



HELPING CUSTOMERS DELIVER™

DESCARTES FOR FREIGHT FORWARDERS

LOOKING FORWARD TO GLOBAL SUCCESS

Freight forwarders – including NVOCCs, 3PLs, brokers and other transportation intermediaries – play an important role in helping shippers move cargo from one city, state, country or continent to another. Working with a variety of asset-based carriers across multiple modes – land, air, sea or rail – forwarders coordinate shipments to ensure goods are delivered on time and on budget.

While forwarders may be likened to a travel agent for cargo, their role is more complex and requires ongoing interaction with multiple parties throughout the shipment process to meet varying customer needs. Forwarders are relied on to recommend the best mode of transport, select carriers and reserve cargo space on the appropriate vessel, aircraft, train or truck; advise shippers on freight related costs, including port charges, insurance costs, handling fees, etc.; work with customs entities and brokers to ensure goods comply with the latest customs compliance regulations; and numerous other business critical procedures to ensure each shipment moves swiftly from A to B.

COMPLEX CHALLENGES DRIVE DEMAND FOR EFFECTIVE SOLUTIONS

As the middle man in highly complex shipments, one of the biggest challenges that forwarders face is that they are responsible for everything, yet control nothing. They are accountable to both shippers and carriers, and although they may never see nor touch the cargo and have no control over physical assets, they are held responsible by their customers for any unforeseen delays or issues.

This lack of control is further compounded by limited visibility, making it difficult at times to determine the lowest cost method to transport shipments; gain real time access to information on shipment status; and easily connect electronically with customers and trading partners to lower the cost of doing business.

As forwarders already operate on very tight margins, they are also impacted by the continued weakening in the global economy.



THE PARTNER OF CHOICE FOR INDUSTRY LEADING FREIGHT FORWARDERS

Since 1981, Descartes has been focused on addressing the needs of the global transportation and logistics sector. The company is known for delivering results for organizations around the world that operate logistics-intensive businesses and require visibility and control over multi-channel networks of trading partners and shipment management processes.

For freight forwarders, Descartes offers end-to-end solutions that provide the convenience of one-stop-shopping to address the most complex of business needs. Plus, Descartes' singular focus on the logistics market means that it has the depth and breadth of knowledge required to deliver advanced solutions that are necessary today, and at the same time anticipate the demands that forwarders will face in the future.

The Descartes Advantage:

Customer-focused with a results-based methodology:

Customer-focused implementation strategy is based on industry best practices and standardized business processes. Results of phased implementations are validated against predefined, value-based metrics.

Focused on Logistics-Intensive Organizations: Core focus is working with companies that have complex transportation-centric operations and/or differentiate themselves through logistics.

Multimodal, Multi-process and Global: The leading commercial logistics network and applications to manage multiple channels (air, ocean, truck, contract carrier and private fleet) and multiple business processes through the same global network.

Shipment Lifecycle Management: Ensures the efficient and effective management of the end-to-end shipment process from source throughout the supply chain to the end consumer with ongoing real-time visibility.

ADDRESSING THE MULTIMODAL NEEDS OF FREIGHT FORWARDERS

Descartes' comprehensive solution gives forwarders a competitive edge and enables them to improve their margins by providing much needed control over the entire shipment process and visibility into the movement of freight.

The Descartes Global Logistics Network (GLN) is one of the world's largest multimodal networks of transportation providers, shippers and global customs and regulatory

agencies. It enables the world's leading transportation providers, including forwarders, to connect to members of their supply chain and seamlessly and reliably exchange information. Value-added application services offered by Descartes leverage this information to automate, manage and streamline the end-to-end shipment process from source to consumer with ongoing, real-time visibility and control.

Providing Visibility and Control for Every Mode of Transportation:

Booking and Reservations: A centralized booking portal provides visibility into rates, contracts, and shipment details from global locations to enable more informed decision-making and contract development. Carriers can distribute product, routing, capacity and rate information to forwarders 24/7 in real time, while forwarders can access carrier information and make electronic bookings over the Web or from within their own in-house system.

Activations and Messaging: The Descartes GLN enables electronic communications between forwarders and their trading partners around the globe, including carriers (90+ air, 30+ ocean, 1,600+ ground carriers) and regulatory agencies, such as the Federal Maritime Commission and US Customs and Border Protection.

Global Customs Filing and Compliance: Ensures regulatory requirements are met for international shipments for both international customs agencies and security initiatives.

Contract and Rate Management: Forwarders can more easily manage their global rate-making processes. With the ability to use their own data and format, forwarders can effectively create and manage quoting and contracting procedures.

Transportation Management: Ensures forwarders have much needed control over contract carrier based shipments. Across the entire contracted transportation management lifecycle, Descartes enables forwarders to make better consolidation decisions and streamlines the carrier bid, tendering, settlement, and freight auditing processes to help reduce costs and improve customer service.

Multimodal Track and Trace: Leverages Descartes' extensive network of transportation and logistics services providers to provide forwarders with real-time visibility into shipment status.

Shipment Management: Enables forwarders to offer house-branded, value-added supply chain event management services to customers.

THE DESCARTES DIFFERENCE

Descartes' logistics management solutions combine a multi-modal network, the Descartes Global Logistics Network, with component-based applications to provide messaging services between logistics trading partners, shipment management services for contract carriers and private fleet management services. 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. Our hosted, transactional and packaged solutions deliver repeatable, measurable results and fast time-to-value.

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