



SCHEDULE OF EVENTS

**All events take place at Loews Royal Pacific Resort at Universal Orlando unless noted otherwise.*

SUNDAY, AUGUST 4

2:00 PM Golf Tournament..... Shingle Creek Golf Club
Sponsored by: Leopard Mobility

MONDAY, AUGUST 5

8:00 AM-10:00 PM Exhibitor Move-in..... Pacifica Ballroom

12:00-6:00 PM Early Registration Near Oceana Ballroom
Refreshments Co-Sponsored by: Coaster, Forno, and Relation Insurance Services
Badges and Lanyards Sponsored by: O'Rourke Sales Company
Beach Towels Co-Sponsored by: Almo Corporation and Vox-Pop-Uli

1:00-4:00 PM Protecting the Transaction Legal Summit Oceana 8-10
Sponsored by: Hudson Cook

4:00-6:00 PM Women's Forum Oceana 11-12
Sponsored by: Captive Management Services

5:30-7:00 PM TRIB Board Meeting Admiralty Room

TUESDAY, AUGUST 6

7:30 AM-5:00 PM Registration..... Near Oceana Ballroom
Refreshments Co-Sponsored by: D&H Distributing and Simply Bunk Beds

8:00 AM-3:00 PM Exhibitor Move-in..... Pacifica Ballroom

8:00-9:00 AM User Group Meetings
High Touch Technologies..... Oceana 8-10
VersiRent Software..... Oceana 11-12

8:00-9:00 AM Early Morning Insights from Our Titanium Sponsors..... Timor Sea
Marketing Is A Verb! | *Andrew Hajduk, Vox-Pop-Uli*
New Customers, New Products, New Supply Chains! | *Michael Kays, Ashley Furniture Industries*

9:00-10:00 AM Opening Keynote | *Louie Gravance* Oceana 6-7
Sponsored by: Benefit Marketing Solutions

10:30-11:15 AM Education Breakout Sessions
Super Session! How to Motivate and Engage Your Teams in an Ever-Changing Marketplace | *Donavon Corliss* Oceana 8-10
Customer Service Deep Dive | *Louie Gravance* Oceana 11-12
A Strategic Look at Leasing, Buying, and Protecting Your Store Locations |
Larry Carrico, Steven Carrico Timor Sea
Client Retention and Creating a Culture of Ownership | *Frank Rotert* Banda Sea

11:30 AM-1:00 PM APRO Awards Luncheon and Business Meeting..... Oceana 6-7
Co-Sponsored by: Ashley Furniture Industries and Vox-Pop-Uli

1:15-2:00 PM	Education Breakout Sessions Super Session! RTO and All the Key Performance Indicators (KPIs) <i>Mike Tissot</i> Oceana 8-10 Sharpen Your Leadership Randy Lewis Timor Sea Money Ball: How to Fill the Holes in Your Inventory Lineup Joe Fischer Oceana 11-12 Insights from Multi-Unit Supervisors Chris Kale, Jr. (facilitator) / Rachel Casey, Candice Hill, Mike Simoncini, Bill Williams II (panelists) Banda Sea
2:15-3:00 PM	Education Breakout Sessions Super Session! No Magic Bullets: Driving Sales Through Facebook, Radio, and Trust <i>Chad Fosdick</i> Oceana 8-10 Somehow Finds A Way: 1-4 Store Operator Roundtable <i>Kit Knight & Jeff Smith (facilitators)</i> Hibiscus The Collections Cycle Trent Agin Timor Sea From Problem Fixer to Solution Finder Kelly Martin Oceana 11-12
3:15-4:00 PM	Education Session Panels Super Session! Insights from Experienced Owners Mike Tissot (facilitator) / Chris Bolin, Gary Ferriman, Lyn Leach (panelists) Oceana 8-10 You're Doing What? Roles of Franchisors and Franchisees <i>Chad Fosdick (facilitator) / Michael Bennett, Vince Ficarrota, Trooper Earle (panelists)</i> Oceana 11-12 Expert Marketing Discussion Macy Mitchell (facilitator) / Sandi Frye, Dawn Tharp, Mark Williams (panelists) Banda Sea Insights from RTO Buyers Joe Fischer (facilitator) / Ruth Armour, Josh Hogg, Julie Kirby, Larry Pividal (panelists) Timor Sea
3:00-3:30 PM	Vendors Only Meeting Java Sea
4:15-5:30 PM	Live! RTO Show Podcast Pete Shau Coral Sea
4:15-5:30 PM	Hot Show Product Preview Pacifica Ballroom
5:00-5:30 PM	RTO Gives Back School Backpack Stuffing Oceana Foyer
5:30-7:00 PM	Hot Show Reception Oceana 6-7 <i>Sponsored by: Ashley Furniture Industries, Crosley Home Products, and GE Appliances a Haier Company</i>
5:30-7:30 PM	Hot Show Oceana 6-7

WEDNESDAY, AUGUST 7

7:30 AM-5:00 PM	Registration..... Near Pacifica Ballroom
7:30-9:00 AM	Pre-Tradeshaw Breakfast..... Oceana 8-10 <i>Co-Sponsored by: Benefit Marketing Solutions, Dorrance Supply Company, Furniture of America, Nav-Air Corporation, and Technical Pro, Inc.</i>
8:00-8:50 AM	APRO Board Meeting Admiralty Room
8:00-8:50 AM	State Rental Dealer Association Meetings Oceana 11-12
9:00-9:50 AM	TRIB Group Membership Meeting..... Oceana 6-7
10:00 AM	RTO World Tradeshaw Ribbon Cutting Ceremony Pacifica Ballroom
10:00 AM-5:00 PM	RTO World Tradeshaw..... Pacifica Ballroom <i>Exhibit Hall Bags Sponsored by: Aaron's</i>

12:00-1:30 PM	Networking Lunch.....Java Sea, Coral Sea <i>Sponsored by: Crosley Home Products</i>
3:00-3:30 PM	Ice Cream Break..... Pacifica Ballroom <i>Sponsored by: VersiRent</i>
4:00-5:00 PM	Tradeshow Networking Reception Pacifica Ballroom <i>Co-Sponsored by: High Touch Technologies and Southerland, Inc.</i>
7:00-10:00 PM	Orlando Experience Party Universal CityWalk <i>Co-Sponsored by: Ashley Furniture Industries and Vox-Pop-Uli</i>

THURSDAY, AUGUST 8

8:00 AM-12:00 PM	Registration Near Pacifica Ballroom
8:00-9:00 AM	APRO Vendor Advisory Committee Meeting..... Admiralty Room
8:00-9:00 AM	Dealer Breakfast Roundtable Product Discussion (Dealers Only)..... Java Sea <i>Co-Sponsored by: Corsicana Mattress Company, National Coverage, and RES Marketing, Inc.</i>
8:00-9:00 AM	Continental Breakfast Coral Sea <i>Co-Sponsored by: C&L Supply Inc., Centric Technology Solutions, Progressive Furniture Inc., and Rivero, Gordimer, & Company P.A.</i>
8:30 AM-12:00 PM	RTO World Tradeshow Pacifica Ballroom
8:30 AM-10:30 AM	Smiles, Everyone, Smiles! Headshot Photo Booth Pacifica Foyer <i>Sponsored by: Darwill</i>
10:30 AM	Executive Challenge in Tradeshow Pacifica Ballroom
11:00 AM-12:00 PM	Smiles, Everyone, Smiles! Headshot Photo Booth (continued) Pacifica Foyer <i>Sponsored by: Darwill</i>
12:00-6:00 PM	Exhibitor & Decorator Tear Down..... Pacifica Ballroom

Event App Sponsored by: **Whirlpool Corporation*

Signage Sponsored by: **Vox-Pop-Uli