



HELPING CUSTOMERS DELIVER™

DESCARTES RESERVATIONS™

DELIGHTING CUSTOMERS

Customers want high levels of delivery service, and performing against these expectations is essential to both customer loyalty and creating competitive advantage. But such service cannot be given without regard to its cost, and the implications vary by account. Basing service levels on customer segmentation enables tailored delivery offerings.

Descartes Reservations is a net-native solution for setting appointments and scheduling deliveries that allows customers to request delivery windows while an optimized appointment booking agent matches available resources and delivery windows. It rationalizes requests, prioritizing customers based on their relative importance, whether measured by sales volume, profitability, class of trade, types of purchases, or any other metric. Based on these business rules, the routing engine then determines an optimized delivery schedule, effectively minimizing route lengths and fuel usage while maintaining desired shipping windows for key customers.

Part of the Descartes Delivery Management Suite™, Descartes Reservations enables companies to make streamlined, customer-focused decisions on routes and reservations at each point from order to delivery. A recognized innovator in delivery management, Descartes has offered market-proven routing and scheduling solutions for over 20 years, and has deployed advanced delivery applications at over 700 companies. Descartes' customers have enjoyed such benefits as a 10% to 20% increase in completed daily deliveries, a 10% drop in fuel consumption, and a 20% improvement in vehicle utilization.

MAXIMIZE SERVICE & PROFITABILITY

Descartes Reservations helps companies maintain customer commitments of one-hour delivery time slots.





DESCARTES RESERVATIONS facilitates online scheduling of pick-ups and deliveries—either self-service or as a decision support tool for customer service agents. It helps companies effectively tailor service to the demands of key customers while achieving internal profitability goals. An effective capable-to-promise engine, it also confirms that requests can be met and locks the appointment.

BENEFITS

Descartes Reservations helps:

- Increase the number of stops per driver.
- Reduce total route distances.
- Restrict inefficient or costly delivery options.
- Tailor service based on account or product importance.
- Enable confirmed delivery windows while customers are online.
- Provide customers delivery options without compromising profit.
- Tailor offerings to reward key customers.

FEATURES

Intelligent reservation agent. Analyzes requests for delivery, order by order. Considers the schedule and presents options for the appointment window, ranked based on a rules engine. Lets customers, or a customer service agent working on their behalf, choose among presented options.

Value-driven prioritization. Employs a variety of criteria to evaluate the assignment of particular shipping windows, including profitability of the account and/or order, availability of the slot in reference to other orders, and customized business rules.

Robust yield management. Includes configuration options to restrict costly delivery options while offering incentives for more beneficial time slots. Lets users reserve preferred shipping windows for the most profitable customers, and automatically close off slots to those of lower priority.

Flexible configuration. Uses distributed architecture for deployment in a variety of manners that can align with a customer's requirements (i.e., as an outward-facing customer service portal, back office support to an online store, or an extension to an internal customer service or scheduling application).

THE DESCARTES DIFFERENCE

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, "book-to-bill" services of 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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