

SUPRA 20th Annual Conference
January 23 – 26, 2018

St. Petersburg, Florida

Celebrating 20 Years
of SUPRA

WORKING AGENDA

Tuesday, January 23

7th Annual Al Baker Memorial Golf Tournament

10:00AM Tee Times Begin
Mangrove Bay
875 62nd Ave NE
St. Petersburg, FL 33702
Closest to the Pin Contest
Transportation is on your own

Sailing Florida Charters & Sailing School

10:00AM Sailing Team Building
The Marriott Renaissance Vinoy Resort Marina
501 5th Ave NE
St. Petersburg, FL 33701
Transportation is on your own

6:00PM **Welcome Social Hour**
(beer/wine/fruit/cheese)

DINNER ON YOUR OWN

Restaurant Listing

Optional Group Dinner Plans– Meet in lobby at designated time

Wednesday, January 24

7:00 AM – 4:00 PM **Registration**

7:30AM **Exhibit Area Opens**

7:30AM **Networking Breakfast in Exhibit Area**

8:30 AM *Brief Introductions of Corporate Conference Exhibitors*

9:00AM **Plenary Session:**

Keynote Speaker: *The Honorable Jon Porter, Former United States Representative, Principal in the Porter Group*

10:15AM **Morning Coffee Break in the Exhibit Area**

10:30AM **Plenary Session: Government Affairs 2018**

Moderator: *Floyd Nesse, ACCSES NJ*

Presenters: *Jim Hammond, SUPRA Government Affairs Consultant*

Robin Kennedy, A-Team, Opportunities, Inc., Wisconsin

Richard Meyer, Attorney/Consultant for TIBH

Jon Porter, Former United States Representative, Principal in the Porter Group

Noon **SUPRA Business Meeting** *(SUPRA members only)*

Lunch will be served

1:45PM **Plenary Session: Board's Session**

3:15PM **Afternoon Break in the Exhibit Area**

(Remember to visit with our exhibitors)

3:30PM - **Rotating Roundtables: Facilitated Short Sessions**
5:40PM **(20 minutes each)**

Event Planning

Maintaining Quality in Facility Management Operations

Providing Financial Support to CRPs

Social Media

Training Opportunities Provided to CRPs

Training Opportunities Provided to Customers

6:00PM **Exhibitor Reception & Drawing for Door Prize(s)**
Light hors d'oeuvres
(Porter Group to provide music)

DINNER ON YOUR OWN

Restaurant Listing

Optional Group Dinner Plans – Meet in lobby at designated time

Thursday, January 25

7:30AM **Networking Breakfast in Exhibit Area**

9:00AM **Plenary Session: New Products and Services, Part I**
Moderators: Brian Bateman, NYSID and Corey Heritage, NYSID

10:30AM **Morning Coffee Break in the Exhibit Area**

10:45AM **Plenary Session: New Products and Services, Part II**
11:45AM *(What's Working Well in Your State)*
Moderators: Brian Bateman, NYSID and Corey Heritage, NYSID

Noon **SUPRA Awards Luncheon**
Larry Barker Spirit of State Use Award
Golf Awards
Sailing Awards
Comments by SUPRA President Vince Loose, UniqueSource

1:45PM **Exhibit Area Closes**

1:45PM **Plenary Session: Collaboration of State Use Programs**
Andy Grosso, Marketing and Business Development Strategist

3:00PM **Afternoon Break**

3:15PM **Plenary Session: IT Development**
5:00 PM **Bring Your Organization into the 21st Century**
Salvatore Coppola, ACCSES NJ
Ken Holman, NYSID

Brian Loose, Unique Source
Michael Yon, RESPECT of Florida

Learn how State Use Programs are building better businesses.
Topics will include several general topics to include:

- Tie your Website to accounting and ordering processes to improve work and approval flow of the ordering, fulfillment, billing and payment processes.
- Step away from data fiefdoms and piles of business cards with Digital Files, Customer Relationship Management and Mobile Devices. Know who spoke to whom when and why in the field. Stop starting from scratch in customer recruitment. Help field staff be more effective.
- Help your member CRPs embrace investments in website upgrades, social media and other effective tools to tell a story, get people to donate or show up at fundraisers.
- Free or nearly free apps and software that you might save you a lot of money.
- Staff training resources to learn about anything from negotiation to Excel.

5:00PM -
5:30PM *Questions and Answers*

Friday, January 26

7:30AM **Networking Breakfast**

9:00AM **CEO Roundtable**

9:00AM **Operations and Sales Roundtable**

10:15AM **Morning Coffee Break**

10:30AM **Plenary Session: Wrap Up – Celebrate our Success**
Vince Loose & the SUPRA Board of Directors

12:00 PM **Conference Adjourns**