



HELPING CUSTOMERS DELIVER™

# Making Things Move

## SPECIAL FEATURE

### An Interview with Descartes' Customers and Colleagues on the 2009 Outlook

Like in any industry, gloom times are times of opportunities for the strong and the willing, and time of despair and knee-jerk reactions for the weak and fearful. The Chinese word "weiji" (危機) means crisis. It is said that wei (危) means "danger, dangerous; endanger, jeopardize; perilous; precipitous, precarious; high; fear, afraid" and ji (機) means "machine, mechanical; airplane; suitable occasion; crucial point; pivot; incipient moment; opportune, opportunity; chance; key link; secret; cunning". For many, 2009 will be a crucial year, and it will depend on an organization's strength or character, resolve and determination, and vision, as to whether they will seize the opportunities or cease under the pressure of those that took the path of opportunity. For supply chain and logistics providers, opportunities will lie in outperforming their competitors by providing lower cost and more efficient services.

As an outlook for 2009 and leading up to the Descartes User Group Conference, we reached out to our customers, partners and colleagues to hear about how their organizations are **Meeting the Challenges of Today's Economy**. Included below are a just few of the thoughts from our global logistics community of customer and partners.

*continued...*

#### In This Issue FEATURES

- Special Feature:** An Interview with Descartes' Customers and Colleagues on the 2009 Outlook ..... 1
- Feature Article:** The Economy as a "Catalyst for Change" ..... 2
- Feature Whitepaper:** In Tough Economic Times Logistics Intensive Organizations Look to Solutions that Pay ..... 3
- Feature Case Study:** A Case Study by Geodis Wilson: AMS and 10+2: Moving into the Future by the Numbers ..... 5

#### INDUSTRY, SOLUTIONS & SERVICES UPDATES

- Descartes Importer Security Filing (ISF) "10+2"..... 6**
- Descartes Route Planner (formerly Fleetwise) .. 6**
- Descartes Route Planner On Demand (formerly Cube Route) ..... 7**
- Descartes Route Planner RS (formerly Roadshow) ..... 7**
- Descartes Global Freight Exchange (GF-X) ... 7**
- Descartes Freight Settlement Portal ..... 7**

#### NEWS & EVENTS

## Letter from the Editor

Spring is around the corner for those of us in the northern hemisphere. And that can only mean two things: (1) our 2009 User Group Conference is underway; and (2) it's time for the March edition of **Making Things Move**, the Descartes customer newsletter created to help keep you up-to-date on the topics that matter most in streamlining your global trade and transportation operations.

Welcome to the **Descartes Annual User Group Conference in Atlanta, Georgia** (which runs from March 24 to 26). We anticipate that this year's proceedings will be a critical turning point in how we help you streamline your operations, reduce costs and ultimately prepare your operations to weather this storm. I look forward to meeting each of you in attendance, in person.

We are working closely with our customers to help them tackle the challenges they face during these tough economic times. In this edition of **Making Things Move**, we share some thoughts around how logistics intensive organizations can address even the most complex issues and reveal how Descartes solutions provide a measurable payback on investment!

We are very excited to welcome our latest family of customers, partners and employees as a result our recent acquisition of Oceanwide's logistics business; as well as the numerous new customers that have signed up with Descartes to support their ISF 10+2 filing requirements.

I encourage you to drop me a line with any feedback you may have and pass this newsletter on to your co-workers and colleagues.

**Nicole German**  
Editor, **Making Things Move**  
[ngerman@descartes.com](mailto:ngerman@descartes.com)

### **What do you think the big industry trends for 2009 will be in the area of supply chain and logistics?**

- ▶ Expense control and efficiency will be one of the biggest trends. Businesses are trying to “batten down the hatches” and weather the current economic uncertainty. To do this, organizations will be focused on how to reduce expenses and/or gain productivity in their existing operations.
- ▶ Another area of focus is accountability. Accountability is a very prevalent topic with expectations that all parties in all relationships in the business world raise their expectations of each other to provide value against the recessive backdrop in the economy.
- ▶ Number one theme is “Doing more with less...”
- ▶ Economic woes. With such instability in the market, 2009 is going to be difficult because old partnerships may be lost and new ones may be difficult to come by.
- ▶ Look towards efficiency – fleets are going to have to be more efficient, whether it’s fuel related or labor related.

### **Specific to supply chain and logistics, what are some ways that your company is working to improve the productivity and performance of your operations, especially in this tough economic environment?**

- ▶ Supply chain and logistic service providers should reduce their number of IT systems (and suppliers) and create strong partnerships with vendors offering a wider footprint for the end-to-end management of their logistic chain, from contract management, to rate management, to booking management, to messaging, to tracking, to delivery and asset optimization.
- ▶ We are focused on making each customer happy – differentiated customer service is key.
- ▶ More than ever, we are focusing on our existing vendor base to form collaborative partnerships in the supply chain that provide insulation to both parties. We are trying to better “synchronize” our entire order cycle through expanded usage of EDI, dock and order scheduling, and adding dimensions to our existing relationships (i.e. replacing third-party carriers for our vendors with our own fleet, or adding SKUs from an existing vendor who is a value-add partner as opposed to low ROI, low volume “boutique” vendors.)
- ▶ We continue to standardize best practices and processes across our network as well as create a platform of information sharing so that the entire supply chain works as a cohesive unit.

### **How can Descartes work together with you to make the world a better place through logistics?**

- ▶ Descartes has been an excellent partner in part of our business. If we are to partner more holistically with Descartes, then Descartes needs to help us understand how they can contribute more toward making us a more efficient organization, and committing to a solution roadmap that make them the partner of choice.
- ▶ Descartes could best work with us to improve how we use existing solutions, as well as to increase access to “best practice” situations for an array of business relationship scenarios.
- ▶ Provide metrics as to the efficiency of our routes on a daily basis. Possibly some type of data warehouse of routing stats for L NOS.

Thank you to everyone including members of Descartes User Group Steering Committee, who provided their thoughts and

insights. If you have more questions or more comments, please feel free to contact Nicole German, Vice President of Marketing and Communications at Descartes: [ngerman@descartes.com](mailto:ngerman@descartes.com) or 416-816-5251.

## **FEATURE ARTICLE**

### **The Economy as a “Catalyst for Change”**

*By Adrian Gonzalez, ARC Advisory Group*

As I write this, the Dow Jones industrial average is down more than 250 points today, closing at its lowest point since May 7, 1997. Going back in time may be cool and exciting in the movies, but this type of time travel gives me motion sickness. And to make matters worse, some folks are saying the worst is yet to come.

#### **What should you do?**

The natural response is to “freeze all spending” while you ride out the storm. Initiate layoffs. Cut back on travel. Put IT projects on hold. This is the route many companies, perhaps the majority, are taking today. But is it the right response?

Sometimes it’s better to go against the grain. The question is not whether you should invest in technology or process improvement initiatives in this economic climate, but what should you invest in. The answer is simple: you should invest in low-risk, quick time-to-value initiatives that reduce costs and improve productivity in the near term, as well as provide a scalable platform for future growth.

Transportation Management Systems (TMS) fit this criterion nicely. I come across countless companies every year (big and small, famous and not-so-famous) that still manage their transportation operations with spreadsheets, faxes, and telephone calls. Do you want to reduce your transportation spend anywhere from 5 to 25 percent (or more) this year? The way to achieve these savings is not a secret. You just have to implement some fundamental transportation best practices that apply both in good times and the not-so-good times, such as:

- ▶ Revisit your procurement strategy and carrier mix. Are you leveraging your total transportation spend effectively? Are you engaged with the right set of carriers?
- ▶ Automate shipment tendering and booking process. Are you consistently using contracted carriers? Are your carriers meeting their commitments (and vice versa)?
- ▶ Leverage optimization solutions. Are your load factors too low? Are you missing consolidation opportunities?
- ▶ Streamline and automate the freight settlement process. Are you being invoiced correctly or paying too much?

And the list goes on.

Simply stated, TMS have a proven history of providing companies with a quick payback, usually in less than a year. This is particularly true for software-as-a-service (SaaS) solutions, where multiple

companies share a single instance of the software application and associated hardware and infrastructure. I've interviewed many companies over the past few years that have implemented a SaaS TMS, and lower upfront costs and faster time-to-value are the two most common benefits they cite.

But as I've highlighted before in this column, you should not view SaaS only as a software deployment and pricing option; you should also view it as a platform for benchmarking and continuous improvement. By default, a software-as-a-service TMS creates a "connectivity network" of shippers, carriers, suppliers, consignees, and other trading partners, executing millions of transactions through a single system. All of this data enables network-level benchmarking, so companies can compare, for example, their rates and performance against an external benchmark and quickly pinpoint problem areas. The ability to identify and bring on new carriers, either as part of a strategic procurement engagement or a spot buy, is greatly facilitated by being part of a network. And if "collaborative transportation processes" are ever to take hold in the industry, I believe SaaS TMS networks will play an important role.

I've been making the argument lately that companies should view this economic slowdown as a "catalyst for change" i.e., as an opportunity to transform their business models, processes, and supply chains. Far too many companies manage their transportation operations like it's 1997 or maybe even 1977. Trust me: there's no better time than now to streamline and automate your move down processes, to optimize your loads and routes, and to capture the cost savings and productivity improvements that you've been leaving on the table.

The days of high fuel prices and tight capacity (dare I say, the "good old days"?) will come again, and companies that transform their transportation management processes today will be in the best position to succeed down the road, when this time machine reverses course and heads back to the future.

**Adrian Gonzalez**  
**Director, ARC Advisory Group**

*ARC Advisory Group is a global market research and consulting firm recognized by clients for its expertise in Manufacturing and Supply Chain Management. Adrian is the Director of ARC's Logistics Executive Council (LEC), a member-driven service that serves as a medium for collaboration, benchmarking, and best practice research for logistics and supply chain executives from manufacturing, retail, and 3PL companies.*

## FEATURE WHITEPAPER

# In Tough Economic Times, Logistics-Intensive Organizations Look to Solutions that Pay

### *When retooling your logistics technology can bring immediate relief*

During an economic downturn, cutting IT spending is a knee-jerk reaction for many organizations. But some companies, especially those involved with transportation and logistics, recognize that retooling themselves and deploying the right technology can deliver immediate

benefits. In fact, AMR Research predicts that there is a high likelihood the economic challenges of the coming years will offer much greater opportunity for supply chain technology adoption.<sup>1</sup>

As organizations strive to improve their processes and optimize their operations, technology implementation strategies that are based on rapid, results-driven methodologies are crucial to bringing immediate relief. The key is to initially focus on quick-to-implement initiatives that deliver a rapid payback and provide opportunities for ongoing savings.

Achieving a near-immediate payback may mean implementing a solution that can address multiple shipment channels and business processes. Finding a solution that provides a platform for growth and long-term sustainability is also critical.

The challenges facing companies today are obvious – fluctuating fuel costs, the pressure to deploy green solutions, weak economic conditions, higher costs and lower volumes, and shifting customer demand. So what are logistics intensive organizations doing to address these issues and maximize their operational efficiencies while reducing costs?

### **Drive Bottom-Line Results in Tough Economic Times**

Both progressive and conservative companies are addressing these issues head on by looking towards technology-enabled services and solutions that deliver a fast time to value. Here are some of the most critical approaches these organizations are putting in place to drive immediate results:

### **Choose the Right Solution to Meet Specific Business Needs**

Many sophisticated logistics technology applications and solutions exist today to help companies drive efficiencies in their value chain and boost service levels. To attain the best results possible, however, logistics-intensive organizations are implementing solutions that best fit their specific, yet evolving, business needs.

Hosted, transactional, software-as-a-service (SaaS) logistics solutions, for example, are ideal for companies looking to avoid the up-front capital cost and the related financial and operating risks associated with licensed software applications, which carry a number of hidden costs (e.g. customization, implementation and hardware costs) that make them too expensive for most delivery operations.

SaaS logistics solutions on the other hand, carry no hidden costs. Fees are usage-based and fluctuate with volumes and application usage, and are designed to scale to meet specific business needs. Organizations benefit from feature-rich applications to manage their logistics processes without the up-front cost of software licenses and stand-alone hardware, implementation, and the ongoing maintenance and other ownership costs. Because SaaS logistics solutions are quick to implement and can be accessed over the Web, they deliver advanced and specialized capabilities in a matter of weeks – not months – for immediate impact. When volumes and usage go down, so does the usage fee; when business returns and volumes grow, then usage fees are self-funded by higher revenues.

### ***Start Small for Fast Rewards***

Another key consideration for organizations looking for quick payback from their logistics technology is the length and cost of the implementation phase. Traditional Enterprise Resource Planning (ERP) applications typically necessitate the roll-out of an extensive, company-wide initiative, spanning months; whereas SaaS logistics solutions that feature 'nano'-sized applications enable organizations to start on a focused initiative.

As modular offerings, these applications are deployed quickly to deliver a rapid return on investment, and enable organizations to use a phased implementation approach to adopt new logistics applications as their business needs dictate. However, nano-sized applications can also be combined to provide the immediate benefit of an end-to-end solution without the burden of a wide-scale software deployment.

For example, one organization started out by implementing a route planning solution within weeks, which immediately improved its truck utilization and cut operating costs. The ongoing savings and value achieved through this first implementation enabled the company to quickly move on to and fund its next project – a wireless solution that delivered instant operational improvement and drove out more savings to the bottom line.

Using a phased implementation approach, logistics-intensive companies are taking on smaller projects that enable them to continuously innovate within their value chains without embarking on cumbersome, long, risky enterprise-wide initiatives that require extensive upfront costs with no return in sight for months, if not years.

### ***Share Information and Streamline Business Processes***

Organizations looking to reduce costs within their supply chain cannot afford to take an insular view when evaluating logistics solutions. Success in global supply chains can only be achieved when there is collaboration amongst logistics service providers and their customers. As such, traditional Electronic Data Interchange (EDI) networks and Value Added Networks (VANs) in the transportation industry have evolved into logistics communities that go beyond the simple interchange of logistics information.

Now, many organizations are using a logistics-focused global network that can readily connect them with their business network – including carriers, government agencies and other logistics intermediaries – to share information, improve operational efficiency, reduce complexity, improve customer service, and comply with industry and government regulations. And unlike proprietary transportation management systems, a global multimodal logistics network provides organizations with one network, many connections and multiple processes at no additional expense. Once on the network, authorized users can extract and integrate data for many functions throughout the shipment process.

A global multimodal logistics network also offers value-added applications that are designed to maximize its multiple connections and data resources, and manage specific business processes. These value-added applications can help organizations standardize business processes and streamline logistics operations to drive visibility into actual results. For example, using Descartes GF-X Exchange – one of the largest many-to-many electronic information and reservation systems in the airfreight industry – airfreight carriers can distribute real-time product, routing, capacity and rate information to their forwarders worldwide. Airfreight forwarders can access carrier information, make electronic bookings and track shipments via a Web browser, 24 hours a day, 7 days a week.

### ***Standardize and Automate Processes***

In today's highly competitive and complex marketplace, logistics-intensive organizations are boosting their operational efficiency by eliminating the need to re-engineer internal processes. Standardized and automated processes have been proven to dramatically reduce the need to re-key information, eliminate paper consumption, and minimize time spent faxing and making multiple phone calls.

On-demand logistics solutions can automate functions, such as air cargo booking or routing, which helps to free up human resources to focus on other activities that deliver more value to the organization's business in the long term.

As an example, a manufacturer of high-end outdoor power equipment and home and garden accessories was using manual processes. By implementing a transportation management solution offered by Descartes, the company was able to automate paper-based processes, as well as integrate freight costs and other metrics into its ERP systems for improved reporting.

As a result, the organization was able to allocate one full time staff to another department for \$40,000 per year in savings; eliminated the paperwork for 200 invoices a day through automated processing; improved financial reporting; and more.

### ***Select a Proven Partner for End-to-end Shipment Management***

Organizations with complex global supply chains face unique challenges and therefore require an end-to-end shipment management partner – not just a technology provider – focused on complex transportation-centric operations and/or differentiate themselves through logistics.

By working with an established industry leader with an on-demand logistics network, companies are positioned to benefit from the most innovative applications and up-to-date best practices in the industry. In the long run, this helps to drive down supply chain costs and ensure future compliance requirements are met as new security and customs initiatives expand to countries around the world. Whether it is the latest "10+2" rule from U.S. Customs Border Protection or the anticipated European Union regulations, an end-to-end shipment management partner will anticipate new government regulations and work with its customers to guarantee early compliance readiness.

An end-to-end shipment management partner should also be able to handle requirements across all modes (air, ocean, truck, contract carrier and private fleet), whether assets are owned or third party. They should also allow organizations to efficiently and effectively manage the end-to-end shipment process from source to consumer with ongoing real-time visibility.

### **Metrics-Focused on Results**

When implementing a logistics solution, it is imperative to clearly define the metrics against which performance can be measured. A phased implementation strategy, for example, can carve out value-based metrics and enable organizations to validate each phase based on these predefined metrics.

Logistics-intensive organizations also rely on their logistics services provider to take the time to make recommendations and work with them to re-engineer business rules as new business objectives are established.

### **Make the World a Better Place through Logistics**

Choosing the right solution not only delivers a rapid return on investment, it can also open up the opportunity for organizations to make the world a better place through logistics. By adopting on-demand logistics technology, for example, companies are reducing their fuel costs and fleet size by up to 20%, and in doing so, are contributing to a greener tomorrow by decreasing their carbon emissions today. Also, on-demand customs filing and compliance services are helping to secure international borders while enabling smooth and fast border crossing.

### **In Conclusion**

The current economic downturn is a good time for companies to reconsider their technology investments, SaaS logistics solutions offer logistics-intensive organizations an opportunity to improve operational efficiency, reduce complexity, improve customer service and comply with industry and government regulations, while providing ongoing savings and value.

Whether it is providing access to real-time information from global logistics trading partners or creating immediate value by improving operational efficiency and streamlining business processes, SaaS logistics solutions are helping logistics-intensive organizations weather the current economic storm and delivering short-term benefits that ease their immediate pressures.

1. Source: AMR Research Press Release: "AMR Research Study Finds Supply Chain Technology Market Will Grow 7% Annually to \$9.2B in 2012", November, 2008

## **FEATURE CASE STUDY**

### **A Case Study By Geodis Wilson: AMS and 10+2: Moving into the Future by the Numbers**

U.S. Customs and Border Protection (CBP) as well as the Canada Border Service Agency (CBSA) recently changed their regulations to

require certain shipment information 24 hours before goods are loaded aboard a vessel destined for their shores. This is leading to significant changes to the way we work today, but it is also resulting in long-term savings and additional service field for Geodis Wilson.

As you are all aware, CBP and CBSA drastically changed their customs procedures. We are now required to either file our manifest information directly with CBP and CBSA via an AMS system, or turn over all our pertinent shipment information to the carriers to file on our behalf.

Together with Descartes, a global logistics solutions provider, Geodis Wilson has decided to develop its own direct filing system for AMS to comply with customs requirements. CBP requires receipt by electronic transmission of 13 essential data elements via EDI to comply with AMS. The next phase will be to expand into the 10+2 requirements.

### **What is AMS (Automated Manifest Service)?**

Today, companies must comply with the CBP's Container Security Initiative (CSI) 24-hour reporting rule. Manifest information, including shipper details, must be provided to comply with the customs regulations.

### **Why 24-hour advance filing?**

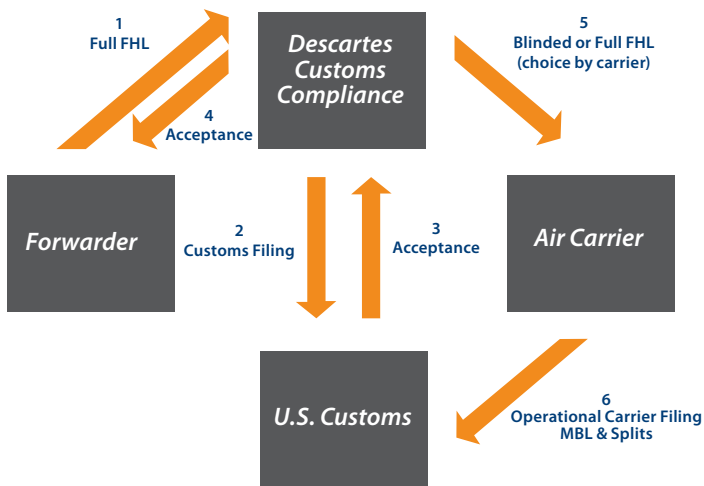
Customs hopes that with this advanced notification they will be able to reject the shipment at its origin before allowing it to physically reach U.S./Canadian shores, thereby reducing the risk of future terrorist attacks through commercial channels.

### **What is 10+2 Importer Security Filing (ISF) Service?**

U.S./Canadian customs now require the electronic transmission of additional data elements to current AMS filing 24 hours before the cargo is placed on the vessel to improve high-risk targeting, and to do so they have implemented a new program called 10+2. As announced on January 2, 2008, CBP's proposed regulations, referred to as 10+2, will require 10 data elements from importers or their agents 24 hours prior to vessel departure. The objectives of 10+2 are clear: to automate and standardize this business process across all parties involved, to provide interpretation and understanding of the final Importers Security Filing (ISF) rules and their impact on the industry, to provide insight into optimal data and work flow options between the importer, forwarder, broker, carrier, other agents and CBP, and to provide guidance on future complementary solutions to assist in further streamlining international trade.

The ISF consists of data elements such the master bill of lading number, the container number, the vessel name and voyage number, the names and addresses of manufacturers, sellers and buyers, receiving party, container stuffing location, consolidator and more, including, of course, the country of origin. This is serious business – if everything isn't in place according to the required time periods and filing systems, importers will be assessed liquidated damages equal to the value of the goods.

Loopholes in the system are virtually non-existent, and even goods entering the U.S. by rail or truck through Canada will soon be included in the 10+2 system.



### Geodis Wilson's four-phase approach

The transition will be conducted in four phases, starting with AMS handling before moving fully into the 10+2 system. Phase one will consist of AMS Air Freight, because of our service provider Descartes already handles most of this information today. Geodis Wilson will review the information currently available through Descartes, adapt a new workflow model into the environment and create a Setup Error Handling procedure in our Operation, implementing it locally.

"We expect a pretty simple handover in Phase one and Phase two," says Frank Baranski, Process Director at Geodis Wilson Headquarters. "Phase 2 will be AMS ocean freight, which started at the beginning of 2009. This will involve the same process adaptations, as well as ensure an electronic data exchange from the current various transport management systems out to the ocean carriers. Once this has been achieved, Geodis Wilson will move into Phase three – the full 10+2 program for ocean freight, which will involve reviewing the requests for the 10+2 data elements, building up processes and new interfaces especially designed to receive and handle the new information including local error handling. Phase four will round off the process as the same situation is set up for air freight.

### What does AMS air freight mean for Geodis Wilson?

Baranski explains the impact this will have on our company. "Most of the information for AMS air freight is already available and used today. In the past, Geodis Wilson passed this information on to the carrier, who provided it to customs. Customs checked the information, and when an issue arose, they told the carrier what needed to be cleaned up according to the AMS-required information. The biggest change to our shipping procedures is that we will be using a company called Descartes to provide our information to customs."

## INDUSTRY, SOLUTIONS AND SERVICES NEWS

For those of you in attendance at the Descartes User Group Conference this month, there will be in-depth overview sessions on all our products – but some of the highlights are below:

### Descartes Importer Security Filing (ISF) "10+2"

On January 26th, 2009, the Descartes ISF solution went into production at the same time as the CBP 'go live' date for the ISF regulations. The Descartes team worked together with customers to deliver a successful product. In a recent article in the American Shipper magazine, program manager of the ISF initiative, Richard DiNucci stated "the rejection rate for inaccurate or incomplete Importer Security Filings has fallen to about 15 percent in the two weeks since the new advance electronic document became a requirement two weeks ago." We are pleased to report that the acceptance rate for ISF files submitted by Descartes ISF users was above 98%, significantly higher than what CBP reports from other providers. This is a huge accomplishment. Descartes ISF is fully integrated with the Descartes Global Logistics Network (GLN) for user sign on, CBP and client messaging and the GLN billing solution. The Descartes ISF team continues to fine-tune the Descartes ISF application to address specific client needs and the challenges posed by CBP as they continue to define the ISF process. The Descartes ISF solution has been very well received in the marketplace and we are currently supporting compliance requirements for a significant number of organizations.

### Descartes Route Planner (formerly Fleetwise)

We are excited to announce the general availability of Descartes Route Planner v.8.2. Descartes Route Planner's optimization engine has been enhanced to enable companies to implement higher penalties for constraints that should not be violated, such as time windows, capacity, capabilities, and more. On the planning side, Route Planner enables customers to use master routes and matching criteria to generate daily routes.

In addition, the Descartes Dispatch and AVL functionality has been greatly expanded and enhanced to automatically generate alerts based on real reported events. It can also proactively generate alerts when the application captures real time data that allows it to foresee latency or trouble in the delivery of subsequent customer orders. This module of Route Planner also enables users to configure their own alerts and manage them. This means that only non-acknowledged alerts are visible to users and can be commented on. The route publish functionality has also been enhanced to support automated publishing capabilities based on user criteria.

These Route Planner enhancements mean that users can have a more hands-off approach when using the application, enabling

them to take care of other tasks that require their intervention in other areas of their business.

## **Descartes Route Planner On Demand (formerly Cube Route)**

The latest version of Route Planner On Demand provides the ability to build a route dynamically as the driver progresses through the day. A route no longer needs to be associated with the driver to track via GPS data. We have also created a common user interface for both the route planning and execution processes so that there is a common look and feel for all users. Basic route planning using the optimization engine is being added for some of the more common and simple routing problems that require more generic dynamic optimization capabilities. We can now update the estimated time of arrival for stops based on the last known location of the driver/resource, using reverse geocoding. We also no longer display that last known location on the truck icon as latitude/longitude. Instead, we have added the actual address using reverse geocoding. There is also added support for multi-language use of the product. Lastly, we will be adding the ability to show the planned route along the road travel path for display and comparison to the actual travel path.

## **Descartes Route Planner RS (formerly Roadshow)**

Users can now create high priority zones so customers can be serviced in priority order. Included functionality allows for the setting of variable length driver breaks, new depot rules and the creation of routes by simply drawing a polygon around the stops to be included in the route.

Future releases will also include the ability to capture and display actual miles between stops and optimize dispatch times for all routes at one time. It will also include improved map scrolling and further wireless messaging to include additional route information when sending a complete route. We are also planning to complete the integration of Telogis mapping into Descartes Route Planner RS to provide both geocoding and map display. We will also be able to display the actual miles between stops and user-defined fields will be added to the customer detail window. As a result of the recently distributed customer survey for prioritization of enhancement requests, we plan to enable route editing by clicking on the mouse one stop after the other; creating a canned export that will export all fields for customers, routes and orders; re-geocoding of stops once re-imported based on resolution type; and improve Descartes Sales & Territory Planner to view route cycles one territory at a time.

## **Descartes Global Freight Exchange (GF-X)**

The next generation release of Descartes GF-X (version 5.0) delivers an enhanced user experience through the implementation of items

such as support for multiple languages and direct linking to Web pages within the application. Also included is new functionality to receive status messages from carriers within booking pages, immediately after a request has been submitted. Behind the scenes, GF-X 5.0 will be the first remote query capable release, along with enhanced routines for the encoding and decoding of Cargo IMP messaging. These features, combined with streamlined user accounts, tighter coupling with Descartes' Global Logistics Network and interoperability with version 3.8, represents the culmination of several key product initiatives in the area of usability, performance and integration.

## **Descartes Freight Settlement Portal**

To increase the level of automation in the freight settlement process, Descartes will launch a freight settlement portal that enables carriers to submit the electronic freight invoice to shippers and freight payment agencies. The portal will enable small and medium sized carriers to meet the electronic document exchange requirements of shippers. In addition to EDI documents, the exchange of proof of delivery images is also slated to be part of this service.

For more information on these solutions or others, please contact [info@descartes.com](mailto:info@descartes.com) or call 1-416-741-2838 ext 298.

## NEWS & EVENTS

### News

- ▶ **05-Feb-2009** Descartes Acquires Oceanwide Logistics Business
- ▶ **03-Feb-2009** Descartes Sets Date to Announce Fourth Quarter and Fiscal Year 2009 Financial Results
- ▶ **03-Feb-2009** DHL Express Executive to Speak At Descartes Global User Group Conference
- ▶ **28-Jan-2009** Descartes Goes Live With ISF '10+2' Compliance Services
- ▶ **08-Jan-2009** Descartes CEO to Speak At BGSA Supply Chain 2009 Conference
- ▶ **03-Dec-2008** Descartes Announces Normal Course Issuer Bid for Common Shares
- ▶ **01-Dec-2008** Wolsley Expands Use of Descartes Routing Solutions to North America
- ▶ **26-Nov-2008** Descartes GF-X Exchange to Power Air Freight Booking Portal Deltacargo.com
- ▶ **26-Nov-2008** Descartes Reports Fiscal Year 2009 Third Quarter Results
- ▶ **25-Nov-2008** Descartes Responds to CBP Interim Final Rule by Forming ISF '10+2' Workgroup
- ▶ **19-Nov-2008** Descartes Launches Importer Security Filing '10+2' Readiness Program
- ▶ **04-Nov-2008** Descartes Sets Date to Announce Third Quarter Fiscal Year 2009 Financial Results

### Events

**[March 8 - 10, 2009]**

**Air Cargo 2009 - Booth #30**

Red Rock Resort  
Las Vegas, NV

**[March 8 - 12, 2009]**

**International Compliance Professionals Association 2009 Conference - Booth #22**

Hyatt Regency Orange County  
Anaheim, CA

**[March 24 - 26, 2009]**

**Descartes Evolution Global User Group Conference**

Westin Buckhead Hotel  
Atlanta, Georgia

**[March 30 - April 1, 2009]**

**SEKO Global Annual Conference**

The Westin La Cantera Resort  
San Antonio, TX

**[April 1 - 4, 2009]**

**TIA Annual Convention & Trade Show - Booth #406**

Grand Hyatt San Antonio Hotel  
San Antonio, TX

**[April 3 - 4, 2009]**

**IMARK Showcase 09**

Donald E. Stephens Convention Center  
Rosemont, IL

**[April 20-22, 2009]**

**Emerging Issues in Customs and Trade**

Hilton Airport Hotel  
Toronto, ON

**[May 3 - 5, 2009]**

**Cargo Network Services 2009 Partnership Conference**

La Costa Resort and Spa  
Carlsbad, CA

### More About Descartes

For more information on Descartes solutions and services please contact 1-877-227-6883 ext. 298 or 416-741-2838 ext 298 or send email to [info@descartes.com](mailto:info@descartes.com).

### Visit Descartes

Be sure to visit the Descartes website for the latest information and downloads. [www.descartes.com](http://www.descartes.com)

#### THE DESCARTES DIFFERENCE

Descartes, a leading provider of software-as-a-service (SaaS) logistics solutions, provides messaging services between logistics trading partners, shipment management services for contract carriers and private fleet management services for more than 4000 customers around the world. Our hosted, transactional and packaged solutions deliver repeatable, measurable results and fast time-to-value.

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