

Supply Chain 2025: Creating a Frictionless & Effortless Fulfillment in a New Age of Engagement

**NEXT GEN
CUSTOMER
DELIVERY**

February 7-9, 2018 • The Magnolia Hotel Dallas-Park Cities, Dallas, TX

www.nextgencustomerdelivery.com

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NEXT GEN CUSTOMER DELIVERY

WELCOME

In today's world, customers are increasingly defining how companies structure their supply chains. They can now shop anytime and anywhere and choose how their orders will be fulfilled. Customers are armed with unmatched choices and channels, which surfaces demands of retail cross-channel fulfillment and increased cost on logistics and transportation. In light of these emerging retail fulfillment challenges, we present **Next Gen Customer Delivery**.

Next Gen Customer Delivery will offer cutting-edge, interactive and tailor-made learning opportunities for senior level executives to gain actionable insights and stay ahead in this ever-changing environment. 3-day packed agenda will bring retailers, eTailers and grocers together to discuss their strategies and to identify new ways to improve customer experience and retention as quickly and cost-efficiently as possible. With senior-level professionals in attendance, and leading industry experts speaking, Next Gen Customer Delivery is the place with an experience that you simply don't get anywhere else.

We look forward to welcoming you to Dallas in February 2018.

Best wishes,

The Customer Delivery Team

ABOUT OUR SPONSORS



Apex Logistics International, Inc. | www.apexglobe.com

At **Apex Group**, we are dedicated to fulfilling all your needs—from the source to the final destination. Since our incorporation, we have proved to be a safe, reliable, quality-driven forwarder. As a member of the World Cargo Alliance, our extensive global network covers over 80 countries worldwide, assuring that your freight can be delivered just about anywhere. We understand that every business has unique transportation and logistic challenges, which is why we focus exclusively on providing suitable solutions for your company. We offer comprehensive service plans tailored to your requirements.



Bringg | www.bringg.com

Bringg is the leading customer-centric logistics technology solution for enterprises, with customers in more than 50 countries including some of the world's best-known brands.

Using Bringg's powerful SaaS platform, companies in the logistics, retail, food, CPG and services industries can achieve logistical excellence across their complex delivery ecosystems. The solution helps balance the needs of the various participants - from management and marketing at headquarters, through dispatchers and drivers in the field, and all the way to the customers who are at the heart of the entire operation.



Colliers | www.colliers.com

Colliers is a global leader in commercial real estate services, with more than 16,000 professionals operating out of 554 offices in 66 countries. Colliers delivers a full range of services to real estate occupiers, owners and investors worldwide, including global corporate solutions, brokerage, property and asset management, hotel investment, sales and consulting, valuation, consulting and appraisal services, mortgage banking and insightful research.



Convey | www.getconvey.com

Convey enables businesses worldwide to take control of shipping and delivery, providing customers the experience they demand and retailers the efficiency they require. Our cloud-based platform connects disparate data and processes, giving retailers the insight to make smart decisions, and the tools to take action. From parcel to freight, and first to final mile, Convey helps the world's largest brands create better delivery outcomes while reducing costs, improving visibility and transforming transportation into their next competitive advantage.



goTRG | www.gotrg.com

goTRG is a leader in the implementation and execution of Omni-Channel and Supply Chain solutions. Our innovative R1 technology powers every touch, movement and decision for the world's largest companies resulting in superior net margins, controls and sell-through. Founded in 2008 by Supply Chain and Omni-Channel experts we assembled a team of innovative engineers, developers and retailers with decades of experience who collaborated to solve the industries greatest challenges and created the first end-to-end business solution.



Logility, Inc. | www.logility.com

Logility provides supply chain optimization and advanced retail planning solutions that make "planning optimized" a reality.

Pioneering collaborative technology, Logility introduced its first solution to the market in 1996. Since that time and more than 1,250 customers later, Logility remains a renowned supply chain software company, continually enhancing its products through organic development efforts and acquisitions. As a leading supply chain management company, Logility's methodology includes award-winning development strategies, sound industry alliances, market-leading innovation, flexible deployment options, implementation services and training, and 24-hour support.

ABOUT OUR SPONSORS



Logis9 | www.logis9.com

Logis9 is a tech-enabled, non-asset based 3PL based in Sunnyvale, California. Our mission is to design custom transportation solutions for today's tech-savvy marketplace that provides complete visibility, efficiency, and cost savings for our customers transportation needs.



MercuryGate | www.mercurygate.com

MercuryGate's inspiration is to provide a high-quality Transportation Management System at an affordable price to all industry segments, large and small. To better meet your needs, MercuryGate provides a low cost and low risk method for implementation. MercuryGate's commitment is to deliver a system that is always one generation ahead of it's time to support your transportation management requirements – a solution for today and tomorrow.



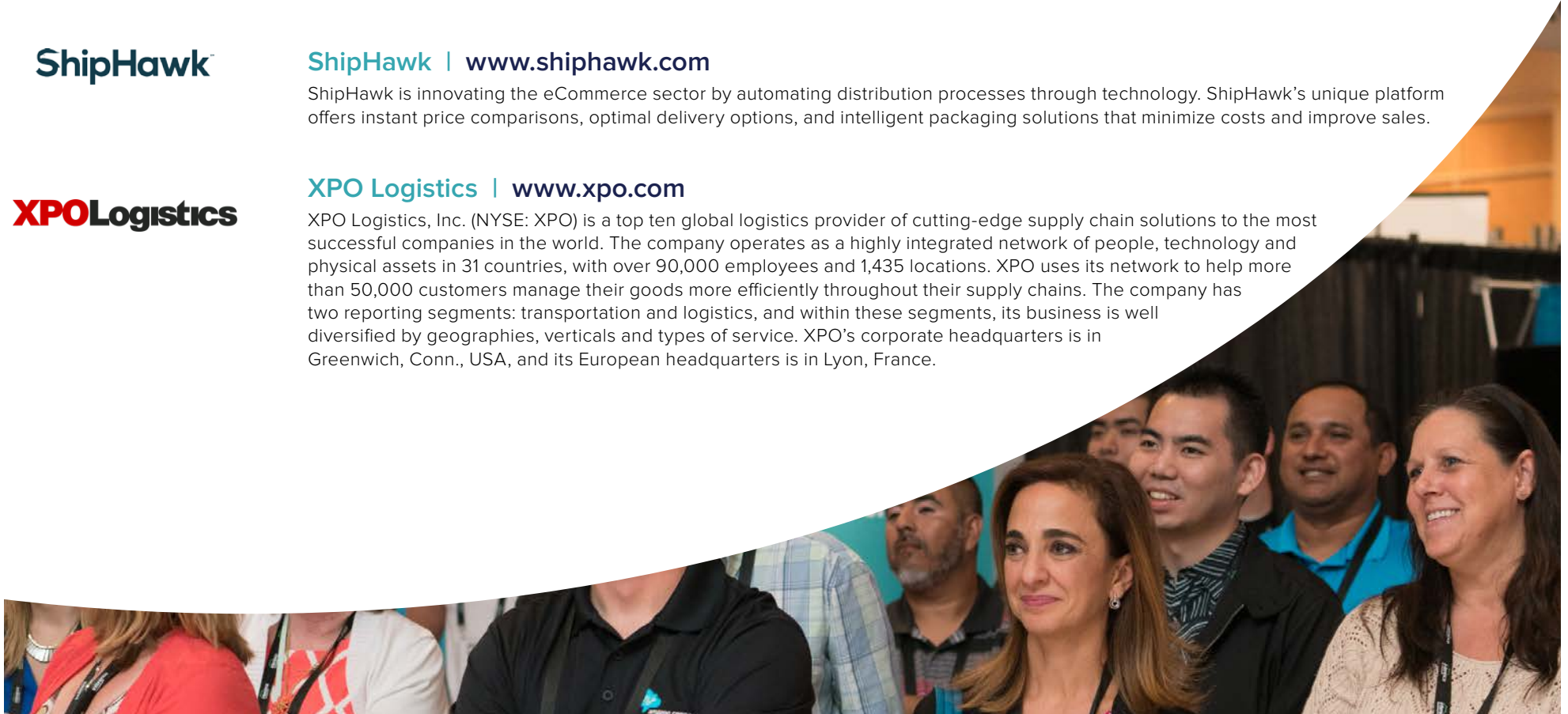
ShipHawk | www.shiphawk.com

ShipHawk is innovating the eCommerce sector by automating distribution processes through technology. ShipHawk's unique platform offers instant price comparisons, optimal delivery options, and intelligent packaging solutions that minimize costs and improve sales.



XPO Logistics | www.xpo.com

XPO Logistics, Inc. (NYSE: XPO) is a top ten global logistics provider of cutting-edge supply chain solutions to the most successful companies in the world. The company operates as a highly integrated network of people, technology and physical assets in 31 countries, with over 90,000 employees and 1,435 locations. XPO uses its network to help more than 50,000 customers manage their goods more efficiently throughout their supply chains. The company has two reporting segments: transportation and logistics, and within these segments, its business is well diversified by geographies, verticals and types of service. XPO's corporate headquarters is in Greenwich, Conn., USA, and its European headquarters is in Lyon, France.



SEE WHAT'S NEW FOR 2018!



SITE TOUR EXPERIENCES

Experience the Neiman Marcus store that features State of the Art technologies including, 4K touch table, memory mirrors, and beacon as well as AT&T Stadium, home of the Dallas Cowboys and the world's largest domed structure.



PRACTITIONER LED MASTER CLASSES

by senior executives from Aldo Group, Boxed Wholesale, Charming Charlie and Fun.com



MULTI-TRACKED AGENDA

focusing on future of supply chain, automation and customer-centric last mile



INTERACTIVE DISCUSSION GROUPS (IDGs)

take part in Interactive Discussions around today's hot topics. You will get the opportunity to select and pre-register for three topics to ensure a perfectly tailored experience.



1:1 BUSINESS MEETINGS

The business meetings provide an unique opportunity for exclusive invitation only participants to efficiently assess solutions and services to help them strategize opportunities for their active projects.



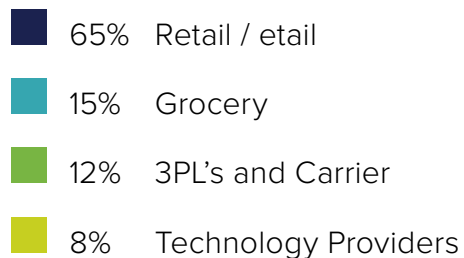
WELCOME TO DALLAS

Big things happen in Texas, and Dallas is no exception. Whether you want to enjoy the weather, some BBQ or a hearty helping of Texas hospitality, the Lone Star State has a lot to offer.

WHO WILL BE ATTENDING

Attendee Industry

See who will be joining you in 2018!



Next Gen Customer Delivery gives you exclusive access to:

- Advanced industry thinkers
- Valuable insights
- Creative business solutions
- Your true peers
- Along with an itinerary that you control

Attendance is limited to senior supply chain operations, logistics and fulfillment executives who comes together to share ideas and bring their insight and expertise on the latest trends in Fulfillment.

**PURCHASE
YOUR
PASS**



Reflecting the diversity of the agenda, we are thankful for the support of our advisory board. The board is integral to the development and execution of the Customer Delivery Series, supporting the strategic positioning of the brand and advising as to the content and participants that matter most.



Rick DiMaio
Vice President, Distribution
Office Depot



Kunal K. Thakkar
SVP Global Operations
Newegg



Jim Hourigan
COO
BuildDirect



Brandon Cates
DVP, Supply Chain
Sears Holdings Corporation



Joe Bobko
VP, Transportation
Boxed Wholesale



Michael Thompson
Chief Supply Chain Officer
NatureBox



Michael Pezzicola
Head of Business-Expansion Operations
Google Express



Carroll Morale
Vice President of Logistics & Transportation
Overstock

MEET YOUR 2018 NEXT GEN CUSTOMER DELIVERY LEADERS



Kim Aaltonen
Head of Delivery Operations
Nokia, North America



Joe Bobko
Vice President of
Transportation
Boxed Wholesale



Brandon Cates
DVP, Supply Chain
Sears Holdings Corporation



Larry Ellis
Director of Transportation
BuildDirect



Craig Jones
Vice President, Supply Chain
Aldo Group



Michael Pezzicola
Head of Operations -
Expansion
Google Express, Google



Dallas Clarksean
Vice President of Operation
Fun.com



Ericka Ponte
General Manager
Gwynniebee



Ryan Quinlan
Head of Fulfillment
Google Express



Britton Russell
S.V.P Chief Supply Chain Officer
Charming Charlie

MEET YOUR 2018 NEXT GEN CUSTOMER DELIVERY LEADERS



Mike Smith
Senior Vice President,
OmniCommerce
Stage Stores



Abir Thakurta
VP Global Supply Chain
Havertys Furniture



Paul Jarrett
Co-Founder / CEO
Bulu Box



Scott Emmons
Head of the Innovation Lab
Neiman Marcus



Sarah Hague
Executive Director
Logistics at Glossier



**Michael
Shaughnessy Jr.**
Vice President Operations
Balsam Brands



Kunal Thakkar
Senior Vice President of Global
Operations
Newegg.com

DAY 1: WORKSHOPS

12:30	Registration
1:00	Chairman's Opening Remarks - Ice Breaker Activity
1:30	MASTER CLASS WORKSHOP: Strategies for Designing Winning Network Design
2:15	MASTER CLASS WORKSHOP: Unwrapping Seasonality Challenges - Are You Keeping Up with Fulfillment?
3:00	Demo Drive & Business Meetings

4:00	MASTER CLASS WORKSHOP: The Holy Grail of Retail: Real-Time and Unified Inventory Visibility and Accuracy with Waveless Order Fulfillment
4:45	MASTER CLASS WORKSHOP: Win at the Speed of Fast Fashion – Key Strategies to Maintain a Profitable Position in the Increasingly Demanding Market
5:30	Cocktail Reception

DAY 2: MAIN CONFERENCE

7:30	Networking Breakfast
8:30	Chairman's Opening Remarks
8:45	KEYNOTE ADDRESS: The Rethinking and Redesign Warehouses and Inventory Strategies
9:30	CASE STUDY: More Bang for Your Buck- How 3PLs Drive Strategic Partnerships and Growth
10:15	Demo Drive and Business Meetings
11:15	PANEL: The Future of the Last Mile- Automated or Uberized?

12:00	Networking Lunch
1:00	INTERACTIVE DISCUSSION GROUPS (IDGS)
2:45	Networking Break and Business Meetings
3:45	CASE STUDY: Transforming Digital Supply Chains with Artificial Intelligence
4:30	CASE STUDY: Connecting The Omnichannel Dots: Winning Strategies for The Future of Retail
5:15	CLOSING ADDRESS: Neiman Marcus's Omnichannel Journey- Delivering Speed, Convenience, and Flexibility
6:00	Cocktail Reception

DAY 3: MAIN CONFERENCE & SITE TOURS

7:30	Networking Breakfast
8:30	Chairman's Opening Remarks
8:45	OPENING ADDRESS: Balancing Customer Expectations and Commercial Reality with White Glove Service
9:30	IGNITE CHALLENGE
10:15	Networking Break and Business Meetings

11:15	CLOSING ADDRESS: The Neiman Marcus iLab: Designing the Store of the Future
12:00	Conference Concludes/Lunch on the Go
12:30	Depart for Neiman Marcus Site Tour
2:15	Depart for AT&T Stadium Site Tour
5:00	Return from Site Tour

SITE TOUR EXPERIENCES

FRIDAY, FEBRUARY 9, 2018



SITE TOUR A:

NEIMAN MARCUS STORE TOUR

12:30 PM

Neiman Marcus blends a modern, luxurious design with state-of-the-art technology and amenities at their 95,000-square-foot, two-level store.



SITE TOUR B:

AT&T STADIUM TOUR

2:15 PM

AT&T Stadium is more than the home of the Dallas Cowboys, it's a world of facts and figures about the world's largest domed structure, an art museum, a classroom.



Upgrade to an ALL ACCESS PASS to attend both tours.

12:30 **Registration**

1:00 **CHAIRMAN'S OPENING REMARKS: Ice Breaker Activity**

1:30 **MASTER CLASS WORKSHOP: Strategies for Designing Winning Network Design**

In today's environment most companies use a hybrid of different network models to fulfill their customers needs and cost requirements. A one size fits all approach is not likely to succeed so the network must be more flexible and scalable. In this session, we'll discuss the entire journey of network design:

- Meeting customer needs with product variety and availability, visibility, returns and shipping costs
- Network length and delivery time
- A blend of DC's and FC's to upkeep eCommerce delivery
- A growing combination of points of order entry
- Balancing transportation costs
- Distributor with carrier delivery/ last mile delivery or with customer pick-up



Craig Jones
Vice President, Supply Chain
Aldo Group

2:15 **MASTER CLASS WORKSHOP: Unwrapping Seasonality Challenges - Are You Keeping Up with Fulfillment?**

Spikes in demand not only require more stock but also trigger the need for warehousing space, additional labor and training, and more cost-efficient shipping options. Staying on top of your peak season 'game' will not only decrease your risk for pick, pack and shipping errors, but also a happy returning customer ; a win-win for you and the growth of your business.

- Establishing Picking Strategies
- Design Below Peak
- Be Flexible and Scalable
- Use Automation Wisely
- It's All About Staffing



Dallas Clarksean
Chief Operating Officer
Fun.com

3:00 **Demo Drive & Business Meetings**

4:00 **MASTER CLASS WORKSHOP: Topic Being Discussed**



Joe Bobko
Vice President of Transportation
Boxed Wholesale

4:45 **MASTER CLASS WORKSHOP: Win at the Speed of Fast Fashion – Key Strategies to Maintain a Profitable Position in the Increasingly Demanding Market**

- Price, Manufacturing Timeline and Availability, Trend-based and Disposability
- Significant fast-fashion supply chain principles
- The changing dynamics of speed to market
- Barriers to entry: Factors preventing retailers to enter into fast fashion industry
- Smarter speed to market: synchronize internal cross-functional teams and resources with external



Britton Russell
SVP Chief Supply Chain Officer
Charming Charlie

5:30 **MASTER CLASS WORKSHOP: Transforming Digital Supply Chains with Artificial Intelligence**



Kim Aaltonen
Head of Delivery Operations, North America
Nokia, North America

6:15 **Cocktail Reception**

Wrap up your day with drinks and laughter!

7:45 **Networking Breakfast**

8:15 **Chairman's Opening Remarks**

8:30 **KEYNOTE ADDRESS: The Rethinking and Redesign Warehouses and Inventory Strategies**

- Get comfortable with days of inventory, not weeks
- Best ways to profitably serve without making the network of stores less of a financial burden
- Synchronized inventory flow: Fulfill based on demand than based on a forecast



Abir Thakurta
VP Global Supply Chain
Havertys Furniture

9:00 **CASE STUDY: 7 Steps to Building State-of-The-Art Delivery Operations**

Considering the drastic changes that the delivery market has undergone over the past few years, companies that want to remain viable need to achieve logistical excellence in terms of both operational efficiency and customer experience.

- This session will present the best practices required to achieve these goals:
- How to streamline your processes, improve their efficiency and reduce related costs
- Technologies to provide comprehensive visibility and communicate effectively
- Ways to customize your customers' experiences in order to build loyalty



Tamir Gotfried
General Manager, Americas
Bringg

9:30 **Demo Drive and Business Meetings**

10:30 **PANEL: The Future of the Last Mile- Automated or Uberized?**

- Autonomous trucks with automated warehouses to close the loop on a fully automatic supply chain
- Predictive analytics and data visualization being used across supply chains
- Blurring the physical and digital space with smarter supply chain



Panelist:
Brandon Cates
DVP, Supply Chain
Sears Holdings Corporation



Panelist:
Sarah Hague
Executive Director, Logistics
Glossier



Panelist:
Joe Bobko
Vice President of
Transportation
Boxed Wholesale



Panelist:
Vikram Balasubramanian
Sr. Vice President,
Product Strategy
MercuryGate



Panelist:
Michael Pezzicola
Head of Operations -
Expansion - Google Express
Google



Moderator:
Will O'Shea
Senior Vice President,
Sales Solutions
XPO Logistics

11:15 **PANEL: Challenges Around Site Selection for Supply Chain Needs**



Panelist:
Kunal Thakkar
Senior Vice President of
Global Operations
Newegg.com



Panelist:
Alan Hawkshaw
Vice President of Sales
Logis9



Panelist:
Larry Ellis
Director, Warehouse Services
BuildDirect



Moderator:
Ward Richmond
Senior Vice President
Colliers International

12:00 **Networking Lunch**

1:00

NEW! INTERACTIVE DISCUSSION GROUPS (IDGs)

During this part of the event, delegates will be sorted into groups of 20 to take part in Interactive Discussions around today's hot topics. Each IDG includes both the end-user and thought leader perspectives. You will get the opportunity to select and pre-register for topics and will rotate between your choices every 30 minutes. These sessions repeat 3 times with 5 minutes transition in between each IDG. Discussion groups are kept small to ensure all delegates get the opportunity to ask their most pressing questions ensuring a perfectly tailored experience.

IDG Leaders:



Ericka Ponte
General Manager
Gwynniebee



Sarah Hague
Executive Director,
Logistics
Glossier



Paul Jarrett
Co-Founder / CEO
Bulu Box



Mike Smith
Senior Vice President,
OmniCommerce
Stage Stores



Michael Shaughnessy Jr.
Vice President Operations
Balsam Brands

THREE ROTATIONS OF EACH • 1:00 – 1:30 • 1:35 – 2:05 • 2:10 – 2:40

Drop Shipping for Ecommerce- Live locally, Sell globally

- Best ways to manage the integration between manufacturers, retailers and wholesalers
- Capacity and transferability of logistics infrastructure while maintaining customer fulfilment
- Providing transparency: How to deal with certain product categories with a high percentage of returns

Moderator:

Michael Piza
Vice President
Apex Logistics International



Thinking Outside of the Box: Disrupting the Industry with “Netflix-for-Samples”

- Challenges of this unique model
- Developing a regional carrier network for faster fulfilment
- Can you get enough stock to scale? What about the replacement cost?

Real-Time and Unified Inventory Visibility and Accuracy with Waveless Order Fulfillment

- Changes to support the high volumes of multi line-items
- Investment in goods-to-person automation to cost-effectively and more efficiently meet the requirements of fulfilment

Managing Reverse Logistics- Offering the ability to return to wherever possible

- Invest in capabilities to manage returned merchandises independently on the route to the market supply chain
- Fully integrated open to buy (OTB) processes linked to reverse logistics supply chain processes to reduce the capital invested in excess inventory
- Simplifying free or lower-cost shipping and returns processes in order to increase sales and revenue and to avoid shopping cart abandonment

Moderated by goTRG



2:45

3:45 **INDUSTRY INSIGHT: Topic Being Discussed**

Presented by Convey 

4:15 **CASE STUDY: Advanced Retail Planning—Stories of Excellence**

In this omni-channel world, retailers need a comprehensive integrated retail planning platform to keep their customers happy. Attend this session and learn how leading retailers, including Group Dynamite, Tuesday Morning, Red Wing Shows and others are improving forecasting, store planning, allocation, assortment planning, fashion replenishment, and more.



Geoff Cobleigh
Vice President
Logility

Presented by Logility 

4:45 **CLOSING ADDRESS: Connecting The Omnichannel Dots - Winning Strategies for The Future of Retail**

- Order or Reserve online and Buy or Return in Store: How feasible it is for retailers?
- Bridging the gap between system support to business support to gain omni-channel capabilities
- Centralized real-time inventory system: Ensuring faster and more accurate fulfillment for both eCommerce and stores



Ryan Quinlan
Head of Fulfillment
Google Express



Michael Pezzicola
Head of Operations - Expansion - Google Express
Google

5:30 **Cocktail Reception**

Cocktails and Conversation are the perfect way to end a day full of great information with new friends.



MAIN CONFERENCE & SITE TOUR

FRIDAY, FEBRUARY 9, 2018

8:00 **Networking Breakfast**

8:30 **Chairman's Opening Remarks**

8:45 **OPENING ADDRESS: Balancing Customer Expectations and Commercial Reality with White Glove Service**

- Leverage existing data from TMS, GPS and other sensor devices to accurately predict ETA
- Complexities around lift gates, driver assist/unload, inside delivery, pallet jack equipment on board, and smaller truck sizes
- Customer feedback and expectations: Measure the success with customer surveys and Net Promoter Score



Larry Ellis
Director of Transportation
BuildDirect

9:30 **INDUSTRY SPOTLIGHT: The Neiman Marcus iLab: Designing the Store of the Future**



Scott Emmons
Head of the Innovation Lab
Neiman Marcus

10:15 **Networking Break and Business Meetings**

11:15 **Depart for Site Tour A: Neiman Marcus / Lunch on the Go**

2:00 **Depart for Site Tour B: AT&T Stadium Tour**

4:00 **Return from Site Tour/ Conference Concludes**

 **Continue the conversations!**

Check out our LinkedIn Group for upcoming events and stay connected with the industry leaders.



FRIDAY, FEBRUARY 9, 2018



NEIMAN MARCUS STORE TOUR

Friday, February 9, 2018 @12:30PM

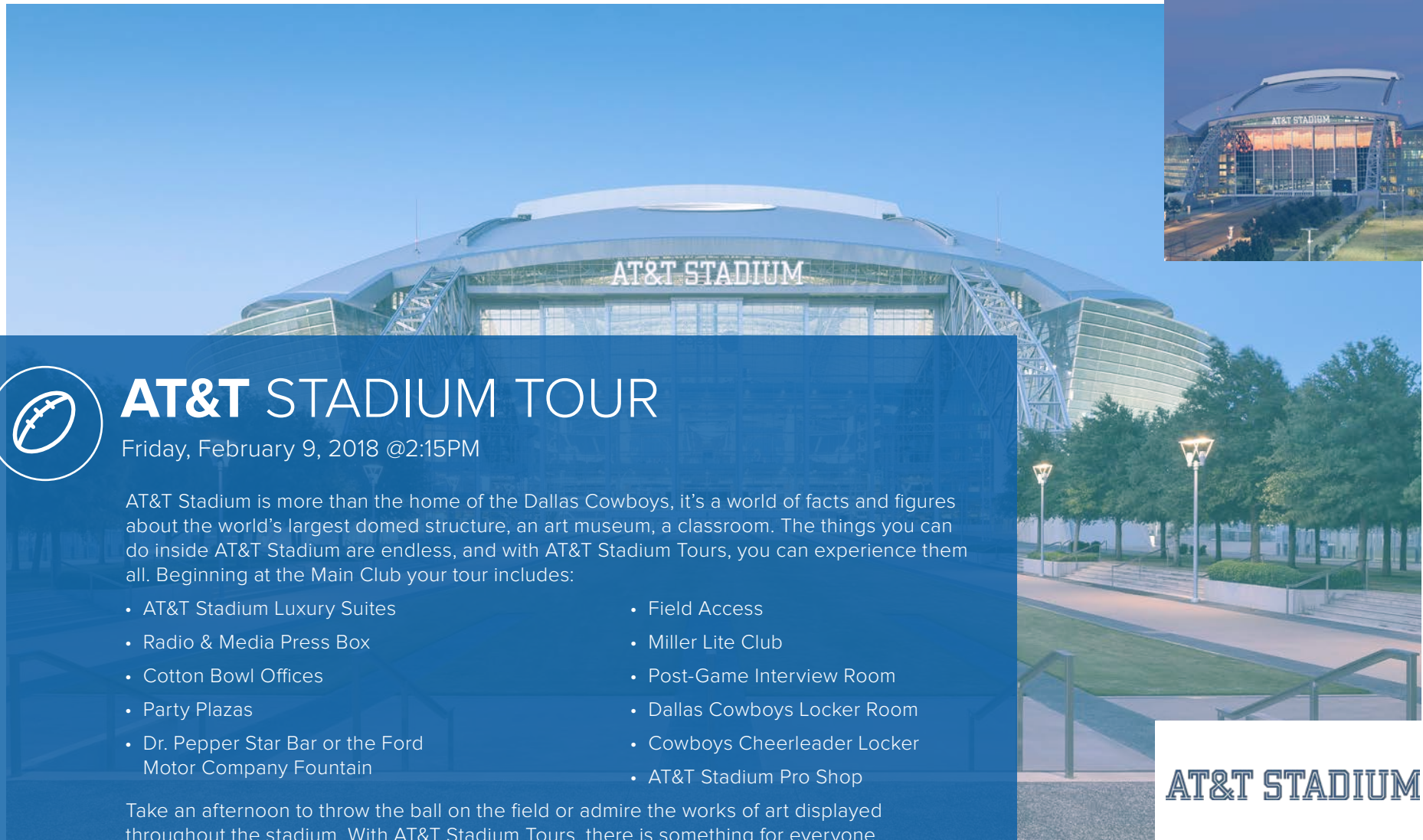
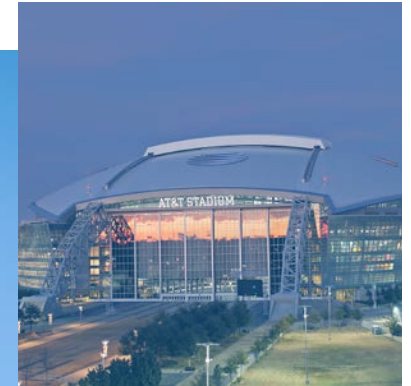
Take a tour at Neiman Marcus, a luxury, multi-branded, omni-channel fashion retailer. This is a store of the future, offering a reimagined shopping experience. The nearly 95,000 square foot store boasts several noteworthy tech offerings such as:

- ChargeSpot station
- Memory Mirrors
- Memory Makeover™ Mirrors and Sunglass Mirror®
- Interactive advances in CUSP–Alert Tech fitting room technology and
- Rockbot, a modern day interpretation of a jukebox.

With the customer always at the forefront, Neiman Marcus Fort Worth has enhanced the customer offerings with NM Cafe, The Club Room for Men, The Girlfriend Room, and private spa rooms. This modern mix of innovation and craftsmanship personifies Neiman Marcus at its core.

SITE TOUR EXPERIENCE: AT&T STADIUM TOUR

FRIDAY, FEBRUARY 9, 2018



AT&T STADIUM TOUR

Friday, February 9, 2018 @2:15PM

AT&T Stadium is more than the home of the Dallas Cowboys, it's a world of facts and figures about the world's largest domed structure, an art museum, a classroom. The things you can do inside AT&T Stadium are endless, and with AT&T Stadium Tours, you can experience them all. Beginning at the Main Club your tour includes:

- AT&T Stadium Luxury Suites
- Radio & Media Press Box
- Cotton Bowl Offices
- Party Plazas
- Dr. Pepper Star Bar or the Ford Motor Company Fountain
- Field Access
- Miller Lite Club
- Post-Game Interview Room
- Dallas Cowboys Locker Room
- Cowboys Cheerleader Locker
- AT&T Stadium Pro Shop

Take an afternoon to throw the ball on the field or admire the works of art displayed throughout the stadium. With AT&T Stadium Tours, there is something for everyone.

AT&T STADIUM

WHAT WILL SUPPLY CHAIN/FULFILLMENT LOOK LIKE IN 2025?

Supply chain in 2025 will likely be a more converged version of the various rails we see today.

Specifically, think about how our networks are often set up in the retail. Networks and even teams are structured in silos around the end user experience (instore retail, e-commerce delivery, b2b business lines). We are already seeing consolidation (but not yet the org & incentive changes to allow support the idea that there is one business versus functional silos of sales).

Michael Pezzicola, Head of Business-Expansion Operations, Google Express

2025 is just around the corner!

The investments we make today in Supply Chain technology and infrastructure won't really begin to show their fruits until probably right around 2025. In the home delivery of appliances, I think you will see the internet of things really having a big impact on the "deluxing" and prep that goes on in the final cross-dock before a delivery to the home. This deluxing is normally a key element for grills, lawn tractors, exercise equipment and lawn furniture, but with the IOT I see an opportunity for a lot of upstream customization of smart appliances to fit the unique needs of the end users.

Brandon Cates, DVP, Supply Chain, Sears Holdings Corporation

There are several trends and themes we know now about supply chains that help us envision what the future looks like.

Ecommerce, omni channel and home delivery will grow and continue to improve via the usage of mobile devices, affordable sensors and communications real time utilizing the Internet of Things (IoT). Robotics and technology will allow for more value-added work and a great example is driverless vehicles – this will increase capacity and efficiencies just as a forecasted driver shortage was going to occur.

Jim Hourigan, COO, BuildDirect



HERE ARE SOME PERSONAL TEXAS FAVORITES FROM OUR TEAM TO HELP YOU DESIGN YOUR OWN EXPERIENCE. ENJOY!

A. SIX FLAGS OVER TEXAS
www.sixflags.com/overtexas

F. EMPORIUM PIES
www.emporiumpies.com

I. RODEO GOAT
www.rodeogoat.com/dallas

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ADVENTURE PARK**
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C. LOCKHART SMOKEHOUSE
www.lockhartsmokehouse.com

H. PECAN LODGE
www.pecanlodge.com

D. JOHNNY CASH MUSEUM
www.johnnycashmuseum.com

E. VELVET TACO
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& "Dallas' Best Taco"



WELCOME TO

Dallas, Texas!

Magnolia Hotel Dallas Park Cities

6070 N Central Expy
Dallas TX 75206 United States

Phone: 214-750-6060

Website: <https://magnoliahotels.com>

Room Rate: \$139

The special room rate of \$139 has been established to make your reservation process easy. Simply call 888-983-5012 and give the group name Next Generation Customer Delivery no later than January 15, 2018. In addition the special rate has been extended to three days before and after the conference.

Big things happen in Texas, and Dallas is no exception. Whether you want to enjoy the weather, some BBQ or a hearty helping of Texas hospitality, the Lone Star State has a lot to offer in this modern metropolis, from museums and amusement parks to historic sites and other activities.

3 EASY WAYS TO PURCHASE
YOUR PASS



Email
enquiry@iqpc.com



Visit
www.nextgencustomerdelivery.com



Call
1-800-882-8684

END USER PRICING	Register by 2/5	Standard & Onsite Pricing
Main Conference (2/8)	\$1,199	\$1,499
Main Conference Plus (2/7 – 2/8)	\$1,299	\$1,599
All Access (2/7 – 2/9)	\$1,399	\$1,699

VENDOR PRICING	Register by: 2/5	Standard & Onsite Pricing
Main Conference (2/8)	\$3,199	\$3,499
Main Conference Plus (2/7 – 2/8)	\$3,799	\$4,099
All Access (2/7 – 2/9)	\$3,999	\$4,299

PACKAGE DESCRIPTION	
Main Conference (2/8)	<ul style="list-style-type: none"> · Main Conference
Main Conference Plus (2/7 – 2/8)	<ul style="list-style-type: none"> · Workshops · Main Conference
All Access (2/7 – 2/9)	<ul style="list-style-type: none"> · Workshops · Main Conference · 2 Experience Tours

Teamwork Makes The Dream Work!

Ask about our
Team Discounts

Contact
us today to
secure your
spots

(end-users only off standard
pricing packages)

*IQPC reserves the right to determine who is considered an End-User or a Vendor upon registration for an event. Those who are determined a vendor will be denied access to End-User pricing. These prices are featured as a limited time only promotion. IQPC reserves the right to increase these prices at its discretion.

Please note multiple discounts cannot be combined.
A \$99 processing charge will be assessed to all registrations not accompanied by credit card payment at the time of registration.

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*CT residents or people employed in the state of CT must add 6.35% sales tax.

Details for making payment via EFT or wire transfer:

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ABA/Routing#: 021000021
Reference Code: 27893.002

Team Discounts: For information on team discounts, please contact IQPC Customer Service at 1-800-882-8684. Only one discount may be applied per registrant.

Payment Policy: Payment is due in full at the time of registration and includes lunches and refreshment. Your registration will not be confirmed until payment is received and may be subject to cancellation.

For IQPC's Cancellation, Postponement and Substitution Policy, please visit www.iqpc.com/cancellation

Special Dietary Needs: If you have a dietary restriction, please contact Customer Service at 1-800-882-8684 to discuss your specific needs.

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