



**New England Electronic Commerce Users' Group  
Annual 2-Day Conference  
&  
Dual-Track Educational Sessions  
Thursday & Friday  
June 1<sup>st</sup> & 2<sup>nd</sup>, 2017**

*A First Full Day of Speaker Presentations,  
A Second Day of Dual-Track Full Day Classroom Education,  
& Networking Opportunities with your Peers on both days!*

*Day 1 - Program includes presentations and topics covering:*

- *Leveraging EDI documents in Drop Shipments to create an AI (Artificial Intelligence) Dashboard*  
*James Lewis, Founder & CEO, Enhanced Retail Solutions*
- *Everything You Wanted to Know about AS2... and More!*  
*Todd Gould, CEO, Loren Data Corp.*
- *Supply Chain/B2B Shrinkage – The Most Common Ways That Your Products are Disappearing in Transit and How to Stop It!*  
*John Tabor, VP, National Retail Systems*
- *Connected Commerce Through the Cloud – Achieving Operational Excellence in an Omni-Channel World*  
*Jacques Vigneault, Chief Sales Officer, DI Central*
- *Managing & Gaining Control of Retail Scorecards*  
*Jerry Glinnen, Lifetime Brands*
- *Tips to Help You Manage EDI Without Losing Your Sanity*  
*Faith Lamprey, President, Aurora Technologies*
- *Every Department is Narcissistic and Speaks a Different Language*  
*Joanne Dennison, The Guidance Counselor for Grown Ups*
- *Soft Skills That Drive Project Success*  
*Eric Bloom, President, Manager Mechanics*

***Day 2 – Dual Tracks of Full-day Intensive Classroom-Style Education  
Courses Including:***

***Track One:***

➤ ***EDI-101 – A Full Day Overview of Electronic Data Interchange***

***Instructor: Gregg Lanni, Dell Boomi***

Are you new to EDI? Does everything seem confusing and difficult to understand?

This session will break down each component and give you a greater comprehension of this technology. From its beginnings to the X12 standards, translation software, communications choices and beyond you will learn what a day in the life of an EDI coordinator should be. Your instructor has 25 years of experience working with EDI in manufacturing, translation software programmer, network VAN manager, and as a consultant. In this full-day class, you will receive as much of his experience as possible. Also hear what the future might bring to the industry as well as an opportunity to ask the questions that no one else will answer.

***Track Two:***

➤ ***ITIL/ITSM - Soft Skills Management Training Course***

***An Innovative Full Day Course for Technical & Business Professionals***

***Instructor: Eric Bloom, CEO, Manager Mechanics, LLC***

The implementation of the IT Infrastructure Library (ITIL) and how its delivered to its customers, referred to as IT Service Management (ITSM), can be greatly enhanced through the advancement of IT soft skills, business skills and industry knowledge.

This class contains topics specifically selected to help you and your team enhance the effectiveness of your ITIL initiatives, and most important, user satisfaction and the service value IT provides to the organization it serves.

## **Introduction**

The New England Electronic Commerce User's Group (NEECOM) is a non-profit organization established in 1990. We focus on the practitioners of EC/EDI. Our members include manufacturers, retailers, hospitals, insurance companies, motor carriers, universities, banks and government agencies. The common thread is our interest in EC/EDI and related technologies. We welcome companies of all sizes, who are at any stage in their implementation of Electronic Commerce.

## **The Goals of NEECOM:**

- *To provide a forum for technical and business presentations;*
- *To inform and educate the business community;*
- *To share information and new ideas;*
- *To increase the opportunity for personal contacts and networking; and*
- *To expand the regional scope of Electronic Commerce.*

## **Meetings**

NEECOM holds two formal meetings during each year. These meetings vary in their format and may include formal presentations, classroom style education and vendor exhibits. Topics will vary depending on the interests of the group. Programs cover: basic education, advanced topics, case studies, current issues and industry updates, and are presented by a variety of guest speakers.

## **Additional Membership Benefits**

*Members of the New England Electronic Commerce Users' Group enjoy the following benefits:*

- Discounted "member" rates for all NEECOM meetings
- Discounted rates for education and conferences
- Free postings on our NEECOM jobs board

## **NEECOM Board Contacts:**

Ira Keltz, NEECOM President [ikeltz@partners.org](mailto:ikeltz@partners.org)  
Partners HealthCare System, Inc., (857) 282-0899

Michelle Calarese – NEECOM Treasurer [info@neecom.org](mailto:info@neecom.org)

**The meeting will be held in the following facility:**

**Doubletree Hotel Westborough**  
**5400 Computer Drive**  
**Westborough, MA 01581**  
**Phone: 508 366-5511**

Dress code is business casual.

A block of rooms has been reserved for the nights of May 31<sup>st</sup> and June 1<sup>st</sup>, 2017. The discounted group rate is \$159.00/night. Reservations must be made by May 14<sup>th</sup> to take advantage of this rate. When making a reservation, call the hotel directly and please refer to discount group code "NEE". Room availability is limited - **so reserve early**. For additional information and directions, visit our web site: <http://www.neecom.org>

## NEECOM Agenda for Day 1 - Thursday, June 1<sup>st</sup>, 2017

### Morning Program:

**8:00 Registration/Continental Breakfast**

**8:30 *Annual Meeting and Opening Remarks***

*NEECOM President, Ira Keltz, Partners HealthCare System, Inc.*

**8:45 *Leveraging EDI documents in Drop Shipments to create an AI (Artificial Intelligence) Dashboard***

**James Lewis, Founder & CEO, Enhanced Retail Solutions**

There is a wealth of information in EDI documents. Yet most companies do not pull together all the information from these disparate documents.

As an example, e-commerce drop shipments are becoming more popular as retailers seek to lower their own costs and inventory. Retailers seek to improve customer satisfaction with on line orders by insuring all internal and drop shipments are delivered as ordered and on time. While all the order flow information is available on various EDI documents, there is no single application that ties all the information together for retailers and their suppliers.

This presentation will walk the audience through the process of creating a new application to combine EDI documents with other, internal information to synthesize this data. Dashboard/Artificial Intelligence capabilities can follow the data trail of documents and show any breakdowns in the process, highlighting inefficiencies in the system and providing real time analytics/feedback. This case study will reveal how companies can take advantage of rich data sets that already exist.

**9:30 *Supply Chain/B2B Shrinkage – The Most Common Ways That Your Products Are Disappearing in Transit and How to Stop It!***

**John Tabor, VP, National Retail Systems**

The FBI has estimated that various forms of cargo theft have led to annual losses totaling 30 billion dollars a year. No shipper is immune to supply chain loss, this session will cover various methods of theft that are the leading causes of shrink and where it is occurring. Discussion will also take place on the most effective methods of preventing losses while goods are in transit.

**10:15 Networking and Refreshment Break**

**10:30 *Connected Commerce Through the Cloud – Achieving Operational Excellence in an Omni-Channel World***  
**Jacques Vigneault, Chief Sales Officer, DI Central**

The current distributed commerce environment -- with its improved digital shopping technologies and the widespread adoption of multiple commerce channels -- is forcing brands and retailers to redefine their traditional roles and restructure their operational models to accommodate direct engagement with customers. To thrive in this drop-ship commerce model, retailers now actively seek out and collaborate with numerous suppliers, sell across multiple channels and ship inventory directly from manufacturers instead of holding all inventory in costly warehouse management setups.

**11:15 *Every Department is Narcissistic and Speaks a Different Language***  
**Joanne Dennison, The Guidance Counselor for Grown-Ups**

Do you ever feel like you are banging your head against the wall trying to get people at your organization to hear your concerns over *technology*?

You're explaining things very clearly -Why can't they understand and see your Point of View? Sales is selling the dream, that you now have to service. "Up above" does not understand while you can't "just make a few small changes" overnight (if at all).

In a field that changes more frequently than daily, and cybersecurity is one of the biggest concerns in the world-- what can you do to be understood and heard in your own organization?

**12:15 Lunch**

**Afternoon Program:**

**1:15 *Everything You Wanted to Know about AS2 and More***  
**Todd Gould, President, Loren Data Corp**

AS2 has become the go-to EDI messaging standard for direct messaging between trading partners. An Internet RFC standard, AS2 combines encryption, digital signatures, public/private certificates, and automated confirmations. Powerful and low cost when it works, a major headache when things don't go so well. Together we will explore best practices from configuration to certificates.

Todd Gould is a recognized expert in AS2. With a talent for talking tech to normal people, Todd will help you evaluate the benefits of implementing AS2 in your organization and how to get it under control if you already use it.

**2:00** *Managing & Gaining Control of Retail Scorecards*  
**Jerry Glinnen, Lifetime Brands**

Thought you were done with Report Cards when you graduated from school? Think again if you're in the Supply Chain world. Retail scorecards are an important tool for understanding and managing supplier performance. Take a high level tour with us and see what we do with Retailer Report Cards at Lifetime Brands!

**2:45** **Networking and Refreshment Break**

**3:00** *Tips to Help You Manage EDI Without Losing Your Sanity*  
**Faith Lamprey, President, Aurora Technologies**

Are the constantly changing demands and requirements of EDI driving you crazy? Does management not understand why it takes so long to bring up a new trading partner? Are you getting push back from accounting in renewing your annual software maintenance? Come to this session to learn some tips to help you with these issues. Some additional topics to be covered will include: The Joys (?) of AS2, interfacing with 3PLs. What to do if (when) your EDI software vendor is purchased, and why Dr. EDI recommends regular cleanses of your data.

**3:45** *Soft Skills That Drive Project Success*  
**Eric Bloom, CEO, Manager Mechanics**

An important similarity between traditional projects and Agile development projects are the types of soft/business skills needed to maximize project success. Scrum Master and Project Managers alike need specialized skills, such as leadership, negotiation, team building, influence and more. In addition to understanding stakeholder needs, Business Analysts and Product Owners must also have the ability to think strategically, resolve conflicts, facilitate change, communicate effectively with multiple professional disciplines, and perform other related activities. There are also various interpersonal communication, influence and problem solving skills that are of great value to team members of all professions.

This talk outlines the types of interpersonal and business skills needed to enhance team harmony, maximize productivity and facilitate the teamwork needed to ensure project success and enrich professional growth.

**Key Take-Aways:**

- Understanding of required soft/business skills by team member type/profession
- Insights into the transferable skills between Traditional Project and Agile Project leadership
- The roadmap of required soft/business skills needed to maximize project and professional success

## NEECOM Agenda for Day 2 – Friday, June 2<sup>nd</sup>, 2017

### Track 1: EDI-101: An Introduction to Electronic Data Interchange

### Track 2: ITIL Soft Skills Management Training Course

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#### **Track 1: EDI-101 – An Introduction to Electronic Data Interchange**

**Instructor: Gregg Lanni, Sr. Integration Advisor, Dell Boomi**

**8:00AM – 3:30PM**

#### **Course Description:**

Are you new to EDI? Does everything seem confusing and difficult to understand? This session will break down each component and give you a greater comprehension of this technology. From its beginnings to the X12 standards, translation software, communications choices and beyond you will learn what a day in the life of an EDI professional should be. This is also a great opportunity for managers and staff in any area of Supply Chain (AP, Purchasing, Receiving, Shipping, Transportation, etc.) who works with EDI documents as part of your job to get a better understanding of Electronic Data Interchange. Your instructor has over 30 years of experience working with EDI and literally wrote the code to make it work at multiple companies along the way. In this full-day class, you will receive as much of his experience as possible. Also hear what the future might bring to the industry as well as an opportunity to ask the questions that no one else will answer.

**8:00**            **Registration/Continental Breakfast**

**8:30**            *EDI 101* Part One: EDI Fundamentals

**10:00**          **Networking and Refreshment Break**

**10:15**          *EDI 101* Part Two: EDI Translation and Business Application

**12:00**          **Lunch**

**1:00**            *EDI 101* Part Three: Communication Types and Strategies for Successful EDI Implementation

**2:30**            **Networking and Refreshment Break**

**2:45**            *EDI 101*  
Part Four: Q&A – answering your specific EDI questions

**3:30**            **Adjourn**

## **Track 2: ITIL Soft Skills Management Training Class**

*Instructor: Eric Bloom, CEO, Manager Mechanics, LLC*

**8:00AM – 3:30PM**

The implementation of the IT Infrastructure Library (ITIL) and how its delivered to its customers, referred to as IT Service Management (ITSM), can be greatly enhanced through the advancement of IT soft skills, business skills and industry knowledge. This class contains topics specifically selected to help you and your team enhance the effectiveness of your ITIL initiatives, and most important, user satisfaction and the service value IT provides to the organization it serves.

### **High Level ITIL Introduction**

#### **ITIL Service Strategy Related Soft Skills**

- Strategic Thinking and Planning
  - Organizational Thinking
  - 6 Step Strategic Thinking Process
  - 9 Step Strategic Planning Process

#### **ITIL Service Design Related Soft Skills**

- Five Step SERVE Consulting Model
  - “S” - Setting up a Relationship
  - “E” - Establishing Needs
  - “R” - Recommending Solutions
  - “V” - Valuing Objections
  - “E” - Executing - Next Steps

#### **ITIL Service Transition Related Soft Skills**

- Being an Agent of Change
  - Changing People and Culture
  - Making Change Succeed
  - Commitment and Buy-In
  - Four Phase Change Process
  
- Vendor Management
  - “DANCE” Vendor Management Expectation Framework

#### **ITIL Service Operation Related Soft Skills**

- Leadership Concepts
  - 10 Types of Leadership Styles
  
- Leadership without Authority (Influence)
  - Types of Respect
  - Barriers to Influence
  - Leading Influence Concepts and Techniques
    - Cialdini's Six Principles of Influence
    - Cohen-Bradford Influential Model

- Maximizing Your Personal Power
  - 12 Ways to Position You to Influence Others
- Conflict Resolution
  - Initial Thoughts and Vocabulary
    - The Typology of Conflict
    - Types of Conflict and the Conflict Spiral
  - Quick Conflict Resolution Tips
    - Interpersonal Ground Rules
    - Nice Ways to Say “No”
    - Using "How" and "What" Questions
    - VASE, ERIC, and BEGIN

### **ITIL Continual Service Improvement Related Soft Skills**

- User Experience
  - Definition
  - Product Quality
  - Services Quality
  - Documentation and Training Quality
  - Multi-Channel Accessibility
  - IT Thought Leadership
  - The User Experience / Client Service Connection
- Great Internal Client Service
  - Understanding Your Clients' Characteristics
  - What Your Internal Clients Want
  - Communicating with Your Client Leadership

## Meeting Registration

All registrations & memberships must be performed online using our website <http://www.neecom.org>

You may, however, elect to mail a check rather than pay online. We accept company and personal checks as well as credit cards. Please go to our website to input your registration and membership information and indicate method of payment.

All questions about registration should be addressed to Ira Keltz (857) 282-0899.

In the event of inclement weather, please refer to the NEECOM web site for cancellation notice.

Membership is open to all companies that have an interest in EC/EDI. The nominal annual dues entitle the company representative and any number of employees to attend activities and meetings at member rates. Membership is based on a calendar year (January through December).

**Check our website to see if you are a current 2017 member. <http://www.neecom.org>**

Annual 2017 Membership Fee **\$250.00**

### **Day 1 – May 11<sup>th</sup>, 2016**

Member Meeting Fee (per attendee) **\$ 125.00**

Non-Member Meeting Fee (per attendee) **\$180.00**

### **Day 2 – May 12<sup>th</sup> 2016** (Two concurrent educational tracks)

Member Meeting Fee (per attendee) **\$180.00**

Non-Member Meeting Fee (per attendee) **\$280.00**

**Registration and Membership Fees are non-refundable.**

**PLEASE NOTE OUR MAILING ADDRESS BELOW AND UPDATE WITH YOUR A/P DEPARTMENT TO ENSURE PROMPT PAYMENT!!!**

### ***Checks should be made payable to:***

New England Electronic Commerce Users' Group (NEECOM)

P.O. Box 1162

Westford, MA 01886

Space Is Limited!

Please Respond Before May 29th, 2017

## NEECOM - Partial 2016-2017 Member List:

1EDISource

Alimed, Inc.

Bauer Hockey

BJs Wholesale Club Inc.

BURTON Snowboards

Cabot/Agri-Mark

Cleo

ConMed Corporation

EDI Specialists, Inc.

Energy Services Group

Enhanced Retail Solutions

Eversource Energy

eZCom Software Inc.

Faxinating Solutions, Inc

Foundational e-Business

Hologic

Interlink Commerce

Intertrade Systems Inc.

ITW Global Brands

K'NEX

MAXIMUS, Inc.

Liberty Mutual

Lifetime Brands

New Balance Athletics, Inc.

Neighborhood Health Plan of RI

Partners HealthCare

Primeur Corporation

Rez-1

r-pac International

Schneider Electric

Sophos

Staples, Inc.

Sterilite Corporation

Tallan

Tangentia America LLC

The TJX Companies

TTP Solutions

Wayfair, LLC