



HELPING CUSTOMERS DELIVER™

Making Things Move

FEATURE ARTICLE

A Beginner's Guide to SaaS

By Adrian Gonzalez, ARC Research

Last November at a logistics conference, I conducted workshops on selecting a Transportation Management System (TMS). Forty-five logistics executives attended, yet another indication of the ongoing interest and demand that exists for TMS. Of all the topics I talked about during the workshop, Software-as-a-Service (SaaS) solutions generated the most interest and questions.

This surprised me a bit, considering all of the reports, articles, and webcasts done on this topic by analysts and the media over the past few years. It could be that many of the executives in the workshop weren't looking for a TMS a year or two ago, so they didn't pay much attention to SaaS back then. But now that they're looking to implement a TMS or upgrade their existing solution, they're interested in learning all the details. At least that's the explanation I'm choosing to believe because the other reasons are too depressing to think about.

So, here are the five most common questions I get about SaaS, along with my answers. The information presented is by no means comprehensive, but it's enough to make you look smart at the next team meeting.

What is Software-as-a-Service?

The most basic definition: software that is not installed on any computer or server located at your company, but is accessed from a third party via the Internet. Things get a little muddled from here, as other terms such as "hosted," "On-Demand," and "ASP" are used

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Letter from the Editor

Welcome to our third issue 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.

In this issue we focus on Software-as-a-Service (SaaS) - what it is; potential benefits; and whether it could be a good solution for your organization. Not all logistics SaaS applications are created equal. SaaS is typically software designed to be delivered over the Internet as a service. SaaS fundamentally differs from traditional hosted solutions and offers a number of potential benefits absent from other delivery models. At Descartes, we recognize that one solution does not fit all and, while the SaaS model works for some, it may not be the right approach for your organization. That's why we also provide a number of on-premise offerings to meet the needs of customers that don't want to take the SaaS route. If you want to learn more or understand the right approach for your organization, please contact us as we would be happy to discuss available options with you.

In addition, through our recent acquisitions of RouteView Technologies, PCTB and Mobitrac/Fluensee over the last few months, we have adopted many new customers. A warm welcome to the Descartes family to all these new customers - I hope to meet you in person at our Descartes Annual User Group Conference in Atlanta, Georgia from April 12th to 14th. If you only attend one event this year, this is it.

Don't forget to pass this newsletter on to your co-workers and colleagues that could benefit from reading *Making Things Move*.

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synonymously with SaaS. But all these terms don't necessarily refer to the same thing.

In general, "hosted" and "ASP" (Application Service Provider) imply each company gets its own instance of the software application and associated hardware. It's like traditional IT outsourcing, where a company's IT environment is simply transferred to, and managed by, a third party. SaaS and On-Demand, on the other hand, generally imply a multi-tenant model, where multiple companies share a single instance of the software application and associated hardware and infrastructure. SaaS applications have to be specifically architected to operate in this model (most legacy applications were not developed for multi-tenant use).

How are SaaS solutions priced?

Pricing models are still a work in progress. The most common model is a 1 to 3 year subscription with monthly payments (implementation services are typically paid separately upfront). The subscription fee is based on several factors, including number of users, number of locations, number of modules, and transaction volumes. What is a transaction? Good question. There's no standard answer, but it's generally linked to freight volume.

Simply stated, SaaS does not imply a single pricing model. The best thing to say is that many software vendors now provide a spectrum of payment options, from upfront license fees to payments-per-transaction.

Are SaaS solutions only for small or midsize companies?

That's what most vendors and analysts thought initially, but the early adopters have generally been large companies. Whenever I ask companies why they chose a SaaS solution, the most common answer I receive is this: "I needed to implement a TMS as soon as possible, but my IT team was overwhelmed with an ERP implementation and I couldn't wait two years for them to support me." Not having to beg the CFO for capital budget is the second most common answer. In short, logistics still remains at the bottom of the priority list when it comes to capital allocation and IT resources; SaaS is a way around this problem.

What are the benefits and drawbacks of SaaS?

This is not an easy question to answer succinctly, but here are the main points you should know. First, I don't believe the SaaS model is a good fit for all software categories. SaaS makes the most sense for business processes that are inherently network centric-i.e., processes that involve extensive communication and collaboration between many different trading partners, such as suppliers, customers, carriers, logistics service providers, and customs agencies. Transportation fits this requirement perfectly; so does global trade management. Second, a SaaS solution creates a connectivity network, so companies can interface with all of their trading partners via a single connection to the network, instead of establishing one-to-one connections with hundreds or thousands of trading partners. Finally, SaaS solutions are a good fit for processes that are generally standard across companies and industries. While most SaaS solutions are configurable, there's a limit to how far you can deviate from standard practices. If your

company has workflows that are "way out of the ordinary," a SaaS solution may not be the best option.

Do all software vendors offer SaaS solutions?

No, but most are heading in that direction, including the large enterprise vendors. Last year we conducted a survey of 28 leading TMS vendors and 60 percent of them expect subscription and transaction fees (a proxy for SaaS deployment) to grow significantly faster than license fees over the next five years. It's important to note, however, that the transition to a SaaS model won't be easy for many traditional software vendors. Simply put, selling and managing a service is completely different than selling and supporting a product. You can quickly tell which vendors understand the model and which don't by comparing the details (or lack thereof) of their service level agreements.

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. Over the past 8 years, Adrian has authored several strategy reports on Transportation Management, Global Trade Management, and Logistics Outsourcing, and he has managed consulting projects for Global 1000 clients. He is a frequent speaker at industry events and conferences, and is regularly quoted in industry publications and business magazines including Forbes and The Wall Street Journal. Prior to ARC, Adrian held various leadership positions at Motorola, Clare, and Polaroid.

FEATURE WHITEPAPER

Best Practices when Implementing Routing, Planning and Tracking Software-as-a-Service (SaaS) Solutions

Organizations with delivery operations are faced with an increasingly competitive marketplace. They are constantly challenged by customer demands, driver shortages, and adverse economic conditions caused by everything from rising fuel prices to changing legislation. These and other circumstances dictate that companies diligently manage their delivery processes considering all elements including customer care, driver, vehicle and route management, and service offerings.

To effectively control distribution costs and provide exceptional service to customers, organizations should consider a software-as-a-service (SaaS) solution.

These top ten reasons to consider a SaaS solution are designed to help streamline and better manage the delivery process, establish and maintain a competitive advantage, and generate new and repeat business. They will also establish a framework that can be

used to lower costs, eliminate operational complexity and improve customer service.

1. Put a plan in place

Delivery organizations should consider their operations the same way enterprises think about their factory or warehouse operations. Enterprises typically set tightly engineered plans for their production lines and warehouse operations and have specific tools that enable them to benchmark performance against those plans. These plans are based on well researched, granular, labor and activity standards and allow manpower and capital assets to be managed to optimal utilization. Delivery organizations need to adopt this thinking.

2. Implement technology that fits your business needs

There are many sophisticated logistics technology applications available to help organizations drive delivery efficiencies and boost service. But for companies looking to avoid financial and operating risks such as high upfront costs to license, install, implement and train users; or for those that want advanced functionality without the software integration – a hosted, SaaS logistics solution is the best choice.

When evaluating technology to assist with logistics management, companies should consider speed, security levels, reliability, as well as a service commitment. Additionally, the payment model needs to be tailored to the needs of your business. For example, it could fluctuate with the amount it is used and have variable pricing based on volumes.

3. Analyze and assess information

Once a SaaS solution has been selected and implemented – and a base level of operating history is available – companies should begin to analyze data to assess where their delivery strategies are out of line with their needs or those of their customers, and where cost savings exist and are achievable. A technology solution with integrated business intelligence and reporting modules make this analysis easy and should allow the information to be accessible by the right people at the right time.

4. Establish standard operating procedures

A thorough data analysis opens the door to the development of plans against which performance can be measured. The best running delivery operations are those that establish engineered standards for every aspect of the delivery process. Historical data should be used to identify and create best practices around activities such as load times and service times on particular routes. Regardless of the standards being set, the key is to ensure they are realistic and measurable and that you have designed action plans to improve on the performance of the individuals or process.

5. Understand both qualitative and quantitative constraints in the delivery process

Just as every customer has particular delivery requirements, every business will also have specific ideas as to how best to deliver their products. These requirements may be quantitative or qualitative in

nature. For example, some companies do not want drivers moving outside of specific geographies, while for others certain items may need special delivery considerations. In developing a delivery plan, all of a company's specific needs must be taken into account. When considering a technology solution to assist with the delivery planning process, ensure it is flexible enough to allow for the typical quantitative constraints, as well as the more qualitative business specific requirements and constraints.

6. Manage the driver, not just the vehicle

The key asset in managing any delivery route is the driver. Many companies focus only on the vehicle and not the driver, therefore only addressing part of the activities and costs associated with the delivery process.

For example, while drive times may be separated into morning, afternoon and evening times, routine tasks undertaken by the driver before they are on the road – such as vehicle circle checks and loading activities – may not be factored in. Although these activities are important, they can typically be managed more effectively if companies benchmark and measure actual performance of these tasks in order to get their drivers on the road faster. Secondly, estimates show that between 40% and 60% of a driver's time away from a distribution center is not spent driving. In order to ensure that this time is most effectively spent, companies need to carefully examine and monitor what the driver is doing at each stop, measuring their performance and service times against activity based standards.

7. Plan around customer

The concept of 'customer is king' also applies to the delivery business. While every company wants an optimized route plan, it needs to be balanced to ensure routes and delivery times reflect customer needs and demands. For example, route plans may need to be adjusted to accommodate certain receiver requirements: restaurants that can only receive deliveries at specific times; retailers with tightly coordinated loading dock schedules; or business customers that are used to the consistency of 10 a.m. deliveries. At the same time, consumer expectations are higher than ever, especially when it comes to service. Consumers expect more frequent deliveries of fewer items and are not willing to accept broad delivery windows that keep them tied to their homes for hours. By establishing best practices, businesses can become more efficient in running their delivery operations, narrow their delivery windows, and in doing so improve their customer service levels.

8. Measure your customer

Measuring customer performance can also be valuable. Capturing customer history and exceptions, such as dock delays or receiver problems, can highlight delivery problems that are being caused by the customer. Most customers don't realize that they are the source of delivery problems, but with this information, delivery companies can work with their customers to eliminate problems and ensure better customer service.

9. Expect the unexpected

Exceptions such as bad weather, traffic jams, and unexpected delays are all contributing factors when it comes to on time delivery. Since even the best made plans can fail, contingencies must be established and delivery organizations must have real time visibility into exceptions immediately when they occur. With a high degree of visibility into delivery operations, dispatchers can proactively respond to service disruptions or delays, and immediately adjust a driver's schedule accordingly. Customer service reps can resolve customer issues more effectively and in some instances, customers may receive notification of pending delays and updated estimated times of arrival.

10. Measure performance against a plan

Once all the factors detailed above have been considered, a company can develop a well engineered plan to meet their delivery needs. Using detailed reports and business analysis tools, an organization can review its delivery history and assess activities by driver, area, and customer or any other grouping to improve planning, deployment and management of its resources.

With an engineered plan in place, organizations can assess planned versus actual load; drive and services times to increase driver productivity and accountability; measure on time delivery percentages; and determine where schedule and process adjustments need to be made to ensure customer requirements are met economically. When businesses measure their operations against engineered standards, they can implement the operational changes required to increase asset utilization, improve profitability and ensure appropriate levels of customer service.

Conclusion

Implementing technology to help with the management of the delivery process is an important step for any business looking to optimize its delivery processes and differentiate their service. But for those that are serious about positioning for success, the real rewards can be seen when a solid foundation of operational practices are implemented and technology is used to support the achievement of these practices.

INDUSTRY & MODAL UPDATES

AIR

What's Next for Electronic Air Cargo Bookings

The introduction of electronic booking engines have changed the way that air cargo bookings are handled globally. These booking portals have been developing over the last eight years and are resulting in more efficient and standardized approaches to manage the shipment management process. The first e-booking portal enabled users to create bookings for multiple carrier systems. That

was followed by the introduction of bulk allotment tools used to handle all of a forwarder's allotment bookings at one time. The result was the consolidation of the forwarder's workload from 'man days' a month to 'minutes' a month, while the carriers enjoyed the benefit of these bookings going directly into their systems.

With this proven success, the forwarders then identified the need to go host-to-host with their internal systems. What followed was a full host-to-host environment for forwarders. This is a significant development because it allows them to manage the booking from their internal systems without having to go to any website. Most of Descartes' larger forwarders are preparing to migrate toward host-to-host.

From the airline side of the business, carriers showed interest in Descartes running booking engines on their own websites. Descartes is now under contract with four carriers booking engines on the Descartes Global Freight Exchange (GF-X) platform.

So what's next?

We identified the need to develop a scaled down version of the Descartes GF-X, aimed specifically at small and medium-sized forwarders. Having conducted trials in several key locations, we are pleased to announce the launch of **Descartes CargoBooker**. Descartes CargoBooker will offer the basic functionality required to make and track bookings 24/7 across multiple carriers, providing the forwarder with great benefits for efficiency gains and increased revenue opportunities.

For more information, read about the functionality of Descartes CargoBooker below, come to our User Group conference in April, or contact us directly.

OCEAN

Descartes expands the Global Logistics Network with the acquisition of Pacific Coast Tariff Bureau (PCTB)

Descartes' recent acquisition of Pacific Coast Tariff Bureau (PCTB) is an important piece in broadening the reach of the Global Logistics Network (GLN). PCTB brings over 500 NVOCC's and Ocean Carriers who will now be connected to the GLN. Existing Descartes customers will now have access through the GLN to the new PCTB customers and be able to collaborate directly with them.

The acquisition of PCTB continues to extend our Global Logistic Network community. As we have stated in the past, Descartes' focus is to bring together manufacturers, distributors, retailers, transportation carriers and logistics third parties in a shared services environment using standardized business processes. We currently provide rate publishing, technology and regulatory consulting

services to shippers and ocean carriers based out of our Pittsburgh location. The acquisition of PCTB is a further investment in the ocean market and extends the ocean community on the Descartes GLN.

This acquisition has expanded the customer base leveraging the GLN to meet their customs and regulatory requirements. The acquisition positions Descartes as a leader in providing regulatory services and consulting to the ocean transportation community. Descartes now provides tariff services to over 30% of the NVOCC and Ocean Carrier community registered with the US Government.

The newest Descartes customers will have access to the broadened services offering from the GLN to help drive efficiencies in their daily processes. They will have a wealth of services to choose from, all offered in a SaaS (Software-as-a-Service) model. Many have already begun to look into the broader GLN services ranging from connectivity and messaging services and contract management tools through to transportation management solutions.

We would like to take this opportunity to welcome PCTB customers to the GLN family. Please do not hesitate to contact info@descartes.com with any questions, or to set a time to discuss the opportunities that exist for your organization through the GLN.

TRUCK

Inter-Enterprise Connectivity

Unfortunately, many companies that have historically invested in Transportation Management Systems (TMS) have not realized the full return on investment (ROI) originally anticipated. The unrealized savings are often due to a lack of electronic connectivity and communication between the various trading partners involved in the transportation life cycle.

The value proposition for investment in TMS has typically been as follows: (a) enhanced carrier performance due to increase metrics driven activity; (b) improved mode and carrier selection based on freight characteristics; (c) automated processes of tendering and visibility to goods in transit; (d) increased customer service and proactive communications when transportation execution deviates from the plan; and (e) accurate invoice payment for actual services provided by the transportation partner. To achieve all of this, there must be communication between the various transportation partners because, without it, results will fall short.

Descartes' Global Logistics Network (GLN) can help with this inter-enterprise connectivity. The GLN facilitates the interchange of electronic logistics information between transportation partners, helping to standardize business processes and streamline logistics operations.

A successful TMS must be connected to trading partners to facilitate the automation of tendering, increase customer satisfaction (with information related to in-transit status) and eliminate the manual

effort of auditing freight bills. The GLN not only facilitates this connectivity, but also provides score carding to identify which suppliers and carriers are meeting performance requirements. This allows you to focus resources on streamlining your supply chain.

For organizations that have a home grown TMS or have made investments in other systems, the GLN can help to deliver additional value. By enabling connections with transportation service partners that are high tech (EDI), low tech (web forms) and no tech (fax or manual), the GLN enhances your existing investment automating the process from end-to-end.

Once organizations have achieved their goals with inter-enterprise enabled TMS, additional information and benefits regarding the entire inventory lifecycle can be made available, variances in transportation lead-time can be reported on and managed to reduce safety stock, and overall inventory investment optimized while ensuring high fill rates and customer satisfaction.

SOLUTIONS & SERVICES

Descartes Global Logistics Network Update

Descartes PC Pro Re-branded as Descartes CargoAssist and Now Supports Ocean

Descartes CargoAssist (formerly PC Pro) now provides organizations access to status data for both air and ocean cargo moving through the world's freight terminals.

Descartes CargoAssist helps improve freight booking capacity, sends electronic bills of lading and ensures that consignments are handled quickly and efficiently at freight and ocean container terminals around the world. Descartes gives forwarders access to an electronic infrastructure that connects them with their customers and logistics partners. For more information download the Descartes CargoAssist brochure.

Descartes Introduces a New Customs Compliance Solution for Mexican AMS: Descartes MX Ocean AMS

As a leader in the delivery of Customs Compliance applications, Descartes strives to provide its clients with all of the tools they require to meet their Compliance needs. We are proud to announce an addition to our roster of Customs Compliance applications: MX Ocean AMS.

The Mexican "24 Hour" Rule

On September 1, 2007, Mexican Customs implemented the "24 Hour" Rule, the formal order establishing Mexican Ocean AMS. Mexican Ocean AMS is very similar to existing U.S. and Canadian requirements. The "24 Hour" Rule requires Carriers and NVOCCs discharging their goods in Mexico to transmit their manifests electronically at least 24 hours before the goods are laden. Carriers must file the Master Bill of Lading (MBL). Only NVOCCs can file the House Bill of Lading (HBL). Mexican Customs requires a complete and accurate declaration of all goods entering Mexico.

MX Ocean AMS

Descartes MX Ocean AMS is a web-based, hosted interface to the Mexican Ocean AMS filing system. Data transmitted by Ocean Carriers or NVOCCs through MX Ocean AMS is stored, formatted and transmitted directly to Mexican Customs in accordance with their new filing regulations.

Features include:

- ▶ Automatic Validation to ensure complete and compliant submissions.
- ▶ Fully Secure 3DES Encryption.
- ▶ Complete Lookup tables.
- ▶ Templates.
- ▶ 24/7 Access Via the World Wide Web.

The MX Ocean AMS Service is part of the Descartes Global Logistics Network (GLN), which enables the world's leading transportation providers to connect to their trading partners and reliably exchange information to drive delivery performance and high levels of customer satisfaction. The Descartes GLN helps companies better manage their logistics book-to-bill process, track inventory, meet regulatory requirements, optimize fleet performance, and effectively communicate with their logistics partners.

To learn more about Descartes MX Ocean AMS and to schedule a demo, please email info@descartes.com or call 1-416-741-2838 ext 298.

Descartes CargoBooker

e-Bookings for the Air Freight Forwarder Community

What is CargoBooker?

- ▶ Descartes CargoBooker is forwarder 'no-charge' service designed for smaller freight forwarders.
- ▶ Descartes CargoBooker is part of the Descartes GF-X Exchange, one of the largest electronic information and reservation systems in the airfreight industry.
- ▶ Forwarders can readily access carrier information and make electronic bookings 24 hours a day, 7 days a week, via a simple web browser (no software installation required).
- ▶ The Descartes GF-X Exchange is linked to a variety of tracking providers, enabling forwarders to track their shipments through a simple click.

Key Potential Benefits

Efficiency Gains

- ▶ Products, flight and truck details, routings, capacity availability and rates are made accessible without having to call multiple carriers.
- ▶ Time spent making and checking bookings may be significantly reduced and can instead be used for special needs shipments or other value added tasks.

- ▶ 24/7 availability allows increased flexibility and service to customers.
- ▶ Less time spent on administration with more time available for selling and value added services to customers.
- ▶ Processes can be aligned across gateways/branches by standardizing the booking process around the Descartes GF-X Exchange booking service.
- ▶ Single point access to carriers.

Revenue Opportunities

- ▶ Service improved for shipper customers as carrier offerings can be checked quickly and responses to booking requests received efficiently regardless of office opening hours.
- ▶ Access to promotional rates, some only available via Descartes GF-X Exchange.
- ▶ Reduced costs for carriers and forwarders.

How It Works

- ▶ User enters booking information.
- ▶ Bookings can be viewed and managed at all times (e.g. for amendments / cancellations).
- ▶ Users are notified of booking confirmations both in Descartes GF-X Exchange screens and via e-mail.

For more information contact us info@descartes.com.

Descartes Delivery Management Suite Update

Delivery Management Suite Highlights to See at Descartes User Group Conference

The months following the holidays are always a very busy time. We are working on the spring wave of releases for many applications in the Delivery Management Suite and the annual User Group Conference is coming up very soon. We try to have as many new features, technology demonstrations, and business process solutions available to show at the annual conference. This year we have a groundbreaking number of features scheduled for release and a lot of great things to show you. But before we look at what's coming in the spring and what we will have at the User Group Conference, let's talk about future releases and how you can participate in the planning process.

Each year before the User Group Conference, we send out surveys to customers to get feedback on features we are considering for the next year's application releases. We collect your comments, priorities, and other ideas and use them in our planning process. During the User Group Conference application roadmap sessions we cover the survey results and have an interactive discussion on the coming year's development priorities. This is a great opportunity to participate in the planning of application roadmaps, so please take the time to complete and return the surveys and of course, make it a priority to come to the User Group Conference.

Just a few of the things to look for at the 2008 User Group Conference:

- ▶ Significantly enhanced pooling and multi-leg transport support in Transportation Management.
- ▶ Better reference data import and enhanced quoting features in Rate Builder.
- ▶ Order Management, Cross-Docking, and Resource Management in Routing & Scheduling.
- ▶ Multi-depot reloads in Descartes Route Planner RS (Roadshow).
- ▶ Descartes' new Yard Management solution.
- ▶ New mapping technology.
- ▶ Prototype traffic features in our on-demand solution.

The new mapping technology mentioned above is an important initiative for 2008 in many of our solutions. Many customers have asked us about taking advantage of the latest content from map data providers. Content includes:

- ▶ Commercial route information such as weight, height, and hazardous material restricted/approved roads.
- ▶ Traffic attribute support including historical traffic patterns real-time incidents.
- ▶ Points of Interest databases covering millions of commercial addresses.

Using the enhanced content described above can result in better, more realistic routes during planning and improved ability to react to the conditions on the road during dispatch. We look forward to working with our customers over the coming year as we implement features based on this content.

Descartes On-Demand Routing and Visibility Now Available in the UK

Descartes On-Demand Routing and Visibility is now available in the UK. This solution provides a way to plan, optimize, and dispatch routes, plus track and monitor delivery fleets in real time. Based on an affordable Software-as-a-Service subscription model, this solution is available on a pay-as-you-go basis to eliminate up front costs and meet an organization's need for logistics functionality to help drive out operational inefficiencies, ultimately cutting costs and improving customer service. For more information download the On-Demand Visibility & Routing brochure.

Descartes ONE Call Expands and Welcomes Descartes Global Freight Exchange (GF-X) Customers

Starting in 2008, a new service option for Descartes GF-X customers was added to our ONE Call Customer Support Service enabling direct contact to our support team, 24x7. What this means is that Descartes GF-X customers have access to an increased number of available support representatives and client

service professionals around the globe.

For customers unfamiliar with ONE Call, the service was launched in 2006 to meet our changing support customer requirements. Descartes recognized that we were growing our suite of products and services and increasing the number of Expertise Centers that may be confusing to our customers. In addition, many of our customers use multiple products and services creating possibly more complexity around how to best contact our team for support. With ONE Call, customers have one number that is used to quickly and simply access support for all of our products and services. We use technology to seamlessly integrate our product expertise teams, providing virtual call center support, redundancy and critical 24x7 coverage for our customers.

At Descartes, we measure our success by how satisfied our customers are, and we strive to deliver high-quality, and are continuously improving support for our products. We focus on prompt and accurate responses, delivered in a friendly and courteous manner.

For easy ONE Call reference, you can access the Expertise Centre through telephone or email.

ONE Call Telephone Support:

North America (+1) 877 786 9339

Outside North America (+1) 800 7866 3390

Please note the options to select from for your products and services:

- ▶ Select 1 for Descartes GLN messaging requests, such as activating trading partners, file specifications, VAN connections, or connection problems.
- ▶ Select 2 for issues related to Descartes Delivery Management Suite including Routing & Scheduling, Visibility, and Transportation Management.
- ▶ Select 3 for all Viasafe product and technical support requests.
- ▶ Select 4 for all questions concerning FCS Customs Products & Services including: Import 2000, Export 2000, & MQ*Customs.
- ▶ Select 5 for all inquiries regarding Descartes Ocean Products including Descartes Ocean Tariff Bureau and Descartes Blue Pacific Services.
- ▶ Select 6 for GFX including all Air Product support requests.
- ▶ Select 9 for the ACE Preparer filing service.
- ▶ Select 0 at any time to speak to an operator.

Email Support

Email is an effective way to request assistance, but it is not recommended for urgent issues. If you have an urgent issue, please call us.

Email: support@descartes.com



Atlanta, Georgia

DESCARTES EVOLUTION 2008 GLOBAL USER GROUP CONFERENCE

Descartes is pleased to announce that the keynote speaker for Evolution 2008 is **David Brooks, President of American Airlines Cargo**. Join Mr. Brooks along with other logistics industry experts speaking on supply chain technology trends and adoption, specifically interoperability and the development of standards across logistics business processes and communications. Descartes user group steering spokespersons from **CVS/pharmacy, DHL Supply Chain, The Home Depot, Tomra North America, Freedman Distributors, Capital Beverage, Schwan's** and others will lead a variety of sessions and panel discussions designed to share best practices, strategies, business process improvement and implementation tactics to help drive further operational improvements.

Register Now!!

Evolution 2008 online registration is now live.

- ▶ Network with other users and share best practices.

- ▶ Meet with Descartes' product management team to provide input on product development plans.
- ▶ Learn about the latest trends in logistics management solutions and how your organization can drive further operational improvements during industry sessions for manufacturers, retailers, distributors, freight forwarders, 3PL's and air, ocean and truck carriers.
- ▶ Get involved!

Please visit the conference website to get the latest event information, including a sneak peak at the agenda in development and a listing of the seven complimentary value-added training workshops being offered to attendees on Monday, April 14th, 2008: www.descartes.com/usergroup

Sponsorship opportunities are now available for Evolution 2008. Sponsors benefit from excellent visibility and business development opportunities at the event with exhibit space, logo placement on key conference materials, one-on-one meetings, and options for speaking opportunities. Please contact usergroup@descartes.com if you are interested in learning more about sponsoring Evolution 2008.

NEWS & EVENTS

News

- ▶ **29-Jan-2008** American Airlines Cargo Executive and Other Industry Experts to Speak at Descartes Global User Group Conference
- ▶ **22-Jan-2008** Descartes Enhances Routing Solutions with Advanced Mapping Capabilities
- ▶ **15-Jan-2008** New Descartes Services Help Organizations Comply with Emerging Customs Compliance Requirements

- ▶ **10-Jan-2008** Descartes Acquires Mobitrac Fleet Management Business
- ▶ **09-Jan-2008** Descartes Acquires Pacific Coast Tariff Bureau Business
- ▶ **20-Dec-2007** Descartes Acquires RouteView Technologies
- ▶ **13-Nov-2007** Descartes' Global Logistics Network Automates Load Tendering for Chambers Transportation

Events

[March 3 - 4, 2008]

TransPacific Maritime

Long Beach Convention Center
& Hyatt Regency Long Beach
Long Beach, California

[March 16 - 18, 2008]

Air Cargo 2008

Omni Champions Gate Resort
Orlando, FL

[March 3 - 6, 2008]

World Cargo Symposium

Rome Marriott Park Hotel Centre
Rome, Italy

[March 26 - 27]

Eye for Transport Wireless Fleet - Booth #303

Omni Orlando Champions Gate
Orlando, Florida

[March 9 - 10]

Myriad User Conference

San Diego, CA

[March 26 - 27]

Transpo-CITA

Toronto Congress Centre
Toronto, ON

[March 29 - April 1]

Activant/Eclipse User Conf #1

New Orleans, LA

[April 4 - 5]

IMARK ShowCase

Chicago, IL

[April 9 - 12]

Transportation Intermediaries Association - TIA

Hilton, Washington, DC

[April 20 - 23]

GERS User Group

Las Vegas, NV

[April 22 - 24]

Multimodal 2008

NEC Birmingham, UK

More About Descartes

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The Descartes Systems Group Inc. (TSX: DSG) (NASDAQ: DSGX), a leading provider of software-as-a-service logistics solutions, is delivering results across the globe today for organizations that operate logistics intensive businesses. Descartes' logistics management solutions provide messaging services between logistics trading partners, shipment management services for contract carriers and private fleet management services for organizations of all sizes. These solutions and services help Descartes' customers reduce administrative costs, billing cycles, fleet size, contract carrier costs, and mileage driven and improve pick up and delivery reliability. For more information, visit www.descartes.com.

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