



# i • community

(kə-myōō'ni-tē) *n., pl. -ties.*

**1. a.** A group of people residing in the same region and under the same government. **b.** The region in which they reside. **2.** A class or group with common interests. **3.** Likeness or identity. **4.** Society in general.

Immerse Yourself In A Community of Your Peers

May 13-16, 2001 • Boca Raton Resort & Club • Boca Raton, Florida

**Intermec**

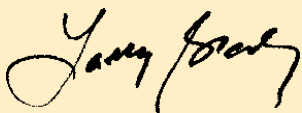
Dear Colleague:

Once a year Intermec customers, team members, our partners and guests gather at i-comm, a four-day Intermec conference designed specifically to discuss the new ideas, inspirations and innovations that are revolutionizing our industry. It is an opportunity to renew valued alliances and to discover new ways of working together.

We are particularly pleased to invite you to i-comm 2001. The field of information technology has never been more vibrant, and Intermec researchers and partners have never been more inventive. This year's i-comm agenda is full – four days of information, demonstrations, keynotes and discussion groups designed to provide you with technology tools you will be able to immediately put to profitable use.

Behind even the most sophisticated technology, however, lies the real power of information - the partnerships and working relationships that turn ideas into inspiration. I-comm is specifically engineered to provide you opportunities to develop alliances that will benefit you and your company all year long. We at Intermec are grounded in and fueled by the work we all do together every day. That's why I personally look forward to seeing you in Boca Raton in May.

Sincerely,



Larry Brady  
President

**A Special Thanks  
to our Sponsors**

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### **i-comm Conference Objectives:**

- To provide a comprehensive portfolio of presentations regarding successful IT solutions in the supply chain
- To improve the knowledge of attendees with respect to selecting, using, and managing data collection and mobile computing technologies as they relate to their industry
- To discuss technology trends that affect business operations
- To provide a venue for networking with peers and learning from others who have similar responsibilities within diverse industries

### **A Community of Learning.**

The conference features two and a half days of breakout sessions, keynote speakers, and industry roundtables covering what you need to know about data handling issues you face every day. As in years past, most of these valuable sessions are presented by Intermec customers and business partners who provide firsthand experience with application and implementation solutions.

### **A Community of Sharing.**

i-comm will bring together a diverse set of industries: discrete & process manufacturing, warehousing & distribution, logistics & transportation, retail & direct-store delivery, field services, utilities, government and healthcare. This diversity has encouraged fresh thinking and creative problem solving, ensuring you a more complete educational and networking experience. And, be sure to attend our popular Partner & Product Showcase, your opportunity to speak directly with business partners, system integrators and Intermec product development teams.

### **A Community of Experience.**

Learning occurs best in a relaxing environment. To give you the opportunity to network with your peers, the conference includes an optional golf outing, some free time in the afternoons, and evening dinners with entertainment. Optional activities are available for attendees and their guests. You may wish to consider arriving early or staying late to enjoy the resort's many amenities.

**How can you best utilize mobile computing and wireless data collection to streamline your business, improve operating efficiencies and increase sales & customer satisfaction? What about upgrades enabling more sophisticated applications? What can you learn from the experience of others in your same function or industry?**

**The answer awaits you at i-comm.**



## As you make your way up the driveway you are welcomed by the unexpected...

Located in the heart of Florida's Gold Coast in fabled Palm Beach County, the historic Boca Raton Resort & Club is one of the country's premier destination resorts and private club facilities. A magical Mediterranean-style castle set on 356 acres within a backdrop of casual elegance, the resort is located in a year-round tropical climate with average temperatures ranging from 73° F in the winter to 83° F in the summer. The shaded pathways, with over 350 species of tropical plants, lead you around a resort steeped in history and tradition. The Vanderbilts, the DuPonts, presidents from Hoovers to Bush have followed these paths.

The Resort offers 963 deluxe guest rooms and suites located in five areas of the property. Services include 24-hour multilingual concierge, 24-hour laundry and valet service, guest rooms with computer and fax accessibility, and 24-hour room service.

Boca's amenities include two 18-hole championship golf courses, 30 tennis courts, a half-mile stretch of private beach, several pools, three fitness centers, extensive children's programs for ages 3-17, full-service marina and a variety of watersports. In addition, the Resort and Club features an outstanding selection of eleven dining options.



The Boca Raton Resort & Club is easily accessible from three major international airports:

- 28 miles (30 minutes) south of West Palm Beach International Airport
- 24 miles (30 minutes) north of Fort Lauderdale International Airport
- 45 miles (50 minutes) north of Miami International Airport



**The gulf stream comes  
closer to the shore near  
Boca Raton than any  
other place in America**

**Work really doesn't feel like work  
at the Boca Raton Resort & Club**

# Agenda At-A-Glance

## New for this Year!

### Roundtable Luncheons

In response to requests from specific industries, Intermec has set aside an informal time for companies to discuss topics that are of particular interest. These roundtable discussions will focus on Field Service, Logistics, Retail and DSD customers and will take place during our regularly scheduled Monday and Tuesday lunch breaks.

### Monday: Topic Roundtables

Are you looking beyond the 4 walls to further optimize your business? Visit with industry experts and network with your peers to explore the challenges and solutions for mobile workforce automation. Possible topics at the different tables will include:

- Wide area wireless communications management
- Schedule and Route Optimization
- Extending CRM and ERP (JDE/ICS)
- Nextel Connectivity
- Fleet Management
- Selecting Mobile Hardware
- Designing Mobile Applications
- DEX/UCS
- Scan based trading
- Signature capture/Proof of Delivery
- DSD distribution center opportunities
- RFID opportunities and experiences
- DSD technology upgrades
- Mobile point of service

### Tuesday: Industry Roundtables

A great networking opportunity! Tuesday's lunch will provide topic tables by specific industry segments. Share your challenges and see what other companies are doing to solve them. This informal gathering allows you to meet your peers and exchange ideas. Industry tables to include:

- Logistics
- Pickup and Delivery
- Utilities
- Service and Repair
- Sales Force Automation
- Direct Store Delivery
- DSD distribution centers
- In-store retail

## Sunday, May 13

8:00am

2:00pm-5:00pm

6:00pm-7:15pm

7:15pm-9:30pm

Optional Golf Outing

Registration & Attendee Check-In

Keynote Address: Captain Denny Fitch,  
"Teamwork & Crisis Management"

Welcome Reception & Poolside Dinner

## Monday, May 14

7:00am-8:00am

8:00am-8:30am

8:30am-9:30am

9:30am-9:45am

9:45am-10:45am

10:45am-11:00am

11:00am-12:00pm

12:00pm-1:00pm

1:00pm-2:00pm

5:00pm-8:30pm

Breakfast

Welcome Address From Larry Brady,  
President, Intermec Technologies

Keynote Address: Larry Downes,  
"Digital Strategies For Market Dominance"

Break

Breakout Session #1

Break

Breakout Session #2

Lunch, Optional Industry roundtables

Breakout Session #3

Partner & Product Showcase  
Dinner at leisure on own

## Tuesday, May 15

7:00am-8:00am

8:00am-9:00am

9:00am-9:15am

9:15am-10:15am

10:15am-10:30am

10:30am-11:30am

11:30am-12:30pm

12:30pm-1:30pm

1:30pm-1:45pm

1:45pm-2:45pm

7:00pm-10:00pm

Breakfast

General Session: Tom Miller, Sr. Vice President,  
"Intermec's Product Roadmap & Strategy"

Break

Breakout Session #4

Break

Breakout Session #5

Lunch, Optional Industry roundtables

Breakout Session #6

Break

Breakout Session #7

Dinner & Entertainment

## Wednesday, May 16

7:00am-8:00am

8:00am-9:15am

9:15am-9:30am

9:30am-10:30am

10:30am-10:45am

10:45am-11:45am

Breakfast

Closing Keynote, Pat Lencioni,  
"Obsessions of An Extraordinary Executive"

Break

Breakout Session #8

Break

Breakout Session #9

Conference Adjourns

**Sunday, May 13, 6:00pm-7:15pm**



**Captain Denny Fitch**  
“Teamwork & Crisis  
Management”

On July 19, 1989, Captain Denny Fitch was aboard United flight 232 from Denver to Chicago when the DC-10 lost all hydraulics and all flight controls. He and the crew hold the record of longest time aloft without flight controls. Captain Fitch was commended by President George Bush for his outstanding effort, poise, and courage in assisting the crew in attempting a difficult emergency landing at Sioux City, Iowa. Recognized for his extensive experience as a flight instructor and check airman, Fitch is an FAA check pilot designee and a safety consultant to NASA as a member of the Aerospace Safety Advisory Panel. He has been inducted into the Aviation Hall of Fame at the Smithsonian National Air and Space Museum in Washington, DC. He is a sought-after speaker and has given numerous presentations to audiences on his incredible experience.

**Monday, May 14, 8:30am-9:30am**



**Larry Downes**  
“Digital Strategies  
for Market Dominance”

Larry Downes is a consultant, speaker and writer on developing business strategies in the digital age. He works with Fortune 500 businesses in a variety of industries, and serves on the advisory boards of several Internet startups and incubators. Downes is co-author of the Business Week and New York Times business bestseller, “*Unleashing the Killer App: Digital Strategies for Market Dominance*,” which has sold over 150,000 copies and has been translated into a dozen languages. The book describes how executives in high technology and low technology industries alike can harness the power of e-commerce, and provides twelve design principles for developing such “killer apps.” His clients include leaders in the travel, financial services, chemicals, publishing and telecommunications industries. His previous work includes large-scale systems integration and development, technology research and strategy, and corporate law for Silicon Valley companies.

**Wednesday, May 16, 8:00am-9:15am**



**Patrick Lencioni**  
“Obsessions of an  
Extraordinary Executive”

Since 1997, Patrick has been speaking, consulting and writing about topics related to leadership and organizational health. His clients include Fortune 500 corporations, high profile post-IPO companies, and start-ups. In the course of coaching and consulting to CEOs and other senior executives, Pat began to observe fundamental behavioral patterns among his clients, which later formed the basis of his original theories on leadership. At the urging of those same clients and other colleagues, Pat penned his book, “*The Five Temptations of a CEO*”; currently recognized as a best-seller. Pat recently completed his second book, “*Obsessions of an Extraordinary Executive*,” on the four disciplines of building a world class organization. Pat’s corporate experience includes more than five years with Sybase, where he was Vice President of Organization Development and Communication. Prior to that he worked at Oracle Corporation and Bain & Company, where Pat’s credible, entertaining and timeless message has been presented to numerous audiences.

# Program Overview

## Sunday, May 13

Time	Event	Description
8:00am	Optional Activity	Golf Outing
2:00pm-5:00pm	Registration	Attendee Check-In
6:00pm-7:15pm	General Session	Keynote Address: Captain Denny Fitch, "Teamwork & Crisis Management"
7:15pm-9:30pm	General	Welcome Poolside Reception & Dinner

## Monday, May 14

Time	Event	Description
7:00am-8:00am	General	Breakfast
8:00am-8:30am	General Session	Welcome Address From Larry Brady, President, Intermec Technologies
8:30am-9:30am	General Session	Keynote Address: Larry Downes, "Digital Strategies For Market Dominance"
9:30am-9:45am	Break	
9:45am-10:45am	Breakout Sessions #1	
	101	Industry Overview: Manufacturing & Warehousing/Distribution
	102	Industry Overview: Transportation/Logistics and Field Service
	103	Industry Overview: Retail & POS
	104	Industry Overview: Direct Store Delivery (DSD)
	105	Defense Logistics and Bar Code Use
10:45am-11:00am	Break	
11:00am-12:00pm	Breakout Session #2	
	201	Wireless Portable Printers
	202	Seven Principles of Highly Effective Supply Chain Management
	203	Doing it Right! Intermec Case Studies in the Wireless Warehouse
	204	The 6920 Rollout: Planned and Unplanned Benefits
	205	Extending Your WMS Functionality
	206	What's the Future of the Wireless Marketplace and What's in it for You?
12:00pm-1:00pm	General	Lunch, Optional Industry Roundtable Luncheons
1:00pm-2:00pm	Breakout Session #3	
	301	Mobile RF Technology
	302	Using Nextel to Wirelessly Enable Pre-Sales, Field Service and Transportation
	303	The Mobile Story - Equipping Leading Retailers with Mobile in-store solutions
	304	Product Direction and Migration Strategy for DSD
	305	@Track Communications and Vehicle Location Deployment
	306	SAP Data Collection Implementation at a Large Paper Manufacturer
5:00pm-8:30pm	Showcase Event	Intermec Partner & Product Showcase & Reception Dinner at leisure on own

## Tuesday, May 15

Time	Event	Description
7:00am-8:00am	General	Breakfast
8:00am-9:00am	General Session	General Session: Tom Miller, Sr. Vice President, "Intermec's Product Roadmap & Strategy"
9:00am-9:15am	Break	
9:15am-10:15am	Breakout Session #4	
	401	New Technology Advancements in Scanning
	402	Mobile Data Collection and Wireless Computing
	403	Running Retail Systems at Warp Speed with Intellitag based Solutions
	404	New Answers for Decreasing Telecom Time and Expenses
	405	Implementing a Pen and Voice Based Mobile Application
	406	SAPConsole Implementation Case Study
10:15am-10:30am	Break	
10:30am-11:30am	Breakout Session #5	
	501	How SPEC 2000 is Being Implemented in Aviation Manufacturing
	502	5 Keys to Successfully Extending Supply Chains, ERP, WMS and CRM Beyond the 4 Walls
	503	Multi-channel Fulfillment and e-Logistics
	504	Kraft Foods Deploys VoIP on the Wireless LAN
	505	Enterprise Distribution System Solutions
	506	Case Study: Dramatically reduce time for implementing bar code systems for SAP
11:30am-12:30pm	General	Lunch, Optional informal roundtables
12:30pm-1:30pm	Breakout Session #6	
	601	Web Based Vendor Compliance Labeling drives Supply Chain Fulfillment Strategy
	602	Service-Chain Optimization in the New Economy
	603	New Product Options for Retailers
	604	Windows CE Applications Development/Case Study from Dee Electronics
	605	Linux and RF on the Shopfloor
	606	SAP Logistics Execution Goes Mobile
1:30pm-1:45pm	Break	
1:45pm-2:45pm	Breakout Session #7	
	701	Implementing Data Collection With Multiple Variables
	702	Wireless Dispatch & Tracking
	703	Real-World RFID Solutions & ROI
	704	Pocket PC and Handheld PC Solutions
	705	Cost Justifying Your Technology Solution
	706	CE devices in the Integrated Enterprise: Extending your warehouse and production management systems to the point-of-use
7:00pm-10:00pm	General	Beach Party Dinner & Entertainment

# Program Overview

## Wednesday, May 16

Time	Event	Description
7:00am-8:00am	General	Breakfast
8:00am-9:15am	General Session	Closing Keynote, Pat Lencioni, "Obsessions of An Extraordinary Executive"
9:15am-9:30am	Break	
9:30am-10:30am	Breakout Session #8	
	801	Parts Marking
	802	Turning Your Fleet Into a Cost-Efficient Solution with Mobile Communications
	803	Microsoft in the Retail Industry: Enterprise Solutions for the Digital Economy
	804	Mobile Connectivity, Communications & Systems Management
	805	Internet Web Based Printing & Management
	806	Implementing SAP Data Collection at a Large Multi-National Plastics and Chemical Company
10:30am-10:45am	Break	
10:45am-11:45am	Breakout Session #9	
	901	Data Collection in a Warehouse Management System (WMS)
	902	Field Service in a Major Brewery
	903	The Seven Secrets of Successful Systems Integration
	904	FedEx Migrates from OpenAir to 802.11b Wireless LAN
	905	Mobile Supply Chain Execution Systems
	906	Printing Labels in Real Time From Your ERP System Conference Adjourns

## Monday 9:45am-10:45am

### 101 Industry Overview: Manufacturing & Warehousing/Distribution

This one hour industry overview will be helpful in making sure that attendees get the most benefit from the conference. The purpose of this session is to: 1) meet other attendees/peers in your industry, 2) introduce the Intermec team that is focused on your industry and who to contact for specific questions or comments, 3) provide an overview of Intermec's latest product developments for your industry, 4) discuss current issues and trends that are going on for this industry, and 5) make recommendations on the industry-focused sessions that you may wish to attend while at the conference.

Intermec

### 102 Industry Overview: Transportation/Logistics and Field Service

This one hour industry overview will be helpful in making sure that attendees get the most benefit from the conference. The purpose of this session is to: 1) meet other attendees/peers in your industry, 2) introduce the Intermec team that is focused on your industry and who to contact for specific questions or comments, 3) provide an overview of Intermec's latest product developments for your industry, 4) discuss current issues and trends that are going on for this industry, and 5) make recommendations on the industry-focused sessions that you may wish to attend while at the conference.

Intermec

### 103 Industry Overview: Retail & POS

This one hour industry overview will be helpful in making sure that attendees get the most benefit from the conference. The purpose of this session is to: 1) meet other attendees/peers in your industry, 2) introduce the Intermec team that is focused on your industry and who to contact for specific questions or comments, 3) provide an overview of Intermec's latest product developments for your industry, 4) discuss current issues and trends that are going on for this industry, and 5) make recommendations on the industry-focused sessions that you may wish to attend while at the conference.

Intermec

### 104 Industry Overview: Direct Store Delivery (DSD)

This one hour industry overview will be helpful in making sure that attendees get the most benefit from the conference. The purpose of this session is to: 1) meet other attendees/peers in your industry, 2) introduce the Intermec team that is focused on your industry and who to contact for specific questions or comments, 3) provide an overview of Intermec's latest product developments for your industry, 4) discuss current issues and trends that are going on for this industry, and 5) make recommendations on the industry-focused sessions that you may wish to attend while at the conference.

Intermec

### 105 Defense Logistics and Bar Code Use

A number of initiatives are being implemented by the Department of Defense (DoD) that place a sense of urgency on the military community to focus on the benefits of automatic identification data collection (AIDC) and automatic identification technology (AIT). These initiatives, including the DoD AIDC/AIT Logistics Concept of Operations, has made it imperative that all branches of the DoD consider how to integrate bar codes and other technologies into their mission. This presentation will review the current DoD initiatives for In Transit Visibility and total asset visibility, along with the efforts to integrate automatic identification technology. The presentation will also provide an inside look at the efforts of a branch of the Defense Logistics Agency that started six years ago with a directive to simply "do something with bar codes that made sense" and evolved into a system that has achieved a 50% increase in Receiving productivity.

Rick Torres  
SYS-TEC Corporation

Doug Henry  
DRMS - TSP

## Monday 11:00am-12:00pm

### 201 Wireless Portable Printers

This session will introduce the attendees to Intermec portable printers with Bluetooth PAN technology, discuss ongoing efforts for an Intermec 802.11b portable printer, and share new paper offerings for warehouse and retail environments.

John H. Wagner  
Intermec

Larry Farrell  
O'Neil Product Development, Inc.

## 202 Seven Principles of Highly Effective Supply Chain Management

Delivering value while continually changing the game to your advantage is the difference between being a champion or an "also ran". Harnessing the discontinuous nature of technological change to drive product and service innovations has created new winners. In each winner's story rests the tale of supply chain execution innovations that deliver results, not promises. Each enterprise faces the opportunity to turn logistics execution excellence into an integral part of a business design that delivers higher rates of growth, lower cost structures, higher returns on employed capital, and larger margins.

Peter Schnorbach  
McHugh Software International

## 203 Doing it Right! Intermec Case Studies in the Wireless Warehouse

This presentation will cover several case studies that will demonstrate the best technology and best retail warehouse application case studies that Intermec has to offer.

Paul Mathans  
Intermec

JJ Durbak  
Intermec

## 204 The 6920 Rollout: Planned and Unplanned Benefits

Dreyer's migrated to the 6920 out of necessity because of show-stopper Y2K issues with a previous solution. This required an enormous effort because of a 1300+ mobile sales force nationwide in over 80 locations. In planning the rollout, Dreyer's had anticipated benefits such as faster t-coms, greater system reliability, lower phone costs, reduced support calls, and higher user satisfaction. They have met or exceeded all of those benefits. Additionally, they have been pleasantly surprised with unanticipated gains, particularly the ease in rolling out new application versions and new hardware. And most importantly, the quality of life for users as well as members of their support organizations (i.e., Route Sales Support, Data Center Operations, and Help Desk) has improved beyond expectation.

Ethan Bortman  
Dreyer's Grand Ice Cream

LeAnn Lytle  
Dreyer's Grand Ice Cream

## 205 Extending Your WMS Functionality

This session will illustrate the power and relative ease of complementing or bolstering existing WMS or ERP software functionality with real-time queries, report generation, or e-mail notifications. These solutions can be quickly developed and implemented by leveraging your existing WMS or ERP database and network infrastructure. This session will show how complementary querying, reporting, and e-mail scripts can be an effective way to improve your IT solution without costly programming and development time. These are often the most powerful to you and your customers when executed in your existing, fast-paced wireless environment.

Bradford Baldauf  
Eli Lilly and Company

## 206 What's the Future of the Wireless Marketplace and What's in it for You?

Wireless adoption is surging. Industrial enterprise applications are increasing. And, the Internet phenomena is exploding. Anytime, anywhere wireless logistics is the wave of the future. Intermec's partnership with Abaco allows you to ride that wave. Abaco's Varadero Wireless Framework empowers businesses to create, deploy and maintain robust mobile computing applications through a myriad of standard application development tools and languages. Abaco will provide real-world examples of end-users who have realized success with Abaco and Intermec.

Fernando Alvarez  
Abaco

## Monday 1:00pm-2:00pm

### 301 Mobile RF Technology

This session will present an innovative solution for providing RF coverage in temporary circumstances. Anyone who possibly needs this functionality should plan on attending. The session will cover a unique solution for a unique problem and an innovative solution to mobilizing RF technology.

Ken Paetkau  
DaimlerChrysler

## 302 Using Nextel to Wirelessly Enable Pre-Sales, Field Service and Transportation

Nextel is the fastest growing wireless voice and data provider for enterprise solutions in the US. Hear how Intermec customers have been wirelessly enabling mobile applications using the Nextel data network. Product managers from Nextel and Intermec will discuss the integration of mobile applications with Nextel, hardware and software requirements, and the solution benefits. Attendees will learn how the Nextel phones you may already own can add real time data communication to your field force. Hear customer success stories, including implementation strategies and ROI points. Talk to Nextel and Intermec about today's tethered and tomorrow's Bluetooth mobile data solutions.

Kristi Urich  
Intermec

Justin Wolf  
Nextel

## 303 The Mobile Story - Equipping Leading Retailers with Mobile in-store solutions

Mobile Point-of-service is one of the most exciting new applications in retail today. Mobile Point-of-service is defined as software and wireless terminal solutions that allow employees to provide real-time information and support to customers, including the ability to complete retail transactions on the fly without check-out lines. This presentation describes the state of the art in retail in-store applications that are provided by Direct Source on Intermec terminals. Customers who are interested in utilizing pen terminals in retail and related applications will benefit from this presentation.

Paul Mathans  
Intermec

Brad Fick  
Direct Source

## 304 Product Direction and Migration Strategy for Direct Store Delivery (DSD)

Sorting through all the products and technologies that come on and go off the market is time consuming and confusing. This session will help Direct Store Delivery customers interested in upgrading their systems understand the Intermec options that are available to them and the trade-offs to consider. Attendees will learn how they can benefit from new advances in technology while leveraging their previous investments. Intermec's future product direction for DSD customers will be explained.

Brian Schulte  
Intermec

Richard Sherman  
Intermec

## 305 @Track Communications and Vehicle Location Deployment

@Track Communications, Inc., formerly HighwayMaster Communications, Inc., has installed over 35,000 vehicle tracking and communication units in the fleets operated by SBC Communications, Inc. This was one of the largest single automatic vehicle location deployments in the U.S. @Track developed and began installing the custom application in less than six months, completing installation of the first 10,000 units in less than 90 days. This session will cover the AVL market, the features and benefits of the product, and how @Track succeeded in developing and implementing this nationwide deployment.

Bob Montgomery  
@Track Communications

Jonathon Wiener  
@Track Communications

## 306 SAP Data Collection Implementation at a Large Paper Manufacturer

This session will detail the implementation of Acsis Datapass integration software and Intermec terminals at Mead, one of the largest paper manufacturers in the world. It will detail the best practices of the first implementation and discuss improvements made for the second major implementation.

John McGinty  
Acsis

Barry Einhorn  
Mead

## Tuesday 9:15am-10:15am

### 401 New Technology Advancements in Scanning

Where are tomorrow's scanning technologies going to take your company's profits, processes and worker efficiency? This session features a panel of Intermec's technology experts to present information about what's on the "scanner horizon" and answer your questions about today's burning data collection needs: What to expect from cordless scanners using bluetooth radios; benefits in CMOS vs. CCD, or VGA vs. Megapixel when selecting an imager for 2-D scanning; Internet scanning, wearable scanning and RFID & bar code scanning. Your questions presented to the panel will drive actual session content.

Tracy Hillstrom, Moderator  
Intermec

## 402 Mobile Data Collection and Wireless Computing

The objective of this presentation is to facilitate understanding of state of the art ADC (automated data collection) and wireless technologies. This presentation is designed for those attendees interested in wireless communication using cellular phone and Industrial PDAs 602 and 700. There is no prerequisite knowledge required and an attendee will acquire understanding and detailed knowledge of the most current wireless technologies.

Tim Phipps  
Agentek, Inc.

## 403 Running Retail Systems at Warp Speed with Intelligtag Based Solutions

For years, item level tracking and management has been a goal for the apparel and consumer electronic industry. Item level product management would provide a new source of profitability through enhanced vendor & supplier management, 100% accuracy in the supply chain, real-time inventory in stores, and enhanced selling strategies in stores. In this presentation Intermec and Gap Inc. described their shared vision of enhanced retail performance and profitability through RFID based item level management.

Neco Can  
Gap Inc.

Paul Mathans  
Intermec

## 404 New Answers for Decreasing Telecom Time and Expenses

Transmitting data to and from a large number of remote hand held computers can be time consuming, difficult and a significant ongoing expense. This session will introduce new help - the newest generation Intermec 6920 communication server and 6980 and 6985 network managers. Attendees will learn how to update their existing networks with these products to significantly increase their data throughput, increase their ability to manage their networks and decrease their telecom time and expense.

Kelly Ungs  
Intermec

## 405 Implementing a Pen and Voice Based Mobile Application

This session will review the challenges and successes of implementing a pen based application and the migration to a voice based application. Attendees will learn how with good analysis, testing, and end-user involvement, the deployment of new technology can be successful. We will present a case study where an application was required to replace the pen and paper process that had been in place for decades. There will be a short review of the life cycle of the pen-based application and how the features of the application lent itself to a voice based approach. Some technical and social roadblocks to the deployment of this application will be discussed.

Mark Szwarc  
Imperial Tobacco Canada Ltd.

## 406 SAPConsole Implementation Case Study

This presentation deals with implementing wireless data collection in SAP R/3 applications with an emphasis on warehouse, distribution, and manufacturing applications. Specific topics will include implementing SAPConsole - SAP GUI to character-based terminal emulation. A review of the following SAP native interfaces will also be included: Browser based interfaces to SAP R/3 (Windows CE devices) and Full SAP R/3 GUI on a portable wireless device. A panel discussion with end-users will be included in this presentation

David Perrine  
Datavision-Prologix, Inc.

## Tuesday 10:30am-11:30am

## 501 How SPEC 2000 is Being Implemented in Aviation Manufacturing

This presentation will review what SPEC 2000 is and how this new parts tracking initiative is helping the commercial aviation industry improve safety and reduce costs. Boeing will discuss how the world's largest manufacturer of aircraft implemented their SPEC 2000 program, involving their top 500 suppliers. This presentation will review an approach for identifying SPEC 2000 objectives and for successfully working with other firms in the aviation manufacturing supply chain to fully realize the benefits of SPEC 2000.

Bill Munroe  
Intermec

Ken Porad  
The Boeing Company

## 502 5 Keys to Successfully Extending Supply Chains, ERP, WMS and CRM Beyond the 4 Walls

Whether you are a manufacturer, distributor, or service organization, your mobile workforce is an untapped opportunity for increasing efficiency, accuracy, and profitability in your enterprise. Using references to successful rollouts, this session will review what it takes to go mobile, from pre-sales to field service, and the 5 key elements to include in any project: Identifying key business processes for mobile automation, designing and implementing mobile applications, supporting mission critical communications (wired and wireless) integration with enterprise systems, and planning for sustaining operations.

Kristi Urich  
Intermec

## 503 Multi-channel Fulfillment and e-Logistics

Effective multi-channel retailing selling concurrently through stores, catalogs and the web is central to contemporary retailing. Many visionary managers believe that effective multi-channel fulfillment and e-Logistics e-Commerce business models will be one of the cornerstones of the new economy. Any one interested in e-business and how to satisfy customers needs in the new economy should attend this session.

Jeff Perry  
EXE Technologies, Inc.

## 504 Kraft Foods Deploys VoIP on the Wireless LAN

An in depth view of the benefits, considerations and technical hurdles for deploying VoIP on the wireless LAN. Kraft Foods is one of the first companies to qualify VoIP on an existing wireless LAN. Intermec's dual radio capability allowed easy adoption of VoIP on their existing wireless infrastructure. This session is co-hosted by Kraft Foods' top wireless network manager.

Mike Haskins  
Kraft Foods

Jeffrey L. Menken  
Intermec

## 505 Enterprise Distribution System Solutions

This session will provide an overview of the path taken to build a world-class enterprise-wide distribution system, and the challenges ahead as e-logistics become reality. Specific topics will include: "I need a system that will do everything... yesterday!" (and how failing helped us succeed); Paper follies – You think you've made mistakes?; RF Vendor Selection – "Am I selecting a device or a backbone?"; and E-Logistics – What's the difference?

Craig Ethridge  
Corporate Express

## 506 Case Study: Dramatically reduce time for implementing bar code systems for SAP

The focus of the presentation will be to describe the dramatic reduction in implementation time for SAP R/3 bar code systems now possible with new direct connection technology. Two case studies, RheinChemie (a division of Bayer) and Dominion Virginia Power, will be presented. Users will learn about different technologies for integrating bar code systems into SAP R/3, including two versions of direct connection technology: SAPConsole and ATS's UMD. Through descriptions of the steps in the implementation, users will come away with an understanding of how and why these new technologies not only save time, but also provide a system that is faster, more robust and easily maintained.

Mike Kula  
Applied Tactical Systems, A div of Vertex Interactive

## Tuesday 12:30pm-1:30pm

## 601 Web Based Vendor Compliance Labeling drives Supply Chain Fulfillment Strategy

This session will cover the successful implementation of a web based Vendor Compliance Labeling program. The presentation would go through the development of this new application Service Provider program and its implementation at a large Intermec customer. Attendees will gain insight into this very easy means of complying with a growing number of VCL programs including the recent GM 1724 initiative. The presentation will detail the benefits of web-based Vendor Compliance Labeling vs. conventional implementations.

John DiPalo  
Acis Inc.

## 602 Service-Chain Optimization in the New Economy

This presentation will show how the management of service delivery organizations is really just an exercise in mass optimization. We will introduce the concept of service chain optimization as a revolutionary approach towards staying on top in the ultra-competitive world of service delivery. This session will demonstrate how service managers can use service chain optimization principles to effectively deliver products and services ordered over the web or over the phone while still maximizing the organization's profitability in the process. We will also discuss effective models to help managers calculate and manage their organization's service chain ROI.

Dr. Moshe BenBassat  
ClickSoftware, Inc.

Mark Trimue  
ClickSoftware, Inc

## 603 New Product Options for Retailers

This session will feature the breadth of products Intermec provides to retailers, including several new offerings. During this session attendees will be given a brief overview of the various products along with a chance to see them work and "kick the tires". Demonstrated products will include Mobile Point of Service software, RFID systems, wireless hand held computers, scanners and printers.

Paul Mathans  
Intermec

Richard Sherman  
Intermec

## 604 Windows CE Applications Development/Case Study from Dee Electronics

Come and learn of the benefits of application development with Windows CE and how leveraging Microsoft's family of adaptable solutions will increase your ROI. Featured application by Dee Electronics, an industrial Distribution Enterprise of Electronic, Electrical, and Electromechanical components to OEM manufacturers. Dee Electronics application integrated the 5020 mobile wireless computing system to automate their Distribution Center Warehouse operation and mobile employees. Attendees will leave with an understanding of the feature rich CE application platform, the flexibility of the 5020 and the solutions focus of Intermec.

Jeff Hovorka  
Intermec

Todd Gifford  
Dee Electronics

## 605 Linux and RF on the Shopfloor

This application shows how an open source LINUX operating system is applicable for a manufacturing environment. HON has also decided to remove as much wire and take all possible communication to wireless in the manufacturing and warehouse environments. The presentation will cover the cost advantages of the new technologies as well as try and document some of the roadblocks that had to be overcome.

Tim Wells  
HON

Jon Syvertson  
HON

## 606 SAP Logistics Execution Goes Mobile!

The presentation gives an overview on Logistics Execution System and the Radio Frequency Solution SAP delivers. This session is suitable for any interested participants. Attendees will learn about SAP's RF solution in Logistics Execution.

Patti Gardner  
SAP America

## Tuesday 1:45pm-2:45pm

### 701 Implementing Data Collection With Multiple Variables

Takata is a global manufacturer of custom automotive safety systems with operations in the Americas, Europe, and Asia. Products include seat belts and air bag systems. This session will provide an in-depth discussion of the multiple variables encountered during the installation of data collection at Takata, including: Interfacing to two ERP Software packages on the AS/400; implementing data collection in USA and Mexico; dealing with multiple facilities and their unique challenges; and network communication issues. Sierra Consultants worked with Takata's internal project team to install Sierra's CLASS/400 software (AS/400 Based Client/Server DC Application Builder) and Intermec 2425 hand-held devices at several facilities throughout the USA and Mexico with interfaces to both CA/PRMS and MAPICS.

John Manilla  
Sierra Consultants Ltd.

John Borgne  
Takata

## 702 Wireless Dispatch & Tracking

Explore the advantages wireless mobile delivery management solutions can bring to your operation. Join UPS Logistics Technologies (formerly RoadNet Technologies) in a presentation describing wireless dispatch and tracking, featuring the MobileCast client/server dispatch system and Intermec's rugged wireless handheld computers. Join us, for a lively discussion on wireless mobile applications and solutions.

Aaron Lee  
UPS Logistics Technology

## 703 Real-World RFID Solutions & ROI

This session is a "must" for anyone who wants to cut through the hype about radio frequency identification (RFID) and zero in on the nuts-and-bolts factors that significantly improve performance and payback. Discover which applications offer the fastest return on investment by examining "before" and "after" scenarios of successful implementations. Get practical guidance on crucial issues such as frequency selection, tag housings and attachments, antenna and field pattern characteristics, networking with RFID readers and integrating RFID with enterprise resource planning (ERP) systems.

Stephen Schwartz  
Intermec

## 704 Pocket PC and Handheld PC Solutions

Intermec has recently announced numerous Windows CE devices: (700 series, 6651, and Model 70). What is the strategy behind this and why is it important to the market? This session will teach the attendee the various benefits of Windows CE, its evolution, and help to define the classifications of different Windows CE platforms. It will answer these questions: What is Pocket PC? What is Handheld PC? How can these new operating systems and platforms solve customer problems? What makes the new devices from Intermec so unique?

Intermec

## 705 Cost Justifying Your Technology Solution

Learn how to develop, improve and present your technology solution to your management team. How do you develop usable models (ROI, ROE, etc.) that are believable to your senior management and company? How do you make "soft savings" into "hard savings"? How do you cost justify an entire supply chain management system? These questions will be answered during this session.

Cliff McKenzie  
FinancialLogic, Inc.

## 706 CE devices in the Integrated Enterprise: Extending your warehouse and production management systems to the point-of-use

This session will discuss the broad range of the productive, innovative uses that Intermec CE-powered handheld devices make possible within today's Integrated Enterprise. See, through real-world examples, how wireless data collection solutions save money, improve efficiency and reduce errors. We will discuss the following topics: Designing front end applications on CE-powered units including the complex business logic and fully featured GUI capabilities of WindowsCE; tools and capabilities available for implementing the communications layer; and key issues relating to backend integration with Customer Relations Management (CRM), Enterprise Resource Planning (ERP), Warehouse Management (WMS) and legacy systems.

David M Vislosky  
Rockpile Solutions

Brad Drotar  
Rockpile Solutions

**Wednesday 9:30am-10:30am**

## **801 Parts Marking**

This session will present why Parts Marking is necessary, how it will affect the automotive industry and specifically GM, and how it relates to Aerospace initiatives.

Larry Graham  
General Motors Corporation

## **802 Turning Your Fleet Into a Cost-Efficient Solution with Mobile Communications**

This session will educate attendees on the choices a fleet has in Wireless Communications and how to begin choosing a system to meet your operations needs. Attendees will learn what questions to ask and what technologies are available.

Adam Kahn  
QUALCOMM Inc

## **803 Microsoft in the Retail Industry: Enterprise Solutions for the Digital Economy**

This presentation will address both current and emerging opportunities in the retail vertical market and how software from Microsoft and terminal and wireless technologies from Intermec can be combined to enhance the digital nervous systems that are the backbone of today's cutting edge retailers. Additionally, we will introduce our vision of the .NET retailer and the new innovative business applications capabilities. The session is open to anyone who is involved in providing solutions to, or who is a part of the retail market. Please note that this is presented from a business enterprise solution perspective.

Margue Hunt-Familton  
Microsoft

Paul Mathans  
Intermec

## **804 Mobile Connectivity, Communications & Systems Management**

This very technical panel discussion will include short presentations by senior engineers and technicians on key aspects of Intermec systems, including system software connectivity management products.

Kelly Ungs  
Intermec

## **805 Internet Web Based Printing & Management**

This session will provide an in-depth understanding of how to select the right equipment with the correct solution for a network application. Attendees will be introduced to the newest technology allowing them to manage their printers worldwide, print via the Internet, upgrade firmware from a central location, etc. We will also cover case studies using these latest technologies.

Gary Murphy  
Intermec

Doug Hall  
Intermec

## **806 Implementing SAP Data Collection at a Large Multi-National Plastics and Chemical Company**

Bayer will profile their large installation at their plastics manufacturing facility in Ohio, highlighting their best practices used at this site. ROI and justification for the system will be discussed, as well as future enhancements and additional installations at other Bayer facilities.

Vince Ombres  
Bayer

John Howell  
Bayer

## Wednesday 10:45am-11:45am

### 901 Data Collection in a Warehouse Management System (WMS)

This presentation will include an overview of the Warehouse Management System (WMS) implementation at Nissan North America. Content includes the business case and justification for implementing a WMS as well as benefits achieved. Implementing this WMS included incorporating bar-coding and radio frequency scanners into all of the operations within the Parts Distribution Center.

Tim Henderson  
Nissan North America

Bill Shearer  
Nissan North America

### 902 Field Service in a Major Brewery

Customer service at Interbrew is essential to maintain or even increase profitability. The level of delivered services to a customer has a direct impact on market share, productivity of the employees and costs/benefits of a company. In this session the attendees will learn more about choosing and installing the different components of a field service application (from backoffice communication, to field hardware and software) and the big advantages when operational.

Stephan Steegmans  
Interbrew Belgium N.V.

Leo Joseph  
DatAction

### 903 The Seven Secrets of Successful Systems Integration

Why do some systems integration projects flounder and others flourish? Find out the difference by examining and "modeling" well-executed projects. This session will cover the critical distinctions which create successful systems integration projects. Leave this session re-energized and armed with strategies and techniques that you can immediately apply in your project and guarantee its success

Rick Duris  
Business Technology Group, Inc.

### 904 FedEx Migrates from OpenAir to 802.11b Wireless LAN

In depth view of how FedEx transitioned from Proxim OpenAir to worldwide industry standard 802.11b using the dual radio capabilities of Intermec's wireless access points. Featured in this presentation is a view into Intermec's wireless management strategy.

Jeffrey L. Menken  
Intermec

Jim Sheets  
FedEx

### 905 Mobile Supply Chain Execution Systems

The accuracy, flexibility, and productivity required in an E-Business environment is emphasizing the importance of fully integrated warehouse management execution systems. Simultaneously, through mobile computing, upstream and downstream communication, value added services and customer compliance activities, it is transforming the role of the warehouse into a strategic, collaborative center for e-Fulfillment. Find out how Oracle's new products in this area, Oracle Mobile Supply Chain Applications and Oracle Warehouse Management, have been designed to deliver a Supply Chain Execution solution, as an integral part of the CPG 11i suite.

Jon Chorley  
Oracle Corporation

### 906 Printing Labels in Real Time From Your ERP System

This session will provide an understanding of the complexities involved with printing from ERP Systems, and multiple solutions from Intermec, Seagull Scientific and Loftware to help customers take advantage of real time data through their ERP System. Attendees will leave the session with a variety of solutions to help integrate printers into their ERP System.

Gary Murphy  
Intermec

Terry Bresin  
Intermec

# Recreational Activities & Conference Highlights

## Golf

The Resort Course at the Boca Raton Resort is located on the resort grounds and was originally designed by William Flynn in 1926. The course underwent a \$6.5 million renovation and redesign in 1997 under the direction of acclaimed golf course architect Gene Bates. The new course plays a total of 6,253 yards from the back tees and is par 71. The course is highlighted with a variety of challenging elevations and 12 surface acres of water including a signature water feature designed by Hugh Hughes. The course is home to the Dave Pelz Short Game Golf School and the Nicklaus/Flick Golf School.

Tournament Details:      Resort Course  
   Sunday, May 13  
   Shotgun starts at 8:00AM  
   Green fees and cart: \$130

Reservations will be taken on a first-come, first-served basis. Please note your preference on the enclosed registration form and return it promptly to guarantee your spot.

## Monday: May 14, 5:00pm-8:30pm

### Partner & Product Showcase: Cocktail Reception

This evening is one of our most popular events, providing you the opportunity to see both the latest in Intermec technologies as well as our business partners' value added solutions. Over 50 exhibitors will be on hand, plus our product development teams. Don't miss the chance to participate in our exciting visitor promotion which takes place as you stop to visit the different booths, allowing a chance for you to win some great door prizes. Hors d'oeuvres and refreshments will be served.



## Tuesday, May 15, 7:00pm-10:00pm

### Boca Beach Party: Closing Dinner & Entertainment

Put your toes in the sand and join us at the surfside Boca Beach Club! Our last evening will provide an opportunity to relax and enjoy some fresh air and casual entertainment. Dinner will be served poolside. Don't miss this memorable evening!

## Wireless Café

### Sponsored By Microsoft Corporation

Experience the wireless future today at Intermec's Wireless Café while relaxing and enjoying your favorite cup of java, courtesy of sponsor Microsoft Corporation. You may check your e-mail, stocks, news, etc. with Intermec high speed wireless Internet service. In addition, you can check your voice-mail using Intermec's soon-to-be released VoIP wireless phone. Intermec's wireless product group also will be available in the Wireless Café:

- to provide technical assistance in connecting to the wireless network;
- to answer technical or non-technical questions about Intermec's wireless products;
- to display Intermec's family of wireless products.



## Dress For All Events Is Business Casual

Guest registrants and attendees at all conference events must be at least 18 years of age; however, children are welcome to sign up for the paid group tours listed on page 21.

## Guest Program

As in years past, we are offering the option for your adult guest or spouse to participate in some of our Agenda activities. One Guest Pass per paid conference registrant is permitted. The Guest Pass fee is \$150 and includes the following:

- Admittance to the Sunday evening Keynote Address and Welcome Reception Dinner
- Attendance to the Monday morning (8:30am-10:30am) Guest Welcome Breakfast and Hotel Historical Tour
- Admittance to the Monday evening Partner & Product Showcase & Dinner
- Admittance to the Tuesday evening Closing Dinner & Entertainment
- A \$20 voucher that may be applied to either of the two group tours listed on this page.

Please note that this Pass is not good for other company employees and is not for admittance to other conference events or meals not listed above.

## Group Tours

### Historic Bicycle Tour

A leisurely and relaxed guided bike tour takes you along Palm Beach's historic Lake Trail next to the Intracoastal Waterway. Guests pedal their way through winding streets past some of the oldest and most historic and private homes in Palm Beach with frequent stops to enjoy views of the blue waters of the Atlantic Ocean. Two-hours. Activity level - Moderate.

**Monday, May 14, 2:00PM to 4:00PM.**  
**\$70.00 per person.**

### The Palm Beach Land and Sea Sightseeing Tour

See the sights of Palm Beach by trolley and water taxi. Enjoy sightseeing by trolley in the town of Palm Beach and the cultural, retail and entertainment districts of West Palm Beach. Halfway through the tour, transfer to your private watertaxi for a beautiful cruise along the Intracoastal Waterway. See the mansions of Palm Beach, the mega yachts, Port of Palm Beach, Ocean Inlet, Peanut Island and more. Four hours. Activity level - minimal.

**Tuesday, May 15, 1:00PM to 5:00PM.**  
**\$75.00 per person.**

For further information, go to [www.bocaresort.com](http://www.bocaresort.com) or [www.palmbeachfl.com](http://www.palmbeachfl.com)

## Activities On Your Own

### Watersports

Five swimming pools, private cabanas and a half-mile stretch of private beach allow for almost every water sport imaginable. Choose from scuba and snorkeling, windsurfers, catamarans, wave boards, and ocean kayaks. The marina provides powerboat and sailboat rentals. Please call 561-447-3474 for more information.

### Health & Fitness

Enjoy three state-of-the-art fitness centers, each offering a comprehensive selection of exercise equipment. Services include personal training, massage therapy, sauna and steam rooms, beauty salon, indoor basketball, volleyball, tennis (30 clay-based courts), and bicycle rentals. Please call 561-447-3239 for pricing or to schedule an appointment.

### Shopping

On- and off-resort opportunities abound in Boca Raton and Palm Beach. The resort offers top-of-the-line retail outlets, and Boca Raton/Palm Beach area boast the Sawgrass Mills Outlet Mall, Boca Town Hall featuring Saks Fifth Avenue, Bloomingdale's and Borders; Royal Palms Plaza, and Worth Avenue in Palm Beach. Please call the Hotel Concierge at 561-447-3000 for more information.

### Other Sites & Attractions

#### Around Boca Raton and Palm Beach

Other activities you may wish to consider during your visit here include:

- Boca Raton Museum of Art
- Broward Center for the Performing Arts
- Henry Morrison Flagler Museum
- Morikami Gardens
- South Beach and the historic Art Deco district
- Sailing
- Deep sea fishing
- Everglades Air Boat tours



## Full Conference Registration

The conference registration fee includes the following:

- Attendance to all general session, keynotes, and breakout sessions
- Attendance to the Monday evening Partner & Product Showcase
- Attendance to Tuesday evening's Closing Dinner & Entertainment
- Attendance to all conference breakfast & lunch services

## Registration Fees:

Before April 9: \$795 early bird rate

After April 9: \$895 standard rate

## Exhibitor Attendance & Registration

Exhibitors who have submitted an Exhibitor space contract and have paid in full for the Partner & Product Showcase are entitled to one complimentary Conference Registration as described above. One representative from your company must register online for this registration and mark the "Exhibitor" box, also denoting their requirements for hotel accommodations. Any additional attendees from your company who wish to attend the conference must purchase the Full Conference Registration at the fees posted above. For further information on exhibiting, contact Kris Fouts at kris.fouts@intermec.com or call (425)348-2748.

## Hotel Accommodations, Air & Ground Transfers

Our corporate Agent, Metropolitan Travel, is the official booking agent for hotel accommodations at the Boca Resort & Club. We have blocked rooms and negotiated a group rate with the hotel. Please make all your room requests at the time of your conference registration by using the online form at [www.intermec.com/icomm](http://www.intermec.com/icomm).

We have negotiated group and zone discounts on major carriers to the local airports during the major arrival and departure conference times, including discounts where a Saturday stay is not required. To compare our rates before booking, please call 1-800-347-8747, ext. 4, or email [i-comm@mettravel.com](mailto:i-comm@mettravel.com).

Ground transportation options include:

- Taxi: \$60 one way from Ft. Lauderdale or West Palm Beach Airports; \$100 one way from Miami International
- Car Rentals: Available at all three local airports.
- Boca Transportation: Call 561-447-3060 if you are travelling in a group of 2 or more.

## Conference Policies

Please be aware of the following conference policies for both attendees and business partners. Your cooperation is appreciated.

- No person or organization may transmit or make a live recording of any portion of the conference without prior permission by both Intermec and the individual being recorded.
- No partner or organization may hold formal business meetings or other events during conference hours. No partner or organization may hold events during conference dates during off hours without receiving prior written permission from Intermec conference management.
- As a courtesy to our speakers and other attendees, all cell phones, pagers, and electronic alarms must be turned off during sessions.

For any questions regarding the above policies, please email [lori.cahill@intermec.com](mailto:lori.cahill@intermec.com)

## Questions?

If you have any questions regarding the conference or accommodations, please feel free to contact our registration and housing specialists, Metropolitan Travel, at [i-comm@mettravel.com](mailto:i-comm@mettravel.com), or call 1-800-347-8747, ext. 4.

## Two Ways to Register

- Online at [www.intermec.com/icom](http://www.intermec.com/icom) (preferred) or
- Fax to (206) 812-3425

## Registration Form

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_

Company Address \_\_\_\_\_

City \_\_\_\_\_ St \_\_\_\_\_ Zip/Postal: \_\_\_\_\_

Country \_\_\_\_\_

E-mail \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

### Classification

- System Integrator       Business Partner  
 Press/Media       Other  
 End-User:

### Industry

- Manufacturing       Field Service  
 Warehousing/dist.       Utilities  
 Healthcare       Retail  
 Transportation       Government  
 Other

### Conference Registration Fees

Before April 9:

\$795 early bird rate      \$ \_\_\_\_\_

After April 9:

\$895 standard rate

### Exhibitor Registration

One Complimentary Registration  
per paid space      \$ \_\_\_\_\_ 0

### Complimentary Speaker Registration

No charge for  
conference speakers      \$ \_\_\_\_\_ 0

### Golf Registration

Sunday, May 13: \$130      \$ \_\_\_\_\_  
Preferred golf partners:

### Spouse/Guest Program

Yes, I'll be bringing a spouse or guest,  
\$150 per guest.

His/Her full name is

\_\_\_\_\_ \$ \_\_\_\_\_

Please send me an Order Form for the Tour Program.

**Total Enclosed**      \$ \_\_\_\_\_

### Conference Payment Information

- Check enclosed payable to Intermec (or)  
 Please charge my credit card  
 MasterCard       Visa       AmEx

Card # \_\_\_\_\_

Expiration Date \_\_\_\_\_

Signature \_\_\_\_\_

### Travel and Hotel Arrangements

Metropolitan Travel is the official booking agent for i-comm. Please make your room reservations through them.

Boca Raton Resort & Club: \$169 plus tax per night

Check-in Date \_\_\_\_\_ Check-out \_\_\_\_\_

Roommate \_\_\_\_\_

Any roommate who is also attending the conference must register on a separate form.

- 1 Bed       2 Beds  
 Smoking       Non-Smoking  
 Wheelchair Access

### Hotel Credit Card Guarantee (required)

- MasterCard       Visa       AmEx

Name on Card: \_\_\_\_\_

Card # \_\_\_\_\_

Expiration Date \_\_\_\_\_

Signature \_\_\_\_\_

### Hotel Cancellation Policy

Cancellations after April 9, failure to arrive on scheduled check-in date, or no shows will result in a one-night cancellation charge

**Checks should be made payable to:  
Intermec.**

**Mail to:      Metropolitan Travel  
ATTN: Meetings Division  
2101 4th Ave., Suite 1250  
Seattle, WA 98121**

### Conference Cancellation Policy

A cancellation fee of \$100 will be charged for all cancellations prior to April 9; After April 9 the full conference registration will apply. Registration substitutions can be made at any time.

Questions?

Call 1-800-347-8747, ext. 4, or e-mail  
[i-comm@mettravel.com](mailto:i-comm@mettravel.com)

### Note:

**All Intermec team members and staff planning to attend the conference must register online via Intermec's intranet. Please DO NOT use this form.**



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Everett, Washington 98203-9280

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Immerse yourself in a community of peers. Exchange ideas on improving business operations through data collection, mobile computing and wireless communications at i-comm. Whether you're an Intermec customer or not, you won't want to miss this conference.