOR SPECIFIC PRODUCT CHANGES.



DOORING TELEPHONE ENTRY CHANGES

BEGINNING JANUARY 1ST, DOORING MODELS 1834, 1835 AND 1837 WILL OFFER A **3000 MEMORY CAPACITY ONLY**. CALL ENCON FOR DETAILS.

