

Connect
With
Customers!



Agenda

Educational Workshop

08:30–09:00 AM— Registration

09:00–09:10 AM—Welcome! Get ready to start...

09:10–09:55 AM— IMB Full Service (Olga Ortíz / Kenneth Sewell)

09:55–10:10 AM—Coffee Break

10:10–10:45 AM—Testimonial (EDD)

10:45–12:00 AM—Customer Communication Management

12:00–01:00 PM—Lunch

01:00–01:15 PM—Raffle

01:15–02:00 PM—Testimonial (Sistema de Retiro)

02:00–02:30 PM—Secure & Environmentally-Friendly Destruction of
Undeliverable as Addressed (UAA) Mail

By: Sergio Palacios from MCS

02:30–03:00 PM— What's New? (Closing)

Please turn your mobile to silent mode in the conference room.