

OPERATIONS SUMMIT

EXCLUSIVELY ABOUT DIRECT-TO-CUSTOMER
OPERATIONS & FULFILLMENT

April 22-24, 2014 | Indianapolis, IN

AGENDA AT A GLANCE

TUESDAY, APRIL 22, 2014

11:45AM - 2:30 PM	WORKING LUNCH AND PRE-CONFERENCE WORKSHOPS				
	Negotiate Like the Pros – Contract Negotiations & Other Real World Strategies to Cut Your Parcel Costs 5-25% !	Operations & Fulfillment Best Practices	Social Media and the Contact Center: Enhancing Your Company's Brand Image and Bottom-Line		
SESSION ROOM	BALLROOM 2	BALLROOM 4	BALLROOM 3		
2:30 - 2:45 PM	NETWORKING BREAK				
2:45 - 4:30PM	PRE-CONFERENCE WORKSHOPS				
	Negotiate Like the Pros – Contract Negotiations & Other Real World Strategies to Cut Your Parcel Costs 5-25%!	Operations & Fulfillment Best Practices	Social Media and the Contact Center: Enhancing Your Company's Brand Image and Bottom-Line		
7:00 - 9:30PM	WELCOME PARTY				

TRACKS

CUSTOMER EXPERIENCE AND CONTACT CENTER TRACK


SHIPPING/DELIVERY/ INBOUND TRANSPORTATION TRACK


WAREHOUSE/ FULFILLMENT/RETURNS TRACK

EXECUTIVE TRACK


OPERATIONS MANAGEMENT TRACK

WEDNESDAY, APRIL 23, 2014

7:45 - 9:30AM	MORNING TOUR OSP					
7:30 - 8:15AM	BREAKFAST ROUNDTABLES					
8:30 - 9:20AM	CONCURRENT SESSIONS					
SESSION TITLE		Risks and Rewards of Using Regional Shippers – OPERATIONS SUMMIT EXCLUSIVE!	How to Expand Your DCs or Push Your Present One to Its Limits	Doing Business in Different Regions of the Globe: 5 Ways to Make it Happen	How to Improve Your Project Management for a Successful System Implementation	End-To-End Ecommerce - Transform Your Company Priorities, Processes, and Customer Experience
SESSION ROOM		BALLROOM 2	BALLROOM 4	BALLROOM 3	BALLROOM 1	BALLROOM 7
9:20 - 10:15AM	EXHIBIT HALL OPENS/NETWORKING REFRESHMENT BREAK IN EXHIBIT HALL					
10:15 - 11:10AM	KEYNOTE POWERPANEL					
11:25AM - 12:15PM	CONCURRENT SESSIONS					
SESSION TITLE	Taming Your Service Frankenstein: Getting Your Online and Call Center to Work Together to Build Love	Make Product Personalization Your Market Differentiator	Stage Stores eCommerce Fulfillment Operations: A Near Term Fulfillment Approach	Systems Integration for Multichannel Management	Meeting the Challenges of Smaller Operations	
SESSION ROOM	BALLROOM 1	BALLROOM 2	BALLROOM 4	BALLROOM 7	BALLROOM 3	
12:20 - 2:20PM	MID-DAY TOUR OHL					
12:15 - 12:45PM	FOOD AND REFRESHMENTS IN THE EXHIBIT HALL					
12:45 - 1:45PM	LUNCH ROUNDTABLES IN GENERAL SESSION ROOM Sponsored by					
2:00 - 2:50PM	CONCURRENT SESSIONS 					
SESSION TITLE	Upselling In The Contact Center...And Incentive Programs That Help!	Delivery as a Differentiator	Returns Power Panel: Best Omnichannel Returns Processes	Executive Forum: Larger Companies Over \$20 Million In Sales	Learning from a Lean Process Journey	
SESSION ROOM	BALLROOM 1	BALLROOM 2	BALLROOM 4	BALLROOM 3	BALLROOM 7	

2:50 – 3:30PM	NETWORKING EVENT / DESSERT BREAK IN THE EXHIBIT HALL						
3:40 – 4:30PM	CONCURRENT SESSIONS						
SESSION TITLE			Picking, Packing, and Shipping Efficiencies	Characteristics of Successful Start Up Operations	International Fraud	Winning Hiring Strategies for the Contact Center and Warehouse	The Great Picture Show: Real World Examples of What Works in the Distribution Center and Why
SESSION ROOM			BALLROOM 4	BALLROOM 3	BALLROOM 2	BALLROOM 7	BALLROOM 1
4:30 – 6:00PM	EXHIBIT HALL RECEPTION Sponsored by 						
6:00PM	EXHIBIT HALL CLOSES						
10:30PM – 2:00AM	EVENING FEDEX TOUR						

THURSDAY, APRIL 24, 2014

7:30 – 9:30AM	MORNING TOUR IDS AND INGRAM MICRO LOGISTICS						
7:45 – 8:30AM	BREAKFAST ROUNDTABLES						
8:45 – 9:35AM	CONCURRENT SESSIONS						
SESSION TITLE	Surviving Peak Season in the Contact Center	Advanced Parcel Negotiation Tips, Tricks, and Tactics – ALL NEW SESSION!	Which Warehouse Technologies Are Right for You	Guide to Launching a New Fulfillment Center	The Ins and Outs of Outsourcing		
SESSION ROOM	BALLROOM 1	BALLROOM 2	BALLROOM 4	BALLROOM 3	BALLROOM 7		
9:35 – 10:15AM	EXHIBIT HALL OPENS / NETWORKING REFRESHMENT BREAK IN EXHIBIT HALL						
10:15 – 11:05AM	CONCURRENT SESSIONS						
SESSION TITLE	Key Metrics in the Contact Center	Making Drop-Shipping Feel Like a Best in Class Experience to the Customer	Cutting Costs in the Warehouse	Crossing Borders – Creating Your Global DTC Distribution Plan	Handle Your Perishable Operations with Care: Cost Effective Tactics from Storing, Packaging to Shipping and Delivery		
SESSION ROOM	BALLROOM 1	BALLROOM 2	BALLROOM 4	BALLROOM 3	BALLROOM 7		
11:20AM – 12:10PM	CONCURRENT SESSIONS						
SESSION TITLE	Crisis in the Contact Center: To Outsource or To Stay In House	Identifying Opportunities with Your Inbound Transportation	How to Tackle Slow Moving Inventory	Executive Forum: Companies Under \$20 Million In Sales	New Trends in Order Fulfillment Packaging: Delivering on Profitability		
SESSION ROOM	BALLROOM 1	BALLROOM 2	BALLROOM 4	BALLROOM 3	BALLROOM 7		
12:20 – 2:20PM	MID-DAY TOUR LACROSSE FOOTWEAR & DANNER						
12:10 – 12:40PM	FOOD AND REFRESHMENTS IN EXHIBIT HALL						
12:40 – 2:00PM	KEYNOTE LUNCHEON ADDRESS						
2:15 – 3:05PM	CONCURRENT SESSIONS						
SESSION TITLE	Mastering Motivation: How to Create a Happy and Successful Operations Team	15 Surefire Ways to Cut Shipping Costs	Improving Inventory Management with Forecasting Accuracy in an Omnichannel World	Best Ways of Choosing Core Technologies for the Long Haul	Using "Out of the Box" Strategies to Fuel and Manage Hyper Growth		
SESSION ROOM	BALLROOM 1	BALLROOM 2	BALLROOM 4	BALLROOM 3	BALLROOM 7		
3:05 – 3:35PM	DESSERT RECEPTION IN THE EXHIBIT HALL Sponsored by 						
3:35PM	EXHIBIT HALL CLOSES						
3:45 – 4:35PM	CONCURRENT SESSIONS						
SESSION TITLE			Preparing for Peak in the Warehouse	Best Practices in Receiving		Omnichannel Retail: Drive Online and In-Store Sales with Cross-Chain Fulfillment	
SESSION ROOM			BALLROOM 2	BALLROOM 4		BALLROOM 7	
4:45 – 5:30PM	FEATURED SESSION: WHAT YOU HAVE TOLD US - THE STATE OF OPERATIONS 2014						
SESSION ROOM	BALLROOM 3						