




OPERATIONS SUMMIT

EXCLUSIVELY ABOUT DIRECT-TO-CUSTOMER OPERATIONS & FULFILLMENT

April 12-14, 2016 | Cincinnati, OH

FULL AGENDA 2016




TUESDAY, APRIL 12, 2016

11:45AM - 4:30PM	PRE-CONFERENCE WORKSHOPS (includes working lunch & networking break)			
	Negotiate Like the Pros – Parcel Contract Negotiations & Other Real World Strategies to Cut Your Shipping Costs 5-25%	The Accelerating Pace of Change in the Contact Center, and How to Prepare For It	How to Up Your Game in Omnichannel Operations	Fundamentals of Operations & Fulfillment
7:30PM - 9:30PM	WELCOME PARTY Sponsored by   			

WEDNESDAY, APRIL 13, 2016

7:30AM - 9:30AM	TOUR: DONNA SALYERS' FABULOUS FURS			
7:30AM - 9:30AM	TOUR: TRADEGLOBAL EAST PROVIDENT			
7:30AM - 8:20AM	BREAKFAST ROUNDTABLES Sponsored By 			BREAKFAST ROUNDTABLES

TRACKS

	OMNICHANNEL / DISTRIBUTED INVENTORY / INVENTORY MANAGEMENT TRACK	EXECUTIVE / MANAGEMENT TRACK	WAREHOUSE / FULFILLMENT / RETURNS / PACKAGING TRACK	SHIPPING / DELIVERY / LOGISTICS TRACK	CUSTOMER EXPERIENCE / CONTACT CENTER TRACK	GLOBAL TRACK (A&B)	
8:30AM - 9:20AM	The Big Picture: Keeping Your Omnichannel Strategy on Track	The State of Operations 2016	How An Exceptional Returns Experience Can Improve Your Profitability	Shipping as a Strategy – More Mission Critical Than You Might Think!	The Big Picture: The Customer (Experience) is King	KEYNOTE: Leveraging Cross-Border Trade Insights to Increase Sales (8:20AM - 9:10AM)	
9:20AM - 6:00PM	EXHIBIT HALL OPEN CLOSED FOR LUNCH 12:20 - 1:35AM					COFFEE WITH SPONSORS 9:10AM-9:30AM	
9:30AM - 10:20AM	NETWORKING REFRESHMENT BREAK IN EXHIBIT HALL 9:20 - 10:15AM Sponsored By 					Making a Case to Enter China's Multi-Billion Dollar Market	How Small Merchants Can Be Big Cross-Border Sellers
10:20AM - 11:15AM	KEYNOTE: OPERATIONS POWER PANEL					Localization, Localization, Localization: Understanding Your In-Market Opportunities	Successful Strategies for Expanding into Europe
11:20AM - 12:15PM	Successful Omnichannel Retailing: Essential Capabilities, Proven Strategies		How Automation Enabled Speed, Accuracy and Global Growth for iHerb	Advanced Parcel Negotiation Tips, Tricks & Tactics	Agents as Shopkeepers: Picking Up On Cues and Clues From Multichannel Interactions	Key Elements of a Global Shipping Strategy	How to Reach Customers in Australia
11:20AM - 2:30PM	SENIOR EXECUTIVE FORUM: SENIOR OPERATIONS EXECUTIVES						
11:30AM - 1:45PM	TOUR: TRADEGLOBAL MERIDIAN						
11:30AM - 1:30PM	TOUR: NEWGISTICS						
12:20 - 1:35PM	LUNCHEON ROUNDTABLES Sponsored By 						
1:40PM - 2:30PM	Omnichannel Power Panel: Exceeding Shopper Expectations		Reaping the Benefits of a Packaging Evaluation	Addressing Shipping Issues for Small-to-Medium Business Executives	The Voice of the Customer: Getting It Right	HORS' D'OEUVRES / LUNCHEON ROUNDTABLES / DESSERT RECEPTION	
2:35 - 3:30PM	DESSERT RECEPTION IN EXHIBIT HALL Sponsored By 					Understanding the Global Payments Landscape	Finding the Right Last-Mile Delivery Partner


3:35PM – 4:25PM	Omnichannel for Manufacturers and Brands: The Need for Bigger Dreams	Preparing Your DC for Holiday Peak: A Continuous Improvement Process	How DIM Has Transformed the World of Packaging	Making the Call on Ports: Managing Risk, Cost and Service Through Ocean Shipment Routing	A Look at Winning Customer Experience and Retail Innovation Benchmarks	How to Acquire International Customers Online	Growing Your Business in China and Other Asia-Pacific Markets
4:30PM - 6:00PM	EXHIBIT HALL RECEPTION Sponsored By  						
6:30PM - 9:30PM	GROUP NETWORKING DINNER – MORTON'S Sponsored By 						

THURSDAY, APRIL 14, 2016

7:30AM - 9:30AM	TOUR: SHORR PACKAGING						
7:30AM - 9:30AM	TOUR: INTELLIGRATED						
7:30AM - 9:30AM	TOUR: IHERB						

7:45AM - 8:40AM	BREAKFAST ROUNDTABLES					BREAKFAST WITH SPONSORS 8:00AM - 8:40AM	
8:45AM – 9:35AM	Drop Shipping Best Practices: Keeping the Customer Experience High, Inventory Low		Order Selection A-Z: Making Your Operation Best in Class	The Big Picture: Shipping Power Panel	Knowledge Management – Making It Work in Customer Care Operations	Aligning Your Global Ecommerce Digital, Logistics and Distribution Strategies	Keeping Calm in Latin America's Complex Cross-Border Market



9:35AM - 3:40PM EXHIBIT HALL OPEN | CLOSED FOR LUNCH 12:20PM - 1:55PM

9:35AM - 10:30AM	NETWORKING REFRESHMENT BREAK IN EXHIBIT HALL 9:35AM - 10:20AM Sponsored By 					KEYNOTE: Trends and Opportunities in Cross-Border Ecommerce (9:35-10:30 AM)	
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10:30AM – 11:20AM	Consumers Crave the Convenience of Unified Commerce - Can Retailers Deliver?	Lessons Learned from BDI's Lean Operations Process Journey	Shared Space: Making Kitting, Assembly Work Alongside Fulfillment	Improving Your Inbound Logistics to Win in Ecommerce	Because I'm Happy: Preparing Great CSRs Creates a Great Customer Experience	Planning for a Global Customer Experience	Using Ecommerce Marketplaces to Grow Cross-Border Sales
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11:25AM – 12:15PM	Best Practices for the Omnichannel Distribution Center and Outbound Supply Chain	Build, Buy or Modify: Gaining the Warehouse System Your Company Needs	Pins on a Map: Steps to Broadening Your Distribution Network	Making "Free" Shipping Affordable	Keeping Subscription Service Customers Happy and Loyal	Simplifying Global Ecommerce with Third-Party Service Partners	The Best Ways to Grow Ecommerce Sales in Canada
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11:30AM - 1:30PM TOUR: UPS SUPPLY CHAIN SOLUTIONS

12:20PM - 1:55PM	2016 EXCELLENCE IN CUSTOMER EXPERIENCE AWARDS LUNCHEON					HORS' D'OEUVRES / LUNCHEON ROUNDTABLES	
					Diamond Sponsor: 		
					Gold Sponsor: 		

2:00PM – 2:50PM	Omnichannel: Bringing RFID Back	Retail Technology Decision-Making: Lessons Learned from Bon-Ton		The On-Demand Economy and Fulfillment: How Soon Is Now?	Customer Contact Center Management 301	Passage to India: Growing Your Sales in this Emerging Economy	Preventing Fraud in a Global Ecommerce World
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2:55PM - 3:40PM DESSERT RECEPTION Sponsored By 

3:45PM – 4:35PM	Omnichannel and the Retail Supply Chain: Bigger Than the Four Walls	Steps to Improving Recruiting, Hiring and Retention in a Tight Market		White-Glove Treatment: The Growth in Specialized Last-Mile Delivery			
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