

Masterclass Schedule

DAY 1
8:30 AM–9:30AM

BREAKFAST & WELCOME
Full breakfast buffet

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
Enjoy a full hot and cold buffet while networking with fellow participants.

DAY 1
1:00 PM–2:00 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
2:00 PM–2:30 PM

COFFEE BREAK
Enjoy complimentary snacks and beverages

DAY 1
2:30 PM–4:30 PM

INVENTORY INTELLIGENCE
Tracking inventory adjustments, receiving and supplier billing, reconciling invoices

DAY 2
8:00 AM–9:00 AM

BREAKFAST
Full breakfast buffet

DAY 2
9:00 AM–10:30 AM

OPTIMIZING OPERATIONS
Pricing & data load, System Five Sidekick demonstration

DAY 2
10:30 AM–10:45 AM

COFFEE BREAK
Enjoy complimentary snacks and beverages

DAY 2
10:45 AM–12:00 PM

OPTIMIZING OPERATIONS
Reporting, Windward Intelligence, integrations

DAY 2
12:00 PM–1:00 PM

LUNCH & NETWORKING
Enjoy a full hot and cold buffet while networking with fellow participants.

DAY 2
1:00 PM–3:00 PM

Q&A, CUSTOMER SPOTLIGHT
Stay for optional Q&A and listen to other users' experiences with System Five

