

**New England Electronic Commerce Users’ Group**

**Annual 2-Day Conference**

**&**

**Dual-Track Educational Sessions**

**Wednesday and Thursday**

**May 22nd & 23rd, 2019**

***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:***

* ***Creating a Culture of Mindfulness at Northeast Delta Dental***

***Tom Raffio, President & CEO, Northeast Delta Dental***

* ***With a Little REST and SOAP, You’re Fresh and Ready for Web Services!***

***Todd Gould, CEO, Loren Data Corp.***

* ***High Impact Negotiations: Dealing with Suppliers, Colleagues, and Customers***

***Richard Wiseman, Assistant Professor, Endicott College***

* ***Creating Supply Chain Synergies to Meet Omnichannel Consumer Expectations***

***Susan Pichoff, Senior Director, Retail Apparel and General Merchandise, Industry Engagement, GS1 US***

* **Fully Automate Your Vendor Direct Supply Chain**

***Scott Bolduc, Director of Supply Chain Strategy, SPS Commerce***

* ***Using B2B Middleware Applications to Manage Surges for Black Friday Online Ordering***

***Scott Story, B2B Integration and EDI Account Manager, REMEDI***

***Michael Geisler, Senior Integration Architect Consultant, REMEDI***

* ***How Leading Companies are Utilizing AI and Blockchain with B2B Integration***

***Thomas Limanek, World Wide Enablement for B2B Managed Services, IBM***

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

***Courses Including:***

***Track One:***

### *Great Internal IT Client Service* *****-***** *An Innovative Full Day Course for Technical & Business Professionals*

***Instructor: Eric P. Bloom, Executive Director, IT Management and Leadership Institute***

User satisfaction comes from great internal client service. This class is specifically designed for individuals and departments that provide services to fellow employees within their company, as opposed to external clients. For example, the Sales, Marketing, Finance and Human Resources groups are clients of the Information Technology (IT) department because IT provides services to these groups.

User satisfaction requires more than only technical ability. It also requires the capability to understand user needs, communicate effectively, properly measure user satisfaction and the ability to create a service-oriented environment.

## Key Take-Aways:

* Insights into internal client service concepts, politics, and best practices
* Leadership attributes/processes needed to create a service-oriented environment
* Specific actionable techniques to enhance your user satisfaction

***Track Two:***

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

***Instructor: Tony D’Angelo, TIE Kinetix***

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 30 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.

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:

1. *To provide a forum for technical and business presentations;*
2. *To inform and educate the business community;*
3. *To share information and new ideas;*
4. *To increase the opportunity for personal contacts and networking; and*
5. *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:*

1. Discounted “member” rates for all NEECOM meetings
2. Discounted rates for education and conferences
3. 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 21st, and May 22nd. The discounted group rate is $167.00/night. Reservations must be made by April 30th to take advantage of this rate. When making a reservation, call the hotel directly and please refer to discount group code “NWE”. Room availability is limited - **so reserve early.** For additional information and directions, visit our web site: [**http://www.neecom.org**](http://www.neecom.org)

**NEECOM Agenda for Day 1 – Wednesday May 22nd, 2019**

**Morning Program:**

**8:00 Registration/Continental Breakfast**

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

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

**8:45 Mindfulness: Be More Efficient with Less Stress**

***Thomas Raffio, President & CEO, Northeast Delta Dental***

Tom Raffio, President & CEO of Northeast Delta Dental and co-author of Mindfulness: a better me; a better you; a better world, will explain the concepts of mindfulness.  Mindfulness is the practice of maintaining an intentional awareness devoted to one task at a time in a focused, sustained, and non-judgmental way.  Through fostering and encouraging a culture of mindfulness in the workplace and at home, employees will be less stressed, less distracted, and thus, make fewer mistakes, positively impacting your organization’s bottom line.  This presentation will provide a framework for three mindfulness essentials that can easily and immediately be applied in a work setting and our daily lives.

**9:30 High Impact Negotiations: Dealing with Suppliers, Colleagues, and Customers**

***Professor Richard Weissman, Endicott College***

When do you negotiate? Always! Negotiation is not just about getting the lowest price, but about managing and improving overall supplier performance. Supply chain professionals are increasingly called upon to orchestrate complex relationships and mitigate risk, all while increasing supplier performance and customer satisfaction. Traditional negotiation techniques and routine supplier skirmishes often undermine the hard work and commitment, from both the buyer and seller, to deepen these relationships – ultimately harming dependent, multi-tier supplier performance.

Attendees will learn how to:

* Identify gaps in their personal negotiation style
* Defend against negotiating techniques used against you by suppliers, customers, and colleagues
* Open the electronic curtain to humanize the negotiation process
* Leverage and enhance supplier relationships

**10:15 Networking and Refreshment Break**

**10:45 Creating Supply Chain Synergies to Meet Omnichannel Consumer Expectations**

***Susan Pichoff, Senior Director, Retail Apparel and General Merchandise, GS1 US***

How can supply chain partners create synergies to effectively meet the expectations of today’s omnichannel consumer? In this presentation, Susan Pichoff, Senior Director of Apparel and General Merchandise, GS1 US, will outline the importance of data sharing in a standards-based framework to take omnichannel goals to the next level. Key operational best practices include the use of GS1 Standards for unique product identification, accuracy in product attribution, and improving item-level inventory visibility and traceability through RFID.

**11:30 Fully Automate Your Vendor Direct Supply Chain**

***Scott Bolduc, Director of Supply Chain Strategy, SPS Commerce***

During this session, you'll learn how buying organizations are automating the Vendor Direct to Consumer order cycle. The presentation will include tips and considerations on how best to manage every step of the drop ship process, including item management/setup, inventory (visibility into a suppliers inventory position), orders (order creation and acknowledgment/confirmation with suppliers), shipments (supplier notification of in-transit orders), deliveries (carrier visibility into customer order), consumer billing, payables (managing all those invoices for customer orders with suppliers), and customer returns.

**12:15 Lunch**

**Afternoon Program:**

**1:15 With a Little REST and SOAP, You’re Fresh and Ready for Web Services!**

***Todd Gould, CEO, Loren Data Corp.***

**2:00 Using B2B Middleware Applications to Manage Surges for Black Friday Online Ordering**

***Scott Story, B2B Integration and EDI Account Manager, REMEDI***

***Michael Geisler, Senior Integration Architect Consultant, REMEDI***

**2:45 Networking and Refreshment Break**

**3:00How Leading Companies Are Utilizing AI and Blockchain with B2B Integration**

***Thomas Limanek, World Wide Enablement for B2B Managed Services, IBM***

In this session you will learn how IBM is helping clients leverage AI and Blockchain in the B2B space. Tom Limanek will review how the Watson AI tools have been utilized to collate the full body of EDI maps created over the years in their Managed Service. Tom will then show where Natural Language capabilities are used to assist companies in finding and correlating EDI documents and more generally assisting in Supply Chain disruptions.

Finally, we will review IBM’s Corporate Blockchain approach and how it is utilized to allow a Secure, Shared Views of transactions.

**3:45 Raffle/Refreshments/Networking/Adjourn**

**NEECOM Agenda for Day 2 – Thursday , May 22nd, 2019**

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

### Track 2: ****Great Internal Client Service -**** An Innovative Full Day

### Course for Technical & Business Professionals

**=======================================================**

### Track 1: *Great Internal IT Client Service* *****-***** *An Innovative Full Day Course for Technical & Business Professionals*

***Instructor: Eric P. Bloom, Executive Director, IT Management and Leadership Institute***

User satisfaction comes from great internal client service. This class is specifically designed for individuals and departments that provide services to fellow employees within their company, as opposed to external clients. For example, the Sales, Marketing, Finance and Human Resources groups are clients of the Information Technology (IT) department because IT provides services to these groups.

User satisfaction requires more than only technical ability. It also requires the capability to understand user needs, communicate effectively, properly measure user satisfaction and the ability to create a service-oriented environment.

## Class Topics include:

* Internal client service essentials
  + Why the concept of internal client service is important
  + Characteristics of poor, good and great client service
  + Ideal internal client service vs. realistic client service
  + Resource prioritization
  + Deadlines, ongoing communication and follow up
  + Being proactive vs. reactive
  + Difference between client service and relationship management
  + Developing processes that facilitate efficient service
  + Measurement: If you can’t measure it, then you can’t monitor it or improve it
  + Ways of showing service ownership
  + Measuring internal client satisfaction
* Manager’s role in service success
  + Leadership attributes/processes needed to create a service-oriented environment
* IT/Business User Relationship
  + Goal Alignment or Misalignment
  + Customer Loyalty Ladder
  + 4 Key Customer Satisfaction Measurements
  + Dissatisfaction vs. Satisfaction vs. Delight
  + Moments of Truth
  + Skills that Influence User Behavior
* Defining Expectations
  + Resolution, Action or Promise
  + Customer wants, needs, and goals
* Managing Expectations
* The DANCE Call Management Framework
  + User Types and How to Deal with Them
* Evangelist, Negotiator, Panic-Button Pusher, Rejectionist, etc.
  + Skills that Influence User Behavior
* Calming Presence, Clear Communication, Closing Ability, etc.
  + User Problem Solving Process
* Eight step process to designed to maximize client experience

## Key Take-Aways:

* Insights into internal client service concepts, politics, and best practices
* Leadership attributes/processes needed to create a service-oriented environment
* Specific actionable techniques to enhance your user satisfaction

Track 2: EDI-101 – An Introduction to Electronic Data Interchange

***Instructor: Tony D’Angelo, TIE Kinetix***

***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 aof 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**

**Meeting Registration**

All registrations & memberships must be performed online using our website [**http://www.neecom.org**](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 22nd, 2019**

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

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

**Day 2 – May 23rd, 2019 (**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 15th, 2019

**NEECOM - Partial 2018 Member List:**

Alimed, Inc.

Aurora Technologies

Bauer Hockey

BJs Wholesale Club Inc.

Blume Global

Boston Warehouse

Cabot/Agri-Mark

ConMed Corporation

Descartes

DI Central

Edict Systems

EDI Specialists, Inc.

Energy Services Group

eZCom Software Inc.

Faxinating Solutions, Inc

GraceBlood, LLC

Heilind Electronics

inMusic

Interlink Commerce

InterTrade Systems Inc.

ITW Global Brands

K'NEX

Liberty Mutual

Lifetime Brands

Loren Data Corpa

Marathon Sports

New Balance Athletics, Inc.

Partners HealthCare

ReTrans Freight, Inc.

Staples, Inc.

The Persimmon Group, Inc.

X12