

# CUSTOMER RETENTION & INVENTORY CONTROL MASTERCLASS

Join us for a dynamic, two-day workshop designed to sharpen your operational edge and elevate your customer experience. Whether you're a seasoned manager or a rising team lead, this masterclass will equip you with practical strategies and tools to drive retention and streamline inventory.



**DAY 1**  
9:30 AM-10:30AM

**MASTERING THE CUSTOMER JOURNEY**  
CRM in Action, Special Orders vs. Back Orders

**DAY 1**  
10:30 AM-10:45 AM

**COFFEE BREAK**  
Enjoy complimentary snacks and beverages

**DAY 1**  
10:45 AM-12:00PM

**MASTERING THE CUSTOMER JOURNEY**  
Strategic Ordering, Flawless Fulfillment

**DAY 1**  
12:00 PM-1:00 PM

**LUNCH & NETWORKING**  
Boxed lunches are available for all attendees. Engage in informal networking with fellow participants.

**DAY 1**  
1:00 PM-1:30 PM

**LEADERSHIP ROUNDTABLE: BEHIND THE SCENES**  
Gain exclusive insights into upcoming product developments, followed by an open Q&A session with our experts.

**DAY 1**  
1:30 PM-2:00 PM

**COFFEE BREAK**  
Enjoy complimentary snacks and beverages

**DAY 1**  
2:00 PM-4:00 PM

**INVENTORY INTELLIGENCE**  
Tracking Inventory Adjustments, Receiving and Supplier Billing, Reconciling Invoices

**DAY 2**  
9:00 AM-12:00 PM

**OPTIMIZING OPERATIONS**  
Pricing & Data load, System Five Sidekick, Reporting, Windward Intelligence, Integrations

**DAY 2**  
1:00 PM-3:00 PM

**OPTIONAL: Q & A**

