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| 08:30 – 09:40 | Registration | |
| 09:40 – 10:00 | Updating delivery propositions for the UK market | How does the increase in orders equate to the increase in revenue? And how do the delivery propositions retailers offer match up with customer expectation? - Andy Mulcahy, Strategy and Insight Director, IMRG |
| 10:00 – 10:10 | GFS presentation | Hear from Bobbie Ttooulis, Group Marketing Director, GFS on what 100 Peak Deliveries Reveal about Retail Performance Peak trading exposes the truth about delivery performance. |
| 10:10 – 10:30 | Performance optimisation roundtables | In these sessions retailers sit together grouped around shared issues and challenges, discussing strategies for improving performance across numerous areas of the online experience |
| 10:30 – 10:45 | Panel session | Hear from Fulfilmentcrowd, nShift, ReBound & Uber |
| 10:45 – 10:50 | Customer attitudes toward online delivery | How much do retailers think is reasonable to pay for online delivery, how quick should it turn up and how long should returns timeframes be? - Andy Mulcahy, Strategy and Insight Director, IMRG |
| 10:50 – 11:05 | Coffee break | |
| 11:05 – 11:55 | Peer-to-peer idea generator | IMRG’s quickfire engaging format sits everyone in the room together with five different people individually, in eight-minute bursts, to discuss challenges and share ideas around how to progress them |
| 11:55 – 12:00 | How are retailers approaching cross-border markets? | Which markets are retailers targeting cross-border and which are proving the trickiest to manage? - Matthew Walsh Data & Retail Director |
| 12:00 – 12:15 | Panel session | Hear from Scurri, Spring GDS & Zigzag |
| 12:15 – 12:35 | Performance optimisation roundtable | Building on the discussion earlier, retailers have another opportunity to progress ideas that help to inform winning strategies for growth |
| 12:35 – 13:35 | Lunch | |
| 13:35 – 13:55 | Performance optimisation roundtables | In this final roundtable session, retailers get one more chance to learn from each other and swap ideas on how to overcome challenges in online trade |
| 13:55 – 14:35 | Navigating the world’s largest (basket case) market - Retailer panel | The US market is incredibly unpredictable, being characterised by kneejerk tariffs applied and disapplied with dizzying speed. Find out how leading retailers are dealing with the changes to keep trading in the world’s largest eCommerce market. |
| 14:35 – 14:40 | How are retailers adapting their delivery propositions? | Are we seeing retailers make more use of third-party collection points as part of their offering, how are return rates evolving and are we seeing a move toward green delivery options? - Matthew Walsh Data & Retail Director |
| 14:40 – 15:00 | Points to inform your strategy | A final session that invites delegates to share insight with the room based on discussions they have had, raising key questions and sharing ideas around how to improve performance |
| 15:00 – 16:30 | Drinks reception | |