



Conference Agenda

September 15–16, 2026

Two focused days designed for senior executives responsible for margin protection, claims recovery, and financial performance in parcel delivery.

ShipHappens is a shipper-first, outcome-driven conference. Solution partner participation is intentionally structured around networking, proof sessions, and executive conversations — not booth traffic or sales pitches.

Day 1 — Strategy, Benchmarking & Margin Recovery

Tuesday, September 15, 2026

8:00 – 8:45 AM

Executive Registration & Networking Breakfast

Connect with peer leaders across finance, logistics, and supply chain.

Solution partner engagement open

8:45 – 9:45 AM

Opening Keynote: The Hidden Claims Cost Eroding Enterprise Margin

Why claims leakage remains one of the largest—and least controlled—profit drains in parcel delivery.

9:45 – 10:30 AM

AI in Practice: Automating Claims & Fraud to Protect Profitability

How leading shippers are operationalizing AI to reduce loss, accelerate recovery, and improve margin visibility.

10:30 – 10:45 AM

Morning Break

Solution partner engagement open

10:45 – 11:15 AM

Benchmarking Claims Performance: What “Best-in-Class” Really Looks Like

Industry benchmarks, performance gaps, and the metrics that separate top performers from the rest.

11:15 – 12:00 PM

Enterprise Case Study: Recovering Eight-Figure Claims Leakage

A real-world breakdown of governance changes, technology decisions, and measurable financial results.

12:00 – 1:00 PM

Executive Networking Lunch

Solution partner engagement open

1:00 – 1:45 PM

CFO Roundtable: Why Claims Recovery Fails—and How Leaders Fix It

An executive discussion on ownership, accountability, incentives, and control models.

1:45 – 2:30 PM

Designing a Claims Recovery Playbook: A 90-Day Executive Framework

A practical framework executives can use to regain control and recover margin immediately.

2:30 – 2:45 PM

Afternoon Break

Solution partner engagement open

2:45 – 3:45 PM

Proof Sessions: What Actually Moved the P&L

Case-validated reviews of claims and fraud solutions focused strictly on measurable financial outcomes.

Curated solution partner participation

3:45 – 4:30 PM

Executive Roundtable: Disputes, Settlements & Claims Control at Scale

How enterprise leaders manage disputes, settlements, and carrier accountability across high-volume networks.

4:30 – 4:45 PM

Day 1 Executive Takeaways

Priority actions leaders should take immediately to protect margin.

5:00 – 6:30 PM

Executive Networking Reception

Relationship-driven conversations with peers and solution partners.

Primary solution partner networking window

Day 2 — Execution, Governance & ROI Acceleration

Wednesday, September 16, 2026

8:00 – 8:45 AM

Executive Networking Breakfast

Solution partner engagement open

8:45 – 9:15 AM

Day 1 Recap: Executive Insights & Industry Signals

What matters most—and what leaders should act on next.

9:15 – 10:00 AM

AI-Driven Claims Optimization: Moving Beyond Pilots to Real Cost Reduction

How to scale AI initiatives into durable, repeatable financial outcomes.

10:00 – 10:15 AM

Morning Break

Solution partner engagement open

10:15 – 11:00 AM

Who Owns Claims? Designing an Executive Control & Accountability Model

Aligning finance, logistics, and operations around clear ownership, incentives, and governance.

11:00 – 12:00 PM

Regaining Margin: CFO Strategies to Reclaim Lost Revenue

How finance leaders are strengthening controls, improving recovery rates, and protecting profitability.

12:00 – 1:00 PM

Executive Networking Lunch

Solution partner engagement open

1:00 – 2:00 PM

Carrier & Insurer Perspectives: Aligning Accountability & Shared Outcomes

What works—and what doesn't—when shippers, carriers, and insurers collaborate.

2:00 – 2:15 PM

Afternoon Break

Solution partner engagement open

2:15 – 3:15 PM

Claims Data & Analytics: Turning Insights Into Financial Action

From dashboards to dollars—making claims data matter at the executive level.

3:15 – 4:15 PM

Proof Sessions: From Claims Data to Measurable ROI

Validated solutions tied directly to recovery rates, cost reduction, and time-to-impact.

Curated solution partner participation

4:15 – 5:00 PM

Executive Working Session: Finalizing Your 90-Day Claims Margin Recovery Plan

A hands-on session where executives translate insights into a clear, actionable plan.

5:00 PM

Conference Close