

PRESENTING THE 3RD

Online Retail Logistics Conference

Creating efficient supply chains to seamlessly serve your customer

28 - 29 April 2016 | Grace Hotel Sydney



CONFERENCE CHAIR:

Kim Winter, *Global CEO, Logistics Executive*

CONFIRMED SPEAKERS:

Robert Kinkade, *APAC Lead, Digital Supply Chain and Operations, EY*

Phillip Haddad, *Chief Operating Officer, Booktopia*

David Quayle, *Managing Director Australia & New Zealand, Apex Supply Chain Technologies*

Natasha Ritz, *Brand Communications Manager, Lush Cosmetics*

Fran Ereira, *Vice-President APAC, Temando*

Leigh Williams, *Managing Director, eStore Logistics*

Mike Carr, *Vice President, IT, Oceania, DHL*

Julian Leach, *General Manager & Co-Founder, ParcelPoint*

Jonathan Reeve, *Principal, Jonathan Reeve Consulting*

Robert Ruitinga, *General Manager, Process Excellence, Quality and Customer Solutions, TNT*

Charlie McDonald, *General Manager, Manufacturing, Transport & Logistics Industry, Telstra*

PLATINUM SPONSOR:



SUPPORTING PARTNERS:



SPECIAL GROUP BOOKING DISCOUNTS: BOOK 3 DELEGATES AND 4TH COMES FREE

All delegates must be from the same company and register at the same time to qualify. Please contact Customer Service on 02 9080 4307 or info@informa.com.au to take up this offer.

REGISTER NOW > www.informa.com.au/onlineretail16



08:30 Registration and Welcome Coffee

08:50 Administration and Safety Briefing

09:00 **OPENING | Opening remarks from the Chair**

Kim Winter, *Global CEO, Logistics Executive*

INDUSTRY OVERVIEW

09:10 **An Overview of Online Consumerism**

- Online consumer activity in the past 12 months
- How Australia compares on a global scale
- What can we expect as future trends

Robert Kinkade, *APAC Lead, Digital Supply Chain and Operations, EY*

09:50 **A TNT perspective**

Robert Ruitinga, *General Manager, Process Excellence, Quality and Customer Solutions, TNT*

10:20 Morning tea and networking

CUSTOMER SERVICE AND EXPERIENCE

10:50 **Improving your customer experience with Automated click and collect lockers**

David Quayle, *Managing Director Australia & New Zealand, Apex Supply Chain Technologies*

11:30 **Striking the Right Balance between Customer Service and Fulfilment**

Fran Ereira, *Vice-President APAC, Temando*

12:10 Lunch

13:00 **CASE STUDY | Creating Efficient Supply Chains: A Booktopia Case Study**

Phillip Haddad, *Chief Operating Officer, Booktopia*

MANAGING THE SUPPLY CHAIN

13:40 **Emerging Technology in the Supply Chain**

- Technology developments
- Effect of technology on supply chain connectivity, visibility and interoperability
- Using technology for building supply chain stakeholder relationships

Charlie McDonald, *General Manager, Manufacturing, Transport & Logistics Industry, Telstra*

14:20 Afternoon tea and networking

14:50 **Supply Chain Visibility**

INFLUENCE OF SOCIAL MEDIA

15:30 **The Role of Social Media in Generating Sales**

- Social media driving customer engagement and retention
- Sales off the back of social
- Internal social media for business, bridging the gap for internal communication and staff engagement

— Trying everything together to develop the best strategy and achieve your goals

Natasha Ritz, *Brand Communications Manager, Lush Cosmetics*

16:10 **Closing Remarks and Buzz Discussion**

Led by the Chair, this informal and interactive discussion is the chance for conference attendees to discuss and reflect on what has been discussed throughout the day. Attendees will be invited to voice opinions, share insights and expertise and discuss the greatest takeaways.

16:30 End of Day 1 and Networking Drinks



ABOUT THIS CONFERENCE:

Online retail continues to grow in Australia with an estimated worth of \$22.1 billion last year - a 7% increase on the year before. Australians spent over \$2.3 billion in purchases on the 2015 Boxing Day Sale – up 4% on last year's figures*.

We're still shopping, but what continues to change is the how, where and when of this spending. Predicting and responding to retail trends directly impacts the efficiency of getting these goods to customers. Customers are increasingly price conscious but also seeking the most convenient means of accessing the goods and services they desire. The logistics and distribution demands on online stores are huge and these stores are expected to offer a range of delivery solutions, as well as allowing quick and stress free return of unsuitable items.

Logistics is key to the success of this industry. The Online Retail Logistics Conference will be held on the 28-29 April 2016 at the Grace Hotel Sydney and will explore the challenges that retailers face working with their supply chains, emerging technologies and what these companies are doing to innovate and stay ahead of the competition. A range of key industry names will share their knowledge and expertise to help unlock the potential of online sales.

Special group booking discounts: Book 3 delegates and 4th comes free - All delegates must be from the same company and register at the same time to qualify - Please contact Customer Service on 02 9080 4307 or info@informa.com.au to take up this offer.

*Source: ARA/ROY MORGAN RESEARCH



8:30 Registration and Welcome Coffee

8:55 Administration and Safety Briefing

09:00 **OPENING | Opening remarks from the Chair**
Kim Winter, *Global CEO, Logistics Executive*

INNOVATION

09:10 **Turning your Online Returns into a Competitive Advantage**
— How to use returns to boost customer sales and loyalty
— What do customers really want?
— Implementing an efficient return processing solution
— How are different retailers doing it, in Australia and overseas?
Julian Leach, *General Manager and Co-Founder, ParcelPoint*

09:50 **The Evolution of the Traditional Bricks and Mortar Retailer**
Leigh Williams, *Managing Director, eStore Logistics*

10:30 Morning Tea and Networking

THINKING ABOUT THE FUTURE

11:00 **DHL on What the Future Holds for Online Retail Delivery**
Mike Carr, *Vice President, IT, Oceania, DHL*

11:40 **What's Next? How Google, Amazon and Uber Plan to Disrupt Online Retail Logistics**
Jonathan Reeve, *Principal, Jonathan Reeve Consulting*

12:20 Lunch

13:10 **Shaping the AusPost of the Future**

WAREHOUSING

13:50 **Role of Warehouse Design in Reducing Supply Chain Cost**
— The traditional warehouse design
— How has this model changed? How will it continue to change into the future?
— How can warehouse design streamline the process in turn reducing costs

14:30 **Buzz Discussion**
Led by the Chair, this informal and interactive discussion is the chance for conference attendees to discuss and reflect on what has been discussed over the two days of the conference. Attendees will be invited to voice opinions, share insights and expertise and discuss the greatest takeaways from the event.

14:50 Closing Remarks and Afternoon tea

15:00 End of Day 2 and Close of Conference

APEX SUPPLY CHAIN TECHNOLOGIES

Automated Point-of-Use dispensing and supply chain technologies that revolutionise how you do business – it's what we're all about.

There's nothing "off-the-shelf" about it. Every device, deployment strategy and solution is tailored by our team to fit only one company's exact specifications – yours.

Tens of thousands of businesses run leaner and smarter powered by Apex Connect n' GoTM Technology. For you, this means better control, less waste, lower costs and an efficient, productive environment

We delight every day in figuring out how to monitor and control the flow of anything you can imagine.

Because with us, Every Thing is Possible



Sponsorship Opportunities:

For sponsorship and exhibition opportunities, please contact:
Paul Towle on +61 (2) 9080 4422 | paul.towle@informa.com.au

Speaking Opportunities:

For speaking opportunities, please contact:
Niamh Horan on niamh.horan@informa.com.au

Venue Details

The Grace Hotel Sydney, Corner of York & King Streets,
77 York Street Sydney, NSW 2000, Australia
reservations@gracehotel.com.au



Online Retail Logistics Conference
28 – 29 April 2016 | Grace Hotel Sydney

3 Easy Ways to Register

WEB

www.informa.com.au/onlineretail16

Telephone

+61 (0)2 9080 4025 – Quoting P16M03

Email

conferences@informa.com.au – Quoting P16M03

Stay Connected

-  **LinkedIn** www.informa.com.au/onlinkedin
-  **Twitter** [#ORL16](http://www.twitter.com/transportseries)
-  **Blog** www.informaustralia.wordpress.com
-  **YouTube** www.youtube.com/informaoz
-  **Google+** www.informa.com.au/googleplus
-  **Slideshare** www.slideshare.net/informaoz/tag/ORL16

Pricing Details

Register Early & Save	Early Bird Rate				Standard Rate		
	Book & pay on or before 18 March 2016				Book & pay from 19 March 2016		
Two day conference	PRICE	GST	TOTAL	SAVE	PRICE	GST	TOTAL
	\$1,395.00	\$139.50	\$1,534.50	\$440	\$1,795.00	\$179.50	\$1,974.50

SPECIAL GROUP BOOKING DISCOUNTS: BOOK 3 DELEGATES AND 4TH COMES FREE
All delegates must be from the same company and register at the same time to qualify. Please contact Customer Service on 02 9080 4307 or info@informa.com.au to take up this offer.

For full terms and conditions, please visit:
www.informa.com.au/onlineretail16



Use your QR Reader App on your smartphone and scan this code to take you directly to the website

If undeliverable return to: PO BOX Q1439, SYDNEY NSW 1230

POSTAGE
PAID
AUSTRALIA