

# SCHEDULE

## Monday, October 24, 2016

TIME	EVENT	LOCATION
Check-in after 4pm	Check-in	
4:00-6:00	Welcome Reception	Lapham's Lodge
5:30-7:30	Dinner	
7:30	Ranch Activity	
8:30	S'mores by the campfire	
9:00	Hospitality Room	Lapham's Lodge

## Tuesday, October 25, 2016

TIME	EVENT	LOCATION
7:30-8:30	Breakfast	
8:45-9:10	Opening Session – Welcome and Flying L History	Roy Rogers
9:15-9:35	Jennifer Young – Brynka (SWACUMS)	Roy Rogers
	Kristen Ruth - Global Parcel/SqBx (TACUP)	Dale Evans
9:45-10:05	Kristen Ruth - Global Parcel/SqBx (SWACUMS)	Roy Rogers
	Jennifer Young – Brynka (TACUP)	Dale Evans
10:05-10:20	Break	
10:20-11:00	Richard Boudrero – MTAC & NACUMS Update (SWACUMS)	Roy Rogers
10:20-10:40	Karol Mountcastle, GPA (TACUP)	Dale Evans
10:40-11:00	Dawn Olson – Xerox (TACUP)	Dale Evans
11:10-12:00	Theresa Hatcher – Promoting Promotional Products	Roy Rogers
12:00-1:00	Lunch	
1:30-3:00	Brian Henry, USPS – January Changes (SWACUMS)	Roy Rogers
	Vendor Panel – Canon, Kodak, Ricoh, & Xerox (TACUP)	Dale Evans
3:00-3:15	Break	
3:15-4:00	Richard Beto – 3 Men & a Truck	Roy Rogers
4:00-5:00	Pitney Bowes Focus Group	Roy Rogers
5:00-6:00	Happy Hour – Sponsored by Pitney Bowes	
5:30-7:30	Dinner	
7:30	Ranch Activity	
8:30	S'mores by the campfire	
9:00	Hospitality Room	Lapham's Lodge



### Note:

There is something to do every night at the ranch from hayrides to sing-alongs. Every night ends with S'mores by the campfire. We'll use Lapham's Lodge as a hospitality room, alcohol is available for purchase at the Ranch bar and everyone is responsible for their own.

# SCHEDULE

## Wednesday, October 26, 2016

TIME	EVENT	LOCATION
7:30-8:30	Breakfast	
9:00-10:00	Eric Silber – Developing a Customer Service Matrix	Roy Rogers
10:00-10:20	Break	
10:20-10:40	Lance Whitson - Pitney Bowes (SWACUMS) Sheri Jammallo - Canon (TACUP)	Roy Rogers Dale Evans
10:40-11:00	Sheri Jammallo - Canon (SWACUMS) Mark McDonald - Riso (TACUP)	Roy Rogers Dale Evans
11:00-11:20	Will Dickson – Xante & Freddie Martinez – Ricoh (SWACUMS)	Roy Rogers
11:00-11:20	Debra Payne – Kodak (TACUP)	Dale Evans
11:20-11:40	Freddie Martinez – Ricoh & Will Dickson – Xante (TACUP)	Dale Evans
11:30-12:00	Debra Evans – Successful Staff Seminar (SWACUMS)	Roy Rogers
11:40-12:00	Arthur Paré – Copywrong (TACUP)	Dale Evans
12:00-1:00	Lunch	
1:30-2:30	SWACUMS Business Meeting Jerrick Johns – Copier Administration (TACUP)	Roy Rogers Dale Evans
2:30-3:00	Ute Franklin – Using Endicia Shipticket for Commercial Base Pricing (SWACUMS) Debra Payne – Printing vs. Electronic Media (TACUP)	Roy Rogers Dale Evans
3:00-3:15	Break	
3:15-4:15	Barbara Dobson – Business Customer Gateway (SWACUMS) TACUP Business Meeting	Roy Rogers Dale Evans
4:20-5:00	Debbie Sanderfer – Non-Verbal Communication	Roy Rogers
5:00-6:00	Happy Hour Sponsored by Canon	
5:30-7:30	Dinner	
7:30	Ranch Activity	
8:30	S'mores by the campfire	
9:00	Hospitality Room	Lapham's Lodge



## Thursday, October 27, 2016

TIME	EVENT	LOCATION
7:30-8:30	Breakfast	
8:30-10:00	Round table discussions	Roy Rogers
10:00	Dismiss	
11:00	Hotel Check-out	