



**User Group Conference 2010
April 22 & 23, 2010
The Crowne Plaza Hotel * White Plains, NY**

Agenda

Thursday, April 22

8:00 – 8:30am	Continental Breakfast & Registration	Outside Mtng Room A
8:30 – 8:45am	Welcome & Introductions	Meeting Room A
8:45 – 9:45am	Keynote: 2010 State of the Industry Featuring: Ken Hoexter, Sr. Airfreight & Surface Transportation Analyst, Merrill Lynch	Meeting Room A
9:45 – 10:00am	Q&A/Break	
10:00 – 10:45am	Breakout A: Rating Enhancements	Meeting Room A
	Breakout B: New Dispatch Features	Meeting Room B
	Breakout C: Hands-On Computer Lab Security	Meeting Room C
10:45 – 11:00am	Q&A/Break	
11:00 – 11:45am	Breakout A: Billing Enhancements	Meeting Room A
	Breakout B: Benefits of a Dock Management System	Meeting Room B
	Breakout C: Hands-On Computer Lab Delivery Planning	Meeting Room C
11:45 – 12:00pm	Q&A/Break	
12:00 – 1:30pm	Sponsor Luncheon Featuring Supplier Presentations	Lunch Room
1:30 – 2:00pm	General Session: What's New at CLI	Meeting Room A
2:00 – 2:45pm	Concurrent Roundtable Discussions --Adding Warehousing to Your Mix --IT Issues --Ideas for Motivating/Incentivizing Staff	Meeting Room D
2:45 – 3:00pm	Break	
3:00 – 3:45pm	Breakout A: Using Collection Tools Now and for the Future	Meeting Room A
	Breakout B: FACTS WEB Review	Meeting Room B
	Breakout C: Hands-On Computer Lab User Administration	Meeting Room C
3:45 – 4:00pm	Q&A/Break	
4:00 – 4:30pm	General Session: A Customer's Perspective on Transportation's Future Featuring Keith Wilson, President, Titan Freight Systems	Meeting Room A

4:30 – 4:45pm	Q&A/Day One Wrap Up	Meeting Room A
5:00 – 6:30pm	Reception featuring Sponsor Showcase	Meeting Room D
	Dinner on Own	

Friday, April 23

7:00 – 7:45am	Continental Breakfast	Outside Mtng Room A
7:45 – 8:00am	Review of Day Two	Meeting Room A
8:00 – 8:30am	General Session: Ask the CLI Executives Panel Discussion with Q&A	Meeting Room A
8:30 – 9:15am	Breakout A: Progress Technology Overview: How Progress Supports CLI and You	Meeting Room A
	Breakout B: FACTSmaps and Mobile Data	Meeting Room B
	Breakout C: Hands-On Computer Lab Rate Engine	Meeting Room C
9:15 – 9:30am	Q&A/Break	
9:30 – 10:15am	Breakout A: Interline Accounts Payable	Meeting Room A
	Breakout B: EDI	Meeting Room B
	Breakout C: Hands-On Computer Lab Dispatch	Meeting Room C
10:15 – 10:30am	Q&A/Break	
10:30 – 11:15am	Breakout A: Managing Your Information System: Partnering with CLI for Success	Meeting Room A
	Breakout B: The ABCs of Costing	Meeting Room B
	Breakout C: Hands-On Computer Lab Broker	Meeting Room C
11:15 – 11:30am	Q&A/Break	
11:30 – 12:15pm	General Session: Getting the Most from Your Reporting & Analytical Tools	Meeting Room A
12:15 – 12:30pm	Conference Wrap-Up	Meeting Room A
1:00 – 3:30pm	Individual One-on-One Sessions with CLI (Advanced Reservations Required)	Various Locations

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