



# User Conference Schedule

Regatta - Main Room

Dockside 1 - techOMS

Dockside 2 - techSHIP

Dockside 3 - Executive Roundtables

## Our Sponsors



MADE 4 NET



[techdynamics.com](https://techdynamics.com)

Day 1: Tuesday, September 16th, 2025

|                     |   |
|---------------------|---|
| 08:00 AM - 01:00 PM | Golf Tournament   |
| 12:00 PM - 04:00 PM | Techdynamics Booth (Registrations, general questions, etc.) |
| 12:00 PM - 01:30 PM | <div>Customer Board Lunch</div> <div>INVITE ONLY</div>      |
| 02:00 PM - 04:00 PM | <div>Customer Board Meeting</div> <div>INVITE ONLY</div>    |
| 04:00 PM - 05:45 PM | Happy Hour (Welcome Reception)                              |
| 06:30 PM - 09:30 PM | The Ultimate Yacht Experience                               |

Day 2: Wednesday, September 17th, 2025

|                     |   |   |  |
|---------------------|---|---|--|
| 07:00 AM - 05:00 PM | Techdynamics Booth (Registrations, general questions, etc.)   |   |  |
| 07:00 AM - 08:00 AM | Breakfast (Sponsored by The Safety Standard)  |   |  |
| 08:30 AM - 09:30 AM | "Techdynamics' Roadmap for 2026" (CEO presentation on innovations)  |   |  |
| 09:30 AM - 09:45 AM | Passing Break (Visit our Sponsor's Booths)  |   |  |
| 09:45 AM - 10:40 AM | <p><b>Mastering Order Flow: Leveraging Directional Order Management (DOM) and Custom Rules</b></p> <p>Explore how techOMS' Directional Order Management (DOM) capabilities empower businesses to orchestrate complex order flows. This session will delve into the power of order rules and how they can be customized to automate routing decisions, ensuring that the right inventory is sourced from the best location. Unlock new strategies to optimize multi-location fulfillment while reducing operational costs and improving delivery speed. <b>PRESENTED BY</b> Adam Lavergne and Kristen Gameiro (JP)</p> | <p><b>Visual Rule Building with techSHIP: Mastering Rule Sets</b></p> <p>Walk away equipped with the skills to build, audit, and maintain highly flexible automation logic—without writing code. Ideal for operations teams, administrators, and anyone looking to streamline rule governance within techSHIP. <b>PRESENTED BY</b> Andres Denis</p> | <p><b>Margin Matters: Executive Strategies to Improve Profitability in Fulfillment</b></p> <p>In a world of rising costs and customer demands, fulfillment is increasingly a battleground for profitability. This session will explore strategies for controlling cost-to-serve, optimizing carrier and warehouse selection, and using automation and markups strategically. With input from Techdynamics experts and real-world customer stories, the group will surface practical, executive-level approaches to protecting margin without compromising service. <b>PRESENTED BY</b> Reg Adams and Paul Van Remortel (Ottawa Logistics), Mary Kemper (eGourmet), and Nicholas Somos (Left Lane)</p> <div>INVITE ONLY</div> |
| 10:45 AM - 11:40 AM | <p><b>Solving the Unseen: Troubleshooting with techOMS</b></p> <p>Even the most sophisticated systems encounter challenges. In this interactive session, our experts will guide you through the most common techOMS troubleshooting scenarios and demonstrate best practices for quick resolution. You'll learn to diagnose errors, fix order flow interruptions, and ensure smooth communication with carriers and marketplaces, turning issues into learning opportunities. <b>PRESENTED BY</b> Andres Denis</p>  |   |  |

12:00 PM - 01:00 PM

Lunch - Meet our Diamond Sponsor: eHub

01:00 PM - 01:50 PM

Seamless Scalability: Managing Peak Season Volumes with techOMS

Discover how to prepare your operations for peak season surges without compromising efficiency. This session will explore best practices for scaling order management processes with techOMS, including automated order splitting, load balancing across multiple warehouses, and real-time inventory updates. Gain insights into how businesses can stay agile during high-demand periods and deliver consistent customer experiences. **PRESENTED BY** Andres Denis

Advanced Markups in techSHIP: Mastering Pricing Precision

Unlock the full potential of techSHIP's Advanced Markups module. In this session, you'll learn how to strategically manage shipping cost structures, apply client-specific surcharges, and protect your margins in complex logistics environments. Ideal for users looking to fine-tune their billing strategies and gain a competitive edge. **PRESENTED BY** Nathan Goobie and Glenda Bautista

Navigating Supply Chain Disruptions: Integrating techOMS and techSHIP for Enhanced Resilience and Efficiency

Discover how Techdynamics' techOMS and techSHIP solutions empower C-level leaders to tackle supply chain disruptions. This interactive workshop explores integrations to streamline operations, reduce costs, and build resilience against risks like delays and labor shortages. Engage in customer-led discussions and collaborative problem-solving to drive actionable strategies for your fulfillment challenges. **PRESENTED BY** Edward Aguiar

02:00 PM - 02:50 PM

The Speed Factor: Optimizing Fulfillment with Time-in-Transit Calculations

Learn how techOMS' time-in-transit calculations can elevate your fulfillment strategy by balancing speed and cost. This session will highlight ways to configure and fine-tune the system, ensuring optimal delivery times for your customers. From prioritizing fast lanes to choosing the best carrier options, you'll gain insights into fulfilling orders with precision and meeting customer expectations effortlessly. **PRESENTED BY** Adam Lavergne and Mary Kemper (eGourmet)

INVITE ONLY

03:00 PM - 03:15 PM

Afternoon Refreshment Break

03:15 PM - 04:00 PM

Round Table: The Future of Fulfillment: Navigating Challenges and Opportunities in a Rapidly Changing World

This discussion will explore the biggest challenges and emerging trends in fulfillment and logistics, from labor shortages and supply chain disruptions to the impact of evolving consumer expectations. It will also look into how technology, automation, and sustainable practices are shaping the future of logistics. **PRESENTED BY** Scott Adams, Errol Gonzales (Made4net), Geoff Greenhill (Camelot), Jason Robinson (TransImpact) and Reg Adams

04:00 PM - 05:00 PM

Happy Hour and Day 2 Recap

05:00 PM - 06:30 PM

Free Time

06:30 PM - 09:00 PM

Reception at the Hockey Hall of Fame (Sponsored by eHub)

Day 3: Thursday, September 18th, 2025

|                     |  |
|---------------------|--|
| 07:30 AM - 08:30 AM | Breakfast (Visit our Sponsor’s Booths)   |
| 08:30 AM - 09:20 AM | <div><div><b>From Insight to Action: Data-Driven Decision-Making with techOMS &amp; techSHIP Reports and Analytics</b></div><div>Uncover the power of techOMS &amp; techSHIP reporting tools and dashboards to drive smarter business decisions. This session will walk attendees through configuring reports that track key metrics such as order fulfillment rates, delivery performance, and carrier costs. Learn how actionable insights from these reports can help you identify bottlenecks, optimize operations, and improve overall business performance. PRESENTED BY Edward Aguiar, Maria Malesevic, Andre Vanegas (Yoke Fulfillment), and Florent Bojarski (Mantoria)</div></div>   |
| 09:30 AM - 10:20 AM | <div><div><div><div><b>Smart Inventory Allocation: Reducing Stockouts and Overstocks with techOMS</b></div><div>Managing inventory across multiple sales channels can be challenging, but techOMS makes it easier. In this session, you’ll learn how to set up inventory allocation rules that prevent stockouts and reduce overstocks. We’ll also cover strategies for syncing inventory levels in real-time and allocating stock intelligently to meet customer demand while keeping inventory costs low. PRESENTED BY Adam Lavergne</div></div><div><div><b>Optimizing Cartonization for Cost Efficiency and Sustainability</b></div><div>Reduce shipping costs and waste with techSHIP’s Advanced Cartonization tools. Learn how to automate carton selection and optimize space to improve margin and support your sustainability goals.This session will explore real-world strategies to make every shipment leaner, greener, and more efficient. PRESENTED BY Gabriel Zang</div></div></div></div> |
| 10:30 AM - 11:30 AM | <div><div><b>Unlock the full potential and maximize your ROI</b></div><div>Go beyond the initial setup and discover how to continually maximize the value of your Techdynamics products experience. Learn future-ready best practices designed for ongoing success—whether it’s optimizing ROI, streamlining courier rates and parcel programs, or collaborating with our Solutions Architects to design the systems of tomorrow. Explore how to make the most of our support and even shape the future by influencing our product roadmaps. PRESENTED BY Nathan Goobie, Nestor Martinez, Cecilia Giusto, Andres Denis</div></div>   |
| 11:30 AM - 12:00 PM | Closing Remarks & Next Steps – Open Discussion   |
| 12:00 PM - 01:00 PM | Lunch  |