



**User Group Conference 2024
October 24 & 25, 2024
The Royal Sonesta Chicago * Chicago, IL**

Agenda

Updated 10/09/24

Thursday, October 24

7:30 – 8:30am	Continental Breakfast & Registration.....6th Floor Outside Grand Ballroom Sponsored by SMC3
8:30 – 8:45am	Welcome & Introductions.....Grand Ballroom
8:45 – 9:30am	Keynote: Taking Charge: Amazon’s Logistics Infrastructure Build Out.....Grand Ballroom Dennis Oates, Amazon Alumni and Professor of Supply Chain, Marquette University
9:30 – 9:45am	Q&A
9:45 – 10:30am	General Session: FACTS™ PRESENTATIONS.....Grand Ballroom Route Optimization Customer Self-Service Web
10:30 – 10:50am	Networking Break
10:50 – 11:30am	Breakout A Customer Service Innovations with Technology.....Grand Ballroom A Breakout B: Cross Dock and Yard..... Grand Ballroom B, C, D
11:30 – 12:15pm	Breakout A Customer On-Line Payments..... Grand Ballroom A Breakout B: FACTS MAP™ Grand Ballroom B, C, D
12:30 – 1:15pm	Lunch Buffet..... Grand Ballroom Sponsored by DDC FPO
1:15 – 2:00pm	Lunch Speakers..... Grand Ballroom A Customer’s Journey: Going All in on Technology and Gearing for Growth Lizette Guajardo Elizondo, Business Intelligence & Continuous Improvement, and James Ross, COO, DC Logistics
2:15– 3:00pm	Breakout A: High Cost Areas & Accessorials..... Grand Ballroom A Breakout B: Security Security Security..... Grand Ballroom B, C, D
3:00– 3:15pm	Networking Break
3:15– 4:00pm	General Session: A Shipper’s Perspective.....Grand Ballroom Lynn Olson, Sr. Director, Supply Chain/Logistics, maurices

4:00 – 4:15pm Day One Wrap Up.....Grand Ballroom

5:00 – 7:00pm Reception featuring Sponsor Showcase..... Penthouse (39th Floor)
Sponsored by ISCorp

Dinner on Own

Friday, October 25

7:00 – 7:45am Continental Breakfast.....6th Floor Outside Grand Ballroom
Sponsored by SMC3

7:45 – 8:00am Preview of Day Two Schedule.....Grand Ballroom

8:00 – 8:45am General Session: State of the Industry.....Grand Ballroom
Ken Hoexter, Managing Director, Bank of America

8:45 – 8:50am Transition to Breakouts

8:50 – 9:20am Breakout A: A/R Risk Analysis Grand Ballroom A
Breakout B: Web and Analytics..... Grand Ballroom B, C, D

9:20 – 9:50am Breakout A: How Innovative Data Capture and Extraction Technology Can
Maximize Fleet Capacity Grand Ballroom A
Breakout B: Points List & Transit Times..... Grand Ballroom B, C, D

9:50 - 10:15am Networking Break

10:15 – 10:45am Breakout A: Cost Accuracy: The Key to Informed LTL Decision
Making.....Grand Ballroom A
Breakout B: Geek IT Out..... Grand Ballroom B, C, D

10:45 – 11:15am Breakout A: New Customers Roundtable..... Grand Ballroom A
Breakout B: FACTS APIs..... Grand Ballroom B, C, D

11:30 – 12:00pm General Session: CLI: Road Map..... Grand Ballroom B, C, D

12:00 – 12:15pm Conference Wrap-Up Grand Ballroom B, C, D

12:30 – 2:00pm Individual One-on-One Sessions with CLI & CLI Partners Various Locations
(Advanced Appointments Required)

**All times, speakers and topics subject to change*