

Adaptive Jewelry Users Group (AJUG) 2025 Conference Agenda
September 7-9, 2025 - W Nashville - Nashville, TN

SUNDAY, SEPTEMBER 7th

6:00pm – 9:00pm | **RECEPTION – COCKTAILS & HORS D’OEUVRES** – *Sponsored by ABS*
The Living Room (W Nashville, 1st Floor)

MONDAY, SEPTEMBER 8th

8:00am - 9:00am | **BREAKFAST**
The Living Room (1st Floor)

9:00am - 9:50am | **Welcome & Opening Remarks**
 - Users Group: AJUG Co-Chairs
 - Spotlight Presentations: Jeweler’s Mutual & Amptive
Great Room 2+3 (2nd floor)

10:00am - 11:50am | **Adaptive Business Solutions: Annual Update & Product Roadmap**
 - ABS Owners
Great Room 2+3 (2nd floor)

12:00pm - 1:00pm | **LUNCH**
The Living Room (1st Floor)

	<i>Great Room 2+3 (2nd floor)</i>	<i>Great Room 1 (2nd floor)</i>
1:05pm - 2:05pm	Boss Logic Product Integration: Automating Item Setup Tappers: Michelle George <i>+ Josephine, Val</i>	Adaptive BC/PBI 101: Intro for Beginners Tivol: Mike McHugh <i>+ Brandon</i>
2:20pm - 3:20pm	BC Upgrade: What to prepare before you go Lux Bond & Green: Doug Higgenbotham & Glenn Zinn Eiseman: Mary Sonom <i>+ Hjalti, Hunter</i>	Repairs: Management of Pricing, Parts, Labor, & Components Wedding Day: Katie Mensen <i>+ Tom</i>
3:35pm - 4:35pm	Gold Buy, Estate, & Diamond Buying Days: Heather Pilon <i>+ Tom</i>	Receiving in BC25, Including Quality Control Josephs: Alex Bacon <i>+ Josephine</i>

6:00pm - 8:00pm | **DINNER AND NETWORKING** – *Sponsored by Jeweler’s Mutual*
The Restaurant (W Nashville, 1st Floor)

8:00pm | **LOCAL ENTERTAINMENT**
 - *Proof Rooftop Bar (W Nashville, 13th Floor)*
 - *Various Locations on Broadway Ave*

12:00pm - 4:30pm:
 - **Adaptive 1 on 1 Support Sessions (Sign Up required)** – *Studio 1 Room (2nd floor)*
 - **Sponsor Exhibit Tables** – *Gathering Area (2nd floor)*

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TUESDAY, SEPTEMBER 9th

8:00am - 9:00am

BREAKFAST

The Living Room (1st Floor)

9:00am - 10:00am

CRM: Update and Roadmap

Kranichs: Jennifer Sipes, Karen Walters
+ Dominique, Josephine

Great Room 1 (2nd floor)

Creating & Managing Tags & Labels

Lux Bond & Green: Glenn Zinn
+ Sylwen

10:15am - 11:15am

Selecting, Configuring, & Managing Adaptive Hardware: Scanners, Printers, Etc.

Ramseys: Jennifer Melancon
 Bailey's: Rob Dougherty
 Burdeens: Sean Page
+ Hunter

Power BI Upgrade: The move to Fabric

JR Dunn: Tyrone Jennings
+ Val, Brandon

11:30am - 12:30pm

Artificial Intelligence: Practical Uses for Copilot AI

Borsheims: David Fager, Katy Pfeiffer
+ Val, Dominique

Vendor Digital Payments

Management with BC25: ACH, Wire, E-Invoicing

Lux Bond & Green: Cassie Wildman
+ Brandon

12:30pm - 1:30pm

LUNCH

The Living Room (1st Floor)

1:45pm - 3:00pm

Open Floor Discussion and Q&A with ABS Leadership

Great Room 2+3 (2nd floor)

3:00pm

End of Conference

9:00am - 3:00pm:

- **Adaptive 1 on 1 Support Sessions (Sign Up required)** – *Studio 1 Room (2nd floor)*
- **Sponsor Exhibit Tables** – *Gathering Area (2nd floor)*