



# 2016 CCM Registration Information

## Air Travel

Your travel arrangements will be made by DMI Travel. Once you have submitted your registration, DMI Travel will contact you within 48 business hours with your travel information. Please do not use Cliqbook to plan your travel. Travel can be reached by email at [travel@distinctivemeetingsinc.com](mailto:travel@distinctivemeetingsinc.com) or by phone at 888.558.3676.

You must plan to arrive on Monday, February 15, 2016, anytime between 8:00 am and 10:00 pm and departure must be scheduled between 2:00 pm and 10:00 pm on Friday, February 19, 2016. No early arrivals or late departures. **NOTE:** California residents should plan to arrive by 2:00 pm as there will be Harassment Training at 3:45 pm.

Please submit your registration form and book travel by Friday, December 4, 2015.

If you have registration questions please contact Lynn Gross (Event Representative) at 816.778.1403 or [lgross@distinctivemeetingsinc.com](mailto:lgross@distinctivemeetingsinc.com).

## Hotel

Sleeping room accommodations for the 2016 CCM have been secured at the Sheraton Overland Park Hotel. All room reservations will be taken from our confirmed room block, so please do not contact the hotel directly. If you have questions or special requests, you may contact Lynn Gross (Event Representative) at 816.778.1403 or [lgross@distinctivemeetingsinc.com](mailto:lgross@distinctivemeetingsinc.com).

A reservation will automatically be made for you at the Sheraton Overland Park Hotel based on the information provided in registration. Every effort will be made to accommodate your specific room request, however, it cannot be guaranteed.

## Ground Transportation

Upon your arrival to the Kansas City International Airport on Monday, February 15, 2016, please proceed to baggage claim to get your luggage. After this, please locate the Payless meeting area adjacent to the following gates where you will be greeted by a Payless representative:

Terminal B – Gate 45

Terminal C – Gate 81

If you need assistance in locating a representative, please contact Lynn Gross (Event Representative) at 816.778.1403 or [lgross@distinctivemeetingsinc.com](mailto:lgross@distinctivemeetingsinc.com).

Departure information to the Kansas City International Airport on Friday, February 19, 2016, will be placed under your hotel room door by end of day Wednesday, February 17, 2016.

## Agenda Highlights

Monday, February 15, 2016	
Throughout the Day	Travel/Arrival/Registration
Evening	Dinner/Social Time
Tuesday, February 16, 2016	
Morning	General Session / Q & A
Afternoon	Learning & Development Breakouts
Evening	Zone Dinners
Wednesday, February 17, 2016	
Morning	Payless Product Showcase
Afternoon	Learning & Development Breakouts
Evening	Pinnacle Awards Banquet
Thursday, February 18, 2016	
Morning	Learning & Development Breakouts
Afternoon	Easter Regional Meetings
Evening	Closing Dinner
Friday, February 19, 2016	
Morning	Regional TOPS Meetings
Noon	Lunch/Departures

## Frequently Asked Questions

1. **When should I plan to arrive at the Customer Celebration Meeting?** You must plan to arrive on Monday, February 15, 2016, anytime between 8:00 am and 10:00 pm and departure must be scheduled between 2:00 pm and 10:00 pm on Friday, February 19, 2016. Absolutely no early arrivals or late departures will be covered by the CCM budget. If you arrive early or stay late, this will be a personal expense. Any attendee with a flight arriving after 7:00 pm on Monday, February 15, will be provided with a meal ticket to either get dinner in the hotel restaurant or through room service.
2. **Will ground transportation be provided to/from the airport/hotel?** Yes, Payless will provide complimentary transfers to/from the airport/hotel. You may not rent a car or take a taxi. If you are driving to CCM, complimentary self-parking is available.
3. **What documentation do I need to enter Kansas City?** For U.S. citizens, a passport or state issued driver's license is adequate. If you are not a U.S. Citizen, additional requirements may apply. Please contact your consulate for further assistance. You may contact Lynn Gross (Event Representative) at 816.778.1403 with any questions.
4. **Is Internet access available?** Yes, Internet access will be available in the guest rooms, lobby and meeting space at no charge. No Internet Café will be available.
5. **Should I bring my laptop?** Your laptop will not be required for any part of CCM. If you choose to bring a laptop and need support related to it, there will be IT staff available from 7:30 am - 5:30 pm Tuesday - Thursday. Please drop your laptop no later than noon on Tuesday, February 16, to provide the staff ample time to service all of the computers. The computer drop off room is Juniper (lower level of the Sheraton Hotel).
6. **What is the weather like in Kansas City during February?** In February, the average high temperature is 40 degrees and the average low is 30 degrees.
7. **Will I be responsible for any expenses during the meeting?** You will be asked to guarantee any incidental hotel fees on your personal credit card at check in. All dinners will have a non-reimbursed cash bar. Please refer to the Payless Travel Policy on the Payless intranet for further information concerning travel expenses. Please submit your expense report for reimbursement to [ap@payless.com](mailto:ap@payless.com) by Friday, February 26, 2016. Allowable expenses associated with CCM will be billed against your cost center.
8. **What will the attire be during the conference?**
  - Monday: Jeans/Business Casual
  - Tuesday – Thursday: Business Casual
  - Wednesday evening (Pinnacle Dinner): Business Professional
  - Friday: Jeans/Business Casual
9. **What is the time zone for Kansas City?** Kansas City is in the Central Time zone.
10. **What emergency numbers can be provided for anyone who may need to reach an attendee in case of a personal emergency?** The Sheraton Overland Park Hotel's number is 913.234.2100 and Lynn Gross' (Event Representative) number is 816.778.1403.
11. **Is smoking permitted in the sleeping rooms or other areas of the hotel?** The Sheraton is a completely non-smoking hotel both in the guest rooms, the public space, and the meeting space. Smoking is only allowed outside of the hotel.
12. **Will any of the session(s) be translated?** Translation will be offered for General Session and Q & A on Tuesday morning, February 16, 2016.
13. **How will reporting be handled at CCM 2016?**
  - a. The daily KPI report will not be published Tuesday, February 16, through Friday, February 19, 2016.
  - b. Access to the SMG website will be removed for field users from noon on Monday, February 15, through noon on Friday, February 19, 2016.
  - c. Following the meeting, all materials, videos and other content will be posted to the Retail Operations Resource Center on the Payless intranet.