

# *Planning Your Next Supply Chain Move*



*CTSI's 12<sup>th</sup> Annual Client Focus Group Meeting*

May 9 & 10, 2007

FedExForum  
Memphis, TN



*For more information and to register go to: [www.ctsi-global.com/events/focusgroup.asp](http://www.ctsi-global.com/events/focusgroup.asp)*



Dear Guest,

CTSI is pleased to announce that our 12<sup>th</sup> Annual Client Focus Group meeting will be held on May 9<sup>th</sup> and 10<sup>th</sup> at the FedExForum (Home of the NBA Memphis Grizzlies at the foot of Beale Street in downtown Memphis).

CTSI's Annual Client Focus Group has become an important Thought Leadership Forum where clients, carriers and other industry experts come together to discuss the latest industry trends. This is also the forum to chart the strategies and technologies that will aid you in making your supply chain operations more economic and efficient.

Our meeting agenda and more detailed information will be posted shortly. There is no charge for the meeting which is open to all CTSI clients and invited industry guests. We encourage your participation and look forward to seeing you in May.



## Who Should Attend?

CTSI Clients and Industry Leaders

## Fees

This meeting is absolutely free to all attendees

## Hotels

See page 5 for more information

## Dress Code

The attire for the meeting is business casual for all guests

## Parking

Parking is available in the garage on the 1<sup>st</sup> Floor (P1)

## How To Register:

Go to:

[www.ctsi-global.com/events/focusgroup.asp](http://www.ctsi-global.com/events/focusgroup.asp)



# Agenda

## Tuesday, May 8<sup>th</sup>

- 8:00 a.m. - \* CTSI Client Open House  
5:00 p.m.
- 1:00 p.m. - **Golf Outing** - Hosted by Larry  
Watts & Brian Scott, CTSI

## Day One

## Wednesday, May 9<sup>th</sup>

FedExForum – Enter lobby from main entrance on S. Third Street, go up the stairs and take elevators on the right to the event level and go to the right, registration in front of Lexus Lounge.

- 8:00 a.m. - **Registration – Lexus Lounge, Event Level**  
Continental Breakfast
- 9:00 a.m. - **Welcome**  
J. Kenneth Hazen, CTSI
- 9:15 a.m. - **Opening Comments/ Agenda Review**  
Cliff Lynch, Facilitator
- 9:30 a.m. - **Keynote Speaker**  
George Duggan  
Vice President Domestic  
Intermodal - BNSF Railway
- Intermodal's Emerging Role in Global Logistics
- 10:15 a.m. - **Break**
- 10:45 a.m. - **Discovering Technology**  
Brian Scott, CTSI
- New Developments in Information Systems
  - Real Solutions to Real Problems
    - Eliminate Manual Workload
    - Forecast Accurately
    - Realize Benefits

- 12:00 p.m. - **Lunch – FedExForum, Opus**
- 1:15 p.m. - **Industry Trends & CTSI Solutions**  
Mason Kauffman, CTSI
- Industry Trends
  - CTSI - Organizational, Quality & Service Updates
- 2:30 p.m. - **Global Supply Chain Operations**  
Bill Fredrick, CTSI  
Colm Crowley,  
CTSI EMEA Office  
Robert Berry,  
CTSI Asia Pacific Office
- 3:30 p.m. - **Break**
- 4:00 p.m. - **Guest Panel**
- Supply Chain Information Needs & Expectations
- 5:15 p.m. - **Adjourn**
- 5:30 p.m. - **Cocktail Reception/ Tour of Memphis Rock N Soul Museum**  
7:15 p.m.
- 7:30 p.m. - **Dinner at Rendezvous**

\* We welcome you to visit CTSI at anytime during your visit to meet with our staff or tour our facility. Please contact your representative to schedule.



# Agenda

## Day Two

### Thursday, May 10<sup>th</sup>

- 8:30 a.m. - Continental Breakfast – Lexus Lounge, Event Level
- 9:00 a.m. - Kate Vitasek – Managing Partner, Supply Chain Visions
- “A Measurement Metaphor: Understanding How to Create Measures That Help You Achieve Your Goals and Objectives”
- 10:30 a.m. - Break
- 11:00 a.m. - Cliff Lynch, C. F. Lynch & Associates
- The New Face of Outsourcing
- 12:00 p.m. - Wrap Up Summary
- Feedback Questionnaire
- 12:30 p.m. - Lunch – Pat O’Briens
- 1:30 p.m. - \* CTSI Client Open House
- 5:00 p.m.

**\* We welcome you to visit CTSI at anytime during your visit to meet with our staff or tour our facility. Please contact your representative to schedule.**

### Contacts:

**Questions regarding meeting, contact:**

Misty Farmer  
CTSI  
(901) 766-1500 ext. 7213  
[mistyf@ctsi-global.com](mailto:mistyf@ctsi-global.com)

**To participate in CTSI’s Golf Outing, contact:**

Larry Watts  
CTSI  
(901) 766-1500 ext. 7232  
[larryw@ctsi-global.com](mailto:larryw@ctsi-global.com)

**To schedule a visit to CTSI, contact:**

Your Support Representative  
(901) 766-1500



## Hotel Accommodations

All attendees are responsible for booking their own hotel accommodations. CTSI has reserved space with a guaranteed group rate at the following hotels, approximately two blocks from the FedExForum. You may chose from the listed hotels below or select a hotel of your own choice.



**The Peabody Hotel Memphis**  
 149 Union Avenue  
 Memphis, TN 38103  
[www.peabodymemphis.com](http://www.peabodymemphis.com)








**Reservations:** Call 1-800-PEABODY (press 2 for Memphis)  
**Identify Group Name:** CTSI  
**Rate:** \$175 single/double + 15.95% + \$9.95 hotel service fee  
**Cut Off Date:** Sunday, April 24, 2007 at 5:00 p.m.



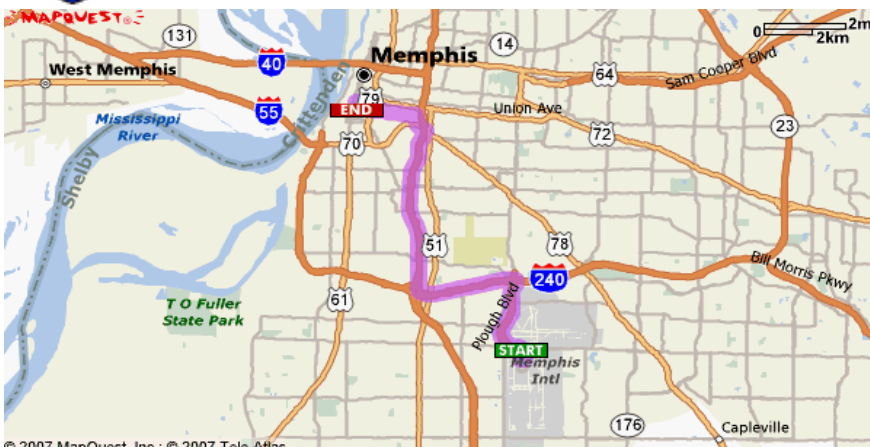
**The Holiday Inn Select Downtown**  
 160 Union Avenue (across from The Peabody)  
 Memphis, TN 38103  
[www.hiselect.com](http://www.hiselect.com)

**Reservations:** Call 1-888-300-5491  
**Identify Group Name:** CTSI  
**Rate:** \$149 single/double  
**Cut Off Date:** Sunday, April 8, 2007 at 5:00 p.m.

## Directions from Airport to Fedex Forum:

- START** Start out going SOUTH on WINCHESTER RD. <0.1 miles
-  Turn SLIGHT LEFT toward MEMPHIS INTL-PARKING LOT A/ CARGO. <0.1 miles
-  Turn SLIGHT LEFT. <0.1 miles
-  Turn SLIGHT LEFT, **AGAIN** <0.1 miles
-  Turn SHARP RIGHT onto WINCHESTER RD. <0.1 miles
-  Turn SHARP RIGHT, **AGAIN** <0.1 miles
- RAM** Take the ramp toward I-240. 0.5 miles
-  Merge onto FLOUGH BLVD. 1.3 miles
-  Merge onto I-240 W toward LITTLE ROCK / DOWNTOWN. 2.6 miles

-  Merge onto I-240 N. 3.9 miles
  -  Take the LAMAR AVE exit- EXIT 29. 0.1 miles
  -  Turn LEFT onto LAMAR AVE / US-78 / TN-4. 0.2 miles
  -  Turn RIGHT onto S SOMERVILLE ST / TN-278. Continue to follow TN-278. 0.2 miles
  -  Turn LEFT onto LINDEN AVE/ TN-278. 1.1 miles
  -  Turn RIGHT onto S DANNY THOMAS BLVD / US-64 E / US-70 N / US-79 N / TN-1 N. 0.1 miles
  -  Turn LEFT onto BEALE ST. 0.3 miles
  - END** End at 191 Beale St  
 Memphis, TN 38103-3715, US
- Total Est. Time:** 18 minutes **Total Est. Distance:** 11.14 miles



**Map provided by:**  
**Mapquest**  
[www.mapquest.com](http://www.mapquest.com)

### Welcome to Memphis!

Memphis marches to the beat of the blues, of Stax – era Soul, of the countless neighborhood barbeque shacks and the King's own Graceland...From music landmarks to restaurants, from FedEx Forum to the elegant hotels to the mystical nightclubs on legendary Beale Street, there's just something real about Memphis, an irresistible soul that's drawn people here for more than a century.



#### Beale Street

- Tennessee's #1 tourist attraction with over 5 million visitors annually
- Home of the Blues & Birthplace of Rock 'n' Roll
  - Where B.B. King sang the Blues
  - Where Elvis' hips created a new groove
  - Where Rufus Thomas "walked the dog"
  - Where Isaac Hayes became the "Black Moses" while singing "Shaft"
  - The crossroads of America - where all America comes to get their groove on.

Beale Street - with live music, sizzling soul food, exotic gift shops and, best of all, a chance to forget your inhibitions and wade into a world that glitters and throbs 24-hours a day.



**CTSI has scheduled an exciting evening on Wednesday to entertain our guests. The itinerary includes:**



[www.memphisrocknsoul.org](http://www.memphisrocknsoul.org)

**An audio tour of Memphis' musical connection to the world, this Smithsonian Institute seven-gallery chronicle dramatizes the cultural of Memphis.**

**A Memphis tradition since 1948. Famous charcoal-broiled pork ribs, barbeque chicken and sausage/ cheese plates. A southern meal you won't forget.**



**Extend your visit and enjoy the many attractions, restaurants and shopping!**

**THURSDAYS – The Peabody Rooftop Party**  
Take the elevator straight to the top to enjoy drinks and live music on the roof!

**Download The Memphis Visitors Guide at:**  
[www.ctsi-global.com/events/focusgroup/guide/pdf](http://www.ctsi-global.com/events/focusgroup/guide/pdf)

**Or visit [www.memphisinmay.org](http://www.memphisinmay.org) to see all the events scheduled for Memphis in May!**