

## Virtual Summit

<p><b>08:30 - 09:20</b></p>	<p><b>Virtual registration</b></p> <p><i>Take your time to register your attendance, explore the virtual expo floor and speak to peers and potential partners. This is also a good time to set meetings during the several virtual networking breaks available throughout the day.</i></p>
<p><b>09:30 - 09:45</b></p>	<p><b>Opening remarks</b></p> <p><i>Summit overview and intention</i></p>
<p><b>09:45 - 10:30</b></p>	<p><b>Panel Discussion 1</b></p> <p><i>The customer journey and experience with your brand during the fulfilment process. Managing and measuring your customers fulfilment experience</i></p> <p>Moderator: Kieno Kammies, Radio Personality and CSO, <b>Double Eye</b>; Philip Marais, Head of Africa and Brazil Supply Chain, <b>Cotton On</b>; Peter Allerstorfer, <b>UCOOK</b>; Christo Semmelink, Integration Manager, <b>Vectra</b></p>
<p><b>10:35 - 10:55</b></p>	<p><b>Keynote 1</b></p> <p><i>Current state of eCommerce, our predictions and why it's important to invest now</i></p> <p>Dinesh Patel, CEO and Founder, <b>OrderIn</b> Enrico Ferigolli, CEO/Founder, <b>Bottles</b></p>
<p><b>11:00 - 11:20</b></p>	<p><b>Keynote 2</b></p> <p><i>Personalised, engaging interactions through the buying and delivery process</i></p> <p>Marc Emert, Sales Leader, Africa, <b>SAP Customer Experience</b></p>
<h2>11:25 - 11:45 - Virtual Networking</h2>	
<p><b>11:45 - 12:05</b></p>	<p><b>Keynote 3</b></p> <p><i>McDonalds; a case study on how to build a D2C experience</i></p> <p>Thembani Biyam, COO, <b>OrderIn</b></p>
<p><b>12:10 - 12:30</b></p>	<p><b>Keynote 4</b></p> <p><i>The critical importance of logistics when your only human-to-human interaction is upon delivery. How do you ensure a great and complete customer experience with such limited interaction with your customer?</i></p> <p>Anita Erasmus, Business Manager, <b>uAfrica.com</b></p>

<p><b>12:35 - 12:55</b></p>	<p><b>Keynote 5: Effective data harnessing to optimise your business</b></p> <p><i>Technology is an essential part of our daily lives but recent events have accelerated digital adoption. With this, comes a massive opportunity to harness data, intelligence and manage insights to help companies optimise their business models</i></p> <p>Kimberley Taylor, Founder and CEO, <b>Cowa Bunga</b></p>
<p><b>13:00 - 13:20</b></p>	<p><b>Keynote 6: Falling at the Last Hurdle: What eCommerce Merchants Overlook</b></p> <p><i>How the quality of your partnerships directly impacts your fulfilment process and dictates whether or not you drop the ball after a successful sale.</i></p> <p>Hilton Eachus, Chief Customer Officer, <b>DPD Laser Express</b></p>
<p><b>13:25 - 13:45 - Comfort break and Virtual Networking</b></p>	
<p><b>13:45 - 14:05</b></p>	<p><b>Keynote 7</b></p> <p><i>Having a single view of your customer while they experience many fulfilment journeys.</i></p> <p>Dirk van der Walt, Founder and CSO, <b>We Buy Cars</b></p>
<p><b>14:10 - 14:30</b></p>	<p><b>Keynote 8: Enabling Risk Free Returns in the Omni Channel Environment</b></p> <p><i>Unpacking the frustration and perceived risk which customers currently experience when buying online / instore and only having prescriptive returns channels.</i></p> <ul style="list-style-type: none"> <li>• Why and how the returns journey is going wrong;</li> <li>• How OTD are exploring new avenues to provide some innovation and an agile returns solution to the online market which should alleviate the painful points.</li> </ul> <p>Benita Pretorius, Supply Chain Client Manager, <b>On The Dot Contract Logistics</b></p>
<p><b>14:35 - 14:55</b></p>	<p><b>Keynote 9: Journey mapping to visualise, track and drive the omnichannel customer experience across all fulfilment options.</b></p> <p><i>Your customers are empowered by an endless number of omnichannel retail options, digital channels and easy access to information. This digital disruption is shifting business focus from traditional communication techniques to dynamic engagement across all fulfilment channels.</i></p> <p><i>This presentation will cover:</i></p> <ul style="list-style-type: none"> <li>• Driving customer-centric processes for multichannel customer engagement.</li> <li>• Leading and orchestrating proactive and personalized customer journeys.</li> <li>• How a journey-focused approach optimizes your agent and customer experiences.</li> </ul> <p>Claudio Nogueira, Head of Business Development, <b>Pivotal Data</b></p>

**15:00 - 15:30 - Virtual Networking**

<p><b>15:30 - 15:50</b></p>	<p>Keynote 10</p> <p><i>The rise of grocery delivery: Same-day grocery delivery gained momentum in 2020. Is it sustainable and what lessons can be learned from its rapid evolution?</i></p> <p>Vutlharhi Valoyi, Founder &amp; CEO, <b>Zulzi</b></p>
<p><b>15:55 - 16:40</b></p>	<p>Panel discussion 2</p> <p><i>Matching your courier and delivery process to suit yours and your customers' needs</i></p> <p>Moderator: Kieno Kammies, Radio Personality and CSO, <b>Double Eye</b>          Cyle Obermeyer, Co-owner and Founder, <b>Parcelit</b>;          Simon Taylor, Founder, <b>MediPro</b>;          Neil van der Merwe, eCommerce Entrepreneur, <b>Time Brands Group</b>;          Hilton Eachus, CCO, <b>DPD Laser</b>.</p>
<p><b>16:40 - 17:00</b></p>	<p>Closing remarks</p>

**17:00 - Event Close**

## Associated Sponsors & Speaking Brands

