



15th
WORLDWIDE
CONFERENCE
9 - 13 MAR 2026
SINGAPORE

WELCOME TO THE 15th ANNUAL WCA WORLDWIDE CONFERENCE

Pre-Conference Information

(Very Important – Please Print This Out!)

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NAME BADGES & SECURITY

NAME BADGES MUST BE WORN AT ALL TIMES! NO BADGE – NO ACCESS !!

(This policy is enforced seriously and you will NOT be given access to the function venues without a name badge)

- Name badges are required for ALL functions including the One-on-One Meetings, Cocktail Receptions, Breakout Functions, and the Awards Dinner. The venue security will not let anyone without a name badge inside.
- Delegates must pick up their name badges from the onsite registration counter. **Do not lose or misplace your name badge because replacing one will mean that your old name badge is canceled and replaced by a temporary name badge for the rest of the event.**
- Delegates who show up at the venue without their name badge will be asked to return to their hotel to retrieve their name badges or forego all functions until a new name badge can be issued.



CONFERENCE ID

In order to facilitate quicker onsite registrations for everyone, please print out your Conference ID and present it to us during onsite registration. Members can also show their conference ID to staff using their WCAworld Event App.

How to print out your Conference ID:

1. Go to the conference website: <https://conferences.wcaworld.com/wcaworld2026/info/>
2. Move your mouse cursor towards the lower-left hand side of the webpage banner to where it says **DOWNLOAD** 
3. Click on Print Your Conference ID
4. Enter your One-on-One username and password
5. Click **Print** 
6. Present to WCAworld staff at the Registration Counter when you do your onsite registration.

Your conference details

Important: In order to allow us to better prepare so that delegates can register as comfortably and efficiently as possible, WCA have strongly requested that all delegates would print below details and give us at the register desk. We thank you in advance for your corporation.



[ID#347] Mr. Douglas Archer

Conference Manager

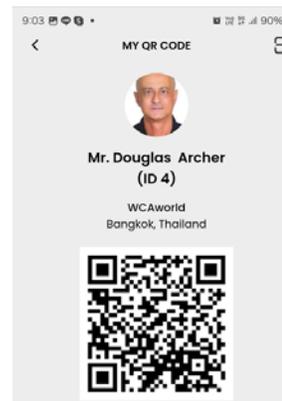
WCAworld

Miami, FL, United States of America

[Print](#)

Conference ID using QR Code:

1. Download the WCAworld Events App from the Play Store or App Store depending on your mobile device.
2. Open the WCAworld Events App, go to the “My Event” menu and select “WCAworld Annual Conference” from the drop down list.
3. Log in with your One-on-One Username and Password.
4. Click the “QR Code” icon in the top left corner and show your ID to WCAworld onsite registration staff.



ONSITE REGISTRATION

Everyone must do onsite registration to pick up their name badge, conference bags, and other materials. Onsite registration can be done during the below times and places:

Date	Time	Venue
Sunday, 8 March 2026	14:00 – 20:00	The Sands Expo & Convention Center (MBS) Hall A (Level 1)
Monday, 9 March 2026	09:00 – 21:00	
Tuesday, 10 March 2026	09:00 – 22:00	
Wednesday, 11 March 2026 – Friday, 13 March 2026	09:00 – 17:00	

Note that there are 5,000 delegates registered for this event. Most will try and register on 9 March, just before the Cocktail reception starts, and this will cause delays for them to get to the cocktail reception in time, so we strongly encourage members to go to The Sands Expo & Convention Center (MBS) to register ahead of time. You have been warned!

Procedure

1. Use your conference ID to pick up your name badge and Giveaway ticket (your giveaway ticket will indicate the shirt size you selected during registration).
2. Present the Giveaway ticket to staff at the Giveaway desk located near the Registration counter to receive your conference bag with giveaway items and polo shirt.



AIRPORT TRANSFERS

Airport transfers are NOT provided by WCAworld and are NOT included in your conference fees.

If you would like to book an airport transfer in advance, we recommend you to contact Comfort Delgro, please click this link for more information:

<https://conferences.wcaworld.com/wcaworld2026/info/transportation.php#otherinfo>

Taxi fare from Singapore Changi Airport to downtown is approximately SGD 25.00 – SGD 30.00 per car/way. This fare can increase depending on the time of night, etc. Transfers to downtown take approximately 25 minutes.

Taxis are the most efficient form of transportation to downtown, but there are other means available and you can read more information at <https://www.changiairport.com/en/at-changi/transport-and-directions.html>.

GETTING AROUND SINGAPORE

Shuttle buses. Provided for members to travel between selected hotels in our program and the Sands Expo & Convention Centre (MBS). You can download the shuttle bus schedule from the downloads area on the conference website by placing your mouse cursor over the DOWNLOAD button and download the :

<https://conferences.wcaworld.com/wcaworld2026/info/>



Grab. This is a ride hailing firm similar to Uber, and is the most popular ride hailing app in Singapore and southeast Asia. You can download the app from the App Store or Play Store.

Taxi. There are several taxi companies operating in Singapore including Comfort Delgro (the same company that provides our shuttle bus service). Taxis can be hailed off the street or from taxi stalls, or hotel concierges.

Train. There are many different transit lines operating in Singapore and you can visit https://www.lta.gov.sg/content/ltagov/en/getting_around/public_transport/rail_network.html for more information. The train station located at MBS is called Bayfront MRT Station.

WEATHER

March weather in Singapore is usually humid with average highs of 32°C and average night time low of 24°C. March is the start of the 'dry' phase so there is less rainfall, but light rain showers during the day can be common.

CONFERENCE AGENDA

Please visit to view the full agenda. <https://conferences.wcaworld.com/wcaworld2026/info/>.

UPDATES: 3 THINGS YOU NEED TO KNOW BEFORE ENTERING THE CONFERENCE

As we gear up for the conference, here are 3 key updates to help you prepare and ensure a seamless experience:

1. **Face Scans for Registration and Check-In**
Our new face scan technology will streamline entry—not just for the registration but for every session you attend. Uploading or updating your photo is mandatory to ensure quick and hassle-free access. Upload your photo by 9 PM on 9 March 2026 [HERE](#), or through the Event App. This [LINK](#) provides a YouTube tutorial on how to upload your photo.
2. **One-on-One Meetings Schedules Go Digital**
Printed schedules will no longer be distributed to all delegates. Instead, you can manage your meeting schedule conveniently using the WCAworld Events App. If you still prefer a printed version, kiosks will be available onsite for you to print your schedule as needed. However, these will be in heavy use if everyone wants a printed schedule, so we strongly recommend you to use the meeting schedule in the WCAworld Events App.
3. **Revamped WCAworld Events App – More Features, New Design**
Explore the updated app for a smoother, feature-rich experience. Our redesigned app

includes new tools such as interactive floor plans to guide you from point A to point B, personalized reminders to ensure you don't miss any favorite sessions, and much more. Click the button below to download or update our latest app. Learn more about our new features [HERE](#).

Note: If you experience difficulty downloading the app in your country, don't worry - you'll be able to download it at the conference venue. Our members enjoy a faster and stronger internet connection when you arrive at the conference venue with WiFi credential below.

SSID : WCAworld2026
WiFi password : worldwideLP

ONE-ON-ONE MEETING SCHEDULER

PRINTED SCHEDULES ARE NOT PROVIDED.

- As part of our initiative to reduce waste, we no longer provide printed schedules to be collected each morning.
- Delegates are required to download the WCAworld Event App to view their most updated meeting schedules or self-print their own schedules at a printing kiosk onsite.
- Delegates can also download their schedules daily to their phones as PDF files using the WCAworld Event App. Note that you will only see table numbers for the current meeting day because table numbers are assigned nightly and peoples' schedules can change.
- One-on-One Meeting Schedules are updated each night between 21:00 – 23:00 hrs.

Printing Kiosk operation times:

10 March – 13 March 2026
Halls ABC (Level 1)
Halls DEF and foyer (Level B2)
WCAworld booth (Hall ABC, Level 1)
Printing kiosks open 09:00 – 17:00 hrs daily



ONE-ON-ONE MEETING FORMS

The following two forms will be available at the Registration Counter and Help Desks during the conference.

One-on-One Communication Sheet: Used for sending messages to others during the One-on-One Meetings. If you need to contact someone to cancel, postpone, or set up a meeting with someone urgently then you can fill in one of these forms and WCAworld staff will deliver them to the target delegate. However, WCAworld cannot guarantee that you will receive a response. You can also contact other delegates using the chat feature in the WCA Event App.

No Show Record: Please fill in this form if a member does not show up for a prescheduled meeting appointment. Members who continuously miss their meeting appointments will be sent warnings from WCAworld management.

NO SHOW RECORD

Your Details

Name : _____ ID : _____

Company : _____

No Show Details

Name : _____ ID : _____

Company : _____

Date : _____ Meeting Time : _____

Remarks or Comments:

One-on-One Communication Sheet

Date _____

Cancel a meeting Re-schedule

From	To
ID# : _____	ID# : _____
Name : _____	Name : _____
Company : _____	Company : _____

Meeting Point : Registration Counter Help Desk 1
 Help Desk 2 Other _____

Meeting Date : _____ Meeting Time : _____

Contact Number : _____ Email Address : _____

Message : _____

Note :

1. One-on-One Communication Sheets are used for Communicating appointment changes with intended persons on the **same day**. If you would like to cancel, re-schedule, or make new appointments for the next day(s), please do this through the conference website Ten! Scheduler via your own computer, WCA app or at our business center.
2. Please note that this is one-way-communication, you might not receive feedback from the receiver. Therefore, full details provided with a **business card attached are required**.
3. All appointments will be designated to one of the meeting points, but we cannot guarantee the meeting confirmation from our side.
4. Please return this sheet at **least 1 hour** before the meeting time.

For Staff Only

Location of ID# _____

Ten! Time : _____ Table No. : _____

Ten! Time : _____ Table No. : _____

Ten! Time : _____ Table No. : _____

WCAworld EVENTS APP

Delegates can search “WCAworld Events” in the Apps Store and Play Store, or scan one of the below QR Codes to download the new version of the WCAworld Events App.

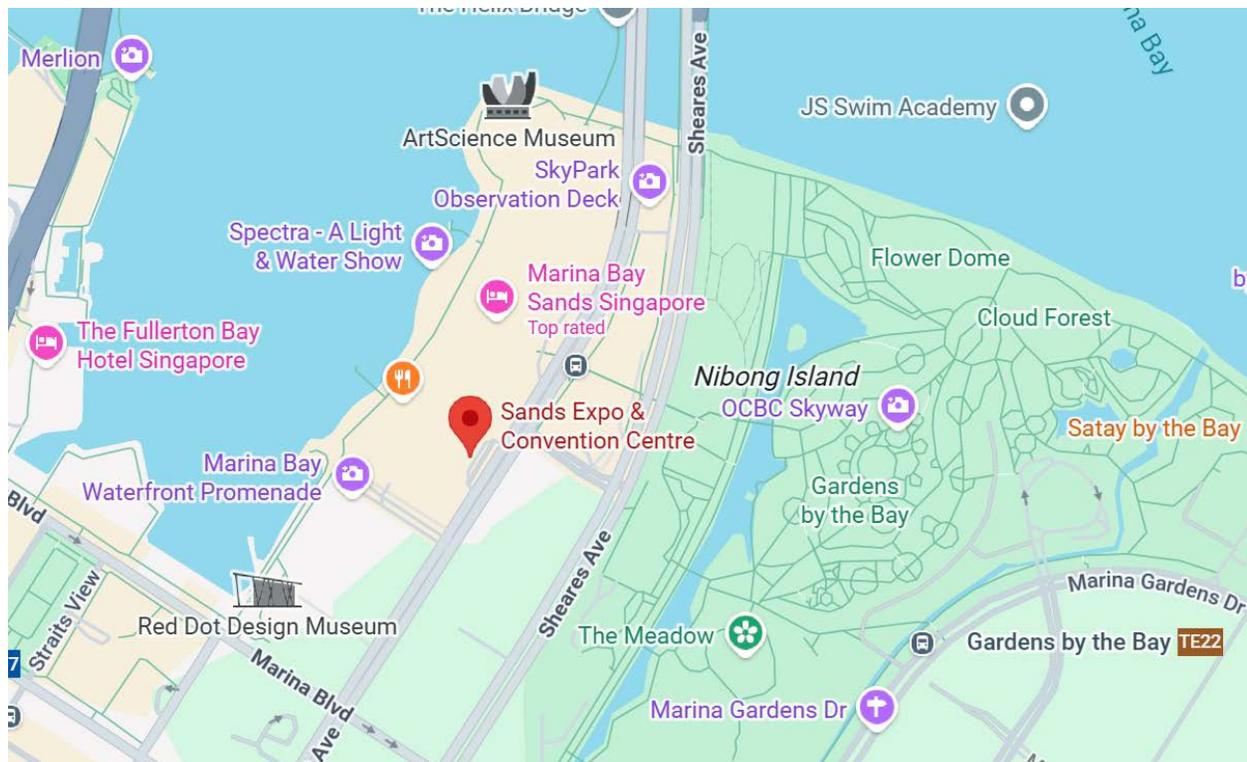


Features:

- Schedule One-on-One Meeting Appointments
- View your One-on-One Meetings schedule / no need to printout the schedule yourself – (WCAworld no longer provides printed copies to be picked up each morning).
- Conduct text chats with other members at the conference venue
- View Attendee profiles
- View Conference Agenda
- View One-on-One Floor Plan / Directions to meeting table locations
- Emergency Contacts
- Latest Announcements
- Other

EVENT LOCATION

The Sands Expo and Convention Centre
10 Bayfront Avenue, Singapore 018956
Tel: [+65 6688 8888](tel:+6566888888)



[Google Maps Link](#)

SPONSORS GIFT CEREMONY / BEST PARTNER AWARDS

- All sponsors (except Awards Dinner Sponsor) will be presented with their gifts on stage during the Welcome Cocktail Reception on 9 Mar, 19:00 – 21:00 hrs (Sands Ballroom, Level 5, MBS).
- Awards Dinner Sponsor gift and Best Partner Awards will be presented during the Awards Dinner on 10 Mar, 19:00 – 21:00 hrs (Sands Ballroom, Level 5, MBS)

Awards Dinner (10 March 2026, 19:00 – 22:00 hrs, The Sands Ballroom, Level 5)

Dress code: Smart Casual

Non-Vegetarian delegates must choose their main course as they enter the banquet hall. Main course cards are shown below. Number of cards matches number of delegates, so please choose ONE card only.

Indian-Vegetarians DO NOT pick up any cards – please proceed to one of the tables designated for Indian-Vegetarian (communal style dining). Indian-vegetarian meal will only be served at a designated Indian-Vegetarian table.

 <p>Place this on the table in front of your seat so that serving staff know which main course to serve to you</p> <p>Western Set Menu (BEEF)</p> <p>Appetizer Timbale of Assorted Mushroom, Asparagus, Vine Tomato Balsamic Dressing (Contains Gluten)</p> <p>Soup Butternut Pumpkin Veloute, Truffle, Chive Emulsion (Contains Dairy, Gluten)</p> <p>Main Pan Roasted Beef Tenderloin, Potato Mousseline Sauteed Haricot Vert, Peppercorn Jus (Contains Dairy, Gluten)</p> <p>Dessert Platter [Family Style] Ebony & Ivory Bliss with Medley Praline (Contains Nuts, Dairy, Gluten, Egg)</p>	 <p>Place this on the table in front of your seat so that serving staff know which main course to serve to you</p> <p>Western Set Menu (FISH)</p> <p>Appetizer Timbale of Assorted Mushroom, Asparagus, Vine Tomato Balsamic Dressing (Contains Gluten)</p> <p>Soup Butternut Pumpkin Veloute, Truffle, Chive Emulsion (Contains Dairy, Gluten)</p> <p>Main Pan seared Cod Fish, Potato Mousseline Sauteed Haricot Vert, Tangy Milanaise Emulsion (Contains Dairy, Gluten)</p> <p>Dessert Platter [Family Style] Ebony & Ivory Bliss with Medley Praline (Contains Nuts, Dairy, Gluten, Egg)</p>	<p>INDIAN-VEGETARIAN (sharing style)</p> <p>(Do NOT pick up a card – you must seat yourself at a table designated as INDIAN-VEG. Communal style dining – please check the seating plan onsite)</p> <p>Appetizer Samosa Chat (Contains Gluten)</p> <p>Soup Palak Jeera Shorba (Vegan, Gluten Free)</p> <p>Main Paneer Mirch Masala Subji Miloni Bindi Fry Masala Kabuli Rice Dal Makhani Butter Naan (Vegan, Gluten Free)</p> <p>Dessert Raj Bhog Fresh Fruits (Contain Nuts, Dairy, Gluten, Egg)</p>
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Beverage 3-Hours Free Flow of Soft Drinks, Mixers, Orange Juice, Apple Juice, Local Beer, and House Wines	Beverage 3-Hours Free Flow of Soft Drinks, Mixers, Orange Juice, Apple Juice, Local Beer, and House Wines	Beverage 3-Hours Free Flow of Soft Drinks, Mixers, Orange Juice, Apple Juice, Local Beer, and House Wines
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About Indian-Vegetarian Dinner and Seating with Non-Veg Members

WCAworld understands and appreciates that members dining on Indian-Vegetarian food would like to be able to sit with other non-vegetarian members. Unfortunately, the vast majority of conference venues are not capable of handling this type of service (especially for 5000 delegates dining from three different menu choices). Please be forewarned that if you wish to eat Indian-Vegetarian food then you MUST sit yourself at one of the tables designated for Indian-Vegetarian food. Indian-Vegetarian food is served communal / family style.

Awards Dinner Program

- 19:00 – 21:00 Awards Dinner (main event)
 Welcome and Banter by MC Kyle Ravin
 WCAworld Hall of Fame Award
 Awards Dinner Sponsor Gift Presentation
 AWS Agent of the Year Award
 Best Partner Awards
 Lucky Draws (Air ticket by Air Canada, IT prizes, and cash prizes)
 Fun and games with MC Kyle Ravin
- 21:00 – 22:00 After Dinner Dance Party
 (Live music by 53A Band, this band represents Singapore at international music events), dance floor, and free beer and wine!

BROCHURE TABLES / PLACING ITEMS ON MEETING TABLES

- Brochure tables are provided at the conference venue. You can leave your business cards, company brochures, or giveaway items at the designated brochure tables. Look for the signage on the tables.

IMPORTANT RULES TO NOTE

1. DO NOT place your name cards, brochures, or giveaway items on the one-on-one meeting tables. Any items found on meeting tables will be thrown in the trash each morning before the one-on-one meetings start and during the lunch hour.

2. **NO Alcohol to be consumed or distributed inside the One-on-One meeting halls.**
WCAworld has received many complaints related to alcohol consumption during the One-on-One meetings and has had to deal with very unpleasant situations caused by extremely inebriated individuals. Anyone caught providing alcoholic beverages inside the venue may be ejected from the venue.
3. **No food or beverage is allowed to be brought into the hall from outside unless permission has been granted by the venue.** These are venue rules.
4. You must wear your NAME BADGE all the times. Venue security will not allow you to enter the functions without a name badge. If you forget your name badge in your room then you will be asked to go retrieve it. Please guard your name badges because we will not easily print new ones that are lost.
5. Face scans are required to enter the main function areas, anyone refusing a face scan will be prohibited from entry.
6. Switching name badges is strictly NOT permitted and anyone caught doing so will be ejected from the conference and blacklisted from attending future WCA events.
7. Please respect every member at the conference. They are all there for the same reasons as you – to do business!
8. Do not leave any belongings on table-tops, exhibition booth counter tops, etc., because housekeeping will throw everything they find into the garbage each night when they do the cleaning.

WCAWORLD CONTACTS

WCAworld representatives are available 24 hrs. For urgent assistance please contact us. We will be happy to assist you.

MANAGEMENT STAFF		
Adam Mckenna	General Manager - WCA Perishables, Time Critical and Pharma	+44 7841 516 204
Akan Lee	Membership Service Manager - China	+86 135 1008 1524
Andy Robins	Director - Customer Service	+66 81 846 4461
Brian Majerus	Executive Vice President - Latin America	+1 702 378 9718
Bryce Barnhart	WCA - VP North America & Managing Director - Lognet Global	+1 702 378 6309
Cecilia Markez	Vice-President Latin America	+1 954 952 7508
Charan Sharma	Regional Manager - India	+91 981 834 3738
Charles Goli	General Manager - Africa	+225 05 45843484
Chris Dunn	Regional Manager - Middle East / CIS	+971 50 229 8691

Damin Wang	Vice President - China	+86 159 2166 2716
Dan March	Chief Executive Officer	+44 7921 038 568
Dhummas Mehta	Product Manager - WIN	+ 91 22 6826 1919
Erwin Van Der Genugten	Regional Manager - WCA / Managing Director - EGLN	+31 627 072 470
Franklin Camp	Sales Director – FreightOscope	+1 954-999-2878
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Serene Kam	Director - IFC8	+65 651 31189
Sripad Bharati	Chief Information Officer	+1 954 790 5007
Steve Howard	Director – World Parcel Alliance	+1 954 649 8298
Victor Gomez	General Manager - Asia Pacific General Manager - WCA Relocations & WCA Vendors	+66 84 664 9631

OPERATIONS STAFF		
A	Marketing Communications Director - Asia Pacific	Local number to be uploaded to Event App
Ant	International Social Media Specialist	Local number to be uploaded to Event App
Douglas Archer	Conference Manager	Local number to be uploaded to Event App
Fon	IT Support	Local number to be uploaded to Event App
Jen	Conference Support	Local number to be uploaded to Event App
Joey Kanchanawat	Assistant Conference Manager	Local number to be uploaded to Event App
Julie Ann Palugod	Office Support - Middle East / CIS Region	+971 50 104 9720

Lalita	Conference Supervisor (Booth)	Local number to be uploaded to Event App
Meow	Conference Supervisor (Booth)	Local number to be uploaded to Event App
Mooktapa	Application Developer	Local number to be uploaded to Event App
Mye	Conference Support (Registration)	Local number to be uploaded to Event App
O	IT Manager	Local number to be uploaded to Event App
Pui	Conference Supervisor (Hotel)	Local number to be uploaded to Event App
Rawinda	International Marketing Executive	Local number to be uploaded to Event App
Sarah	Dispute Operations Manager	Local number to be uploaded to Event App
Yui	Manager, Partner Pay Division	Local number to be uploaded to Event App