



**User Group Conference 2026
October 8 & 9, 2026
The Palmer House Hotel * Chicago, IL**

Agenda

Thursday, October 8

7:30 – 8:30am	Continental Breakfast & Registration.....Adams Room Foyer 6th Floor Sponsored by EBE
8:30 – 8:45am	Welcome & Introductions.....Adams Room
8:45 – 9:30am	Keynote: The ABCs of Trucking: AI, Business Resilience & Collaboration.....Adams Room Mike Grayson, EVP & CRO, ShipStation Global
9:30 – 9:45am	Q&A
9:45 – 10:30am	General Session: CLI System PRESENTATIONS.....Adams Room
10:30 – 10:45am	Networking Break
10:45 – 11:30am	Breakout A Routing Elevated: Using Route Optimization to Save Time & Money.....Adams Room
	Breakout B: Optimizing Partner Payable Processing.....Water Tower Parlor
11:30 – 12:15pm	Breakout A Customer Self Service Portal: The Next GenerationAdams Room
	Breakout B: Collect with Confidence: Best Practices for Stronger Cash Flow Water Tower Parlor
12:30 – 1:15pm	Lunch Buffet..... Monroe Room Sponsored by ISCorp
1:15 – 2:00pm	General Session..... Adams Room Proof to Profit: How Leaders Protect Revenue in the Age of Ransomware and AI Melanie Padron, VP, ArchiTek
2:15– 3:00pm	Breakout A SMC3 Session: Dynamic PricingAdams Room
	Breakout B: Industry Roundtable (Operations)..... Water Tower Parlor
3:00– 3:15pm	Networking Break
3:15– 4:00pm	General Session: Making the Best Even Better: The CLI Road Map.....Adams Room

4:00 – 4:15pm	Day One Wrap Up.....	Adams Room
5:00 – 7:00pm	Reception featuring Sponsor Showcase..... <i>Sponsored by Acordex</i>	Honore Room (Lobby Level)
	Dinner on Own	

Friday, October 9

7:00 – 7:45am	Continental Breakfast..... <i>Sponsored by Progress Software</i>	Adams Room Foyer
7:45 – 8:00am	Preview of Day Two Schedule.....	Adams Room
8:00 – 8:45am	General Session: State of the Industry <i>Ken Hoexter, Managing Director, Bank of America</i>	Adams Room
8:45 – 8:55am	Q&A	
9:00 – 9:30am	General Session: Customer Case Study <i>Joe Klikas, CXO, The Custom Companies</i>	Adams Room
9:30 – 10:00am	Breakout A Payment Application Reimagined: Faster, Smarter Processing with AI	Adams Room
	Breakout B: Terminal Launch Playbook: Setting Up New Facilities in CLI	Water Tower Parlor
10:00 - 10:15am	Networking Break	
10:15 – 10:45am	Breakout A Command Central: A Deep Dive into CLI Dispatch	Adams Room
	Breakout B: SMC3 EDI Reporting Portal	Water Tower Parlor
10:45 – 11:15am	Breakout A Rate It Right: Density, Oversize & Pallet Spots	Adams Room
	Breakout B: Mapping the Numbers: Linehaul Projections & Process in CLI	Water Tower Parlor
11:30 – 12:00pm	Breakout A: 20 Not to Miss Tips & Tricks	Adams Room
	Breakout B: Remediate BOT Fatigue	Water Tower Parlor
12:00 – 12:15pm	General Session: Conference Wrap-Up& Raffle	Adams Room
12:30 – 2:00pm	Individual One-on-One Sessions with CLI & CLI Partners (Advanced Appointments Required)	Various Locations

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

