

WHERE RETAIL DELIVERY INNOVATORS *CONNECT*

Ret@il Delivery
CONNECT

August 22-24, 2016 • The Biltmore Hotel • Miami, FL
www.retaildeliveryconnect.com



WHAT IS RETAIL DELIVERY CONNECT?

After last year's tremendous success Worldwide Business Research (WBR) is proud to present the second edition of **Retail Delivery Connect** our exclusive invite-only event for 65 of North America's most influential and innovative retail executives responsible for optimizing Logistics, Transportation, Fulfillment, Distribution, Operations and Supply Chain.

This high-level gathering allows you to discuss the latest trends around retail delivery in an intimate and interactive setting. Benchmark, network and discuss winning strategies to

- Master the Last Mile
- Create supply chain and inventory visibility
- Reduce costs
- Build a flexible and efficient global network

to delight your customers. Have prequalified one-to-one meetings with solution providers you want to learn from. Hear from some of the most innovative retailers, e-tailers and brands about spearheading initiatives, best practices and cutting-edge technologies to speed up eCommerce fulfillment & logistics, while containing costs.

Let us give you the tools to succeed.

We provide custom-made content and arranged networking that will set you up for success: Our mission is to make your job easier.

We look forward to welcoming you to Miami!

Regards,

Kai Hahn
Head of Production
Retail Delivery Connect
Kai.Hahn@wbresearch.com



YOU'RE IN ***GREAT COMPANY***

To ensure you receive the highest degree of specialized content, we have made **Retail Delivery Connect** an invitation-only gathering for decision-makers within retail delivery. Why? We want you to network with fellow executives whose problems are similar to yours and who's insights will help you to be successful.

You will be shaking hands and collaborating with Chief Supply Chain/Fulfillment/Logistics Officers
EVPs/ SVPs / VPs / Global Heads /Senior Directors/Directors of:

- Delivery
- Distribution
- Fulfillment
- Inventory Management
- Logistics
- Omni-channel
- Operations
- Supply Chain
- Transportation
- Customer Experience

Past Attendees Included:



MEN'S WEARHOUSE®





WHAT MAKES THE EXPERIENCE *UNIQUE*?

Retail Delivery Connect provides the right information in the right learning environment.



Keynote Presentations:

Learn from senior-leadership representing the top retailers that deliver content relevant to your job function in a TED style format.



Roundtables:

Informal discussions with your peers moderated by an industry innovator. You choose the roundtable based on your interests and have actual conversations that produce actionable takeaways.



Consultative Business Meetings:

An integral part of your agenda is the one-to-one consultative business meetings with leading solution providers. You choose who you want to meet based on the solutions your business needs. This unique aspect of **Retail Delivery Connect** serves to simplify and save you time for sourcing new technology, fulfillment, logistics and supply chain solutions.



Panel Debates:

Carefully selected topics that inspire controversy and generate passionate opinions from the participating speakers.



Workshops:

Roll-up your sleeves and choose the topics that best fit your responsibilities from over 15 hands-on workshop sessions spread throughout the three days.



Facilitated Networking:

Leveraging the valuable group of executives all in one place, we incorporate structured time in to your agenda to ensure you meet with the attendees you most want to.



The Fun Stuff:

There's nothing like mixing business with pleasure, so we take full advantage of the beautiful setting to serve up spectacular social events for you and your fellow attendees to kick back and make the most of your time!



"Retail Delivery Connect was really well put together, it was highly informative, especially the roundtables as we were able to debate with our peers in the industry and there was a real sense of openness amongst the leaders of other supply chain organizations, especially in retail. So the openness really helped us determine what types of things we are struggling with and best practices. I think the speakers were very well chosen. Each brought a unique experience set and also a unique retail experience that brought to light a number of issues we have in the industry. I thought the breath of knowledge of all the speakers was really evident and thinking out of the box with some of the drone seminars we had was fantastic."

Michael Ledonne, Director Supply Chain Operations, **Sears**



MEET OUR DISTINGUISHED ***SPEAKER FACULTY***



Colin Sims
COO
Delivery.com



Marie Robinson
COO & SVP, Global Operations
Michael Kors



Matt James
SVP, Operations and Merchandising
Redbox



Lyndsi Lee
DVP, Inventory Management
True Value Company



Brandon Cates
DVP Supply Chain
Sears



Steve Linn
VP of Operations
Alex and Ani



Chris Groseclose
Chief Fulfillment Officer
Crutchfield



George Melendez
VP Supply Chain
PetEdge



Chris Kaye
VP of Supply Chain
Crate & Barrel



Joe Shearn
VP Distribution
Tiffany and Co.



Colby Chiles
Sr. Director – Supply Chain for
Direct Fulfillment
Home Depot



Jason Acevedo
Sr. Director Ecommerce and
Logistics Operations
The Limited



Dave Phillips, Director of Global
Omnichannel Strategy &
Operations, **Toys'R'Us**



Jeff Brady
Director of Transportation &
Logistics
Harry & David



Darrin Browder
Director of Operations Americas
Transportation and Logistics
Dell



Philippe Chevalier
Director Logistics and Supply Chain
Bouclair



Scott DeGraeves
Principal
Scott DeGraeve Consulting

AGENDA-AT-A-GLANCE:

DAY ONE • August 22, 2016

12:00 – 1:00	CONFERENCE REGISTRATION	3:15 – 3:45	BUSINESS MEETINGS INNOVATION WORKSHOP
1:00 – 1:10	SOLUTION PROVIDER ORIENTATION	3:50 – 4:20	BUSINESS MEETINGS INNOVATION WORKSHOP
1:10 – 1:15	DELEGATE ORIENTATION	4:20 -4:45	NETWORKING BREAK
1:15 – 1:30	CHAIR'S WELCOME AND OPENING REMARKS	4:45 – 5:30	IN TRANSIT ROUNDTABLES: Four static roundtables with 10 delegates each
1:30 – 2:00	ICE BREAKER: Speed Business Card-Swap And Delegate Introductions	5:30 – 5:50	PRESENTATION: Enabling End-To End Supply Chain Visibility
2:00 -2:20	PRESENTATION: Demand Vs Capacity – Understand Retail Delivery Trends To Be Prepared For The Ecommerce Revolution	5:55 – 6:25	BUSINESS MEETINGS INNOVATION WORKSHOP: The New Definition of Global Trade Management
2:20 – 2:40	INNOVATOR CASE STUDY: Build A Flexible Last Mile Strategy To Deliver An Outstanding Customer Experience During Peak Seasons	6:30 - 7:00	BUSINESS MEETINGS THINK TANK
2:40 – 3:10	PANEL DISCUSSION: Go The Extra Mile – Overcoming Challenges With Home Delivery In Rural Areas	7:00 -8:00	COCKTAIL HOUR
		8:00	DINNER FOR ALL GUESTS

DAY TWO • August 23, 2016

7:40 – 8:40	BREAKFAST	2:20 – 2:50	BUSINESS MEETINGS INNOVATION WORKSHOP
8:40 – 8:55	CHAIR'S DAY TWO WELCOME	2:55 – 3:25	BUSINESS MEETINGS INNOVATION WORKSHOP
8:55 – 9:15	INNOVATOR CASE STUDY: Customer Options And Home Depot's Delivery Transformation	3:25 – 3:50	NETWORKING BREAK
9:15 – 9:35	INNOVATOR CASE STUDY: Mastering Omni Channel Distribution – Planning For Growth	3:50 – 4:10	KEYNOTE SESSION: Big Data And Your Supply Chain- A Whole New World
9:35 – 9:55	INNOVATOR CASE STUDY: Create Item Level Visibility And Accuracy Through The Entire Supply Chain To Satisfy Availability	4:10 – 4:30	KEYNOTE SESSION: Click & Collect - Providing A Better Experience At A Lower Cost
9:55 – 10:20	NETWORKING BREAK	4:30 – 5:00	PANEL DISCUSSION: Let's Pick Up Speed – Key Considerations to Automate
10:20- 10:50	DELEGATE TO DELEGATE NETWORKING: BIRDS OF A FEATHER SESSION	5:05 – 5:35	BUSINESS MEETINGS INNOVATION WORKSHOP: There Is No Greatness Without Goodness
10:55 -11:25	BUSINESS MEETINGS INNOVATION WORKSHOP	5:40 – 6:10	BUSINESS MEETINGS THINK TANK: Help – I Have A Legacy System – What Now?
11:30 – 12:00	BUSINESS MEETINGS THINK TANK: Out Of Stock! Words Of The Past	6:15 – 7:15	COCKTAIL HOUR
12:00 – 1:30	NETWORKING LUNCH	7:15	DINNER FOR ALL GUESTS
1:30 – 2:15	ROUNDTABLES: Four static roundtables with 10 delegates each		

DAY THREE • August 24, 2016

7:30 – 8:30	BREAKFAST	9:55 – 10:20	NETWORKING BREAK
8:30- 8:45	CHAIR'S DAY THREE WELCOME	10:20 – 10:50	BUSINESS MEETINGS THINK TANK
8:45 – 9:05	INNOVATOR CASE STUDY: Delivery.com's API: How Partner-Focused Technology Is Transforming The Marketplace	10:55 – 11:25	BUSINESS MEETINGS THINK TANK
9:05 – 9:25	INNOVATOR CASE STUDY: Building A Supply Chain Foundation And Network in APAC	11:30 – 12:00	BUSINESS MEETINGS THINK TANK
9:25 – 9:55	PANEL DISCUSSION: Overcoming Inefficiencies Between Retailers And Logistics Partners	12:05 – 12:35	BUSINESS MEETINGS THINK TANK
		12:35	KEYTAKE AWAYS & CLOSING LUNCH



DAY ONE:

Innovative Strategies & Tools To Win The Battle Against Increasing Logistics Costs And Deliver An Outstanding Customer Experience

August 22, 2016

12:00 | **CONFERENCE REGISTRATION OPENS**

1:00 | **WELCOME REMARKS AND DELEGATE ORIENTATION**

A brief welcome from the event organizer with an overview of the day's sessions and activities.

1:15 | **CHAIR'S WELCOME AND OPENING REMARKS: Reducing Costs And Expanding Capacity Through Innovation And Technology**

1:30 | **ICE BREAKER: Speed Business Card-Swap and Delegate Introductions**



Delegates have an opportunity to introduce themselves to one another in a "speed-dating" format. They are each given three questions to answer during the introduction and then move on to the next delegate.

2:00 | **PRESENTATION: Demand Vs Capacity – Understand Retail Delivery Trends To Be Prepared For The Ecommerce Revolution**

Ecommerce is growing rapidly, but with it attributing currently only to 7% of all retail sales we ha-ven't even scratched the surface of the eCommerce revolution in our near future. But how to prepare for the rising demand in the light of a drivers crunch and rising shipping costs? Ebay Enterprise will update you on the latest trends and numbers, as well as effective strategies to tackle the omni-channel challenge.

- Update on consumer trends – meeting customer expectations efficiently and effectively
- Outlook on recent technology innovations and new capabilities to cope with increasing ecommerce demand, execute speed and cost improvement
- From 2-day to same day delivery to free shipping and free returns- what should you offer?
- Regional carriers and crowd sourcing if and how
- Assess the current landscape of last mile options

TBC

2:20

INNOVATOR CASE STUDY:

Build A Flexible Last Mile Strategy To Deliver An Outstanding Customer Experience During Peak Seasons

Hear from an industry leader how they have revamped their last mile strategy to create greater customer satisfaction, bring down costs and speed up delivery.

- Integrate innovative approaches to optimize the Last Mile
- Transform the delivery model to allow greater flexibility
- Successful strategies to maintain the customer experience even in peak seasons
- Lessons learned from the last holiday season

Jeff Brady, Director of Transportation & Logistics, **Harry & David**

2:40



PANEL DISCUSSION: Go The Extra Mile – Overcoming Challenges With Home Delivery In Rural Areas

Most retailers don't have the volume to offer customized home delivery options in rural areas, but thanks to new technologies companies can now deliver a consistent customer experience without breaking the bank. This panel discusses effective and innovative approaches to bridge the gap between what your customers want and what you can afford from commodity to home delivery solution.

- Strategic approaches to get products closer to Your customers
- Joining forces with other retailers through technology innovation
- Moving from a dedicated to a conjunctive or commingling transportation model to expand capacity
- Create a network of local delivery companies
- Develop customized pick up and delivery options
- Overcome common challenges for Big Box delivery
- White Glove a promise you can't keep?

Moderated by **Jim Wicker**, CEO & President, **JW Logistics**

Darrin Browder, Director Operations Americas Transportation and Logistics, **Dell**

Brandon Cates, Divisional Vice President, **Sears**



DAY ONE: *CONTINUED*

3:15



1-TO-1 BUSINESS MEETINGS

30min Innovation Workshop Concurrent with Business Meeting

TIME TO E WEIGHT: **Beat DIM Weight And Save Big!**

- Conducting a thorough packaging evaluation
- What is the "correct" packaging for the order?"
- Bringing packaging consistency throughout your distribution channels

Jim Burns, GM, **Shorr Packaging**

Mike VanZetta, Corporate Director - Corrugated, **Shorr Packaging**

3:50



1-TO-1 BUSINESS MEETINGS

30min Innovation Workshop Concurrent with Business Meeting

GET THE BEST BANG FOR THE BUCK: **The A to Z of Freight and Parcel Audits**

Determine the best shipping option with a Transportation Management Systems (TMS) and do freight and parcels audits to ensure you did it right and minimize cost while boosting speed

Lead by **Intelligent Audit**

4:20

NETWORKING BREAK

4:45



IN TRANSIT ROUNDTABLES:

Brainstorm and benchmark with industry leaders in our open roundtables discussions. Participating senior executives choose their priorities on registration and will be grouped according to their cho-sen topics, with a limit of 10 people per table. Benefit from the opportunity to share experiences, challenges and strategies in an informal, interactive format. Discussions will be facilitated but the emphasis is on making this an interactive session. All roundtables run concurrently for 30 minutes. After 30min participants will report their key take-aways back to the general session.

Topics may include:

- **DISCUSS RISKS OF CROWD SOURCING FOR HOME DELIVERY AND HOW TO MINIMIZE THEM**

- **WHEN DOES DROP SHIPPING MAKE SENSE?**
- **KEY CONSIDERATIONS WHEN CHANGING TO A MULTI-CARRIER SYSTEM**
- **LEVERAGE THE BEST DISCOUNTS IN PARCEL CONTRACT NEGOTIATION: WHAT ARE THE BREAKAWAY POINT FOR LTL AND WHERE CAN YOU LEVERAGE PARCEL?**
- **THE SECRET SAUCE TO MAKE SHIPPING FROM STORES VIABLE**
- **ADDED VALUE FROM WHITE GLOVE TO ASSEMBLY SERVICE**

5:30

PRESENTATION: **Enabling End-To End Supply Chain Visibility**

In order to respond accurately to an event and put the right steps in place to minimize damage and increase transparency you have to gain real-time knowledge and end-to-end visibility. This session shows you how

- Move and track freight in real-time
- Advanced communication tools to connect at every point in time with your partners
- Integrate event reporting to trigger corresponding processes
- Increase efficiencies in your operations
- Highlight crucial processes and technologies to create higher visibility

Travis Rhyan, President& CEO, **10-4 Systems**





DAY ONE: *CONTINUED*

5:55



1-TO-1 BUSINESS MEETINGS

30min Innovation Workshop Concurrent with Business Meeting

The New Definition of Global Trade Management

The term Global Trade Management is expanding and growing as quickly as the technology can keep up. In 2016 and beyond we will see Globalization 3.0 lead to key drivers in Global Trade Management solutions, processes and pressures for organizations. Learn how the complexities of sourcing and global trade can be streamlined through technology and automation.

Gary Barraco, Senior Director of Supply Chain Solutions, **Amber Road**

6:30



1-TO-1 BUSINESS MEETINGS

30min THINK TANK Concurrent with Business Meeting

To Ship Free Or Not – That Is The Question!

Discuss with peers when it makes sense to offer free shipping and at what price point.

7:00



COCKTAIL HOUR sponsored by 10-4 Systems

8:00

DINNER FOR ALL GUESTS

"I really liked the small intimate forum and the ability to hear directly from other retailers regarding their challenges and how they are addressing them. I really liked the small break-out sessions and the chance to network and build relationships."

Kevin Donnelly, VP of Direct to Consumer Supply Chain, **VF Corporation**



WBR Connect is a new division of WBR which focuses on bringing together the most senior-level executives for a by-invitation only gathering where they can share their actual business cases with other top executives and learn from a few selected solution providers about technologies that will aid them in their daily challenges. WBR Connect is a complement to our existing large scale conference business and serves as a sales platform for intimate business case sharing and gives us the opportunity to match senior executives with the solutions they need.

WBR - BUILDING RELATIONSHIPS ONE CONVERSATION AT A TIME.

DAY TWO:

Create An Intelligent Customer Facing Supply Chain To Optimize Order Fulfillment And Accommodate Future Growth

August 23, 2016

7:40 | **BREAKFAST**

8:40 | **CHAIR'S DAY TWO WELCOME:**
From Visibility To Real-Time

8:55 | **INNOVATOR CASE STUDY: Customer Options And Home Depot's Delivery Transformation**

- Building a flexible set of customer options for pickup and delivery
- Leveraging Stores, DCs, and Vendors to meet customer promise profitably
- Linking delivery/omni-channel capabilities to merchandising strategy

Colby Chiles, Sr. Director – Supply Chain for Direct Fulfillment, [Home Depot](#)

9:15 | **PRESENTATION: Mastering Omni Channel Distribution – Planning For Growth**

There is a need to balance short term solutions with a holistic approach and tradeoffs must be made to accommodate the supply chain capabilities and competing customer omni-channel expectations.

- Create synergy between flexible/scalable processes, systems, infrastructure and labor strategies
- Add value, reduce cost, assure quality and drive time compression
- Highlight the importance of people and leadership
- A 80% solution executed well will trump a better solution poorly executed every day

Steve Linn, VP of Operations, [Alex and Ani](#)

9:35 | **INNOVATOR CASE STUDY: Create Item Level Visibility And Accuracy Through The Entire Supply Chain To Satisfy Availability**

The Retail Tech Report declared inventory visibility as the top priority for retailers in 2016. Hear from an industry leader how they have lifted the fog in their supply chain and created

a well oiled machine that operates efficiently, speeds up fulfillment, reduces costs and exceeds customer expectations.

- Redesigning fulfillment structures and processes
- Overcome accuracy challenges through technology and workforce training
- Leverage all points of inventory
- Create transparency for the customer
- Consolidate multiple data points

Lyndsi Lee, DVP, Inventory Management, [True Value Company](#)

9:55 | **NETWORKING BREAK**

10:20 | **DELEGATE TO DELEGATE NETWORKING Birds Of A Feather Session**

10:55 | **1-TO-1 BUSINESS MEETINGS**

30min Innovation Workshop Concurrent with Business Meeting

Advantages And Disadvantages Of A Sort Center And Cross-Docking

Improving efficiency and handling times and bring down transportation costs through consolidation and deconsolidation arrangements

11:30 | **1-TO-1 BUSINESS MEETINGS**

30min Innovation Workshop Concurrent with Business Meeting

"Out Of Stock!" – Words Of The Past?

Highlight Innovative Solutions to Optimize Inventory Management and Enable Flexibility

Richard Sprungle, Vice President of Operations, [Audio-Technica](#)

12:00 | **NETWORKING LUNCH**

1:30 | **ROUNDTABLES:**

Brainstorm and benchmark with industry leaders in our open roundtables discussions.



DAY TWO: *CONTINUED*

Participating senior executives choose their priorities on registration and will be grouped according to their chosen topics, with a limit of 10 people per table. Benefit from the opportunity to share experiences, challenges and strategies in an informal, interactive format. Discussions will be facilitated but the emphasis is on making this an interactive session. The roundtables run concurrently for 30 minutes. After 30min participants will report their key take-aways back to the general session. Topics may include:

- **LEVERAGE YOUR DATA FOR REAL-TIME SUPPLY CHAIN INSIGHTS**
- **CREATE AN EFFECTIVE IN-STORE FULFILLMENT STRATEGY**
- **WHEN IS THE RIGHT TIME TO INVEST IN INFRASTRUCTURE/ A WAREHOUSE?**
- **BEST PRACTICES FOR AN ERP IMPLEMENTATION**
- **IS RFID ON THE RISE AGAIN?**

2:20



1-TO-1 BUSINESS MEETINGS

30min Innovation Workshop Concurrent with Business Meeting

Creating A Smooth Returns Process That Distinguishes You From The Competition

Create a returns policy and reverse logistics program that creates value for customer and retailer

2:55



1-TO-1 BUSINESS MEETINGS

30min Innovation Workshop Concurrent with Business Meeting

Contact Centers A Game Changer For Improved Customer Experience?

Step up your game to create an outstanding customer experience that drives customer loyalty

Chris Groseclose, Chief Fulfillment Officer, **Crutchfield**

3:25

NETWORKING BREAK

3:50



KEYNOTE: Creating a Flexible Fulfillment Environment to Tackle Fluctuating Demand

As consumer demand and expectations continue to grow, finding ways to cost effectively meet customer promises seems to be getting more and more difficult. There are requirements for quick turnaround and same day delivery, there are big swings in peaks during holiday seasons, and there are certain days of the week that have greater demand than others. Learn how to think about ways to tackle some of these flexibility needs in your business, including:

- Leveraging your data to understand customer behavior
- Managing your assortment: what, when, how
- Deciding if all customer promises should be fulfilled in the same way
- Understanding what features are key in your order fulfillment technology
- Using customer satisfaction metrics in a value added way
- Some examples of how different retailers are approaching the problem

Scott DeGraeves, Principal, **Scott DeGraeve Consulting**

4:10



KEYNOTE: Click & Collect - Providing A Better Experience At A Lower Cost

Lockers are on the rise and will become huge in 2016 and that is no surprise. More and more customers enjoy this very convenient and fast method to collect their online orders. This keynote will provide you with data on recent trends and customer expectations and needs that explain why click and collect should be on top of Your agenda. Catch up on the locker boom.

- The latest stats on US click & collect adoption
- Make the omni-channel connection between online and offline
- Overcome manual workflow challenges
- Create value through improved speed and convenience
- When is self-service service improvement? Understand that not one size fits all
- Forecast for 2017

Henrik Gedde Moos, Founder & CEO, **SwipBox**



DAY TWO: *CONTINUED*

4:30



PANEL DISCUSSION: **Let's Pick Up Speed – Key Considerations to Automate**

Automation brings massive advantages and delivers speed, accuracy and lower operational costs for optimized distribution and fulfillment. In this panel thought leaders discuss the status quo of automation technology, how they have overcome implementation challenges and increased their productivity and efficiency.

- Outline key factors that drive fulfillment speed
- Assess the status quo of automation software
- Automatic dimensioning during receiving
- Optimize pick path
- The pros and cons of RF picking vs, voice pick vs pick to light
- Auto calculate and dispense paper to reduce unnecessary material
- Best practices to overcome implementation challenges

Moderated by **CodeShelf**

Marie Robinson, SVP, Global Operations,
Michael Kors

Chris Kaye, VP of Supply Chain, **Crate & Barrel**

Joe Shearn, VP Distribution, **Tiffany and Co.**



5:05



1-TO-1 BUSINESS MEETINGS

30min Innovation Workshop Concurrent with Business Meeting

There Is No Greatness Without Goodness

Integrating Workers With Disabilities In Supply Chain Organizations - Making The Business Case

Businesses that employ people with disabilities turn social issues into business opportunities

These opportunities translate into lower costs, potentially higher revenues and increased profits

The focus of this workshop will be to share some tips on how to get started using the model pioneered by Randy Lewis the former head of Supply Chain/Logistics for Walgreens and now deployed at many well-respected companies

Steve Linn, VP of Operations, **Alex and Ani**

5:40



1-TO-1 BUSINESS MEETINGS

30min THINK TANK Concurrent with Business Meeting

Help - I Have A Legacy System – What Now?

Understand next strategic steps to overhaul your legacy system and how to approach this major initiative

6:15



COCKTAIL HOUR sponsored by **SwipBox**

7:15

DINNER FOR ALL GUESTS



DAY THREE:

Design A Flexible And Efficient Network Globally

August 24, 2016

7:30 | **BREAKFAST**

8:30 | **CHAIRMAN DAY THREE WELCOME:**
What Makes A Good Network

8:45 | **INNOVATOR CASE STUDY: [Delivery.com's API: How Partner-Focused Technology Is Transforming The Marketplace](#)**

The on-demand economy is anchored in one main value proposition -- quick and reliable delivery of goods and services. Through our API, delivery.com works with delivery companies so they can tap into our vast network of merchants in need of logistics services, and so we can offer not only user demand, but order fulfillment to our merchant base.


- Finding reliable, stable and nimble last mile partners
- Providing technology support for partners when coding to API and for merchants when using last mile services
- Leveraging last mile services to enhance delivery.com's value proposition to merchants
- Developing easy-to-use and flexible interface on which merchants can manage their last mile delivery needs
- Enabling merchants and users to track delivery progress in real-time

Colin Sims, COO, [Delivery.com](#)

9:05 | **INNOVATOR CASE STUDY: [Building A Supply Chain Foundation And Network in APAC](#)**

- Building a foundation to support a competitive advantage
- Asia Supply Chain Assessment the Big 6
- Integrated Networks mission critical challenges and opportunities
- Supply Chain Trends in Asia: Trends, and Risks

George Melendez, VP Supply Chain, [PetEdge](#)

9:25 |  **PANEL DISCUSSION: [Overcoming Inefficiencies Between Retailers And Logistics Partners](#)**

Discuss the advantages of employing a 3PL vs developing internal processes and logistics strategies that increase efficiency and lower the costs.

- Understand your own capabilities and limits to make a call what you should outsource
- Address gaps in the offering of 3PLS vs your needs
- Think differently about how partnerships can bring significant value to the business
- Weigh cost savings in packing vs increased delivery costs

- Onboard your logistics partners to understand your fulfillment and shipping procedures
- Negotiate a contract that aligns goals
- Max out on a 3 Node Network for Regional
- Balance the rest of the year vs peak season requirements

Matt James, Senior Vice President, Operations and Merchandising, [Redbox](#)

Jason Acevedo, Sr. Director Ecommerce and Logistics Operations, [The Limited](#)

Dave Phillips, Director of Global Omnichannel Strategy & Operations, [Toys'R'Us](#)

9:55 | **NETWORKING BREAK**

10:20 | **1-TO-1 BUSINESS MEETINGS**



30min Innovation Workshop Concurrent with Business Meeting

[Assess The Current State Of Inbound Logistics](#)

Discuss factors that have created the biggest challenges in ocean shipments and how to manage risk

Philippe Chevalier, Logistics and Supply Chain Director, [Bouclair](#)

10:55 | **1-TO-1 BUSINESS MEETINGS**



30min Innovation Workshop Concurrent with Business Meeting

[Finding The Right Logistics Partners For Global Shipments](#)

Jeff Brady, Director of Transportation & Logistics, [Harry & David](#)

11:30 | **1-TO-1 BUSINESS MEETINGS**



30min Innovation Workshop Concurrent with Business Meeting

[Highlight Last Mile Options In Emerging Countries](#)

12:05 | **1-TO-1 BUSINESS MEETINGS**



30min Innovation Workshop Concurrent with Business Meeting

[Building A Cost Effective And Efficient Global Distribution Strategy](#)

12:35 | **KEYTAKE AWAYS & CLOSING LUNCH**



MEDIA *PARTNERS*



EMARKETING + COMMERCE (EM+C) is the one-stop shop where you can find the information you need to reach more people and serve them better, to market more effectively, and to increase revenue — all online. The eM+C staff is backed by an Editorial Advisory Board that represents the freshest thinkers in the arena of e-marketing and commerce, keeping us focused and ahead of the curve.



Innovative Retail Technologies (formerly Integrated Solutions for Retailers) - a free monthly magazine helping retail executives make informed decisions about technology and operations solutions for all of their sales channels. The magazine provides insight on how retailers can achieve critical business objectives by integrating leading-edge solutions across the retail enterprise.



Target Marketing helps professionals navigate multichannel direct marketing. Here, you'll find innovative tactics, techniques and solutions that will improve marketing performance no matter what challenges you face, whether you market through print, email, online, mobile or any of today's channels. Our thought leaders tackle the pros and cons of new technology to offer diverse opinions about the tactics that are successful and best practices to implement them. Whatever challenges marketers face today, Target Marketing will help find the solutions to survive and thrive in this ever-evolving world.



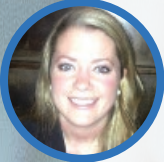
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SupplyChainBrain, the world's most comprehensive supply chain management information resource, is accessed year round through a wide range of ever evolving multi-media formats by hundreds of thousands of senior level industry executives. In addition to addressing the fundamental principles of supply-chain management, SupplyChainBrain identifies emerging trends, technologies and best practices, forward thinking ideas and cutting edge solutions-and continues to write and report about these as they evolve and mature.

INTERESTED IN ATTENDING?

If you're the Supply Chain/Logistics/Transportation/Operations or Fulfillment/ leader in your business and could profit from exclusive knowledge sharing with your peers and insight into the most innovative technologies on the market, then **Retail Delivery Connect** is designed specifically for you. To request an invite please contact:



Leah Price
Head of Delegate Acquisition
Phone: 646.200.7512
Email: leah.price@wbresearch.com

INTERESTED IN SPONSORING?

Meet senior executives, benchmark and build relationships to advance deals with your target market. You'll meet with companies that are qualified - and presently looking to - invest in your area of expertise. For more information on a customized package which can include: 1-to-1 meetings, networking and speaking engagements please contact:



Felipe Velloso
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