



LINK²⁰¹⁹

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FEB. 24–27 | ORLANDO, FL

Sunday, February 24, 2019

10:00 AM – 7:00 PM

Other

Registration and Information Desk Open

Pick up your registration materials here, along with answers to all your questions.

2:00 PM – 3:00 PM

Committee Meeting

Transportation and Infrastructure Committee Meeting

This is a private meeting for RILA members on the Transportation & Infrastructure Committee. We will use this time to update members on the current legislative and regulatory landscape regarding transportation issues, benchmark alongside peer companies and discuss additional industry priorities.

3:00 PM – 5:30 PM

Committee Meeting

Supply Chain Leaders Council Meeting

This is a private meeting for RILA members on the Supply Chain Leaders Council. The council is comprised of the senior-most retail executives who are responsible for global supply chain issues within their respective companies.

5:00 PM – 5:30 PM

Orientation

First Timers' Reception

Whether you are a new attendee or a 10-year veteran, attend this pre-session to ask questions of, learn tips from, and network with conference veterans and RILA staff.

5:30 PM – 7:00 PM

Reception

Sponsored by FedEx

Welcome Reception

Kick off the conference at the welcome reception where you can reconnect with industry friends, network with your peers and enjoy drinks and light fare.

Monday, February 25, 2019

7:00 AM – 8:00 AM

Other

Sponsored by Kuehne & Nagel

Breakfast

Please join us for breakfast and networking before the day begins.

7:00 AM – 6:00 PM

Other

Registration and Information Desk Open

Pick up your registration materials here, along with answers to all your questions.

7:00 AM – 7:45 AM

Committee Meeting

Supply Chain Conference Steering Committee Meeting

This is a private meeting for RILA members on the Retail Supply Chain Conference Steering Committee. The committee is comprised of the top logistics/supply chain executives and is charged with the task of overseeing the structure and programming of the annual Supply Chain Conference. They also serve as an advisory board on issues relevant to the logistics discipline of the retail industry.

8:00 AM – 8:30 AM

General Session

Conference Kick-off

8:30 AM – 9:15 AM

General Session

Opening Keynote – Dick Johnson, Chairman, President & CEO, Foot Locker

- 9:15 AM – 10:00 AM **The Shopping Revolution: How Successful Retailers Win Customers in an Era of Endless Disruption**
General Session
- We are just witnessing the start of radical changes that will revolutionize the way shopping in every way. Customers' expectations are being ratcheted up, making winning (and keeping) those customers all the more challenging. In this session, Prof. Kahn will examine the companies that have been most successful during this wave of change and offer insights into what we can learn from their ascendance. Building on these insights, she will present the "Kahn Success Matrix" which provides a framework that any company can use to create a competitive strategy to survive and thrive in today's – and tomorrow's disruptive environment.
- 10:30 AM – 11:15 AM **Complexities of Large Format Last Mile**
Breakout Session
- The session will consist of a panel of leading last mile delivery providers and retailers that ship large/bulky shipments requiring multiple levels of delivery/service. The panel will share perspectives on emerging trends in this rapidly evolving space, key challenges and various solutions to satisfy consumer's needs.
- 10:30 AM – 11:15 AM **Brewing Real Insights from Anheuser-Busch's Data Analytics**
Breakout Session
- While "data analytics" is always a trending topic in supply chain and logistics, only when data can lend itself to actionable results do retailers really start reaping the benefits for their bottom line. This session will highlight Anheuser-Busch's real world experience in working with data insights, and how this has helped them identify wasteful and under performing areas along their supply chain, while simultaneously improving pricing, forecasting, scorecarding and more. Anheuser-Busch will share some of the KPIs and data that they collect, and how this has translated into creating a more efficient process for the company. By accessing real-time data analytics, Anheuser-Busch has gleaned what their weakest warehouses and carrier are, allowing them to improve unloading times, lower detention costs, and more across the board.
- 10:30 AM – 11:15 AM **Case Study: Augmented Reality Picking for Apparel Fulfillment**
Breakout Session
- Once considered a futuristic technology, augmented reality (AR) is currently being implemented in real-world scenarios. As labor turnover in distribution centers continues to increase, one way retailers are trying to quickly onboard and retain hourly employees is by simplifying the training process and using picking tools like AR to enhance this process. Hear how longtime kidswear retailer Cookie's Kids has used AR to improve productivity and accuracy in their Distribution operations, then experience a demo of the technology firsthand!
- 10:30 AM – 11:15 AM **How Retailers Use Network Resources to Optimize Omnichannel**
Breakout Session
- E-commerce today is pushing everyone to have a solution to meet their customer's need right now. Does your network have the ability to respond quickly? How do you choose where orders are fulfilled? Do you have a multi-carrier platform to be flexible and nimble when it comes to fulfillment and delivery times? Planning and execution for an optimal complex omnichannel network is not a simple task. Effectively using network resources – order fulfillment, stores, and transportation are ways that Office Depot boosts their omnichannel fulfillment strategy.
- 10:30 AM – 11:15 AM **UX and Returns: The Boomerang Continues**
Breakout Session
- Reverse logistics has long been the "tail of the dog" in the supply chain. Not any longer. Come learn how retailers/ecommerce companies are leveraging technology, analytics and operational enhancements to reinvent their returns strategies while enhancing the user experience. One thing is for certain, returns will always be a part of the retail model, and the return percentages will continue to vary between 5-45% depending on the category. Come listen to what some of the leading retailers are doing to make returns more profitable, easier for the consumer and leveraging a more creative and efficient operating platform to drive shareholder value. This session will help the audience understand how:
- Technology can help shorten your returns cycle and provide visibility into what is being returned
 - Returns are expected to increase going forward and the impact on our business
 - Benchmarks from industry leaders on how to streamline your returns processes to enhance the user experience
 - Customer expectations/experience around the returns process
 - Latest trends in how to improve reverse operations
- 10:30 AM – 11:15 AM **Reshaping The Retail Supply Chain with AI: Capacity Modeling as a Response to Aggressive Growth in Nordstrom's E-commerce Channel**
Breakout Session
- In this talk, we will share how the AI mindset is helping retail leaders like Nordstrom rethink the

*Sponsored by Yusen
Logistics*

supply chain. Nordstrom is experiencing enormous growth in their ecommerce channel. Recently, there have been capacity challenges in the fulfillment centers. The process of analyzing capacity requirements for outbound, returns, inbound, and storage needed a level of sophistication that could inform the business team at a speed that allows fact-based decision making and significant improvements in many areas of the supply chain. The Opex team partnered with Nordstrom's Network Strategy team to build robust and scalable machine learning models that not only predict the impact on service level agreements (SLAs), but also recommend the prioritization threshold for different business segments. As Nordstrom reshapes the Supply Chain with AI, there are plans to apply artificial intelligence -- through a mix of cutting edge optimization and analytics algorithms -- to improve following functions: Labor allocation, product allocation strategy, order prioritization systems, returns flow and turnaround time, and product placement inside fulfillment centers to increase overall efficiency. Hear about this and more as we share details on the retail AI journey.

11:30 AM – 12:15 PM

Luncheon

*Sponsored by Port of
New York & New Jersey*

Plated Lunch

Join your peers for lunch and networking before listening to our lunch speaker.

12:15 PM – 1:00 PM

General Session

Sponsored by UPS

Leading to Win - Abby Wambach

A leader on and off the field, Abby Wambach's life after professional soccer has not always been a smooth path. By embracing the lessons she learned through her unmatched career, and the challenges she's faced since leaving professional soccer, Abby's passion and perseverance have served as a model for others. An activist and advocate in the fight for equality and inclusion for causes and people across the globe, Abby talks about issues ranging from closing the gender pay gap, to using her voice as an advocate for the LGBT community. Her messages to audiences about leading by example are enhanced by her optimism and fearless nature.

1:15 PM – 6:00 PM

Exhibit Hall

Expo Experience Opens

The Expo Experience is finally open! The Expo Experience will stay open during the concurrent breakout and general sessions.

2:30 PM – 3:15 PM

Breakout Session

Intro to Data Analytics

How to start by developing and implementing real, simple, and powerful data analytics to empower your company to make better decisions. This session explores how to identify ERP gaps, and begin visualizing and sharing data analytics between manufacturer, retailer, and vendors to better perform on-time in full.

2:30 PM – 3:15 PM

Breakout Session

Blockchain 101

In this session you will learn the basics of Blockchain and why it will revolutionize supply chain and logistics. You will gain a better understanding of the underlying technology that drives Bitcoin, ICOs and Smart Contracts. Furthermore, you will learn how Blockchain can be leveraged to drive better supply chain solutions. The most important foundations of logistics are traceability and transparency. Blockchain optimizes business transactions and trading relationships with robustly secure business networks—both locally and globally. The result is an equal visibility of activities revealing where assets are at any point in time, who owns them and what condition they're in.

2:30 PM – 3:15 PM

Breakout Session

How David's Bridal Leverages Distributed Order Management as the 'Omni' in Omnichannel

As customer expectation continue to skyrocket and store-based fulfillment strategies multiply, retailers are caught in a world that demands ever-smaller fulfillment windows and costs. Learn how to not just survive but thrive in the world of connected commerce from David's Bridal, who uses distributed order management to ensure their inventory picture is accurate, complete and dependable when they make promises to their customers. Because when the most important day in their customer's life is on the line, David's Bridal has to execute flawlessly.

2:30 PM – 3:15 PM

Breakout Session

*Sponsored by Yusen
Logistics*

Getting Ready for the Future of Freight Today: Capitalizing on New Technologies

New technologies and underlying supply chain data can help retailers create a more efficient, transparent, and integrated supply chain network. Bill Kammerer, Retail Supply Chain Principal, Deloitte, will present a new vision for the future of freight. Kelly Killingsworth, VP of

Transportation, Walmart, will share how Walmart is bringing this new vision to life by capitalizing on new technologies to get greater visibility on freight and create a connected driver experience. Together, Kelly and Bill will discuss key transportation trends, what is really happening, and provide some takeaways that retailers can apply today.

2:30 PM – 3:15 PM

Breakout Session

Your Career is a Journey, not a Destination

In this interactive panel discussion, supply chain leaders at different points in their career will share leadership stories and insights. Topics will include: Mentoring do's and don'ts, how to take ownership of your career, and networking tips. Panelists will also reflect on pivotal inflection points in their career and share how they have learned and evolved with experience.

3:30 PM – 4:30 PM

General Session

RTech Supply Chain Innovation Award Pitches

4:30 PM – 5:30 PM

Networking

Women in Supply Chain Reception in the Expo Experience

4:30 PM – 6:00 PM

Networking

Networking Reception in the Expo Experience

Join other conference attendees for this great networking opportunity.

Tuesday, February 26, 2019

7:00 AM – 6:00 PM

Other

Registration and Information Desk Open

Pick up your registration materials here, along with answers to all your questions.

7:30 AM – 8:30 AM

Breakout Session

Making Waves: Actions for Supply Chain Leadership - Women in Supply Chain

It's a proven fact that companies with more diverse leadership at the top perform more productively and profitably, and with supply chain playing an increasing role in strategic corporate decisions, retail leaders must attract and retain supply chain talent, especially women. In this fast-paced session, you will hear the personal supply chain career stories of top women in the field, learn about research and initiatives that "make waves" by advancing more women to leadership levels, and participate in an interactive session to create your own action agenda. Breakfast will be provided.

8:00 AM – 8:45 AM

Other

Expo Experience Breakfast

Please join us for breakfast and networking before the day begins in the Expo Experience.

8:45 AM – 9:00 AM

Day 2 Remarks

9:00 AM – 9:45 AM

General Session

Inclusion Works: Supply Chain at Target

9:45 AM – 10:15 AM

General Session

Insight Session: Patagonia

Patagonia, the outdoor apparel company, is known for quality gear and its commitment to environmental protection, and it is increasingly recognized for providing its employees family support policies that are among the best of any company in the United States. These policies, including integrated, on-site child care, family emergency leave, maternity and paternity leave, align with the company's higher purpose of "doing no unnecessary harm" to our planet and to

our society, and also create significant business value. Because of business value alone, Patagonia believes all companies can and should adopt family support policies. To that end, Dean Carter, Patagonia's global head of HR, Legal, and Finance Shared Services, will give a multi-media presentation that will inspire business, government and civil society leaders to take action on this very important topic.

10:30 AM – 12:00 PM

Breakout Session

Sponsored by Yusen

Logistics

International Transportation: Uncertainty on the High Seas (Roundtable)

From global trade negotiations, new tariffs and the future of the WTO to new rules concerning low sulfur fuel mandates in 2020 and the implications on product sourcing decisions and ocean freight rates, this panel will cover today's most relevant international supply chain topics and how retailers can better manage through the challenges and opportunities. Subjects covered will include updates on ocean carrier vessel/equipment conversion relative to low sulfur fuel requirements, tariffs and trade negotiations, sourcing dynamics, chassis updates, carrier financial stability, the progress and implications of China's One Belt, One Road initiative, the state of U.S. trucking, port and marine terminal developments across the U.S. and the world and other factors impacting the execution of a retailer's international transportation strategy.

10:30 AM – 11:15 AM

Breakout Session

Facilitated Benchmarking: Delighting the Customer in an Omnichannel World (Retailer-Only Roundtable) Part One

As consumer expectations and behavior continue to evolve, so must our supply chains to support the always on, Omnichannel retail environment. Digital Supply Chains must adapt to support the shift in customer expectations that are no longer tied to a specific channel, but rather and experience a brand must deliver. The retailer-only group discussion will focus on:

- Utilizing inventory across all channels to enhance customer experience
- Alternate deliveries
- Customer communication and notifications / visibility
- Ship to Store
- Ship from Store
- How retailers need to rapidly enable agile, customer-centric commerce and a consistent, stellar brand experience across the enterprise.

10:30 AM – 11:15 AM

Breakout Session

Predicting What's Next in Your Retail Supply Chain

Learn how Artificial Intelligence and Machine Learning enhanced retail solutions enable real-time decision-making that unlocks more autonomous, profitable business decisions throughout your retail supply chain. A recent retail survey found that 53% of retailers will be investing in AI and ML over the next 18 months. If you're just starting your AI & ML journey, come learn where to begin to get the most return in your supply chain. Understand how AI solutions can analyze data to draw out valuable insights, automate core processes like planning/ pricing /replenishment, improve product availability, and increase profitability.

10:30 AM – 12:00 PM

Breakout Session

Caution - Dangerous Curves Ahead: Domestic Transportation Outlook (Roundtable)

2018 was a challenging year for both domestic and import shippers in the retail industry with unexpected cost and service challenges. A growing economy, continued challenges in hiring and keeping drivers, and the long-awaited implementation of ELDs converged to create the conditions for significantly constrained market capacity and rising freight rates. On the international front, an unlucky combination of U.S. government trade actions coupled with carrier capacity deletions succeeded in creating an advantageous pricing scenario for carriers, and a free-for-all by shippers to secure needed space in peak. The landscape in 2019 and beyond looks no less challenging and retailers must look beyond the usual paradigms to ensure their supply chains can meet the needs of the business, deliver service, and better predict cost impacts. 2018 was a bare-knuckled ride for retail transportation practitioners with challenging conditions and steep inclines. While we may have reached the top of the hill there may still be hazards to be navigate. This session will review and discuss some of the factors driving both challenges and changes in the transportation market, and provide a forum for exploring how retailers are reacting and adapting to market pressures. An interactive discussion will allow for the sharing of points of view, ideas and solutions to some of the most pressing transportation challenges and opportunities faced by retail shippers.

10:30 AM – 11:15 AM

Breakout Session

Talent 2030: Practical Applications Today for the Workforce of Tomorrow

The retail's landscaping is evolving and talent needs of the future will look different than today. Estimates suggest that 85% of the jobs from 2030 will be invented between now and 2030 (Forbes, 5/18). What can leaders do in assessing and growing talent to prepare for the future state? What are the skills and capabilities critical for success? Join our panel in discussing the talent challenges of the future and practical applications that you can leverage starting today.

- 11:30 AM – 12:00 PM
Breakout Session
- Facilitated Benchmarking: Delighting the Customer in an Omnichannel World (Retailer-Only Roundtable) Part Two**
- As consumer expectations and behavior continue to evolve, so must our supply chains to support the always on, Omnichannel retail environment. Digital Supply Chains must adapt to support the shift in customer expectations that are no longer tied to a specific channel, but rather and experience a brand must deliver. The retailer-only group discussion will focus on:
- Utilizing inventory across all channels to enhance customer experience
 - Alternate deliveries
 - Customer communication and notifications / visibility
 - Ship to Store
 - Ship from Store
 - How retailers need to rapidly enable agile, customer-centric commerce and a consistent, stellar brand experience across the enterprise.
- 12:00 PM – 1:00 PM
Networking
Sponsored by Orbis Corporation
- Lunch in the Expo Experience**
- Join us for lunch and networking in the Expo Experience. The Expo Experience will remain open until the end of the reception tonight.
- 1:15 PM – 2:00 PM
Breakout Session
- Transforming Distribution & Fulfillment at Office Depot with Collaborative Robotics**
- Changing customer buying patterns, inventory optimization needs across the multi-echelons of a supply chain, and the ever-changing dynamics of the labor market today are driving organizations to invest in the most recent advancements in robotic technologies for their distribution and fulfillment operations. To meet strategic goals the team at Office Depot needed to transform distribution and fulfillment operations to:
- Respond quickly to how and where orders are fulfilled
 - Manage regular fluctuations between multi-line and single-line orders
 - Easily on-board new pick/pack/ship associates
- In this session you will learn how Office Depot partnered with 6 River Systems to transform their distribution and fulfillment operations with collaborative robotics.
- 1:15 PM – 2:00 PM
Breakout Session
- Deep Dive Data Analytics**
- Panelists will share practical case studies that can benefit any consumer product organization, demonstrating how data analytics helped identify gaps inherent in traditional ERP supply chain planning modules to perform On Time In Full (OTIF) and fewer chargebacks. This session will cover advanced topics such as predictive analytics and how new technology has delivered cost savings to shippers by leveraging data from multiple sources in the supply chain, powerful algorithms and artificial intelligence to predict deliveries with a rate of accuracy of nearly 100%. Retailers will learn how to identify what data can accurately be trusted, how to implement changes, and where data is headed for the future incorporating AI, Machine Learning and IoT (Internet of Things).
- 1:15 PM – 2:00 PM
Breakout Session
- Master's Student Session: Using Data Analytics to Optimize Returns at Abercrombie & Fitch**
- As retailers embrace omni-channel supply chain strategies, their access to a broadened pool of customers grows. But so grows the complexity of managing the omni-channel reverse logistics and returns management process. In the fall of 2018, a graduate student research team at Auburn University, under the direction of Dr. Glenn Richey, partnered with Abercrombie and Fitch, the Auburn Center for Supply Chain Innovation, and RILA to examine this issue. The students spent the semester immersed in the world of omni-channel reverse logistics problems and solutions. The team analyzed the industry environment, competitor practices, and over 25k+ customer comments to uncover eight key areas of concern for retailers. This not to be missed presentation will detail those eight critical areas of concern and cover solutions suggested by the research team and the partner organizations.
- 1:15 PM – 2:00 PM
Breakout Session
- How Your Stores Can Beat Amazon at its Own Game**
- Omnichannel retailers are challenged to manage multiple sources of demand when customers expect everything in stock all the time, whether they are in the store at 1 p.m. or online at 1 a.m. Customers have more ways to interact including buy online and return in store, buy online and ship from store, buy online and pickup in store – placing enormous strain on inventories and demand forecasting. This leaves retailers questioning how to better optimize inventories, determine fulfillment source, and more accurately predict demand. To beat this real-time “last mile” supply chain challenge, this session will explore how retailers can leverage advanced analytics to use their stores and distribution centers as one unified distribution center to achieve

massive margin gains.

1:15 PM – 2:00 PM

Breakout Session

Practical Solutions for Today's Labor Challenges

Join this panel of industry leaders from Journeys, Nordstrom and Roadie as they share the various ways their companies are implementing pragmatic solutions to today's critical labor challenges including attracting qualified workers, retaining the best employees, and reducing both costs and reliance on labor. Retailers and distributors on the panel will provide actionable insights and lessons learned from their efforts to address the challenges by becoming an "employer of choice". Innovative labor models (gig economy), building a culture that creates stickiness, empowering your people to grow and leveraging business case justified automation are just some of the topics we'll cover in this insight-packed session.

1:15 PM – 2:00 PM

Breakout Session

Sponsored by Yusen Logistics

Trade Wars: Retailers' Strategies for Coping with Tariff Uncertainty

Between USMCA, China tariffs, government shutdowns, and other trade-related upheavals, these are roller coaster times for international sourcing and supply chain. Join executives from top retailers Joann Stores and Tailored Brands (Jos. A. Banks, Men's Wearhouse, Moore's Clothing) to hear how some retailers are adjusting their sourcing and transportation strategies in response to current events. This session will discuss "what's next" for trade and tariffs, USTR tariff exclusion process, GSP alternatives to China, transportation and inventory strategies to mitigate impacts, actions retailers and others can take to help shape policy, and much more.

2:15 PM – 2:35 PM

General Session

Insight Session: CVS Health

2:35 PM – 2:55 PM

General Session

Insight Session: Dollar Tree

2:55 PM – 3:15PM

General Session

Insight Session: Tractor Supply

3:30 PM – 3:45 PM

General Session

RTech Innovation Awards Announcement

3:45 PM – 4:30 PM

General Session

Authentic Leadership: Inspire Others and Build Trust by Being Yourself

Leadership can be challenging, especially in today's fast-paced, globalized world. Leaders with a strong sense of emotional intelligence (EQ), a willingness to be courageous and vulnerable, and the capacity to inspire others in a genuine way, have a distinct advantage. This session, which is based on the core principles of Mike Robbins' work and books, delves into practical ways for leaders to enhance their impact and effectiveness by leading with authenticity.

4:30 PM – 6:00 PM

Networking

Sponsored by Emerge

Networking Reception in the Expo Experience

Join other conference attendees for this great networking opportunity.

Wednesday, February 27, 2019

7:00 AM – 10:30 AM

Other

Registration and Information Desk Open

Pick up your registration materials here, along with answers to all your questions.

7:45 AM – 8:30 AM

Other

Breakfast

Please join us for breakfast and networking before the day begins.

8:30 AM – 9:15 AM

General Session

The Future of Fulfillment – Faster, Slower, Reverse, Repeat

Many Retailers believe that meeting consumer needs for shorter order fulfillment lead times is the key capability to ensure future success. This session articulates three more urgent priorities – new forecasting capabilities to predict how, when and where consumers want their orders fulfilled, a new set of consumer incentives to effectively slow down their desire for fast fulfillment and the development of a circular rather than linear supply chain.

9:15 AM – 10:15 AM

General Session

Closing Keynote: Moving to Great

Think of when you were at your best. Maybe you felt confident. Or powerful. Or passionate about life. What if you could be at your best more often? What if you could unleash the same energy again and again? "Most of us get glimpses of the greatness within us," says leadership expert and former NFL wide receiver Eric Boles, "but these glimpses are few and far between." How can we unleash our best, more of the time? Deepen your understanding of the fundamentals of personal mastery and change enablement, and learn how leaders emphasize personal accountability in overcoming the natural, human resistance to change. Leave with a renewed sense of commitment and the tools to seek out and implement new approaches to tackling both personal and organizational challenges.

10:15 AM – 10:20 AM

General Session

Closing Remarks