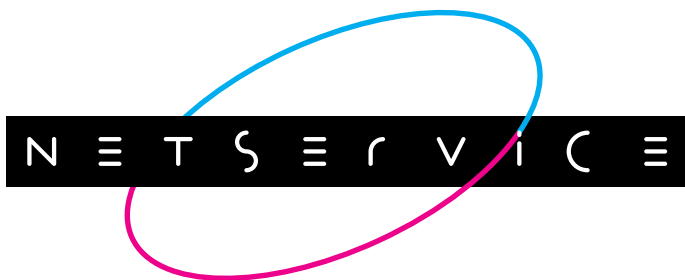




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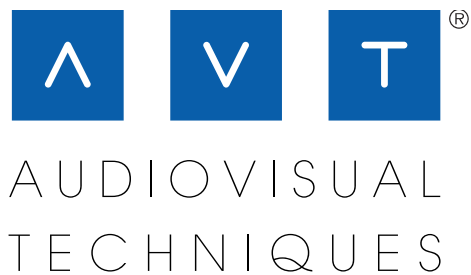


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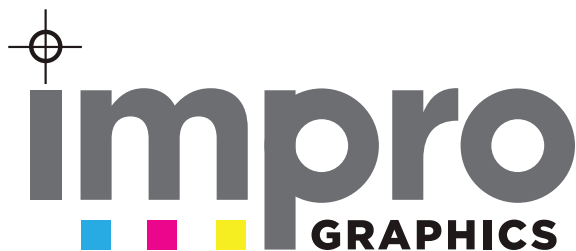
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3 in 5 AMERICANS

59% WOULD TRY A NEW BRAND OR COMPANY for BETTER SERVICE

Source: American Express Survey

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NEOCON KEYNOTE PRESENTATION
6 / 11
8 AM

Art Gensler

ASPECTA by Metroflor announces sponsorship of NeoCon Keynote Presentation featuring Art Gensler

MONDAY, JUNE 11 AT 8 AM
NEOCON MOTOROLA THEATRE, 19TH FLOOR

Aspecta by Metroflor is proud to announce its sponsorship of the keynote presentation on opening day featuring Gensler Founder, Art Gensler. The presentation ***Unanticipated Opportunities: A Conversation between Art Gensler and Cheryl Durst*** will take place Monday, June 11 at 8 am. Metroflor's Director of Design Robert Langstaff will introduce the Monday keynote presentation with opening remarks.

The presentation is free for registered attendees and **registration for the presentation is now open**. We encourage you to **sign up now** before registration for this exciting presentation is filled!

REGISTER >>

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BOOTH # 7 - 10115 DURING NEOCON 2018!

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or give our customer support team a call at (855) 400-7732.





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JUNE 11


Are you ready for a new angle on Biophilic Design?

Discover the latest LVT design breakthrough from Aspecta.

TUESDAY, JUNE 11
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MARK YOUR NEOCON[®] ITINERARY TODAY!

Aspecta and guest speaker Dr. Matthew Baral present...

GUEST SPEAKER
TODAY @ 3 PM

Fractals, Wellness and the Built Environment

TODAY! 3 - 5 PM

Be part of an informative discussion led by Dr. Matthew Baral about how the exploration of fractals can be directly applied to human health, communities, the built environment, and our innate connection to nature. A clinical professor of pediatric medicine for 17 years, Dr. Baral also teaches a medical school course called *The Human in Nature*, as well as *Biophilic Design* at Arizona State University's Herberger Institute for Design and the Arts.

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WAREHOUSING, FULFILLMENT & DISTRIBUTION: OVERLOOKED OPPORTUNITIES FOR GROWTH



MAI named Top 3PL for 2017!

Turning Fulfillment into a Win-Win Scenario



{First Name}, does your current fulfillment program check all the boxes?

- ☐ Saves Money
- ☐ Improves the Customer Experience
- ☐ Provides 24/7 Visibility

Let's cut to the chase. The #1 reason companies outsource their fulfillment operations is to save money. But no one wants to save money at the expense of losing customers. That's why it's important to partner with a BPO fulfillment company that can help you achieve the perfect balance between saving money and delighting your customers.

At MAI, we focus on understanding your specific fulfillment needs and goals, then customize a solution to meet them. Our experience spans the spectrum – from direct-to-consumer, direct-to-retailer and Big Box eCommerce fulfillment to Marketplace fulfillment and more. Our solutions have helped clients:

- Achieve 98% order accuracy
- Reduce costs while delivering superior customer experiences
- Achieve 98% on-time order delivery
- Shorten receiving-to-shelf times with inventory ready-to-ship within 48 hours
- Free up internal resources to focus on core competencies

Our central Midwest location offers shorter transit times and lower shipping costs along with same/next-day order turnaround. It's all part of our commitment to helping our clients grow.

Let MAI help you check off all the boxes to fulfillment success! Call us today for a professional evaluation or [click here](#) or at right to get started.

Fulfillment Solutions

- Omni-Channel, B2B and B2C fulfillment
- Two-day ground shipping to 85% of the US population
- Proprietary web-based technology and real-time reporting
- Fully EDI-capable for integration with existing systems
- CommerceHub Certified
- Automated communications (customer surveys, delivery status and delivery notifications)
- Custom pick-pack-ship, batch orders, full skid orders, kitting and other custom work
- Returns processing and management

CASE STUDY

TRANSIT TIME COMPARISON MAP

THE IDEAL 3PL PARTNER PROFILE

Contact: Scott Roof
Phone: 847.783.5606
Email: sroof@mailbpo.com

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Did your fulfillment strategy make the grade in 2017?

Whether you're outsourcing or handling fulfillment in-house, getting this fundamental service element right can make all the difference between thriving or just surviving.



As a Multichannel Merchant 2017 Top 3PL, MAI knows what it takes to make the grade – and we can help you on your path to fulfillment success. Call us today for a professional evaluation!

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- Fully EDI-capable for integration with existing systems
- CommerceHub Certified
- Automated communications (customer surveys, delivery status and delivery notifications)
- Custom pick-pack-ship, batch orders, full skid orders, kitting and other custom work
- Returns processing and management

TRANSIT TIME COMPARISON MAP

Contact: Geraldine Stanko Phone: 847-783-5606 Email: gmstanko@mktalt.com



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Customer Service and the Happiness Factor

Have you ever thought about what makes Zappos...Zappos? (Hint: it's not shoes.) Zappos' success revolves around delivering experiences that make customers happy. While it may sound simple, a recent Harvard Business Review study shows many customers are less-than-happy:

- 56% of reported having to re-explain an issue
- 59% reported they had to exert a moderate to high effort to resolve an issue
- 59% reported being transferred

Such high levels of frustration put brands at risk, resulting in lost sales and unfavorable word-of-mouth. That's why finding the right BPO partner to manage these critical customer interactions is key to future success.

iCall Services, Inc. understands what it takes to make your customers happy – and a big part of that is developing a collaborative, transparent relationship with you. We specialize in high quality, high touch contact center services that result in positive customer experiences. Every. Single. Time.

I'd love to talk with you about the nuances of your customer service needs. I will be in touch soon to see when it might be convenient to get acquainted better. Meanwhile, please do not hesitate to call me if there's anything I can help you with.

Sincerely,

Scott Roof
Vice President of Growth,
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contact center solutions at
affordable, domestic prices –
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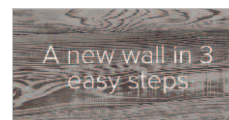
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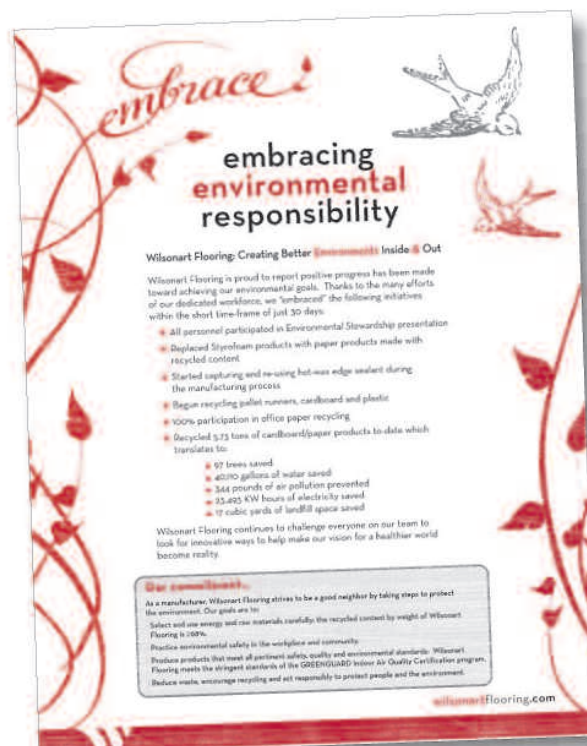
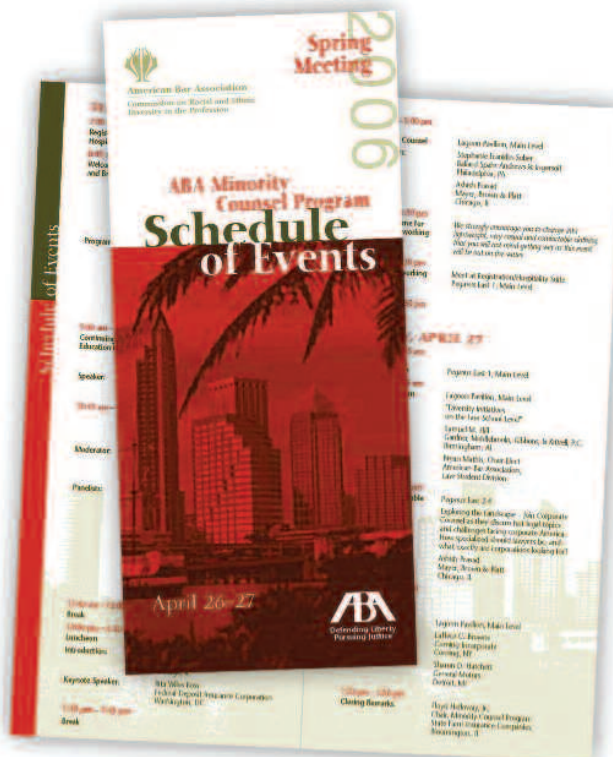
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National Conference of Bar Presidents

**DAY IN
Washington**
May 9-10
2007

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of Bar Presidents

MESSAGE FROM THE PRESIDENT

This year's "ABA Day in Washington" will provide bar leaders from around the country with the opportunity to share ideas about the organized bar's legislative agenda, receive briefings from Congressional and Administrative officials, and meet with Members of Congress and their staffs on issues of importance to the legal profession. My thanks to the ABA Section Officers Conference and the National Conference of Bar Presidents for cosponsoring this year's event. Although the ABA's governmental daily basis, effective grassroots contacts from constituents like you are an integral part of our lobbying efforts and a reason for our success. I urge you to take time out of your busy schedule to join us for "ABA Day in Washington" this May.

Philip S. Anderson
ABA President

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In Majority
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MEMBERSHIP AT A GLANCE

Welcome New Member!

Welcome to the American Bar Association Conference of Minority Partners in Majority Corporate Law Firms (the "Conference"). The Conference was organized in 1990 as a vehicle through which minority partners in majority law firms could assist each other in maximizing individual success.

Membership in the Conference is open to majority law firms of twenty-five or more attorneys who have one or more partners who are African-American, Hispanic, Native American, Asian Pacific Islander, or members of another minority group.

The Conference's Mission Statement is easy to remember: "To foster and promote programs that make minority partners successful."

The Directory of Minority Partners in Majority/Corporate Law Firms is designed to include all Conference members, and to encourage institutional consumers of legal services to utilize the services of the talented lawyers featured in the Directory.

Conference-Sponsored Receptions are planned throughout the year across the country. The Conference invites corporate counsel and other corporate decision-makers to meet Conference members in a comfortable atmosphere with the aim of establishing productive business relationships.

Conference-Sponsored Seminars are held throughout the year at various conferences, meetings, and symposia in order to increase the visibility of the Conference and its members and to provide information to the legal and corporate communities.

The Conference Speakers' List is designed to provide a resource of ready, willing, minority partner speakers in a broad variety of legal subject areas. The Conference Speakers' List is provided to the American Bar Association and other organizations seeking authoritative speakers for conferences, seminars, etc.

Meetings are held as necessary throughout the year in different cities. Whenever possible, members are able to participate via conference call and/or teleconference. For a current listing of dates, please consult the Conference page at www.abanet.org/minorities.

Dues are required of all members. Dues are based upon the size of the law firm. Each firm must commit to participate for two years. The following dues are for:

25 - 100 attorneys - \$1,000
Over 100 attorneys - \$1,500

Checks should be made payable to the American Bar Association.

Mail to:
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Conference of Partners
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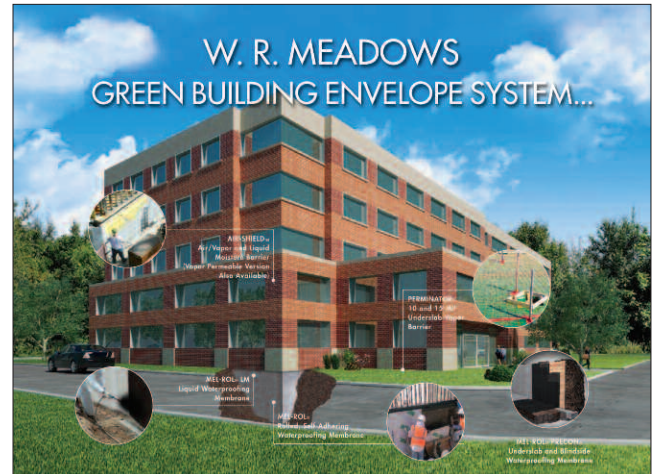
ZONED FOR HOSPITALITY

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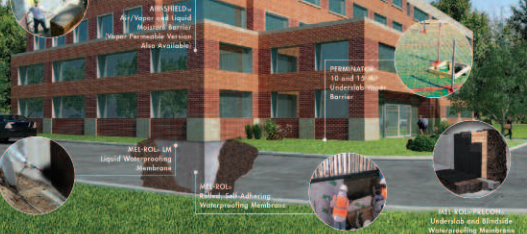
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Glory Days

By Tor Pinney

Like a lot of kids in the late 1960's, I was at first intrigued and then swept up and away by early rock and roll music: The Everly Brothers, The Beatles, Buddy Holly, The Byrds, The Beatles, The Beatles, The Beatles, the first rock and roll vocal group. I used to listen to them all on the little AM radio in our kitchen.

I started playing guitar when I was 11, because my older brother did. Ray taught me my first half-dozen chords. After that I was on my own and I learned progression and finger dexterity from songs on the radio, and from the 45 RPM records I'd buy with my allowance. In this day, I can't read music. I've always played by ear.

My first rock band was called The Chains. It was 1968 and I was making the transition from a sheltered suburban elementary school into a large public junior high. One day I got a phone call from Ray Alford, one of those tough Italian kids from Manhattan, where I now went to school without permission he said. They I took you play do guitar? I said yes, I did a little. Well, we'll have a band called The Chains, and you'll (you) guitar be all guitar player. I understood him well enough to know he was making me an offer I couldn't refuse.

So I became the guitarist in a rough-guy group of Italian kids. Black overalls, sweaters, pointed shoes, guitars that began in a plywood and ended in a dinked, long neck, more or less. These whistled the drums and they played the accordion. We actually performed at a few little backyard parties on that side of town. Everybody was very nice. These were the days of Amstar, I and G, and people began requesting "Angel Baby" and "Daisy".

And we got paid for that gig, my first one and it was only ten dollars each, but it felt like a million.

I had learned to play guitar on a steel-string acoustic Harmony, a low-end but reasonably convenient. To join The Chains, however, I needed an electric guitar and, being 12 years old that meant convincing my parents to buy one for me. Happily, they were up for it (little did they suspect where it would eventually lead). So one very morning waking in 1968, my mother drove Ray Alford, my best friend, John Nelson, and me to the Sears & Roebuck store in New Rochelle. When we walked out 20 minutes later then was \$25 poorer and I was the adorably proud owner a lightweight solid-body electric guitar, burnt gold finish, with case and shoulder strap.

It was to represent me for the first time. The Chains were the first song I ever wrote, called "No Good" which it was. The chains were, that's great, do you so good, so good, so good, so good, and then it repeated. I was 14-years old and now, I thought I was ready to do my way to stardom now.

"Chains" never made it into a radio station, but we did, once. By then we had upgraded our name to Johnny and the Chains. (Yes, we actually were actual when we performed, not just. We thought it was pretty cool and didn't try to be so commercial.) Our live radio debut was in a small station in Roseton, New York. The group's regular rhythm guitarist, a double bassist had named Chuck Carter, wasn't available for some

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By Ray Bony

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