



Shipping, Receiving and Warehousing Workshop

April 3-4, 2012 • Nashville, Tennessee, USA



Workshop Program: (subject to change)

Monday, April 2, 2012 –

5:00pm – 7:00pm: Registration Open

Tuesday, April 3, 2012 –

7:00am – 8:00am: Complimentary Breakfast and Registration Open

8:00am – 8:15am: Opening Remarks

8:15am – 9:00am: *Keynote Presentation: Michele Donahue, Executive Director – Paper Supply Chain, Condé Nast*

Michele Donahue will share her-perspective on trends in the industry and the importance of minimizing damages and maximizing efficiency in the supply chain. Popular titles published by Condé Nast, include Vogue, W, Glamour, GQ, Golf Digest, and Vanity Fair.

9:00am - 10:00am: *Car Quality – Review of Goal & Progress to date: TAPPI Mill Working Group #1*

This Mill Working Group comprised of magazine paper manufacturers New Page, UPM and Verso will share their progress in a project to identify and reduce problematic cars in circulation.

10:00am - 10:30am Coffee Break

10:30am - 11:00am *PanAm – A Success Story: David Fink, President, PanAm*

Pan Am has changed the dynamics of shipping pulp & paper from Maine & New Brunswick with \$300M in capital improvements and a commitment to customer service.

11:00am -11:30am *CN- 60 foot box cars and Car Inspections: John Green, Canadian National*

John Green will discuss the trend toward 60 foot rail cars and the different securing methods required to safely load these cars.

12:00pm – 1:00pm: Hosted Lunch (Sponsored by Norcell, Inc.)

1:00pm – 2:00pm: *Safe Truck Loading and Securing: Rolf Vanderzwaag, Author*

Author, **Rolf Vanderzwaag** will present material from his book, Practical Cargo Securement – Guidelines for Drivers, Carriers and Shippers. Mr. Vanderzwaag presents the information provided in the North American Cargo Securement Standard with the goal of helping drivers, carriers and shippers understand how to properly secure roll paper for over the road transportation.

2:00pm - 2:30pm

Coffee Break

2:30pm - 4:00pm

*Intermodal Loading and Securing - Best Practices: **Panel Discussion***

Chris Baker, Manager - Product & Application Development
Allegheny Down River, an ITW company

Michael Sandoval, Senior Engineer, Damage Prevention
Transportation Technology Center Inc.

Mike Wiggins, Load Engineering and Design Services
CSX Transportation

This panel of experts will be facilitated by **Brian Paolillo**, Regional Vice President, East of Pacer International. The panel will provide perspectives from the railroad, securing material manufacturing and shipping communities.

4:00pm - 5:00pm

*Damage Classification, Receiving Inspection and Claims Procedures: **Mill Working Group #2***

Part 1: This Mill Working Group comprised of magazine paper manufacturers Norske Skog, Verso and UPM will share their progress on a project that has focused on the critical processes of damage classification, receiving inspections and claims procedures with the goal of establishing industry data from which damage prevention action items can be established and claims can be processed efficiently.

Part 2: A best practice presentation on how to properly photograph and document damage to determine root cause from the perspective of the following damage prevention professionals:
Kirk Kind, Hexacomb - **Mandy Screven**, ITW - **Brianna McCready**, CSX Damage Prevention

Wednesday, April 4, 2012 –

7:00am – 8:00am:

Complimentary Breakfast

8:00am – 8:30am:

Welcome and Feedback on Mill Working Group # 1 and #2

Attendees will have the opportunity to provide feedback on the activities of the Mill Working Groups, suggested next steps, and the opportunity to volunteer to participate in future projects.

8:30am – 10:30am:

*Keynote: **Colin Barrett***

Mr. Barrett is a renowned author, educator and consultant who has been a columnist for Traffic World, Distribution Magazine and the Journal of Commerce for nearly 40 years. He is the author of **Transportation Questions and Answers on Freight Loss and damage**, currently in its 32nd volume as well as **Manager's Guide to Freight Loss and Damage Claims, 3rd edition**. Colin will share his years of experience and expertise in this interactive session. Some topics he will discuss include: concealed damage claims, proper notification and documentation, and manufacturing price vs. destination market value on claims.

10:30am - 11:00am

Coffee Break

11:00am - 12:00pm *Q&A and wrap up: **Colin Barrett***

Attendees will submit real-life damage loss and claim scenarios to which Mr. Barrett will apply his in-depth knowledge to provide suggestions for resolution and risk mitigation.

12:00pm Adjourn