



DESCARTES™

Evolution 2018

Global User & Partner Conference



MARCH 6-8, 2018 | WEST PALM BEACH, FLORIDA

Agenda Preview

www.descartes.com/usergroup

Global User & Partner Conference

Evolution, Descartes' Global User & Partner conference, is the pinnacle event where Descartes customers and partners from around the world get together to network with other Descartes users, meet the Descartes product management team, provide input on Descartes' product development plans, and learn more about Descartes solutions and how to improve their operations.

We are pleased to announce that this year's event theme is *Logistics: The Engine of Ecommerce*.

Please review the 80+ conference sessions in the Agenda Preview on the following pages; we'll continue to provide agenda updates as details are confirmed. Please also visit www.descartes.com/usergroup for additional conference information, including accommodation specifics, sponsorship opportunities, and event details as they become available.

The conference offers attendees an opportunity to:

- Network with other users and share best practices.
- Attend complimentary training sessions to learn how you can get more from your Descartes solutions.
- Learn about the future drivers for success in supply chain and logistics.
- Meet with some of our United by Design alliance partners, see demonstrations and learn how our combined solutions are delivering results for you.
- Hear from leading organizations on how they have leveraged people, process and technology to transform their operations.

Should you have any questions, please email us at usergroup@descartes.com. We look forward to seeing you March 6-8, 2018 at the Hilton West Palm Beach in West Palm Beach, Florida.

Warm Regards,

The Descartes Systems Group

Global User & Partner Conference

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Agenda At-a-Glance

	Monday, March 5	Tuesday, March 6	Wednesday, March 7	Thursday, March 8
7 am				
8 am		Breakfast	Breakfast	Breakfast
9 am		General Session	General Session	Breakout & Roadmap Sessions
10 am				
11 am		Complimentary Training Workshops	Breakout & Roadmap Sessions	
12 pm		Executive Forum	Breakout & Roadmap Sessions	
1 pm	Pre-conference Activities: Networking Event (All Partners & Sponsors) Golf Outing & Boat Cruise (Optional & Open to All)	Lunch	Lunch	Lunch
2 pm		Training/Breakout Super Sessions	Executive Forum	
3 pm				Breakout & Roadmap Sessions
4 pm		Training/Breakout Super Sessions		
5 pm				
6 pm				
7 pm		Dinner & Awards Reception	Technology Fair & Networking Reception	
8 pm				
9 pm				

Please stop by the Innovation Center Desk located near the event Registration Desk to request a one-on-one product demonstration or meeting.

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Registration Desk Hours

The hours of operation for the conference Registration Desk are listed below. Located near the Oceana Ballroom, the Registration Desk serves as a central resource for questions and directions during the event:

- **Monday, March 5:** 3:00 pm – 6:00 pm
- **Tuesday, March 6:** 7:30 am – 5:15 pm
- **Wednesday, March 7:** 7:00 am – 6:00 pm
- **Thursday, March 8:** 7:30 am – 1:30 pm

Optional Pre-conference Events

Conference attendees are encouraged to join us for our optional golf and intracoastal cruise events. Registration for both is part of the online registration process for Evolution 2018. Please register now as space for both events is limited!

Pre-conference Golf: Please join us on Monday, March 5 at the Breakers West Country Club (Fee: US\$50.00). Plan to arrive at the club at 12:00 pm for a shotgun start at 1:00 pm. After our best ball round, golfers are invited to share the day's challenges during the reception that follows. The registration fee includes green fees, light food and beverage at the reception and gifts for the best of the best shots on this award-winning course. Please note that transportation is not included.

Pre-conference Intracoastal Cruise: We encourage conference attendees to join us on Monday, March 5 for a pre-conference intracoastal cruise (Fee: US\$50.00). Meet promptly at 2:15 pm in the lobby of the Hilton West Palm Beach for transfer to the marina and a 3:00 pm departure. Aboard a luxury yacht with state-of-the-art amenities, guests will enjoy scenic views of Delray's Intracoastal Waterway while mingling over hors d'oeuvres during a cocktail reception. We dock at 6:00 pm for return transfer back to the hotel.

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Wi-Fi Information

For your convenience, complimentary Internet access is provided in the event meeting rooms.

To access Wi-Fi in the Hilton conference rooms, use:

- **Network ID: Hilton-Meetings**
- **Password: Descartes2018**

To access Wi-Fi in the Convention Center conference rooms:

- 1. Open a web browser and a splash page will appear.**
- 2. On this page, near the bottom left corner, click the [ACCEPT] tab to connect to Wi-Fi.**

Note: If Wi-Fi is not used within a 20 minute period, it becomes inactive and you will need to click [ACCEPT] again to reconnect.

*Thank you to the Descartes' Global User Group
Steering Committee for their guidance
and input on the program development
for Evolution 2018.*

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Conference Floor Plan

The event space and registration desk are located on the ground level of the Hilton West Palm Beach. Additional conference rooms are located on the ground and second levels of the Palm Beach County Convention Center accessible via a walkway from the hotel.



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Program Track Legend and Descriptions

Sessions are both industry- and solution-focused, and are organized into the following tracks:



Private/Dedicated Fleet

Topical industry presentations, panel discussions, and customer success stories designed to help businesses employing private and/or dedicated fleets gain deeper insight and new perspectives on unleashing the potential of their fleet operations.



Forwarder/Broker & Customs

Topical industry presentations, panel discussions, and customer success stories designed to help freight forwarders, customs brokers and organizations with international shipping operations accelerate supply chain speed in the face of intense competitive pressure, demanding ecommerce requirements and constant regulatory and compliance changes.



Purchased Transportation

Topical industry presentations, panel discussions, and customer success stories designed to help businesses more effectively manage the purchased transportation process across all modes to reduce complexity, improve control and reduce costs.



Global Trade Content

Topical industry presentations, panel discussions, and customer success stories designed to help organizations with international shipping operations increase the informational value of trade data and the productivity of global trade staff to reduce operating costs, improve customs compliance and accelerate supply chain speed.



Ecommerce

Topical industry presentations, panel discussions, and customer success stories designed to help B2C and B2B organizations drive new revenue opportunities, customer service excellence and cost savings out of a more connected supply chain as commerce continues to grow online.

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Session Type Descriptions

User Training Sessions are geared for customers already using Descartes solutions. These application-specific workshops will help you learn how to derive maximum value from the solutions.

1 hour 50 minutes

Roadmap/Peer Group Sessions are developed from customer input provided to Descartes' product management team at previous conferences. These sessions include an overview of solution roadmaps, interactive discussions on future capabilities and peer group topics of interest.

Time varies

Breakout Sessions include in-depth analysis and perspectives on key industry themes. These sessions are open to anyone who would like to enhance their knowledge base and gain insight into critical logistics-related topics.

50 minutes

Breakout Super Sessions provide an overview of Descartes' end-to-end solution vision for that particular track. Super sessions are designed to enhance understanding of the comprehensive solution portfolio Descartes offers in each key business area.

50 minutes

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Global User & Partner Conference

Track Overview

Each program track offers great breadth and depth of session content to help customers be more successful. Please see below for a summary of sessions by track.



Private/Dedicated Fleet

Companies featured in the Private/Dedicated Fleet track include: Art Van Furniture, BC Sands, Best Buy, CINTAS, CORT Business Services, Great Lakes Wine & Spirits, HD Supply, Ideal Supply, Restoration Hardware, Schwan's, Sears, SRS Distribution, The Home Depot and Toyota.

User Training Sessions:

- **Descartes Mobile™ & Descartes wGLN™**

Understand the latest methods to improve tracking and visibility for fleet operations and real-time information exchange throughout last mile distribution processes. Learn about mobile improvements, enhanced connectivity with the Descartes Global Logistics Network, and the latest in peripherals and device types to improve tracking and visibility.

- **Descartes Route Planner™ - Intermediate**

For intermediate users, understand how to use the latest route planning developments and tips/tricks to help you improve solution proficiency. Benefit from all the insights on the improved user interface.

- **Descartes Route Planner™ RS (formerly Roadshow)**

Learn how to leverage the latest functionality for creating master routes, daily route plans and territories using comprehensive routing parameters to fine-tune route planning to meet business and customer needs.

- **Descartes Telematics & Compliance™**

Enhance application proficiency with practical examples and scenarios that demonstrate the latest solution capabilities.

- **Geotab Fleet Compliance Management Solution**

Come with questions as we review the features and benefits of the Geotab fleet compliance management solution, including device and harnesses, self-installation ease and certification, user interface, reporting capabilities, simplified implementation and rollout process, and the partner community for solution add-on capabilities.

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Track Overview

- **Descartes Perform™ for Food**

Learn about the latest options available to integrate mobile proof-of-delivery processes with back-office applications to streamline pre- and post-delivery reconciliation. Walk through practical examples and scenarios that demonstrate the latest enhancements to drive real-time clean invoices, order accuracy and minimal overages, shortages and damages.

- **Descartes Perform™ for Transportation**

Review “What’s New” and learn how to put the latest capabilities to work in your organization. Improve application proficiency with the latest configuration options to help planners, dispatchers, mobile workers, drivers, and more ensure order accuracy and operational efficiency.

- **Descartes Route Planner™ - Advanced**

For advanced users, learn how the latest capabilities (e.g., Descartes Reservations™) can help you improve vehicle route planning by delivering priority service to the most profitable accounts and routes while maintaining customer service objectives.

- **Descartes Route Planner™ On-demand - Intermediate**

In this interactive workshop, learn more about enhanced integration with other solutions (e.g., Descartes wGLN & Descartes Mobile), as well as best practices, tips and shortcuts to improve dispatcher and planner productivity.

- **Descartes WinRoute™**

Learn how to apply the latest route modeling capabilities to analyze route territories, service levels, and delivery routes to develop the most cost-effective transportation strategy for your organization. Functions in the latest application release will be highlighted.

Roadmap/Peer Group Sessions:

- **Descartes Mobile™**

Collaborate on development direction with other users and Descartes’ product management team, and review new capabilities such as single sign on with a corporate identity server, enhanced user interface design for increased usability and configurability, and building optimized routes on the fly.

- **Descartes Perform™ Portfolio**

Collaborate with other users and Descartes’ product management team to discuss capabilities such as enhanced Descartes wGLN™ integration, including payment processing and dispatch, broadened mobile support for Perform-specific capabilities, and integration with Descartes’ routing and scheduling applications.

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Track Overview

- **Descartes Route Planner™**

Meet with other users and Descartes' product management team for a discussion of Descartes Route Planner's faster user interface, support for Google Chrome, the product's new, redesigned user interface planning dashboard, and more.

- **Descartes Route Planner™ On-demand**

Participate in an extended discussion with other users and Descartes' product management team to help set development priorities for future releases and to discuss recent enhancements, such as the ability for drivers to use mobile devices to scan deliveries and build their own workload along with support for historic traffic patterns.

- **Descartes Telematics & Compliance™**

Join the discussion with other users and Descartes' product management team on the latest capabilities for ELD compliance, as well as plans to enhance the application with business intelligence dashboards and reporting.

Breakout Sessions:

- **Art Van Furniture, HD Supply & Ideal Supply Customer Panel: Change Management: Strategies to Create a Culture of Success**

Gaining organization support can be the biggest challenge to successfully implementing and operating a routing solution. Learn how to get buy-in from drivers all the way to the boardroom to create a culture that not only delivers great results today, but constantly challenges for better ones in the future.

- **BC Sands, Sears & SRS Distribution Customer Panel: Unlocking the Full Value of Mobile Solutions**

Customers discuss how they are taking advantage of the full set of capabilities in their mobile solutions to improve delivery performance and enhance customer service.

- **Best Buy, The Home Depot & Restoration Hardware Customer Panel: Uncovering the Business Value of Dynamic Delivery Appointment Booking**

Learn how retailers and distributors are using the ability to dynamically book delivery appointments during the buying process to create a "game changing" customer experience that not only reduces delivery costs, but also increases revenue and creates a competitive service advantage.

- **CINTAS, Schwan's & Toyota Customer Panel: Strategic Route Planning Best Practices to Improve Fleet Productivity & Service**

Strategic route planning can fundamentally improve your fleet's productivity and customer service. Gain a better understanding of the strategies and techniques that can be employed to redefine your fleet's performance, and gain insight into options that could make a significant impact to your business.

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Track Overview

- **CORT Business Services, The Home Depot and Great Lakes Wine & Spirits Customer Panel: Enhancing Driver Productivity: Developing Performance Standards, Monitoring & Managing**

Driver performance is critical to overall delivery success. Learn how to implement performance standards that reflect the behavior you expect, and develop monitoring and reporting programs that allow you to better understand what is happening in the field and to improve the performance of each driver.

- **Fleet Management Benchmark Survey: Strategies, Tactics & Technologies of Industry Leaders**

Descartes surveyed a wide array of companies across the globe that use routing, mobile and telematics solutions to understand what was driving their companies' adoption and overall business success. Gain insight into the differences in the strategies, tactics and technologies used by top fleet performers and the rest of the pack.

- **Descartes End-to-end Vision for Routing, Mobile & Telematics**

Fleet performance is more critical to customer service and supply chain operations than ever. This session covers Descartes' vision for the role routing, mobile and telematics has in making companies more competitive and profitable and better able to manage their drivers.



Forwarder/Broker & Customs

Companies featured in the Forwarder/Broker & Customs track include: The Airforwarders Association (AFA), ANCLA Logistik GmbH (PackAngels), George H. Young, John S. James, mkmarin trade services and Universal Logistics.

User Training Sessions:

- **Descartes Canadian Customs Brokerage™**

Learn more about best practices and the latest capabilities to support a wide range of brokerage, freight forwarding and accounting functions.

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Track Overview

- **Descartes Editrade™ Customs Link**

Improve solution proficiency using the latest capabilities for collecting and preparing data for customs entries, as well as post-entry compliance in the ACE. Learn how to leverage recent developments for EDI, XML and data integration; filing with multiple Partner Government Agencies (PGA) (including Remote Location Filing); tracking filings online; and customizing alerts.

- **Descartes OneView™ Forwarder Enterprise/Customs House Broker/Accounting**

Understand how to leverage the latest capabilities for bookings, security filings and customs entries, shipment and financial management, and more. Learn how these enhancements can help you realize the potential benefits of the Automated Commercial Environment (ACE) as a single window to connect to other agencies within the U.S. government.

- **Descartes Shipment Portal™ and Descartes ForwarderLogic™**

Improve solution proficiency with advanced tips and tricks for managing shipper and forwarder visibility across multiple products. Leverage best practices and the latest functionality for aggregating data from logistics service providers, building dashboard views and centralizing purchase order management.

Roadmap/Peer Group Sessions:

- **Descartes Canadian Customs Brokerage™ & Descartes Forwarder Portal™**

Collaborate with other users and Descartes' product management team on evolving Advanced Trade Data requirements, the Single Window Initiative and enhancements to the web-based user interface modernization project for Descartes Canadian Customs Brokerage. Discuss Descartes Forwarder Portal capabilities such as flexible dashboarding, shipment visibility, alerting and collaboration. Review current integrations with Descartes ForwarderLogic™, Descartes OneView™ and other Descartes customs solutions.

- **Descartes Editrade™ Customs Link**

Join the discussion with other users and Descartes' product management team on enhancements including increased ACE/PGA functionality, enhanced integration, new FDA product code search abilities, additional reporting capabilities and more.

- **Descartes OneView™ Forwarder Enterprise & Descartes OneView™ Customs House Broker**

Join Descartes' product management team and other users to discuss continued support for PGAs, ACE enhancements, recent functional developments and integration opportunities for ocean transportation, contact management capabilities and more.

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Breakout Sessions:

- **George H. Young Case Study: Exploiting Ecommerce Growth**
George H. Young discusses how forwarders and brokers are taking advantage of the growing ecommerce opportunity.
- **Forwarder & Broker Benchmark Survey: Impact of Ecommerce**
Moderated by the Airforwarders Association (AfA)
Join us to discuss our third annual benchmark study that explores current insights from freight forwarders and customs brokers on the impact of ecommerce, regulatory compliance, and macroeconomic trends that are affecting the industry's strategies, tactics and use of technology.
- **John S. James Case Study: Leveraging Global Trade Data**
Learn how John S. James is using Descartes CustomsInfo global trade data in combination with its Descartes OneView enterprise solution to provide new services to import customers.
- **mkmarin trade services & Universal Logistics Customer Panel: The Broker/Forwarder Response to the Ever Changing Ecommerce World**
Ecommerce continues to transform the way that shippers are running their businesses. This session discusses how brokers and forwarders fit and can be successful in this ever-increasing business model.
- **PackAngels Case Study: From 3PL to Highly Successful Ecommerce Fulfillment Company**
Learn how PackAngels is capitalizing on the ecommerce opportunity and achieving impressive growth rates after having transformed its 3PL operations into a successful ecommerce fulfillment business.
- **Update on Global Cargo Security Compliance**
Cargo security continues to become more complex and governments are constantly changing their screening requirements. This session provides a global perspective on the security changes that are underway or coming, and offers recommendations on how they should be addressed.
- **Workshop: Descartes Global Securities Framework for Multimodal Cargo**
Enhance solution proficiency with the latest capabilities for multiparty collaboration to support multimodal cargo security filings while minimizing customs compliance costs, complexities and risks.
- **Descartes End-to-end Vision for Forwarder/Broker & Customs Compliance Solutions**
Forwarders and brokers are facing extreme challenges to their business, yet there are opportunities now presenting themselves to provide differentiated service and better financial performance. Descartes presents its vision for the new model for success for forwarders and brokers.

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Track Overview



Purchased Transportation

Companies featured in the Purchased Transportation track include: American Hotel Register, Banyan, BASF, DynCorp International, Echo Global Logistics, Five Below, Michael Kors, SAP, Schneider Transportation Management and Philips.

User Training Sessions:

- **Best Practices for Descartes Dock Appointment Scheduling™ & Descartes Yard Management™**

Understand the latest features and capabilities to improve visibility into the multiparty processes for managing dock appointments as well as trailer content and movement.

- **Best Practices for Descartes Reporting Services™**

Learn how to leverage recent “Unified Reporting” enhancements to create logistics-oriented reports--across several Descartes solutions--for a department, the enterprise and/or for trading partners.

- **Descartes Transportation Manager™ - Advanced**

For advanced users, understand the latest developments to help drive TMS performance and ensure you use the system to the organization’s best advantage.

- **Descartes Transportation Manager™ - Intermediate**

For intermediate users, enhance solution use to manage the flow of freight, optimize shipments across modes, integrate private fleet/for hire transportation, simplify customs compliance and more.

Roadmap/Peer Group Sessions:

- **Descartes MacroPoint™**

Join other Descartes MacroPoint customers and Descartes product management to discuss development plans and priorities for upcoming releases. This is a great opportunity to provide feedback on the plans and interact with other customers on key product requirements.

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- **Descartes Solutions for Visibility, Dock Appointment Scheduling, Yard Management & Reporting**

Work together with other users and Descartes' product management team to discuss development priorities for upcoming releases, including real-time visibility into transportation moves with integration to MacroPoint, APIs to support integrations with Dock Appointment Scheduling, and large scale report distribution methods with Reporting Services.

- **Descartes Transportation Manager™**

Collaborate with other users and Descartes' product management team on capabilities such as MacroPoint integration, mass import of cost center codes for freight bill auditing, and auto-publishing bill of lading documents in PDF format. We'll also discuss future development priorities such as cubic minimum charge calculation and document upload for loads.

Breakout Sessions:

- **American Hotel Register & DynCorp International Customer Panel: Transportation Management: The Ecommerce Enabler**

This panel session addresses how transportation management is an enabler of ecommerce. Understand the strategies, tactics and technology that B2B and B2C companies are using to better manage their parcel and common carrier shipments.

- **BASF Case Study: Using Real-time Visibility to Drive Supply Chain Excellence**

BASF discusses how it is using real-time visibility to more effectively manage transportation across multiple business units and locations to better serve customers.

- **Banyan, SAP & Descartes Partner Panel on Transportation Management Trends**

This session highlights the successful strategies, tactics and technology use of leading transportation management companies.

- **Covenant Transport Solutions, Echo Global Logistics & Schneider Transportation Management Customer Panel: Freight Broker Perspectives on Real-time Transportation Visibility**

Leading freight brokers discuss how they are using real-time transportation visibility to better manage operations and serve customers. Hear how these companies are leveraging up-to-the-minute carrier information to their advantage. This session is ideal for brokers and all transportation intermediaries.

- **Five Below & Michael Kors Customer Panel: Helping Retail & Distribution Companies Compete Better through Pool Distribution**

Retailers and distribution companies, such as Five Below, are under pressure to deliver faster and for a lower cost. Learn how advanced pool distribution can be instrumental in helping businesses achieve these traditionally conflicting objectives simultaneously by leveraging a network of carriers that are using a common business process and supporting technology.

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- **Introducing Descartes MacroPoint Real-time Transportation Visibility**

Companies are demanding that their transportation providers offer real-time location-based information. Learn how Descartes MacroPoint in combination with the Descartes GLN provides a cloud-based, real-time load visibility platform that empowers transportation brokers, logistics service providers and shippers to better serve their customers and run their transportation operations.

- **Introducing Descartes ShipRush**

Without a comprehensive omnichannel strategy that includes advanced parcel shipping capabilities, ecommerce retailers and SMBs alike can face escalating costs and poor delivery execution that can impact customer satisfaction. Learn how the combination of Descartes ShipRush and the Descartes GLN can help companies streamline their supply chain and reduce transportation costs.

- **Load Matching Using Descartes MacroPoint**

Unlocking trapped transportation capacity represents one of the great opportunities for improving service, reducing transportation spend and avoiding the capacity issues affecting the market. This session demonstrates the new and advanced capabilities coming in Descartes MacroPoint to enable freight brokers, other logistics intermediaries and shippers to take transportation to the next level.

- **Philips Case Study: Standardizing Transportation Processes on a Global Scale**

This session discusses how global companies are standardizing their transportation operations on a worldwide basis.

- **Transportation Management Benchmark Survey: Strategies & Tactics of Top Performers**

Join us to review our second annual transportation benchmark study that dives into the perspectives of shippers and logistics service providers on the growing strategic importance of transportation management, ecommerce and other top trends that are affecting their transportation management strategies, tactics and use of technology.

- **Descartes End-to-end Vision for Transportation Management**

As the pace of business and importance of service increase, the expectations of transportation operations performance are rising. Descartes will explain how the role of transportation management is evolving and how transportation processes and technology are adapting to meet these new requirements.

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Track Overview



Global Trade Content

Companies featured in the Global Trade Content track include: Ernst & Young, Google Hardware & Nest, John S. James, Medtronic, PwC-Canada, Seaboard Marine, Tremco Inc., Vigilant and Yusen.

User Training Sessions:

- **Descartes CustomsInfo™ Manager & Descartes CustomsInfo™ Reference**
Improve solution proficiency using best practices and new capabilities designed to help you enhance research and make better classification determinations.
- **Descartes Datamyne™**
Discover how to leverage highly granular global import/export trade data to monitor commodity volumes and values, explore new markets, discover buyer-seller relationships, refine sourcing strategies and more.
- **Descartes MK Denied Party Screening™**
Enhance solution proficiency with the latest capabilities to screen customers, suppliers and trading partners; tailor risk parameters and flag potential issues for additional due diligence.

Roadmap/Peer Group Sessions:

- **Descartes CustomsInfo™, Descartes MK DPS™ & Descartes Datamyne™ Portfolios**
Understand the latest features and capabilities for these solutions including, for example, expanded coverage on DPS lists, notifications when tagged HS codes are tied to regulations, and offerings for banks, foreign investors and more. Collaborate on new development initiatives such as expanding PGA and global regulatory data, broader multi-language/alphabets for DPS, and review our new country-level offerings in Asia including Philippines imports and export data and more.

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Breakout Sessions:

- **Ernst & Young and PWC-Canada Customer Panel: Navigating and Managing the FTA Landscape**

Duties change regularly, but uncertainty around U.S. trade policy reshaping numerous free trade agreements (FTA) is upping the ante. In the face of possible changes to FTAs, companies must be clear on their duty management strategy to ensure they are taking advantage of trade agreements to reduce duty expenditure, increase cost saving measures and improve competitive positioning.

- **Google Hardware & Nest, PwC-Canada, Tremco and Ernst & Young Customer Panel: Global Import Compliance, Best Practices & Current Trade Regulations**

Importers that understand the flow of goods via key trade lanes can make better sourcing decisions for the required goods and logistics resources they need to run effectively. Learn more about the global trade content strategies and compliance solutions that make a difference to importers' performance.

- **John S. James Case Study: Leveraging Global Trade Data**

Learn how John S. James is using Descartes CustomsInfo global trade data in combination with its Descartes OneView enterprise solution to provide new services to import customers.

- **Medtronic Case Study: Extending the Value of ERP through Global Trade Content**

This customer case study examines how global trade content and classification solutions are adding value to enterprise resource planning (ERP) solutions.

- **Seaboard Marine & Yusen Customer Panel: Actionable Business Intelligence from Import/Export Data**

Customers discuss how they use Descartes Datamyne to derive actionable business intelligence from the solution's comprehensive database of accurate, up-to-date import-export information. By speeding up and simplifying trade data research, companies can better support market research, initiate growth strategies, explore new markets, follow industry trends, benchmark performance, monitor commodity volumes and values, refine sourcing strategies and keep commercial teams fully apprised of the market realities.

- **Tremco Case Study: Best Practices in Restricted Party Screening**

With rapidly changing restricted party lists, companies need to move from slower and less up-to-date methods to dynamic screening. This session covers the strategies and solutions to make restricted party screening a key proactive element of a company's compliance program.

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- **Vigilant Case Study: Impact of Compliance on the Commercial Supply Chain and in the Ecommerce World**

Global trade is the fastest growing segment in ecommerce, but it comes with a set of challenges that can negatively impact customers and their compliance programs. Learn how global trade content can help determine the true cost to international customers and ensure that they are the best partners for your supply chain.

- **Descartes End-to-end Vision for Global Trade Content**

Global trade content is providing the insight to run your supply chain and overall business in ways never imagined. Learn Descartes' vision for global trade content and how it can impact a company's strategies, tactics and supply chain operations.



Ecommerce

Companies featured in the Ecommerce track include: FedEx, NetSuite, Pitney Bowes and ANCLA Logistik GmbH (PackAngels).

- **B2B Collaboration: Powering the Ecommerce Network**

Leading ecommerce companies rely on a network of highly connected trading partners to rapidly and cost effectively react to changing market conditions. Learn how B2B collaboration has grown in its sophistication and importance to ecommerce.

- **Combining Warehouse & Transportation Solutions for Competitive Advantage**

Ecommerce companies are looking for new ways to enable their delivery operations to deliver a superior customer experience and do it cost efficiently. Learn what happens when companies combine warehouse and transportation to change the ecommerce game.

- **FedEx, NetSuite & Pitney Bowes Partner Panel: Ecommerce Trends**

This session highlights the successful strategies, tactics and technology use of leading ecommerce companies.

Global User & Partner Conference

Track Overview

- **Introducing Descartes ShipRush**

Without a comprehensive omnichannel strategy that includes advanced parcel shipping capabilities, ecommerce retailers and SMBs alike can face escalating costs and poor delivery execution that can impact customer satisfaction. Learn how the combination of Descartes ShipRush and the Descartes GLN can help companies streamline their supply chain and reduce transportation costs.

- **Ecommerce Benchmark Survey: Logistics Strategies & Tactics of Top Performers**

This benchmark study of ecommerce companies examines how the top performers around the globe think and act differently toward logistics to create customer differentiation and superior financial performance. Gain insight to the top logistics issues and understand where top performers are placing their priorities.

- **PackAngels Case Study: From 3PL to Highly Successful Ecommerce Fulfillment Company**

Learn how PackAngels is capitalizing on the ecommerce opportunity and achieving impressive growth rates after having transformed its 3PL operations into a successful ecommerce fulfillment business.

- **The Mobile Revolution in Logistics**

Mobility is a critical element of ecommerce and is rapidly evolving and empowering logistics workers. Learn how companies are using mobile technology in the warehouse and for home delivery to make their operations faster and more agile and to enhance the overall customer experience.

- **Descartes Ecommerce Vision: Getting to the Next Level of Performance**

Ecommerce continues to outpace traditional go-to-market approaches and is constantly evolving creating new business opportunities. Learn about the key factors driving ecommerce and how Descartes' recent investments are making a difference in customers' ecommerce operations.

*The theme for Evolution 2018 is
Logistics: The Engine of Ecommerce.*

Global User & Partner Conference

Executive Forum

*Tuesday, March 6, 2018 from 10:45 am – 3:30 pm
All Executive Forum sessions take place in Coral C*

The Executive Forum at Evolution 2018 was created to help senior leaders within Descartes' customer and partner base gain deeper insight into the macroeconomic, political, investment and technological changes shaping the logistics and supply chains for the coming years. We have assembled industry thought leaders and Descartes' senior management for three interactive sessions to discuss the impact of key trends and their potential for growth, disruption and transformation.

Session #1: 10:45 am – 11:45 am

Supply Chain Management: The C-Suite Perspective

Supply chain management is becoming more important to companies' success and into the view of CEOs and CFOs. What about supply chain management is capturing CXO attention? How can supply chain professionals more effectively communicate its value and better align with CXO objectives?

This session will be led by Foster Finley, Managing Director, AlixPartners. Foster leads AlixPartners' supply chain practice and works with CEOs and CFOs from shippers and LSPs to help them transform their operations. He will share insights gleaned from working with numerous CXOs, as well as the topics that are top of mind for them in 2018 and beyond. In addition, Foster will facilitate a discussion with attendees on how they are addressing and exploiting ecommerce developments.



Foster Finley

Session #2: 11:45 am – 12: 45 pm

A 360° View of Ecommerce: Shipper, LSP and Analyst Perspectives

Ecommerce continues to transform industries and supply chains. Manufacturers, retailers, distributors and logistics services providers are constantly adopting new strategies, tactics and technologies to remain competitive. Leveraging the results of the DC Velocity/ARC ecommerce study, this session will examine how different supply chain constituents see continuing ecommerce changes unfolding from their perspective in the supply chain.

Global User & Partner Conference

Executive Forum

This panel session will be moderated by Mitch MacDonald, President & CEO at AGiLE Business Media, publisher of DC Velocity. Participating are senior leaders with significant ecommerce and supply chain experience and insight, including John O'Shaughnessy, Vice President Supply Chain Product Management at Williams-Sonoma; Brian James, Director Price & Analysis at Estes Express Lines; and Steve Banker, Vice President SCM, ARC Advisory Group.



Mitch MacDonald

Lunch: 12:45 pm – 1:30 pm

Session #3: 1:30 pm – 2:30 pm

Technology Game Changers: Investment Hype or Business Reality?

Not since the early 2000s has there been so much attention on technology and its ability to transform supply chain performance. With such a spotlight comes a high degree of conjecture and speculation when it comes to blockchain, drones, big data, ecommerce, etc. What technologies will fundamentally change supply chains and when will this change really happen? How should companies think about technology and where should they make their investments for the next five years?



Adrian Gonzalez

These and other key technology questions will be addressed by Descartes' senior technology leaders Ken Wood, EVP Product Management and Raimond Diederik, EVP Development in a session hosted by Adrian Gonzalez, President of Adelante SCM and host of Talking Logistics. The panelists will discuss the leading technology trends impacting supply chains, their adoption rates and where the greatest returns will be for the next five years.

Open Discussion & Networking Time: 2:30 pm – 3:30 pm

Global User & Partner Conference

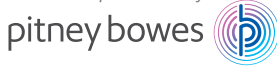
Conference Agenda Day One - Tuesday, March 6

8:00 am - 9:00 am

*Oceana Ballroom, Outdoor
Lawn & Oceana/Coral Foyers*

Breakfast & Sponsor Exhibits Open

Breakfast sponsored by:



9:00 am - 9:30 am

Oceana Ballroom

**Global User Group Steering
Committee Welcome**

*Meet the volunteer members of this year's
Committee as they call the conference to order
and share insights on the impact of ecommerce on
their business environments.*

9:30 am - 10:15 am

Oceana Ballroom

Descartes Vision and Corporate Update

*Presented by Edward J. Ryan,
Chief Executive Officer*

10:15 am - 10:45 am

Oceana & Coral Foyers

Refreshment Break & Sponsor Exhibits

Refreshment Break sponsored by:



10:45 am - 12:30 pm

Track Sessions

Times, locations, & descriptions begin on page 27

12:30 pm - 1:30 pm

*Oceana Ballroom, Outdoor
Lawn & Oceana/Coral Foyers*

Lunch & Sponsor Exhibits

Lunch sponsored by:



Global User & Partner Conference

Conference Agenda Day One - Tuesday, March 6

1:30 pm - 3:15 pm

Track Sessions

Times, locations, & descriptions begin on page 30

3:15 pm - 3:45 pm

Refreshment Break & Sponsor Exhibits

Oceana & Coral Foyers

Refreshment Break sponsored by:



3:45 pm - 5:35 pm

Track Sessions

Times, locations, & descriptions begin on page 33

6:15 pm - 7:00 pm

Welcome Reception / Cocktails

Oceana Foyer

7:00 pm - 9:15 pm

Welcome Dinner / Excellence & Innovation Awards

Oceana Ballroom


Join us for dinner and an awards presentation recognizing this year's Excellence & Innovation Award customer winners.

Welcome Dinner sponsored by:

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Global User & Partner Conference

Track Sessions (Morning) - Tuesday, March 6

Time	Description	Room	Track
10:45 am - 12:30 pm <i>Length: 1 hour 45 minutes</i>	<p>User Training: Descartes Mobile™ & Descartes wGLN™ [Repeated]</p> <p><i>Matt Gruden with Pel Saint-Fort from Descartes:</i> Understand the latest methods to improve tracking and visibility for fleet operations and real-time information exchange throughout last mile distribution processes. Learn about mobile improvements, enhanced connectivity with the Descartes Global Logistics Network, and the latest in peripherals and device types to improve tracking and visibility. This session is repeated on Thursday.</p>	ConvCtr-2C	
10:45 am - 12:30 pm <i>Length: 1 hour 45 minutes</i>	<p>User Training: Descartes Route Planner™ - Intermediate [Repeated]</p> <p><i>Shaki Kodi with Beth Davies and Justin Marshall from Descartes:</i> For intermediate users, understand how to use the latest route planning developments and tips/tricks to help you improve solution proficiency. Benefit from all the insights on the improved user interface. This session is repeated on Thursday.</p>	ConvCtr-2D	
10:45 am - 12:30 pm <i>Length: 1 hour 45 minutes</i>	<p>User Training: Descartes Route Planner™ RS (formerly Roadshow)</p> <p><i>Al de la Vega with Joanne Cochrane from Descartes:</i> Learn how to leverage the latest functionality for creating master routes, daily route plans and territories using comprehensive routing parameters to fine-tune route planning to meet business and customer needs.</p>	ConvCtr-2A	
10:45 am - 12:30 pm <i>Length: 1 hour 45 minutes</i>	<p>User Training: Descartes Telematics & Compliance™</p> <p><i>Jozef Casar from Descartes:</i> Enhance application proficiency with practical examples and scenarios that demonstrate the latest solution capabilities.</p>	Coral B	
10:45 am - 12:30 pm <i>Length: 1 hour 45 minutes</i>	<p>User Training: Geotab Fleet Compliance Management Solution</p> <p><i>Atit Pandya with Tim Reinert from Descartes:</i> Come with questions as we review the features and benefits of the Geotab fleet compliance management solution, including device and harnesses, self-installation ease and certification, user interface, reporting capabilities, simplified implementation and rollout process, and the partner community for solution add-on capabilities.</p>	ConvCtr-2E	

Global User & Partner Conference

Track Sessions (Morning) - Tuesday, March 6

Time	Description	Room	Track
10:45 am - 12:30 pm <i>Length: 1 hour 45 minutes</i>	User Training: Descartes Canadian Customs Brokerage™ <i>Anabela Bekic with Glenn Palanacki, Jim Alemany and Tomasz Jasiewicz from Descartes: Learn more about best practices and the latest capabilities to support a wide range of brokerage, freight forwarding and accounting functions.</i>	Cypress B	
10:45 am - 12:30 pm <i>Length: 1 hour 45 minutes</i>	User Training: Descartes OneView™ Forwarder Enterprise/Customs House Broker/Accounting <i>Sean Huffman with Jeff Eckstein and Tom Kuerbs from Descartes: Understand how to leverage the latest capabilities for bookings, security filings and customs entries, shipment and financial management, and more. Learn how these enhancements can help you realize the potential benefits of the Automated Commercial Environment (ACE) as a single window to connect to other agencies within the U.S. government.</i>	Coral E	
10:45 am - 12:30 pm <i>Length: 1 hour 45 minutes</i>	Workshop: Descartes Global Securities Framework for Multimodal Cargo <i>Scott Sangster with Jos Nuijten and Rob Pedersen from Descartes: Enhance solution proficiency with the latest capabilities for multiparty collaboration to support multimodal cargo security filings while minimizing customs compliance costs, complexities and risks.</i>	Coral A	
10:45 am - 12:30 pm <i>Length: 1 hour 45 minutes</i>	User Training: Best Practices for Descartes Reporting Services™ <i>Satvir Kambo with Ibukun Olayemi and Tod Querengesser from Descartes: Learn how to leverage recent "Unified Reporting" enhancements to create logistics-oriented reports—across several Descartes solutions—for a department, the enterprise and/or for trading partners.</i>	ConvCtr-2F	

Global User & Partner Conference

Track Sessions (Morning) - Tuesday, March 6

Time	Description	Room	Track
10:45 am - 12:30 pm <i>Length: 1 hour 45 minutes</i>	User Training: Descartes Transportation Manager™ - Intermediate <i>Mona McFadden with Mauricio Ruiz from Descartes: For intermediate users, enhance solution use to manage the flow of freight, optimize shipments across modes, integrate private fleet/for hire transportation, simplify customs compliance and more.</i>	ConvCtr-1DE	
10:45 am - 12:30 pm <i>Length: 1 hour 45 minutes</i>	User Training: Descartes CustomsInfo™ Manager & Descartes CustomsInfo™ Reference <i>Preston Barton with Joely Callaway from Descartes: Improve solution proficiency using best practices and new capabilities designed to help you enhance research and make better classification determinations.</i>	Sapodilla	
10:45 am - 12:30 pm <i>Length: 2 hours</i>	BearWare & PCSTrac Steering Committee <i>(By invitation only)</i> <i>Jeff Berichon with David Brown, Chandra Kasakevich, Alex Sampera and Emily Wishard from Descartes</i>	Cypress A	General
10:45 am - 3:30 pm <i>Length: 4 hours 30 minutes</i>	Executive Forum Industry thought leaders and Descartes' senior management lead three interactive sessions to discuss the impact of key trends and their potential for growth, disruption and transformation. See page 23 for full details.	Coral C	General

12:30 pm - 1:30 pm

Oceana Ballroom, Outdoor Lawn & Oceana/Coral Foyers





Lunch & Sponsor Exhibits

Lunch sponsored by:



Global User & Partner Conference

Track Sessions (Afternoon) - Tuesday, March 6

Time	Description	Room	Track
1:30 pm - 3:15 pm <i>Length: 1 hour 45 minutes</i>	<p>User Training: Descartes Perform™ for Food</p> <p><i>Pel Saint-Fort with Gina Fisher and Noeleen Westland from Descartes:</i> Learn about the latest options available to integrate mobile proof-of-delivery processes with back-office applications to streamline pre- and post-delivery reconciliation. Walk through practical examples and scenarios that demonstrate the latest enhancements to drive real-time clean invoices, order accuracy and minimal overages, shortages and damages.</p>	Coral E	
1:30 pm - 3:15 pm <i>Length: 1 hour 45 minutes</i>	<p>User Training: Descartes Perform™ for Transportation</p> <p><i>Tim Reinert with Thom Gallie from Descartes:</i> Review "What's New" and learn how to put the latest capabilities to work in your organization. Improve application proficiency with the latest configuration options to help planners, dispatchers, mobile workers, drivers, and more ensure order accuracy and operational efficiency.</p>	Cypress B	
1:30 pm - 3:15 pm <i>Length: 1 hour 45 minutes</i>	<p>User Training: Descartes Route Planner™ - Advanced</p> <p><i>Justin Marshall with Beth Davies and Satvir Kambo from Descartes:</i> For advanced users, learn how the latest capabilities (e.g., Descartes Reservations™) can help you improve vehicle route planning by delivering priority service to the most profitable accounts and routes while maintaining customer service objectives.</p>	ConvCtr-2D	
1:30 pm - 3:15 pm <i>Length: 1 hour 45 minutes</i>	<p>User Training: Descartes Route Planner™ On-demand - Intermediate [Repeated]</p> <p><i>Joanne Cochrane with Al de la Vega and Marco Sponza from Descartes.</i> In this interactive workshop, learn more about enhanced integration with other solutions (e.g., Descartes wGLN & Descartes Mobile), as well as best practices, tips and shortcuts to improve dispatcher and planner productivity. This session is repeated on Wednesday.</p>	ConvCtr-2C	

Global User & Partner Conference

Track Sessions (Afternoon) - Tuesday, March 6

Time	Description	Room	Track
1:30 pm - 3:15 pm <i>Length: 1 hour 45 minutes</i>	User Training: Descartes WinRoute™ <i>Albert van Roekel with Atit Pandya and Tod Querengesser from Descartes:</i> Learn how to apply the latest route modeling capabilities to analyze route territories, service levels, and delivery routes to develop the most cost-effective transportation strategy for your organization. Functions in the latest application release will be highlighted.	ConvCtr-2E	
1:30 pm - 3:15 pm <i>Length: 1 hour 45 minutes</i>	User Training: Descartes Editrade™ Customs Link <i>Darci Kissinger with Carla Ramirez and Chad Singiser from Descartes:</i> Improve solution proficiency using the latest capabilities for collecting and preparing data for customs entries, as well as post-entry compliance in ACE. Learn how to leverage recent developments for EDI, XML and data integration; filing with multiple Partner Government Agencies (PGA) (including Remote Location Filing); tracking filings online; and customizing alerts.	Coral B	
1:30 pm - 3:15 pm <i>Length: 1 hour 45 minutes</i>	User Training: Descartes Shipment Portal™ and Descartes ForwarderLogic™ <i>Dizhong Liu with Jim Alemany from Descartes:</i> Improve solution proficiency with advanced tips and tricks for managing shipper and forwarder visibility across multiple products. Leverage best practices and the latest functionality for aggregating data from logistics service providers, building dashboard views and centralizing purchase order management.	Sapodilla	
1:30 pm - 3:15 pm <i>Length: 1 hour 45 minutes</i>	User Training: Best Practices for Descartes Dock Appointment Scheduling™ & Descartes Yard Management™ <i>Edo de Ruiter with Henry Yip from Descartes:</i> Understand the latest features and capabilities to improve visibility into the multiparty processes for managing dock appointments as well as trailer content and movement.	ConvCtr-2F	

Global User & Partner Conference

Track Sessions (Afternoon) - Tuesday, March 6

Time	Description	Room	Track
1:30 pm - 3:15 pm <i>Length: 1 hour 45 minutes</i>	User Training: Descartes Transportation Manager™ - Advanced <i>Mona McFadden with Mauricio Ruiz from Descartes: For advanced users, understand the latest developments to help drive TMS performance and ensure you use the system to the organization's best advantage.</i>	ConvCtr-1DE	
1:30 pm - 3:15 pm <i>Length: 1 hour 45 minutes</i>	User Training: Descartes Datamyne™ <i>Enrique Brum with Michel Hernandez and Natalia Cabrera from Descartes: Discover how to leverage highly granular global import/export trade data to monitor commodity volumes and values, explore new markets, discover buyer-seller relationships, refine sourcing strategies and more.</i>	Coral D	
1:30 pm - 3:15 pm <i>Length: 1 hour 45 minutes</i>	User Training: Descartes MK Denied Party Screening™ <i>Sophia Nisha from Descartes: Enhance solution proficiency with the latest capabilities to screen customers, suppliers and trading partners; tailor risk parameters and flag potential issues for additional due diligence.</i>	ConvCtr-2A	
1:30 pm - 3:15 pm <i>Length: 1 hour 45 minutes</i>	BearWare Steering Committee <i>(By invitation only)</i> <i>Jeff Berichon with David Brown and Emily Wishard from Descartes</i>	Cypress A	General
1:30 pm - 3:15 pm <i>Length: 1 hour 45 minutes</i>	PCStrac Steering Committee <i>(By invitation only)</i> <i>Chandra Kasakevich and Alex Sampera from Descartes</i>	Lily	General

3:15 pm - 3:45 pm

Oceana & Coral Foyers





Refreshment Break & Sponsor Exhibits

Refreshment Break sponsored by:



Global User & Partner Conference

Track Sessions (Afternoon) - Tuesday, March 6

Time	Description	Room	Track
3:45 pm - 4:35 pm <i>Length: 50 minutes</i>	<p>Descartes End-to-end Vision for Routing, Mobile & Telematics</p> <p><i>Brad Bradley from Descartes:</i> Fleet performance is more critical to customer service and supply chain operations than ever. This session covers Descartes' vision for the role routing, mobile and telematics has in making companies more competitive and profitable and better able to manage their drivers.</p>	Coral C	
3:45 pm - 4:35 pm <i>Length: 50 minutes</i>	<p>Descartes End-to-end Vision for Forwarder/ Broker & Customs Compliance Solutions</p> <p><i>Glenn Palanacki with Scott Sangster and Eric Bossdorf from Descartes:</i> Forwarders and brokers are facing extreme challenges to their business, yet there are opportunities now presenting themselves to provide differentiated service and better financial performance. Descartes presents its vision for the new model for success for forwarders and brokers.</p>	Coral A	
3:45 pm - 4:35 pm <i>Length: 50 minutes</i>	<p>Descartes End-to-end Vision for Transportation Management</p> <p><i>Ken Wood with Mona McFadden and Alan Dunkerley from Descartes:</i> As the pace of business and importance of service increase, the expectations of transportation operations performance are rising. Descartes will explain how the role of transportation management is evolving and how transportation processes and technology are adapting to meet these new requirements.</p>	Coral B	
4:45 pm - 5:35 pm <i>Length: 50 minutes</i>	<p>Descartes End-to-end Vision for Global Trade Content</p> <p><i>Brendan McCahill and Preston Barton with Joely Callaway from Descartes:</i> Global trade content is providing the insight to run your supply chain and overall business in ways never imagined. Learn Descartes' vision for global trade content and how it can impact a company's strategies, tactics and supply chain operations.</p>	Coral A	

Global User & Partner Conference

Track Sessions (Afternoon) - Tuesday, March 6

Time	Description	Room	Track
4:45 pm - 5:35 pm <i>Length: 50 minutes</i>	<p>Descartes Ecommerce Vision: Getting to the Next Level of Performance</p> <p><i>Gregor Walter with Johannes Panzer from Descartes:</i> Ecommerce continues to outpace traditional go-to-market approaches and is constantly evolving creating new business opportunities. Learn about the key factors driving ecommerce and how Descartes' recent investments are making a difference in customers' ecommerce operations.</p>	Coral B	
4:45 pm - 5:35 pm <i>Length: 50 minutes</i>	<p>Introducing Descartes MacroPoint Real-time Transportation Visibility</p> <p><i>Ben Derin with Dan Cicerchi from Descartes:</i> Companies are demanding that their transportation providers offer real-time location-based information. Learn how Descartes MacroPoint in combination with the Descartes GLN provides a cloud-based, real-time load visibility platform that empowers transportation brokers, logistics service providers and shippers to better serve their customers and run their transportation operations.</p>	Coral C	

We look forward to seeing you at 6:15 pm in the Oceana Foyer for cocktails. The awards will be presented during the Welcome Dinner that follows at 7:00 pm in the Oceana Ballroom. The Welcome Dinner is sponsored by:

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Global User & Partner Conference

Conference Agenda Day Two - Wednesday, March 7

7:30 am - 8:30 am

*Oceana Ballroom, Outdoor
Lawn & Oceana/Coral Foyers*

Breakfast & Sponsor Exhibits Open

Breakfast sponsored by:



8:30 am - 9:10 am

Oceana Ballroom

Descartes Innovation Update

*Presented by Ken Wood, Executive
Vice President, Product Management*

9:10 am - 10:00 am

Keynote Address

*Presented by Mark Holifield, Senior Vice
President, Supply Chain, The Home Depot*
*Mr. Holifield will share insights from The Home Depot's
monumental supply chain transformation in response
to the ongoing impact of ecommerce on the logistics
and supply chain industry. He will highlight some of
The Home Depot's strategies for success in a quickly
changing business and consumer landscape.*

10:00 am - 10:30 am

Oceana & Coral Foyers

Refreshment Break & Sponsor Exhibits

Refreshment Break sponsored by:



10:30 am - 12:30 pm

Track Sessions

Times, locations, & descriptions begin on page 37

12:30 pm - 1:30 pm

*Oceana Ballroom, Outdoor
Lawn & Oceana/Coral Foyers*

Lunch & Sponsor Exhibits

Lunch sponsored by:



Global User & Partner Conference

Conference Agenda Day Two - Wednesday, March 7

1:30 pm - 3:30 pm

Track Sessions

Times, locations, & descriptions begin on page 41

3:30 pm - 4:00 pm

Oceana & Coral Foyers

Refreshment Break & Sponsor Exhibits

Refreshment Break sponsored by:



4:00 pm - 5:50 pm

Track Sessions

Times, locations, & descriptions begin on page 44

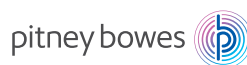
6:30 pm - 8:30 pm

Oceana Ballroom

Technology Fair & Networking Reception





Join us in the Oceana Ballroom for drinks and heavy hors d'oeuvres. Network with Descartes' domain experts as they demonstrate a broad array of Descartes' logistics technology solutions. Speak to our sponsors to discover how their complementary solutions can deliver additional value for your business.

Technology Fair & Networking Reception sponsored by:







Global User & Partner Conference

Track Sessions (Morning) - Wednesday, March 7

Time	Description	Room	Track
10:30 am - 11:20 am <i>Length: 50 minutes</i>	<p>Customer Panel: Enhancing Driver Productivity: Developing Performance Standards, Monitoring & Managing</p> <p><i>Moderator: Tod Querengesser; Customers: Jimish Kothari, VP Supply Chain Management & Logistics, CORT Business Services; Bill Nadeau, Staff Software Engineer, The Home Depot; Lou Grech-Cumbo, EVP of Operations, Great Lakes Wine & Spirits:</i></p> <p>Driver performance is critical to overall delivery success. Learn how to implement performance standards that reflect the behavior you expect, and develop monitoring and reporting programs that allow you to better understand what is happening in the field and to improve the performance of each driver.</p>	Coral B	
10:30 am - 11:30 am <i>Length: 1 hour</i>	<p>Roadmap/Peer Group: Descartes Telematics & Compliance™</p> <p><i>Noeleen Westland with Jozef Casar and Sergio Torres from Descartes:</i> Join the discussion with other users and Descartes' product management team on the latest capabilities for ELD compliance, as well as plans to enhance the application with business intelligence dashboards and reporting.</p>	ConvCtr-2C	
10:30 am - 12:15 pm <i>Length: 1 hour 45 minutes</i>	<p>User Training: Descartes Route Planner™ On-demand - Intermediate [Repeat]</p> <p><i>Joanne Cochrane with Al de la Vega and Marco Sponza from Descartes:</i> In this interactive workshop, learn more about enhanced integration with other solutions (e.g., Descartes wGLN & Descartes Mobile), as well as best practices, tips and shortcuts to improve dispatcher and planner productivity.</p>	ConvCtr-1DE	
10:30 am - 11:20 am <i>Length: 50 minutes</i>	<p>Forwarder & Broker Benchmark Survey: Impact of Ecommerce</p> <p><i>Moderator: Brandon Fried, Executive Director, Airforwarders Association (AFA) with Scott Sangster from Descartes:</i> Join us to discuss our third annual benchmark study that explores current insights from freight forwarders and customs brokers on the impact of ecommerce, regulatory compliance, and macroeconomic trends that are affecting the industry's strategies, tactics and use of technology.</p>	Coral D	

Global User & Partner Conference

Track Sessions (Morning) - Wednesday, March 7

Time	Description	Room	Track
10:30 am - 11:20 am <i>Length: 50 minutes</i>	<p>BASF Case Study: Using Real-Time Visibility to Drive Supply Chain Excellence</p> <p><i>Moderator: Dan Cicerchi from Descartes;</i> <i>Customer: David Bazzetta, Business Advisor - Process Optimization and Bill Wehrle, Director, Supply Chain from BASF:</i> BASF discusses how it is using real-time visibility to more effectively manage transportation across multiple business units and locations to better serve customers.</p>	ConvCtr-2F	
10:30 am - 11:20 am <i>Length: 50 minutes</i>	<p>Customer Panel: Global Import Compliance, Best Practices & Current Trade Regulations</p> <p><i>Moderator: Melissa Harrington from Descartes;</i> <i>Customers: Louise Bohmann, Head of Global Trade Compliance, Google Hardware & Nest; Jaime Seidner, Tax Partner, Indirect Tax, Customs and International Trade, PwC-Canada; Kevin Riddell, Director, International Logistics, Tremco; Dennis Forhart, Executive Director, Ernst & Young:</i> Importers that understand the flow of goods via key trade lanes can make better sourcing decisions for the required goods and logistics resources they need to run effectively. Learn more about the global trade content strategies and compliance solutions that make a difference to importers' performance.</p>	Coral A	
10:30 am - 11:20 am <i>Length: 50 minutes</i>	<p>PackAngels Case Study: From 3PL to Highly Successful Ecommerce Fulfillment Company</p> <p><i>Moderator: Gregor Walter from Descartes;</i> <i>Customer: Christoph Mass, CEO, PackAngels:</i> Learn how PackAngels is capitalizing on the ecommerce opportunity and achieving impressive growth rates after having transformed its 3PL operations into a successful ecommerce fulfillment business.</p>	ConvCtr-2D	 


Global User & Partner Conference

Track Sessions (Morning) - Wednesday, March 7

Time	Description	Room	Track
11:30 am - 12:20 pm <i>Length: 50 minutes</i>	<p>Customer Panel: Strategic Route Planning Best Practices to Improve Fleet Productivity & Service</p> <p><i>Moderator: Eric Malcolm from Descartes; Customers: Monica Sonntag, Project Mgr/Business Support Analyst, CINTAS; Jeff Benjamin, Sr. Director Route Engineering and Execution, Schwan's; Rick Lamb, General Manager of Production Control, Toyota: Strategic route planning can fundamentally improve your fleet's productivity and customer service. Gain a better understanding of the strategies and techniques that can be employed to redefine your fleet's performance, and gain insight into options that could make a significant impact to your business.</i></p>	Coral B	
11:30 am - 12:20 pm <i>Length: 50 minutes</i>	<p>John S. James Case Study: Leveraging Global Trade Data</p> <p><i>Myra Reynolds, Director of Corporate Import Compliance, John S. James: Learn how John S. James is using Descartes CustomsInfo global trade data in combination with its Descartes OneView enterprise solution to provide new services to import customers.</i></p>	Coral E	 
11:30 am - 12:20 pm <i>Length: 50 minutes</i>	<p>Transportation Management Benchmark Survey: Strategies & Tactics of Top Performers</p> <p><i>Chris Jones from Descartes: Join us to review our second annual transportation benchmark study that dives into the perspectives of shippers and logistics service providers on the growing strategic importance of transportation management, ecommerce and other top trends that are affecting their transportation management strategies, tactics and use of technology.</i></p>	Coral D	
11:30 am - 12:20 pm <i>Length: 50 minutes</i>	<p>B2B Collaboration: Powering the Ecommerce Network</p> <p><i>Fred van der Heide with Chris Caouette from Descartes: Leading ecommerce companies rely on a network of highly connected trading partners to rapidly and cost effectively react to changing market conditions. Learn how B2B collaboration has grown in its sophistication and importance to ecommerce.</i></p>	Sapodilla	

Global User & Partner Conference

Track Sessions (Morning) - Wednesday, March 7

Time	Description	Room	Track
11:30 am - 12:20 pm <i>Length: 50 minutes</i>	The Mobile Revolution in Logistics <i>Gregor Walter with Stephanie Redl & Paul Johnson from Descartes: Mobility is a critical element of ecommerce and is rapidly evolving and empowering logistics workers. Learn how companies are using mobile technology in the warehouse and for home delivery to make their operations faster and more agile and to enhance the overall customer experience.</i>	ConvCtr-2D	

12:30 pm - 1:30 pm

*Oceana Ballroom, Outdoor
Lawn & Oceana/Coral Foyers*

Lunch & Sponsor Exhibits

Lunch sponsored by:

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*Please be sure to visit our sponsors in the
Oceana & Coral foyers. Have your Sponsor Passport
stamped and return your completed card to the
Registration Desk for a chance to win a prize!*

Global User & Partner Conference

Track Sessions (Afternoon) - Wednesday, March 7

Time	Description	Room	Track
1:30 pm - 2:20 pm Length: 50 minutes	<p>Customer Panel: Uncovering the Business Value of Dynamic Delivery Appointment Booking</p> <p><i>Moderator: Chad Murphy from Descartes; Customers: Andrew Smith, Associate Manager, Corporate Routing Solutions & OSS, Best Buy; Erin Nickerson, VP Supply Chain Operations, Restoration Hardware; Oliver Marsh, Software Engineering Manager, The Home Depot:</i> Learn how retailers and distributors are using the ability to dynamically book delivery appointments during the buying process to create a “game changing” customer experience that not only reduces delivery costs, but also increases revenue and creates a competitive service advantage.</p>	Coral D	
1:30 pm - 2:20 pm Length: 50 minutes	<p>Load Matching Using Descartes MacroPoint</p> <p><i>Mark Carroll with Dan Cicerchi from Descartes:</i> Unlocking trapped transportation capacity represents one of the great opportunities for improving service, reducing transportation spend and avoiding the capacity issues affecting the market. This session demonstrates the new and advanced capabilities coming in Descartes MacroPoint to enable freight brokers, other logistics intermediaries and shippers to take transportation to the next level.</p>	ConvCtr-2F	
1:30 pm - 2:20 pm Length: 50 minutes	<p>Medtronic Case Study: Extending the Value of ERP through Global Trade Content</p> <p><i>Moderator: Tim Dysarz from Descartes; Customer: Subash Doss, SAP GTS Business Analyst, Medtronic:</i> This customer case study examines how global trade content and classification solutions are adding value to enterprise resource planning (ERP) solutions.</p>	Coral A	
1:30 pm - 2:20 pm Length: 50 minutes	<p>Ecommerce Benchmark Study: Logistics Strategies & Tactics of Top Performers</p> <p><i>Chris Jones from Descartes:</i> This benchmark study of ecommerce companies examines how the top performers around the globe think and act differently toward logistics to create customer differentiation and superior financial performance. Gain insight to the top logistics issues and understand where top performers are placing their priorities.</p>	Coral C	




Global User & Partner Conference

Track Sessions (Afternoon) - Wednesday, March 7

Time	Description	Room	Track
1:30 pm - 2:20 pm <i>Length: 50 minutes</i>	<p>Introducing Descartes' New Customer Support Platform [Repeated]</p> <p><i>Bob Parker with Greg Solak from Descartes:</i> Learn how Descartes is modernizing our Incident Management system for customers worldwide with a next-generation, easy-to-use service desk solution in the cloud! With increased self-service, automation and the best-rated mobile service desk app, the new solution has the functionality and versatility needed to simplify support—and to help us serve you faster and more efficiently.</p>	Coral E	General
2:30 pm - 3:20 pm <i>Length: 50 minutes</i>	<p>Customer Panel: Change Management: Strategies to Create a Culture of Success</p> <p><i>Moderator: Brad Bradley from Descartes;</i> <i>Customers: Rick Lopez, Warehouse Manager, Art Van Furniture; Karen McNamara, Director of Operations, HD Supply; Chris Moon, IT Manager, Ideal Supply:</i> Gaining organization support can be the biggest challenge to successfully implementing and operating a routing solution. Learn how to get buy-in from drivers all the way to the boardroom to create a culture that not only delivers great results today, but constantly challenges for better ones in the future.</p>	Coral E	
2:30 pm - 3:20 pm <i>Length: 50 minutes</i>	<p>Customer Panel: The Broker/Forwarder Response to the Ever Changing Ecommerce World</p> <p><i>Moderator: Glenn Palanacki from Descartes;</i> <i>Customers: Kim Campbell, President, mkmarin trade services; Paul Glionna, Vice President, Operations, Universal Logistics:</i> Ecommerce continues to transform the way that shippers are running their businesses. This session discusses how brokers and forwarders fit and can be successful in this ever-increasing business model.</p>	Coral B	

Global User & Partner Conference

Track Sessions (Afternoon) - Wednesday, March 7

Time	Description	Room	Track
2:30 pm - 3:20 pm <i>Length: 50 minutes</i>	<p>Customer Panel: Transportation Management: The Ecommerce Enabler</p> <p><i>Moderator: Eric Malcolm from Descartes; Customers: Kyle Marx, Director, Global Supply Chain Optimization, American Hotel Register; Jason Champagne, Senior Manager of Global Transportation, DynCorp International:</i> This panel session addresses how transportation management is an enabler of ecommerce. Understand the strategies, tactics and technology that B2B and B2C companies are using to better manage their parcel and common carrier shipments.</p>	ConvCtr-2F	
2:30 pm - 3:20 pm <i>Length: 50 minutes</i>	<p>Vigilant Case Study: Impact of Compliance on the Commercial Supply Chain and in the Ecommerce World</p> <p><i>Moderator: Preston Barton from Descartes; Customers: Derek Abramovitch, VP Business Development, Partner, Vigilant & Joe Burke, Director of Sales and Global Solutions, Vigilant:</i> Global trade is the fastest growing segment in ecommerce, but it comes with a set of challenges that can negatively impact customers and their compliance programs. Learn how global trade content can help determine the true cost to international customers and ensure that they are the best partners for your supply chain.</p>	Coral A	
2:30 pm - 3:20 pm <i>Length: 50 minutes</i>	<p>Partner Panel: FedEx, NetSuite & Pitney Bowes on Ecommerce Trends</p> <p>This session highlights the successful strategies, tactics and technology use of leading ecommerce companies.</p>	Coral C	

3:30 pm - 4:00 pm

Oceana & Coral Foyers

Refreshment Break & Sponsor Exhibits

Refreshment Break sponsored by:



Global User & Partner Conference

Track Sessions (Afternoon) - Wednesday, March 7

Time	Description	Room	Track
4:00 pm - 4:50 pm <i>Length: 50 minutes</i>	<p>Fleet Management Benchmark Survey: Strategies, Tactics & Technologies of Industry Leaders</p> <p><i>James Wee with Chris Jones from Descartes:</i> Descartes surveyed a wide array of companies across the globe that use routing, mobile and telematics solutions to understand what was driving their companies' adoption and overall business success. Gain insight into the differences in the strategies, tactics and technologies used by top fleet performers and the rest of the pack.</p>	Coral E	
4:00 pm - 4:50 pm <i>Length: 50 minutes</i>	<p>Update on Global Cargo Security Compliance</p> <p><i>Jos Nuijten and Rob Pedersen from Descartes:</i> Cargo security continues to become more complex and governments are constantly changing their screening requirements. This session provides a global perspective on the security changes that are underway or coming, and offers recommendations on how they should be addressed.</p>	Coral D	
4:00 pm - 4:50 pm <i>Length: 50 minutes</i>	<p>Philips Case Study: Standardizing Transportation Processes on a Global Scale</p> <p><i>Moderators: Dave Swanson & Edo de Ruiter from Descartes; Customer: Tjalling Schakel, Director Global Transportation, Philips:</i> This session discusses how global companies are standardizing their transportation operations on a worldwide basis.</p>	ConvCtr-2C	
4:00 pm - 4:50 pm <i>Length: 50 minutes</i>	<p>Customer Panel: Freight Broker Perspectives on Real-time Transportation Visibility</p> <p><i>Moderator: Dan Cicerchi from Descartes; Customers: Justin Sachs, Director Operational Excellence, Schneider Transportation Management; Jay Gustafson, Senior Vice President of Carrier Operations, Echo Global Logistics; Paul Newbourne, EVP and Chief Operating Officer, Covenant Transport Solutions:</i> Leading freight brokers discuss how they are using real-time transportation visibility to better manage operations and serve customers. Hear how these companies are leveraging up-to-the-minute carrier information to their advantage. This session is ideal for brokers and all transportation intermediaries.</p>	ConvCtr-2F	 

Global User & Partner Conference

Track Sessions (Afternoon) - Wednesday, March 7

Time	Description	Room	Track
4:00 pm - 4:50 pm <i>Length: 50 minutes</i>	<p>Introducing Descartes ShipRush</p> <p><i>Rafael Zimmeroff with Johannes Panzer from Descartes:</i> Without a comprehensive omnichannel strategy that includes advanced parcel shipping capabilities, ecommerce retailers and SMBs alike can be faced with escalating costs and poor delivery execution that can impact customer satisfaction. Learn how the combination of Descartes ShipRush and the Descartes GLN can help companies streamline their supply chain and reduce transportation costs.</p>	Coral C	 
4:00 pm - 4:50 pm <i>Length: 50 minutes</i>	<p>Customer Panel: Actionable Business Intelligence from Import/Export Data</p> <p><i>Moderator: Brendan McCahill from Descartes; Customers: Armando Varona, Director of Sales and Marketing, Seaboard Marine; Ron Marotta, EVP, Yusen; Brian Jones, International Logistics Manager, Nucor Corporation:</i> Customers discuss how they use Descartes Datamyne to derive actionable business intelligence from the solution's comprehensive database of accurate, up-to-date import-export information. By speeding up and simplifying trade data research, companies can better support market research, initiate growth strategies, explore new markets, follow industry trends, benchmark performance, monitor commodity volumes and values, refine sourcing strategies and keep commercial teams fully apprised of the market realities.</p>	Coral A	
4:00 pm - 4:50 pm <i>Length: 50 minutes</i>	<p>Introducing Descartes' New Customer Support Platform [Repeat]</p> <p><i>Bob Parker with Greg Solak from Descartes:</i> Learn how Descartes is modernizing our Incident Management system for customers worldwide with a next-generation, easy-to-use service desk solution in the cloud! With increased self-service, automation and the best-rated mobile service desk app, the new solution has the functionality and versatility needed to simplify support—and to help us serve you faster and more efficiently.</p>	Coral B	General

Global User & Partner Conference

Track Sessions (Afternoon) - Wednesday, March 7

Time	Description	Room	Track
5:00 pm - 5:50 pm <i>Length: 50 minutes</i>	<p>Customer Panel: Unlocking the Full Value of Mobile Solutions</p> <p><i>Moderator: James Wee from Descartes; Customers: Mark Parsons, Managing Director, BC Sands; Steve Rutkowski, Sr. Director - Logistics Systems, Sears; Kris Hignight, Software Support Analyst, SRS</i></p> <p>Distribution: Through working with hundreds of customers, Descartes has learned key strategies and tactics that help diverse organizations maintain and expand the business value they receive from their routing investments. Gain insight into the operational processes, system management practices, training and collaboration with Descartes that keeps great results coming.</p>	Coral E	
5:00 pm - 5:50 pm <i>Length: 50 minutes</i>	<p>George H. Young Case Study: Exploiting Ecommerce Growth</p> <p><i>Moderator: Glenn Palanacki; Customer: Alan Dewar, Sr. Vice President, George H. Young:</i></p> <p>Customers discuss how forwarders and brokers are taking advantage of the growing ecommerce opportunity.</p>	Coral B	
5:00 pm - 5:50 pm <i>Length: 50 minutes</i>	<p>Customer Panel: Helping Retail & Distribution Companies Compete Better through Pool Distribution</p> <p><i>Moderators: David Brown and Chandra Kasakevich from Descartes; Customers: Gregg Smith, Sr. Director of Asset Protection, Five Below; Matt Cole, Director of Transportation, Five Below; Darlene Krysiak, Director, Domestic Transportation, Michael Kors:</i></p> <p>Retailers and distribution companies are under pressure to deliver faster and for a lower cost. Learn how advanced pool distribution can be instrumental in helping businesses achieve these traditionally conflicting objectives simultaneously by leveraging a network of carriers that are using a common business process and supporting technology.</p>	ConvCtr-2F	

Global User & Partner Conference

Track Sessions (Afternoon) - Wednesday, March 7

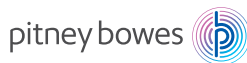
Time	Description	Room	Track
5:00 pm - 5:50 pm <i>Length: 50 minutes</i>	Partner Panel: Banyan, SAP & Descartes on Transportation Management Trends This session highlights the successful strategies, tactics and technology use of leading transportation management companies.	Sapodilla	
5:00 pm - 5:50 pm <i>Length: 50 minutes</i>	Tremco Case Study: Best Practices in Restricted Party Screening <i>Moderator: Sophia Nisha from Descartes; Customer: Kevin Riddell, Director, International Logistics, Tremco:</i> With rapidly changing restricted party lists, companies need to move from slower and less up-to-date methods to dynamic screening. This session covers the strategies and solutions to make restricted party screening a key proactive element of a company's compliance program.	Coral D	
5:00 pm - 5:50 pm <i>Length: 50 minutes</i>	Combining Warehouse & Transportation Solutions for Competitive Advantage <i>Gregor Walter from Descartes:</i> Ecommerce companies are looking for new ways to enable their delivery operations to deliver a superior customer experience and do it cost efficiently. Learn what happens when companies combine warehouse and transportation to change the ecommerce game.	Coral C	

6:30 pm - 8:30 pm

Technology Fair & Networking Reception

Oceana Ballroom

Technology Fair & Networking Reception sponsored by:



Global User & Partner Conference

Conference Agenda Day Three - Thursday, March 8

7:30 am - 8:30 am **Breakfast & Sponsor Exhibits Open**

*Oceana Ballroom, Outdoor
Lawn & Oceana/Coral Foyers*

8:30 am - 12:30 pm **Track Sessions**

Times, locations, & descriptions begin on page 49

12:30 pm - 1:30 pm **Lunch & Sponsor Exhibits**

*Oceana Ballroom, Outdoor
Lawn & Oceana/Coral Foyers*





Lunch sponsored by:



*Thank you for attending Evolution 2018.
If you are a Descartes customer and would like to
speak or have program recommendations for future
events, please contact us at usergroup@descartes.com.*




Global User & Partner Conference

Track Sessions (Morning) - Thursday, March 8

Time	Description	Room	Track
8:30 am - 9:40 am <i>Length: 50 minutes</i>	<p>Roadmap/Peer Group: Descartes Perform™ Portfolio</p> <p><i>Noeleen Westland with Thom Gallie from Descartes: Collaborate with other users and Descartes' product management team to discuss capabilities such as enhanced Descartes wGLN™ integration, including payment processing and dispatch, broadened mobile support for Perform-specific capabilities, and integration with Descartes' routing and scheduling applications.</i></p>	Coral B	
8:30 am - 9:40 am <i>Length: 1 hour 10 minutes</i>	<p>Roadmap/Peer Group: Descartes Route Planner™</p> <p><i>Sergio Torres with Justin Marshall from Descartes: Meet with other users and Descartes' product management team for a discussion of Descartes Route Planner's faster user interface, support for Google Chrome, the product's new, redesigned user interface planning dashboard, and more.</i></p>	ConvCtr-1BC	
8:30 am - 9:40 am <i>Length: 1 hour 10 minutes</i>	<p>Roadmap/Peer Group: Descartes Editrade™ Customs Link</p> <p><i>Darci Kissinger with Chad Singiser and Fany Flores-Pastor from Descartes: Join the discussion with other users and Descartes' product management team on enhancements including increased ACE/PGA functionality, enhanced integration, new FDA product code search abilities, additional reporting capabilities and more.</i></p>	Coral E	
8:30 am - 9:40 am <i>Length: 1 hour 10 minutes</i>	<p>Roadmap/Peer Group: Descartes OneView™ Forwarder Enterprise & Descartes OneView™ Customs House Broker</p> <p><i>Scott Sangster with George Manolis and Tom Kuerbs from Descartes: Join Descartes' product management team and other users to discuss continued support for PGAs, ACE enhancements, recent functional developments and integration opportunities for ocean transportation, contact management capabilities and more.</i></p>	Coral A	

Global User & Partner Conference

Track Sessions (Morning) - Thursday, March 8

Time	Description	Room	Track
<p>8:30 am - 9:40 am</p> <p><i>Length: 1 hour 10 minutes</i></p>	<p>Roadmap/Peer Group: Descartes Transportation Manager™</p> <p><i>Alan Dunkerley with Mauricio Ruiz from Descartes:</i> Collaborate with other users and Descartes' product management team on capabilities such as MacroPoint integration, mass import of cost center codes for freight bill auditing, and auto-publishing bill of lading documents in PDF format. We'll also discuss future development priorities such as cubic minimum charge calculation and document upload for loads.</p>	Coral D	
<p>8:30 am - 9:20 am</p> <p><i>Length: 1 hour 10 minutes</i></p>	<p>Customer Panel: Navigating and Managing the FTA Landscape</p> <p><i>Dennis Forhart, Executive Director, Ernst & Young; Jaime Seidner, Tax Partner, Indirect Tax, Customs and International Trade, PwC Canada:</i> Duties change regularly, but uncertainty around U.S. trade policy reshaping numerous free trade agreements (FTA) is upping the ante in the US and abroad. In the face of possible changes to FTAs, companies must be clear on their duty management strategy to ensure they are taking advantage of trade agreements to reduce duty expenditure, increase cost saving measures and improve competitive positioning.</p>	Sapodilla	
<p>9:50 am - 11:00 am</p> <p><i>Length: 1 hour 10 minutes</i></p>	<p>Roadmap/Peer Group: Descartes Route Planner™ On-demand</p> <p><i>Marco Sponza with Paul Johnson and Sergio Torres from Descartes:</i> Participate in an extended discussion with other users and Descartes' product management team to help set development priorities for future releases and to discuss recent enhancements, such as the ability for drivers to use mobile devices to scan deliveries and build their own workload along with support for historic traffic patterns.</p>	ConvCtr-1BC	




Global User & Partner Conference

Track Sessions (Morning) - Thursday, March 8

Time	Description	Room	Track
9:50 am - 11:35 pm <i>Length: 1 hour 45 minutes</i>	<p>User Training: Descartes Mobile™ & Descartes wGLN™ [Repeat]</p> <p><i>Matt Gruden with Pel Saint-Fort from Descartes:</i> Understand the latest methods to improve tracking and visibility for fleet operations and real-time information exchange throughout last mile distribution processes. Learn about mobile improvements, enhanced connectivity with the Descartes Global Logistics Network, and the latest in peripherals and device types to improve tracking and visibility.</p>	Coral A	
9:50 am - 11:35 pm <i>Length: 1 hour 45 minutes</i>	<p>User Training: Descartes Route Planner™ - Intermediate [Repeat]</p> <p><i>Shaki Kodi with Beth Davies, Justin Marshall and Satvir Kambo from Descartes:</i> For intermediate users, understand how to use the latest route planning developments and tips/tricks to help you improve solution proficiency. Benefit from all the insights on the improved user interface.</p>	Coral E	
9:50 am - 11:00 am <i>Length: 1 hour 10 minutes</i>	<p>Roadmap/Peer Group: Descartes Canadian Customs Brokerage™ & Descartes Shipment Portal™</p> <p><i>Glenn Palanacki and Jim Alemany from Descartes:</i> Collaborate with other users and Descartes' product management team on evolving Advanced Trade Data requirements, the Single Window Initiative and enhancements to the web-based user interface modernization project for Descartes Canadian Customs Brokerage. Discuss Descartes Forwarder Portal capabilities such as flexible dashboarding, shipment visibility, alerting and collaboration. Review current integrations with Descartes ForwarderLogic™, Descartes OneView™ and other Descartes customs solutions.</p>	Coral B	

Global User & Partner Conference

Track Sessions (Morning) - Thursday, March 8

Time	Description	Room	Track
<p>9:50 am - 11:00 am</p> <p><i>Length: 1 hour 10 minutes</i></p>	<p>Roadmap/Peer Group: Descartes Solutions for Visibility, Dock Appointment Scheduling, Yard Management & Reporting</p> <p><i>Henry Yip with Alan Dunkerley from Descartes:</i> Work together with other users and Descartes' product management team to discuss development priorities for upcoming releases, including real-time visibility into transportation moves with integration to MacroPoint, APIs to support integrations with Dock Appointment Scheduling, and large scale report distribution methods with Reporting Services.</p>	Coral D	
<p>9:50 am - 12:20 pm</p> <p><i>Length: 2 hours 30 minutes</i></p>	<p>Roadmap/Peer Group: Descartes CustomsInfo™, Descartes MK DPS™ & Descartes Datamyne™ Portfolios</p> <p><i>Brendan McCahill with Joely Callaway and Sophia Nisha from Descartes:</i> Understand the latest features and capabilities for these solutions including, for example, expanded coverage on DPS lists, notifications when tagged HS codes are tied to regulations, and offerings for banks, foreign investors and more. Collaborate on new development initiatives such as expanding PGA and global regulatory data, broader multi-language/alphabets for DPS, and review our new country-level offerings in Asia including Philippines imports and export data and more.</p>	Sapodilla	
<p>11:10 am - 12:20 pm</p> <p><i>50 minutes</i></p>	<p>Roadmap/Peer Group: Descartes Mobile™</p> <p><i>Mark Levy with Sergio Torres from Descartes:</i> Collaborate on development direction with other users and Descartes' product management team, and review new capabilities such as single sign on with a corporate identity server, enhanced user interface design for increased usability and configurability, and building optimized routes on the fly.</p>	ConvCtr-1BC	

Global User & Partner Conference

Track Sessions (Morning) - Thursday, March 8

Time	Description	Room	Track
11:10 am - 12:20 pm <i>Length: 1 hour 10 minutes</i>	Roadmap/Peer Group: Descartes MacroPoint™ <i>Alan Dunkerley with Pete Currie from Descartes:</i> Join other Descartes MacroPoint customers and Descartes product management to discuss development plans and priorities for upcoming releases. This is a great opportunity to provide feedback on the plans and interact with other customers on key product requirements.	Coral D	

12:30 pm - 1:30 pm

*Oceana Ballroom, Outdoor
Lawn & Oceana/Coral Foyers*

Lunch & Sponsor Exhibits

Lunch sponsored by:



Global User & Partner Conference
March 6-8 | West Palm Beach, Florida

Global User & Partner Conference

Descartes Conference Speakers

Al de la Vega, Senior Solutions Consultant, North America

In his role as Senior Solutions Consultant, Al ensures current and prospective customers receive the highest value possible from their Descartes solutions. Al is also responsible for supporting Descartes' global Value-added Resellers. Prior to joining Descartes, Al worked as Distribution Manager for the Coca-Cola Company.



Alan Dunkerley, Vice President, Product Management

As Vice President of Product Management, Alan guides Descartes' strategy for its suite of transportation management solutions on the Descartes Logistics Technology Platform. Alan focuses on users and their decision support needs in the areas of transportation, purchase order visibility and related events, dock appointment scheduling, yard management and small package shipping. Alan has been a featured speaker on the topic of supply chain optimization for Supply Chain Brain magazine, the Institute for International Research and the Logistics Institute at The Georgia Institute of Technology.



Albert van Roekel, Solutions Consultant

Albert is an experienced solutions consultant with a solid track record of selling and implementing our solutions both in EMEA and worldwide including Descartes WinRoute, Descartes Route Planner, Descartes Route Planner On-demand and Descartes Mobile. He has worked in different roles over the years and has extensive involvement in multiple business areas including lead generation, contract negotiations, presales consultancy, solution implementation and product development. Prior to joining Descartes in 2013, he worked in other solutions consultant positions, as a reseller and served at a number of logistics-intensive companies.



Alex Sampera, Director, Product Management & Business Development

Alex is a vital member of the Descartes Pool Distribution team with roles that span customer management, product strategy and business development. With a background in retail logistics management and software implementation at Urban Outfitters and Technicolor, Alex infuses the customer's perspective and practical insight into the supply chain technology equation.



Global User & Partner Conference

Descartes Conference Speakers

Anabela Bekic, Account Manager, Forwarder & Broker Enterprise Solutions

Anabela joined Descartes in 2010 through the acquisition of Imanet. She brings over 13 years of experience providing applications to the logistics industry and translating customer business requirements into workable software solutions. As a member of Descartes' Sales team she is responsible for key account management in the rapidly evolving Broker & Forwarder space. Anabela is a Certified Customs Specialist (CCS) and holds her Master's degree in Public Administration.



Atit Pandya, Implementation Consultant

Atit is a critical contributor in the successful rollout of Descartes Routing, Mobile and Telematics solutions. He also administers remote and on-site training to ensure that customers derive maximum benefit from the solutions. He previously served as a Systems Consultant at Omnitracs, formerly Roadnet Technologies, where he guided the implementation of Hours of Service (HOS) devices.



Ben Derin, Senior Account Executive

Ben is responsible for consulting with logistics providers and transportation divisions of companies to advise them on how Descartes MacroPoint can be strategically leveraged to increase revenue, and used operationally to reduce costs and increase customer service excellence. With almost a decade in the supply chain visibility space, Ben has worked with over 2,000 division heads and continues to work closely with market-leading logistics companies to implement the Descartes MacroPoint technology.



Bob Parker, Executive Vice President, Customer Support & Client Services

Bob leads our global customer support and client services organization. His teams comprise skilled specialists and customer care representatives throughout North America, Europe and Asia. Bob brings over 20 years of senior management and logistics consulting experience to Descartes.



Brad Bradley, Enterprise Account Manager

Brad focuses on helping his customers get the most out of their solutions including transportation management, dock door scheduling, visibility, trade partner connectivity, route planning, mobile and telematics. His efforts include both tactical day-to-day support with the operations team as well as engagement with the leadership team to think strategically about how to improve overall supply chain and logistics operations.



Global User & Partner Conference

Descartes Conference Speakers

Brendan McCahill, Senior Vice President, Trade Data Content

Brendan has nearly three decades of experience in maritime transportation and international trade. He comes to Descartes after serving as Chief Executive Officer of Datamyne, a leading provider of global market intelligence solutions based on government-sourced information detailing ocean import and export shipments. Prior to helping to spearhead Datamyne, Brendan served as the President of PIERS and fulfilled other leadership roles throughout the transportation industry since 1979.



Carla Ramirez, Support Representative

Carla has a deep understanding of Customs and Border Protection (CBP) regulations and is pivotal to helping Descartes' clients keep pace with the continued transition to the Automated Commercial Environment (ACE) through technology. From managing implementations, explaining customs procedures, to training, Carla's years of experience help to ensure that customers are maximizing their use of the Descartes Broker & Forwarder Enterprise Systems offerings.



Chad Murphy, Vice President, Professional Services

Chad leads Descartes' North American Professional Services organization, helping our customers implement Descartes solutions. Chad has over 20 years of experience delivering logistics software to companies across a variety of industries. His team of project managers and implementation consultants deliver effective solutions that enable customers to achieve their business goals, improve efficiency and increase profitability.



Chad Singiser, Account Executive

Chad is responsible for new business generation and account management with an emphasis on Descartes' Customs Compliance & Global Trade Content solutions and Broker & Forwarder Enterprise Systems. Chad brings years of experience in international trade and logistics to Descartes.



Global User & Partner Conference

Descartes Conference Speakers

Chandra Kasakevich, Senior Vice President, Product Management, Specialty Retail

A primary driver for the Descartes PCSTrac solution, Chandra is focused on strategic product development and the creation of applications to solve business needs in retail distribution. With many years of leadership experience ranging from start-ups to Fortune 100 companies, Chandra has been vital to expanding the reach and functionality of the Descartes PCSTrac solution, which is critical to national retailers and pool providers across North America. She has been a featured speaker several times at Retail Industry Leaders Association (RILA) and has been featured in articles in Chain Store Age, Inbound Logistics and the Philadelphia Business Journal.



Chris Caouette, Vice President, Sales, Global Logistics Network

As Vice President of Sales, Chris helps to lead business development for Descartes B2B and order management solutions. With over 25 years of experience as an entrepreneur and executive in the ecommerce and supply chain industry, Chris has held various positions including EVP of Sales & Marketing at GlobalWare Solutions, CEO of Internal Matters, and Director of Sales at E2open. Chris has been a featured speaker at the InsideView Marketing 2.0 forum and authored a global ecommerce white paper titled "Navigating the Lucrative Waters of International Ecommerce".



Chris Jones, Executive Vice President, Marketing & Services

As Executive Vice President, Marketing and Services, Chris is primarily responsible for Descartes' marketing and professional services organizations. With over 30 years of experience in the supply chain market, Chris has held a variety of senior management positions including Senior Vice President at The Aberdeen Group's Value Chain Research practice, Executive Vice President of Marketing and Corporate Development for SynQuest, Vice President and Research Director for Enterprise Resource Planning Solutions at The Gartner Group, and Associate Director Operations & Technology at Kraft General Foods.



Chris Varney, Vice President, Global Alliances & Channels

Chris leads Descartes' Global Alliances and Channels United by Design partner program. The United by Design partner framework enables collaboration between Descartes and its strategic partners. Chris is focused on developing a broad partner-based ecosystem to better serve logistics-intensive organizations. With more than 20 years of experience, Chris has held several senior management positions at software and technology-focused companies.



Global User & Partner Conference

Descartes Conference Speakers

Dan Cicerchi, Vice President, Commercial Operations

Dan Cicerchi is the Vice President of Descartes MacroPoint, the market leader in real-time freight visibility. He has been recognized for his work in the logistics technology space and is one of the founders of MacroPoint. Dan brings over 20 years of technology experience and, along with his leadership team, is responsible for the ongoing growth of the platform globally. He has been a featured speaker and panelist on the topics of innovation and real-time supply chain visibility for a number of industry outlets and forums.



Darci Kissinger, Product Manager

Darci is the Product Manager for Descartes Editrade Customs Link. She previously held the position of Compliance Solutions Analyst and was also a member of the customer support team. Darci is involved with analyzing the Automated Commercial Environment (ACE) migration and is responsible for business solutions to expand data integration. She is a Licensed Customs Broker with years of experience in the trade and logistics industry.



Dave Swanson, Senior Solutions Consultant

With years of rapidly identifying business problems, Dave delivers high-value decision making, value chain, business process and logistics technology-enabled solutions. He has a unique background bringing innovative solutions to market including voice recognition, analytics and more. His tenures at SAS Institute, Caterpillar and others underscore 30+ years of operational, industry and solution experience.



David N. Brown, Vice President, Product Management

David is responsible for driving new business for the Descartes Pool Distribution solution. He brings many years of operations management in pool distribution and six years of software support to the business, and adds immeasurable value to Descartes.



Global User & Partner Conference

Descartes Conference Speakers

Dizhong Liu, Customer Support Representative

Dizhong joined Descartes in 2009 and is responsible for promoting, implementing and supporting a range of solutions in the Descartes Forwarder & Broker Enterprise Systems Suite and integrated products including Descartes Rate Builder, Descartes GLN messaging services (PO, ocean and air), and more. Dizhong has been working closely with the forwarding and customs brokerage community for many years to help improve the interaction between businesses and technology.



Edo de Ruiter, Solutions Consultant

Edo has a keen interest combining logistics and technology with a commitment to action-oriented results. In his previous roles at Acer Computers and LG Electronics, he helped to manage multimodal transport globally and roll out a demand fulfillment initiative across EMEA. In his current role, Edo helps customers maximize their use of Descartes Dock Appointment Scheduling, Descartes Yard Management, Descartes Order Express, Descartes Transportation Management solutions and more.



Edward J. Ryan, Chief Executive Officer

As Chief Executive Officer, Mr. Ryan is responsible for guiding Descartes' executive management team, providing strategic direction for the company and leading Descartes' corporate development initiatives. Mr. Ryan has been involved in logistics and transportation for almost his entire professional career, first joining Descartes in 2000 following Descartes' acquisition of E-Transport's ocean network. Mr. Ryan's experience in serving carriers, logistics intermediaries and shippers has given him a keen understanding of the people, companies and processes involved in moving goods and facilitating commerce in today's economy. Mr. Ryan is based in Philadelphia and he also serves on Descartes' Board of Directors.



Elisabeth Davies, Senior Software Engineer

Beth is a vital member of the Descartes Route Planner engineering team. Her area of expertise is the optimizer engine that is at the core of Descartes Route Planner. She is also responsible for the background optimizer, a component of the solution. Beth collaborates with the implementation teams and helps customers meet their business objectives.



Global User & Partner Conference

Descartes Conference Speakers

Emily Wishard, Manager, Client Services

As Manager of Client Services, Emily provides product strategy for clients of Descartes Pool Distribution (formerly BearWare) suite. Experienced in all aspects of specialty retail transportation, she understands the complexity of transportation networks, the challenges specialty retailers encounter in building their network and the need for accurate and timely visibility. Emily comes to Descartes from specialty retail, bringing years of experience to assist clients in building their pool network visibility.



Enrique Brum, Vice President, Sales

As Vice President of Sales, Enrique is responsible for sales in the US, Asia and Mexico. With over 25 years of entrepreneurial experience, Enrique was the co-founder of Urunet (Uruguay), Mercosur On Line (Argentina) and founder of Datamyne (USA). He brings his expertise in pioneering trade data-driven business intelligence and content for the import-export and maritime sectors to his role as leader of the Descartes Datamyne sales team, helping in the company's product development and market development initiatives.



Eric Bossdorf, Vice President, Global Logistics Network Sales, Eastern U.S.

Eric is responsible for sales and account management for Descartes' customers in the transportation and logistics segment in the Eastern U.S. and Canada. With experience in international logistics and solutions, Eric's industry and technology knowledge has aided in the development of new Descartes services and solutions.



Eric Malcolm, Sales Executive

Eric began his career working for a global transportation technology company, and since has gained a wealth of functional expertise in transportation/logistics technology and a big picture view of business for companies in this space. With his experience and insight, Eric is adept at clearly understanding client needs or business problems and skilled at associating the systems and/or solution options that can add the most value to customers. Eric holds an MBA from Emory University.



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Descartes Conference Speakers

Fany Flores-Pastor, Director, R&D Compliance Solutions

Fany serves as the primary operational and development driver behind Descartes Editrade, Descartes Canadian Customs Brokerage (for ITMR4) and international trade management web solutions. In addition, Fany is an industry thought leader and serves as U.S. Customs and Border Protection's (CBP) Trade Support Network (TSN), Trade Ambassador and Technical Advisory Group member. Fany has participated in multiple Automated Commercial Environment (ACE) and Partner Government Agency (PGA) working groups. She is currently actively participating in several COAC working groups, including the Emerging Technologies and Drawback (TFTEA) working groups.



Fred van der Heide, Vice President, Product Strategy

Fred brings many years of B2B ecommerce experience to Descartes where he is responsible for product strategy and onboarding new customers in the networks and retail arena. He is responsible for creating and implementing a comprehensive product strategy around the globe, as well as enhancing and delivering our services portfolio. With more than 20 years of practice in the sales, marketing and delivery of technology services, Fred brings a breadth of experience in technology strategy, planning and engineering along with management of enterprise applications and Internet-based commerce systems. Before Descartes, Fred founded and owned his own B2B ecommerce company, focused at sustainably facilitating and optimizing B2B integration processes, technically and in organizational terms.



George Manolis, Vice President, Broker & Forwarder Solutions

George serves as the key operational driver behind Descartes OneView, part of the Broker & Forwarder Enterprise Systems solution suite. His in-depth industry knowledge and sophisticated understanding of supply chain intricacies help to ensure that operations run seamlessly.



Gina Fisher, Manager, Professional Services

Gina is the practice manager for the Descartes Perform portfolio of products. She manages a team of specialists who ensure the successful implementation of Descartes products. In addition to leading the practice, Gina works closely with prospective, new and current customers to identify requirements that streamline operations. An early proponent of mobile applications, Gina led teams in designing and developing cross-platform mobile applications. She has extensive experience delivering complex and highly visible software development and integration projects with geographically dispersed stakeholders and large teams of developers.



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Glenn Palanacki, Director, Product Strategy

Glenn is responsible for delivering and executing on business growth strategies, including product management and sales enablement functions. His function lies between the product development and sales organization and helps ensure Descartes is targeting the right markets with the right solutions and is well positioned against competitors as the market leader in logistics technology. He has the unique experience of functioning as an integral part of the entire Application Lifecycle Management process, beginning with product strategy and roadmap, technical analysis and development support; quality assurance; customer implementation and support.



Greg Solak, Vice President, Mobile Client Services

Joining Descartes as part of the Airclic acquisition in 2014, Greg brings substantial customer relationship experience to the team. He has an in-depth understanding of how mobile devices fit into the larger logistics picture, and how to help customers maximize utility from mobile-enabled technology. Greg spearheads a team of support representatives that deliver world-class service supporting Descartes' client base worldwide.



Gregor Walter, Vice President, Product Strategy, Ecommerce

Gregor helps provide high-level direction for Descartes Ecommerce portfolio worldwide. He helps to develop commercial options, shape integration planning, collaborate with multiple teams, create value narratives and more. In his previous role as Vice President of Product Management, Gregor helped guide Descartes' strategy for its suite of ecommerce WMS and fulfilment solutions in the German and European market. Gregor founded the product *pixi in cooperation with Peter Klofutar in 2000, and is known in the German ecommerce community for his creativity and sense for smart ecommerce innovations.



Henry Yip, Director, Client Services

Henry is responsible for the integration of product solutions, including visibility, dock appointment scheduling, yard management, transportation management and route planner solutions for North American clients. He engages customers at the technical presales stage, with implementation services, and then sees the solution delivered to the customer and handed over to support.



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Descartes Conference Speakers

Ibukun Olayemi, Senior Implementation Consultant

Ibukun is responsible for the implementation of transportation management, routing and scheduling solutions such as Descartes Transportation Manager, Descartes Visibility & Event Management, Descartes Dock Appointment Scheduling, Descartes Yard Management and Descartes Route Planner for North American clients. Ibukun supports solution design and setup, engages customers with implementation services, and ensures successful solution delivery and a smooth hand-off to Descartes customer support.



James Wee, Vice President, Sales

As Vice President of Sales, James is responsible for U.S. revenue growth for Descartes in the manufacturing, distribution and retail sectors. He is a seasoned executive with over 20 years' experience in the enterprise software, mobile technology and wireless network industries and has held key leadership positions with emerging and blue-chip companies including Airclit, SkyTel, SBC Communications (now AT&T), Tenfold Corporation and the SK Group. James is the former CEO of SkyZone, the US mobile applications business unit for the SK Group, a Fortune Global 500 company with revenues over US\$100 billion. He is also a board director at 12+, a non-profit enterprise focused on post-secondary education access for students in at-risk areas in the city of Philadelphia.



Jeff Eckstein, Implementation Manager

In his role, Jeff works with both new and existing customers to ensure they successfully deploy Descartes OneView solutions. Jeff has years of experience running the operational modules for some of Descartes' largest clients. In his current role, he ensures that new and existing customers understand the full range of the software suite's capabilities, and that applications are expertly tailored to their unique business requirements.



Jim Alemany, Director, Logistics Execution Solutions

Jim guides the development of Descartes' logistics execution solutions, including several forwarder back-office and shipper collaboration platforms. In addition, Jim oversees including rate and contract management solutions for ocean carriers, Non-Vessel Operating Common Carriers (NVOCCs) and forwarders. A veteran of the high-tech world, Jim has held a variety of positions in marketing, development and product management over the past 20 years.



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Joanne Cochrane, Implementation Consultant

Joanne joined Descartes in 2001 as a member of the Professional Services team. Joanne works primarily with routing, scheduling and mobile products. Her 20+ years in the transportation and logistics industry is an asset during implementations. Joanne is responsible for training, implementation and solution design. She offers specialized expertise in global supply chain management combined with extensive practical experience helping multinational companies implement Descartes' solutions.



Johannes Panzer, Head of Marketing, DACH

As Head of Marketing DACH, Johannes Panzer, is responsible for establishing Descartes solutions set within the German speaking market. With over 11 years of industry focus, Johannes is known as a domain expert for ecommerce and warehouse management and is a central player to help develop the marketing strategy for positioning Descartes' Ecommerce solutions globally. As a certified product owner, he has fundamental knowledge in agile project management with 2 years leading our product management group in Germany.



Jos Nuijten, Vice President, Network Integration Strategy

Jos has over 35 years of experience in both IT and logistics. Jos began his career in the IT department of a Forwarding and Customs Broker company, moved to a Logistics Software house and joined the exciting world of Communication and Collaboration Networks 25 years ago. Jos is participating in various IATA Working Groups (eCargo, Cargo Digital Connectivity, One Record and Piece Level Tracking) and in the EU ICS-2 Shared Trader Interface Working Group. His current position is in Descartes' Product Strategy team focusing on Advance Cargo Information (ACI) Programs and Air products.



Jozef Casar, Director, Service - Telematics

Jozef has many years of experience in the telematics field and is primarily responsible for the implementation of Descartes Telematics solutions in North America. He has successfully managed projects in Asia, Europe, North and South America including day-to-day operations, installations and technical support. Jozef also works closely with customers to improve the overall products and create new features tailored to specific industry requirements.



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Justin Marshall, Application Architect

Justin has been with Descartes for over a decade. With over eight years in professional services specializing in large complex deployments, Justin works in the specialization and optimization of enterprise-class systems. Justin holds a post-graduate degree in server administration from Lambton College, and also has several IT certifications from Cisco, Microsoft and CompTia including CCNA, MCSA, Security+, and IT Project+.



Ken Wood, Executive Vice President, Product Management

Ken has worked with leading supply chain software providers such as CAPS Logistics, i2 and Centricity in development, consulting and product management roles. As Executive Vice President, Ken defines Descartes' product strategy, develops roadmaps and works with all aspects of product delivery. Ken draws upon a wealth of experience in supply chain management software, transportation management, routing, scheduling and supply chain planning.



Kjartan Ouwerkerk, Manager, Education and Training

Kjartan leads the development and delivery of Descartes' Education and Training program course materials to help customers address logistics challenges using Descartes' solutions. As an experienced consultant, he also advises clients on solutions that will improve operations and implementation best practices. Kjartan worked for Descartes Europe before joining our North American team in 2011.



Lee Karlinsky, Senior Vice President, Emerging Markets

In his role, Lee has management responsibility for Descartes' emerging markets region, including Australia, New Zealand, Mexico, Central America, South America, Southern Africa and Japan. In addition, Lee works with some of Descartes strategic multinational customers to help them improve operations through better utilization of logistics optimization and execution technology. As part of the Descartes team since 2001, Lee's industry domain knowledge has played a key role in the expansion of Descartes' target markets and channel initiatives. Lee holds a Bachelor of Science in Industrial Engineering from the University of Miami and a Master of Science in Industrial and Systems Engineering from the University of Florida.



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Marco Sponza, Product Manager, Product Management

Marco is the Product Manager for Descartes Route Planner On-demand after previously serving as a senior member of the Descartes' Professional Service team and playing an integral role in some of Descartes' largest implementations to date. With many years of experience in delivering logistics software and in technical support, Marco brings significant knowledge and expertise to help define and expand the Descartes Route Planner On-demand solution. Marco joined the company in 2006 through Descartes' acquisition of Toronto-based Cube Route, a company that provided managed logistics services to route and track delivery fleets, and the predecessor to the On-demand solution.



Mark Carroll, Director, Product Strategy

As Director of Product Strategy for Descartes MacroPoint, Mark focuses on bringing innovative offerings to the product suite. Over the past year, Mark's focus has been on the development of a Capacity Matching system that brings a new level of data-driven decision making to the sourcing process. Prior to working for Descartes MacroPoint, he held leadership roles at two growth-stage logistics providers where his primary focus was capacity sourcing. Mark hopes his experience will help to shape not only a great product but the industry itself.



Mark Levy, Product Manager

Mark helps to drive product management for Descartes Mobile solutions with a focus on the Descartes Perform suite of products. His expertise stems from his close engagement both with customers and engineering teams to develop world-class logistics applications. Previously, Mark was a lead software engineer in the development of mobile logistics and financial applications for companies such as UPS, Charles Schwab and US Foods.



Matt Gruden, Implementation Consultant

Matt specializes in large scale Descartes Route Planner deployments that require dedicated implementation support and detailed technical training. With core competencies that include focused problem resolution, meticulous quality assurance testing, cross-systems integration as well as user training, Matt adds substantial value to the Descartes Professional Service team.



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Mauricio Ruiz, Senior Implementation Consultant

Mauricio is responsible for Descartes Transportation Manager, Carrier Portal and Order Express products. Over the last 15 years, Mauricio has been involved in the implementation of Descartes Transportation Manager and grown to become the product manager for these products. Due to the experience gathered as part of the Professional Services team, he has been able to add that knowledge to our application delivery cycle from strategy planning, development, quality assurance, implementation and customer support.



Melissa Harrington, Sales Director, Content Business

Melissa has 20 years of consulting and industry experience, specializing in international trade as it relates to both imports into the United States and Canada, as well as U.S. export regulations. She has managed and led several engagements for PricewaterhouseCoopers (PWC), where she worked for 10 years. In her most recent role, she was the Customs Compliance Manager for Samsung Electronics America before joining CustomsInfo, now part of Descartes.



Michel Hernandez, Business Intelligence Applications Manager

Michel is fundamental to the Descartes Datamyne Market Insight solution, bringing a deep understanding of deriving business intelligence from import and export data. Prior to joining Descartes Datamyne, he served in a broad range of positions in the trade data industry from development to trade data management. Michel holds a Master of Science in Information Systems from Florida International University.



Mona McFadden, Senior Solutions Consultant

Mona is an experienced Solutions Consultant with a broad background in global logistics, transportation management, supply chain visibility, supply chain planning and software product management. Mona started her career as a transportation coordinator and logistics analyst. After working with and analyzing many software systems, she decided to join the industry to help improve the solutions offered to the marketplace and to enable more companies to improve their global supply chains and transportation networks. Mona has helped many organizations achieve these goals while working with several technology companies prior to joining Descartes, including i2, RedPrairie and GT Nexus. Mona holds an MBA in Logistics from the University of Tennessee and a Bachelor of Science in Business Logistics from Pennsylvania State University.



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Natalia Cabrera, Business Development Manager

As a team leader, Ms. Cabrera draws from more than a decade of experience in both import/export and subscription-based data services for the trade and transport sectors. Instrumental in developing Descartes Datamyne contractual procedures and implementing rigorous quality controls, she is currently responsible for monitoring content, configuration, compliance and delivery of information to maritime and commercial clients.



Noeleen Westland, Vice President, Product Management

Joining Descartes in 2014 through its acquisition of Airclit, Noeleen brings many years of experience in mobile-based logistics solutions to the organization. She helps define and expand the Descartes Perform and Descartes Telematics & Compliance solutions to help address expanding sales and key markets in mobility and mobile supply chain solutions.



Paul Johnson, Vice President, Global Solutions Consulting

Paul leads Descartes' global solutions consulting team. He plays a key role in understanding value, detailing critical requirements, solution design and the implementation planning cycle prior to sale. Paul's team ensures a smooth transition from presales to a successful solution implementation that delivers on the identified value. Paul loves a tough problem to solve and has a diverse background with experience managing business transformations, complex technology projects, and an Army Field Artillery Battery. He has worked for the Fortune 100 with General Electric and J&J, as well as for small entrepreneurial ventures. Paul has a Bachelor of Science in Systems Engineering and Management from the U.S. Military Academy (USMA) at West Point.



Pel Saint-Fort, Senior Solutions Consultant

Pel joined Descartes through the acquisition of Airclit in 2014, and brings many years of expertise in workforce automation and a strong technical background to the Descartes team. His expanded knowledge of the food service space has allowed him to lead the deployment of the Descartes Perform solution for Gordon Food, U.S. Foods as well as many other customers in the food service industry.



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Pete Currie, Manager, Implementation Services

As Manager of Implementation Services for Descartes MacroPoint, Pete is primarily responsible for directing the technical integration projects for customers who want to maximize the value of their software solutions. With over 15 years of experience of delivering software and process solutions to the supply chain and logistics industry, Pete has held a variety of senior technical positions including Solution Architect and Product Manager at Trimble.



Preston Barton, Vice President, Sales, Content Business

Preston has been part of the Global Trade Content and compliance software business since 2011, and is responsible for North American sales of Descartes' Customs Info and MK Data Services product lines. He has many years of software sales experience, previously working for organizations such as Infor and Element K.



Rafael Zimmeroff, Vice President, Product Management

Raf is the primary architect driving the Descartes ShipRush solution. He has been developing technology that automates small business shipping for 20+ years. His many years of experience in web application lifecycle development coupled with his keen insight in parcel shipping, ecommerce and accounting have led to the rise of the Descartes ShipRush solution used by thousands of SMBs.



Raimond Diederik, Executive Vice President, Information Services

As Executive Vice President, Information Services, Raimond is responsible for research and development, IT operations and information security for Descartes. Raimond has over 25 years of experience managing logistics information systems and has played a key role at Descartes since joining the organization in 1993. Prior to joining Descartes, Raimond worked as an Infrastructure Consultant with the Research & Development group of P&O Nedlloyd's Information Technology Division.



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Rob Pedersen, Director, Product Management, Global Security Filing Solutions

Rob has been with Descartes since 2006 in a number of roles and is currently Director, Product Management, Global Security Filing Solutions. He has been the voice of client outreach and the subject matter expert for a range of customs compliance and security filing requirements and the Descartes solutions developed to meet those needs. He has implemented accounts, trained global users and provided executive support for clients in all modes.



Satvir Kambo, Implementation Consultant

As an Implementation Consultant, Satvir is responsible for the successful deployment of Descartes' transportation management, routing and scheduling solutions throughout North America. His solid engineering background and ability to solve problems through creative thinking have been instrumental to the development of solutions to match customer requirements. Satvir holds a Bachelor's degree in Engineering, which helps add technical perspective to his decision making.



Scott Pagan, President & Chief Operating Officer

As President and Chief Operating Officer, Scott oversees Descartes' operations. This includes Descartes' research and development activities, Global Logistics Network service delivery, implementation and activation services, corporate development initiatives, corporate communication strategies, and legal and administrative functions. Scott previously served as the company's Chief Corporate Officer and Corporate Secretary. Prior to joining Descartes in May 2000, Scott worked in a private law practice in Southern Ontario, where he specialized in corporate and intellectual property law. He was a finalist in the Lexpert 2006 Top Lawyers and General Counsel under 40 and in the 2011 Canadian General Counsel Awards Business Achievement category.



Scott Sangster, Vice President, Global Logistics Network

Scott is the Vice President of Sales in Western North America for Descartes' logistics service provider (LSP) customers and also acts as the global strategic account manager for many international accounts. Scott has worked with the Descartes GLN solution suite for over 20 years and his experience in technology and logistics has added value in the development and deployment of new Descartes services and solutions.



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Sean Huffman, Director, Broker & Forwarder Enterprise System Support & Client Services

Sean leads customer support and client services in North America for Descartes Broker & Forwarder Enterprise Systems. He plays a key role in operational decision-making, manages a team of skilled technical support professionals and more to help ensure excellence.



Sergio Torres, Vice President, Product Management

Sergio leads the Product Strategy group for Descartes' Routing, Mobile and Telematics solutions. Prior to joining Descartes, Sergio worked as a Director of Business Development and Consulting in Europe for CAPS Logistics. He has held faculty positions as a full-time professor and as Head of the Industrial and Systems Engineering department at the Instituto Tecnológico y de Estudios Superiores de Monterrey.



Shaki Kodi, Solutions Consultant

Previously a Descartes customer, Shaki joined Descartes in 2011 as a member of the Solution Consulting group. His career has seen him focused on various initiatives to improve transportation operations for a broad range of companies. In addition to working with the sales team, Shaki also assists professional services from an implementation standpoint. Prior to joining Descartes, Shaki worked with Accenture's Supply Chain practice focused on continuous improvement initiatives within transportation.



Sophia Nisha, Senior Director, Denied Party Screening

Sophia is critical to the operational management of the Descartes MK Denied Party Screening solution suite. In her role, Sophia finds solutions and answers to trade compliance-related challenges while directing and implementing new SOPs. With many years of experience managing denied party screening data and a passion for excellence, she ensures customers achieve maximum utility from Descartes' technology.



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Stephanie Redl, Head of Product Management

As Head of Product Management for the Descartes ecommerce WMS and fulfillment solution, Stephanie guides the business needs of online retailers to the R&D team to strengthen the ecommerce and omnichannel fulfillment competencies within Descartes' product portfolio. With multiple years of experience in ecommerce and a focus on agile development, Stephanie aims to continuously improve warehouse logistics processes to help Descartes' customers face the challenges and trends in ecommerce. Stephanie completed her Master's degree in Business Information Systems at the University in Leipzig in 2011.



Thom Gallie, Product Manager

As Product Manager for Descartes, Thom is responsible for Descartes Perform for Transportation, a mobile and wireless solution for third party logistics organizations and other land transportation carriers. Thom has seven years of experience as Product Manager for mobile supply chain logistics applications, and nine years of experience as a Senior Systems Engineer for a variety of enterprise-class mobile wireless platforms and applications in several domains. Formerly, Thom was a Senior Software Developer primarily in machine vision and graphics.



Tim Dysarz, Sales Director, Content Business

Tim began his career in the early 1990s, with a "Big Six" accounting firm's International Trade Compliance practice. He continued working within the operational side of the trade industry until 2005, when he transitioned to the sales/marketing of trade products and services. Tim now has the privilege of assisting clients expand their knowledge and resource base with an online research application, improve efficiency with an item classification and compliance solution, fuel their global trade engines with content from around the globe and screening their client and vendor list for sanctioned/restricted parties.



Tim Reinert, Senior Solutions Consultant

Tim is responsible for presales solution support. He brings years of experience transforming business processes into effective enterprise software solutions, and expertise in solutions that create process efficiencies in the supply chain. He supports Product Management with product improvements based on identified market needs and also works to ensure successful customer implementations.



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Tod Querengesser, Director, Professional Services

Tod is the Practice Manager responsible for Descartes Route Planner RS, Descartes Route Planner On-Demand and Descartes WinRoute solutions within the Professional Services team. Since joining Descartes in 2013, Tod has led many successful implementations of our solutions across a wide range of industries. He is able to draw upon his past experience as a Descartes customer and telecoms development manager to assist clients in developing solutions that support their operational requirements.



Tom Kuerbs, Customs House Brokerage Manager

Tom is a Licensed Customs Broker who contributes over 25 years of experience in the international trade and logistics industry. In 2002 when Tom joined the company, he was a team leader that brought the first Non-Vessel Operating Common Carriers (NVOCCs) live in the ocean Automated Manifest System (AMS) and he continues today to be an integral part of the ACE development team for the Descartes OneView™ Customs House Broker solution. He also works with the sales, implementation and support teams on a wide range of customs compliance programs. Previously, Tom worked as a Customs Broker in Chicago and for a trading company where he was first introduced to the world of international trade.



Tomasz Jasniewicz, Implementation Manager, Professional Services

Tomasz is a key driver behind the Descartes Canadian Customs Brokerage & Customs Self-Assessment (CSA) implementation team. With almost 20 years of experience consulting on global supply chain solutions, he engages customers with industry insight and an ability to integrate backend systems with Descartes' solutions. Tomasz has a business degree with a focus on information systems from HEC Montreal.



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Aeris is a global technology partner with a proven history of helping companies unlock the value of IoT. For more than a decade, we've powered critical projects for some of the most demanding customers of IoT services. Aeris strives to fundamentally improve businesses by dramatically reducing costs, accelerating time-to-market, and enabling new revenue streams. Built from the ground up for IoT and road tested at scale, Aeris IoT Services are based on the broadest technology stack in the industry, spanning connectivity up to vertical solutions. As veterans of the industry, we know that implementing an IoT solution can be complex, and we pride ourselves on making it simpler.

ALK Technologies Inc.

ALK Technologies, a Trimble Company and global leader in GeoLogistics solution and navigation software, is focused on developing innovative solutions for transportation, logistics, mobile workforces and consumers. Product lines include PC*MILER, CoPilot and ALK Maps. PC*MILER is widely recognized as a transportation industry standard for routing, mileage and mapping in North America.

American Barcode and RFID

Since 1980, AB&R (American Barcode and RFID) has been a nationally-recognized integrator of proven solutions that drive efficiency and productivity in the supply chain. Those solutions include asset tracking, inventory management, work force mobilization, wireless networking, and the managed services to support them all.

Aspect Software Inc.

Customer Outreach - Built on a fully-integrated cloud platform, Aspect's customer outreach solutions power automated multichannel campaigns and high-touch proactive customer care. Best-in-class features include burstable contact center applications like ACD/PBX, outbound predictive dialer, call recording and business analytics. All enterprise-ready and third-party PCI-DSS certified.

Send reminders, deliver important notifications or collect debts—through voice, email or SMS. Blend inbound and outbound multi-channel conversations. Connect while staying compliant. And build better customer relationships with every interaction even when doing sensitive tasks like debt collection.

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Banyan Technology, Inc.

Banyan Technology is North America's leading provider of live carrier and API connectivity for transportation management. With more than 1,400 parcel, LTL, volume, and full truckload carrier connections and 28,000 client locations accessing the application, Banyan Technology provides commercial shippers, brokers, and 3PLs with unparalleled access to carrier data. These connections boost efficiency, improve visibility, and deliver permanent reductions in shipping costs.

Barcoding Inc.

Since 1998, Barcoding, Inc. has provided businesses of all sizes and in all industries the supply chain solutions needed to create efficiency, accuracy, and connectivity. Our goal is to help our clients use technology to drive more revenue, reduce operational costs, and improve customer experience. From a simple barcode label to a full blown AIDC or RFID deployment, our team can deliver it. Our GoLive Services™ and StayLive Services™ ensure that our customers maximize their investments in technology. Trust Barcoding, Inc. as your advisor in supply chain visibility.

Blackberry Limited

BlackBerry Radar is an intelligent, secure and easy-to-use mobile asset tracking solution that provides industry-leading visibility into a range of fleet assets, including vans, trailers, flatbeds, chassis and heavy equipment.

Cognex Corporation

Cognex Corporation designs, develops, manufactures and markets a wide range of image-based products, all of which use artificial intelligence (AI) techniques that give them the human-like ability to make decisions on what they see. Cognex products include machine vision systems, machine vision sensors and barcode readers that are used in factories and distribution centers around the world where they eliminate production and shipping errors.

Cognex is the world's leader in the machine vision industry, having shipped more than 1.5 million vision-based products, representing over \$5 billion in cumulative revenue, since the company's founding in 1981. Headquartered in Natick, Massachusetts, USA, Cognex has offices and distributors located throughout the Americas, Europe and Asia. For details visit Cognex online at www.cognex.com.

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Dell Canada Inc.

Dell Inc. listens to customers and delivers innovative technology and services that give them the power to do more. For more information, visit www.dell.ca.

Fedex Corporation

The FedEx Compatible program allows providers of e-commerce solutions (Shopping Cart, Ecommerce Solutions, Order Management, Enterprise Resource Planning, Transportation Management and Warehouse Management) to integrate core FedEx functionality directly into their solution. This allows simple, streamlined access to the shipping and delivery solutions they need.

Geotab Inc.

Geotab is a global leader in telematics, providing open platform fleet management solutions to businesses of all sizes. Geotab's intuitive, full-featured solutions help businesses better manage their drivers and vehicles by extracting accurate and actionable intelligence from real-time and historical trips data. Many Fortune 500 companies rely on Geotab's technology to provide measurable management data.

HERE North America LLC

HERE enables people, enterprises and cities around the world to harness the power of location and create innovative solutions that make our lives safer and more efficient. We transform information from devices, vehicles, infrastructure and other sources into real-time location services that play a key role in how we move, live and interact with one another.

INTTRA Inc.

INTTRA is the largest neutral electronic transaction platform, software and information provider at the center of the ocean shipping industry. INTTRA's innovative products, combined with the scale of our network, empower our customers to trade with multiple parties and leverage ocean industry information to improve their business. Connecting over 225,000 shipping professionals with more than 50 leading Carriers and 120 plus software alliance partners, INTTRA streamlines the ocean process. Over 700,000 container orders are initiated on the INTTRA platform each week, representing more than one quarter of global ocean container trade.

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KORE Wireless Group Inc.

KORE is the world's largest managed network services provider specializing in Internet of Things (IoT) and Machine to Machine (M2M) markets. KORE delivers choice, reliability and global coverage through multi-carrier and Tier 1 carrier cellular and satellite network services – including LTE, GSM and CDMA - as well as advanced applications to easily manage connected devices. KORE's recent acquisition of Wyles makes the company one of the six largest providers of M2M/IoT services globally, including carriers.

NetSuite Inc.

NetSuite Inc. is a leading vendor of cloud computing business management software suites. NetSuite enables companies to manage core key business operations in a single system, which includes Enterprise Resource Planning (ERP), Accounting, Customer Relationship Management (CRM), and Ecommerce. NetSuite's "real-time dashboard" technology provides an easy-to-use view into up-to-date, role specific business information.

Pitney Bowes Inc.

At Pitney Bowes, we thrive on helping our clients navigate the complex world of commerce. We provide data so businesses can market to their best customers. We enable the sending of parcels and packages across the globe. And, we secure payments through statements and invoices to keep our clients moving forward.

OnTrac

OnTrac specializes in delivery services throughout eight western states, an area of over 60 million consumers. Founded in 1991, OnTrac has grown to become a top choice for e-commerce and companies looking to speed up parcel distribution without the cost of express shipping. In 2014, OnTrac launched DirectPost, and became the first regional logistics company to offer a USPS Package Consolidation Service. OnTrac is a SmartWay Transport Partner, USPS Workshare Partner, and is integrated with over thirty multi-carrier software providers.

Panasonic

From helping to maintain vehicles and optimize fuel usage to authenticating deliveries and providing turn-by turn driver instructions, Panasonic Toughbook® mobile computers work hard at every node—and for every transportation mode—of the supply chain. Toughbook mobile computers are packed with features that make them ideal for delivery and courier personnel.

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Roanoke Insurance Group Inc.

Roanoke Insurance Group enables global commerce by providing insurance, surety and risk management solutions for trade and transportation. Headquartered in Schaumburg, Illinois, Roanoke has sales, service and underwriting locations throughout the United States and a network of sister service companies in Asia and Europe. A part of Munich Re Specialty Group Ltd., a Lloyd's of London Coverholder and a Managing General Agent for American Alternative Insurance Corporation (AAIC), Roanoke is equipped to meet client needs worldwide.

SMC³

SMC³ is both a technology/service producer and an industry association dedicated to improving your company's success through timely transportation data, innovative technology products and educational events. Known for its CzarLite®, RateWare®, and CarrierConnect® solutions, SMC³ serves more than 5,000 shippers, carriers, LSPs and freight payment companies throughout North America. Through hosted API solutions, SMC³ supports the entire supply chain with industry-leading speed, reliability and performance.

Sygyic a. s.

Maps & Navigation SDK's for fleet management and telematics

- Used by more than 2000 fleets worldwide
- Commercial routing for Truck, Emergency, Bus, Van, Taxi
- Offline turn-by-turn navigation Maps are stored on the device
- SDK's for Windows, Android, iOS, and Linux for rapid development and easy customizations
- Business licensing systems for mass deployment of your fleet solution

Sygyic GPS navigation is trusted by 200+ million drivers worldwide. Sygyic Maps & Navigation SDK's are used across various fields such as Automotive, Fleet & Workforce Management, Usage Based Insurance, Smart City, Travel, IOT.

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Our Sponsors

Truckstop.com

Truckstop.com, the industry's most trusted and largest load board, hosts technology solutions across the freight lifecycle. The company is recognized as a leading resource for freight data and trends, informing outlets like BB&T and Bloomberg Financial.

Zebra Technologies

Transportation and logistics are essential components to your enterprise's productivity. Whether by air, ground or sea, access to real-time data and always-on communications are critical. With specialized technology designed for each logistical category, you can accelerate productivity, profitability and operations. Discover the added benefits of the numerous transportation and logistics solutions offered by Zebra.

Please be sure to visit our sponsors in the Oceana & Coral foyers. Have your Sponsor Passport stamped and return your completed card to the Registration Desk for a chance to win a prize!

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Innovation Center

One-on-one product demonstrations or meetings with key Descartes personnel are available at the Innovation Center during Evolution 2018. Sessions are available at hourly intervals in hospitality suites 235, 241 and 341 located on the 2nd and 3rd floors of the hotel. These sessions run for approximately 50 minutes to allow time to set up for the next session.

The Innovation Center hours are:

- Tuesday, March 6: 10:45 am – 4:45 pm
- Wednesday, March 7: 10:15 am – 5:15 pm
- Thursday, March 8: 8:30 am – 1:30 pm

Please submit your demonstration requests at the Innovation Center Sign-up Desk where a schedule of available time slots and a sign-up sheet will be located. Please provide a first and second choice time slot given there are a limited number of slots available during the conference.

Innovation Center Product Offerings

ROUTING, MOBILE & TELEMATICS

Descartes Mobile™

Descartes Mobile™ is a GPS-tracking application designed to tie your mobile workforce management information directly into the Descartes fleet routing, dispatch operations, and automated vehicle locator (AVL) systems. The solution helps improve operational efficiencies through real-time data exchange with remote personnel. By providing the entire enterprise with greater visibility into mobile workforce activities using real-time status updates, companies can be more responsive to their customers. Descartes Mobile provides integrated two-way wireless communications and passive fleet monitoring capabilities for enhanced logistics execution. Designed to work with Descartes routing and scheduling solutions, it allows users to view a side-by-side comparison of the planned versus actual travel path. By capturing vehicle location information, the solution provides dispatchers and customer service representatives with real-time status updates of driver progress against established route plans, which can drive down operating costs by better managing exceptions such as excessive wait times, unscheduled driver breaks and vehicles straying from designated delivery routes.

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The Descartes Perform™ portfolio helps customers:

- Eliminate paper manifests, optimize routes and streamline dispatching
- Ensure that the right items are received and loaded
- Prove what, when and how much is delivered at each stop
- Confirm chain-of-custody
- Enhance the overall customer experience

Descartes Perform™ for Food/Distribution is a web-based, mobile solution that helps eliminate paper and paper-handling costs across every step of the distribution process. In addition, it helps minimize customer disputes and write-offs related to overages, shortages and damages (OS&Ds). The solution enables “clean invoices,” accurate orders, and outstanding customer satisfaction. The solution provides customers with information throughout the distribution process and at the point of delivery to resolve issues in real-time, which helps ensure the longevity and quality of the professional relationship between distributor and customer.

Descartes Perform™ for Transportation is an easy-to-implement, web-based solution that helps customers eliminate paper and associated paper-handling costs from their delivery processes, which significantly reduces delivery errors, improves service levels, and adds transparency and control to delivery and logistics operations. The solution is highly flexible, easily configured to fit your workflow, and seamlessly integrated with your other systems. Descartes Perform for Transportation also offers a host of sophisticated features and functionality that ensures order accuracy and operational efficiency.

Descartes Digital Vehicle Safety Check™ is an integrated U.S. Department of Transportation (DOT)-compliant reporting solution that helps to automate and improve the efficiency of the daily Driver Vehicle Inspection Reporting (DVIR) process. The DOT-compliant digital vehicle safety check functionality helps customers to better manage the required, yet often painstaking and time-consuming, process of daily vehicle inspection and reporting. It helps protect against non-compliance and enables managers to quickly identify issues that need to be addressed in order to improve fleet operations and overall supply chain efficiency.

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Descartes Reservations™

Descartes Reservations™ is a web-based solution for setting appointments and scheduling deliveries that enables customers to request delivery windows while an optimized appointment booking agent matches available resources and delivery windows. Descartes Reservations facilitates online scheduling of pickups 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 in the appointment.

Descartes Route Planner™, Descartes Dispatch™ and Descartes Automated Vehicle Locator™ (Descartes AVL™)

Descartes Route Planner™ is a web-based solution that helps improve operational efficiency through better route generation. It supports companies with dynamic delivery environments to improve delivery reliability and reduce operational costs. In addition, the solution has the capability to coordinate drivers, dispatchers and call centers for operational improvement and customer responsiveness. The solution can help companies assign new orders, manage exceptions and suggest recommendations for further action, and also provides advanced two-way communication with drivers.

Descartes Route Planner™ On-demand

Descartes Route Planner™ On-demand provides a user-friendly and economical way to plan, optimize, dispatch routes, track and monitor delivery fleets in real-time. This on-demand solution combines sophisticated functionality with the simplicity of service delivery built to run on the web. It optimizes both static and dynamic routes to maximize efficiency by taking into account geographic zones, time windows and other physical constraints that may occur when planning the most optimal routes for your delivery fleet. It also provides dispatchers, managers and customer service representatives with a real-time, global view of driver movements and delivery status across the entire enterprise.

Descartes Sales & Territory Planner™ and Descartes Route Planner™ RS

Descartes Sales & Territory Planner™ is a strategic planning application that generates balanced sales territories and optimized route plans, which can result in enhanced sales productivity and fleet utilization, increased revenues and improved customer service, and lower mileage and operating costs.

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Descartes Route Planner™ RS (formerly Roadshow) evaluates geographic distribution and sales potential for each customer to establish optimal territory and route definitions. Factors considered include minimizing travel time and related costs while balancing opportunities across members of the sales team. The solution can enhance the order fulfillment process while reducing costs with shorter routes, lower fuel consumption and enhanced fleet utilization. As a desktop solution, it supports a wide range of business environments.

Descartes Telematics and Compliance™

Descartes Telematics and Compliance™ brings together innovative technologies for vehicle and mobile workforce tracking, telemetry intelligence, reporting and analytics for logistics-intensive businesses around the world. Descartes' advanced mobile devices, with positioning and communication technology, constantly monitor performance of vehicles and drivers. A driver's working status and Hours-of-Service (HOS) compliance can also be continuously tracked and accurately reported. Descartes provides state-of-the-art positioning results by combining the latest GPS satellite technology with dead-reckoning based on gyroscopes. This allows for constant position monitoring in urban canyons such as New York City, Chicago, Tokyo or Hong Kong.

Descartes WinRoute™

Descartes WinRoute™ leverages advanced planning and optimization technologies and was designed to be an interactive tool for route planners. Descartes WinRoute can calculate your daily planning, improve service delivery as well as examine the cost-effectiveness of your transportation strategy, helping you to understand and control company transportation costs. For customers with dynamic operational environments that require interactive dispatch and real-time visibility into mobile resources, Descartes WinRoute can be combined with Descartes Dispatch and Descartes AVL.

TRANSPORTATION MANAGEMENT

Descartes Advanced Pick, Pack & Ship™ and Descartes Order Express™

Part of the Descartes end-to-end transportation management suite, these solutions help automate pick, pack and ship processes, making it easy to sort orders by customer, carrier, weight, destination and other variables. Carton contents are captured, and packing slips, bills of lading, shipping manifests and other essential documents are prepared. For small parcel shipments, *Descartes Advanced Pick, Pack and Ship™* and *Descartes Order Express™* provide the ability to print shipping labels that comply with the high standards established by the world's leading carriers, ensuring labels can be easily scanned and sorted in high-speed environments.

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Descartes Aljex™ Portfolio

The *Descartes Aljex™* portfolio provides back-office transportation management solutions for freight brokers and transportation providers. These solutions help customers automate business processes and create electronic documents critical for executing transportation moves. In addition, customers can manage the lifecycle of a shipment from order creation through execution, including real-time tracking with connectivity to the Descartes MacroPoint™ network.

Descartes Carrier Portal™

Descartes Carrier Portal™ is a web-based information service that facilitates the collaboration and automation of load tendering and freight payment between carriers and shippers. Descartes Carrier Portal bridges the gap between the EDI-enabled back office systems of shippers and freight payment agencies, and less automated carriers, by providing a web portal that allows those carriers to create a compliant freight invoice from scratch, upload partial freight invoices for later updating, and monitor freight invoice status. It provides a global view of critical information that has been sent and received, including proof of delivery images, load tenders, corresponding invoices, details on payments, and more.

Descartes Dock Appointment Scheduling™ & Descartes Yard Management™

Descartes Dock Appointment Scheduling™ optimizes receiving operations for inbound shipments to a distribution center or warehouse. It is a collaborative tool to create and approve delivery appointments for use by carriers, suppliers, and distribution center personnel. It is built to minimize data entry and optimize data quality. With *Descartes Yard Management™*, shipping and receiving staff, gate guards and yard personnel can more effectively manage the movement of trailers, which includes the planning and recording of trailer moves, inspections and security seal changes, while maintaining an audit trail for loss prevention and government compliance programs like Customs-Trade Partnership Against Terrorism (C-TPAT).

Descartes MacroPoint™

Descartes MacroPoint™ is a multimodal freight visibility platform for shippers, brokers and 3PLs to get real-time visibility and predictive analytics of their in-transit freight. Our industry leading visibility network is connected to over 100,000 carriers and millions of assets and drivers through integrations with on-board electronic logging devices (ELDs), GPS telematics devices, carrier transportation management systems (TMS), GPS-enabled smartphone applications and location-based mobile phone triangulation. Whether your shipments are on-time, behind or ahead of schedule, you will have the tools to track any load, at any time:

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- Visualize and map in-transit freight in real-time
- Predictive analytics to estimate time of arrival (ETA)
- Automated arrival and departure detection with notifications
- Proactively identify off schedule shipments to “Manage by Exception”
- Ability to share the “Control Tower” view with your customers
- Highly customized carrier reporting to align with your scorecard requirements

Descartes OzLink™

Descartes OzLink™ Portfolio helps customers connect to, and integrate with, leading enterprise resource planning (ERP), CRM, ecommerce and supply chain platforms. While companies are investing heavily in applications to support ecommerce, cloud-based ERP and mobility, these applications are not, however, tightly integrated and they often lack all of the features necessary to fully automate order management and fulfilment processes. This often leads to pockets of manual work or gaps in automation, which creates labor-intensive clerical tasks, error-prone data entry and compromised customer service that Descartes OzLink solutions can help to address. The solutions reflect strong partnerships, such as with UPS and NetSuite, and address a number of pain points for shippers by automating key logistics and supply chain processes, including order fulfilment, inventory management/scanning, and shipping.

Descartes pixi* Ecommerce Fulfillment/Warehouse Management

Descartes pixi Ecommerce Fulfillment/Warehouse Management* helps customers automate ecommerce processes originating from online orders. Integrated with hundreds of ecommerce sites in Europe, the solution enables small-to-medium sized businesses and large retailers looking to enhance their online presence to support the growing consumer demand for omnichannel deliveries. The solution collects order information from an ecommerce website, translates it into a scanner-driven pick and pack process within the warehouse, initiates the shipment to the customer, and synchronizes all of this information with the customer’s financial system for invoicing and shipment tracking.

Descartes Pool Distribution™

The *Descartes Pool Distribution™* portfolio provides visibility, reduces cost and removes bottlenecks as a retailer’s products move from a shipper’s Distribution Center (DC), consolidation point, or DC bypass facility through third-party transportation provider networks and ultimately to its stores. The suite includes:

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Descartes PCSTrac™ is an inventory control and management solution for retail distributors designed to manage multiple retailer accounts, varying label types, and specific requirements of each retailer – such as custom delivery bills of lading (BOL), pallet scanning, out-of-area return processes, store-to-store transfers and EDI coverage, shortage and damage (OS&D) files.

Descartes Retail Distribution System™ is a carton-level freight tracking system used by third-party specialty retail pool distributors for receiving, sorting, scanning, and delivering retail freight to a shipper's stores.

Descartes Retail Claims System™ is a claims management system integrated with the retail distribution tracking solution and the visibility tools in Descartes WebTMS. It also works in tandem with the payment cycles of the retail payment solution.

Descartes Retail Payment System™ is a freight payment system for shippers to pay linehaul and pool distribution transportation providers.

Descartes ScanTrac™ enables “smart scanning” at delivery with any mobile device. Drivers use a Bluetooth attachment or their mobile phone camera to scan against the delivery manifest. If no cellular or WiFi connection is available, the data is transmitted as soon as a connection is restored.

Descartes StoreTrac™ allows users to create and maintain visibility, down to the item level, from the moment the inventory leaves the DC all the way through to receipt at the store.

Descartes WebTMS™ is a web-based visibility tool that allows a retailer to see its entire outbound distribution supply chain and reverse logistics operations.

Descartes Purchase Order Direct™ (Descartes P.O. Direct™)

Descartes P.O. Direct™ helps to dramatically improve the performance of your import supply chain. Immediately shave days off of total cycle time, carry less inventory, reduce total landed costs, improve fulfillment decisions and create a new level of visibility and control throughout your business. With Descartes P.O. Direct, orders are electronically managed with your overseas suppliers with a simple, web-based portal. Suppliers can easily log in, access their purchase orders, report on production status with milestones, and update ready dates.

Descartes Rate Builder™, Descartes Rate Builder™ Price Management and Descartes Rate Builder™ Ocean Freight Audit

Descartes Rate Builder™ is an on-demand solution designed to effectively manage a global rate network and help logistics services providers to create and manage both buy-side and sell-side rates digitally, enforce a standardized global pricing policy, implement a global rate request process, and have increased confidence when making time-critical business decisions.

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Descartes Rate Builder™ Price Management is an on-demand solution designed to effectively manage a global rate network and enable ocean service providers to create and manage both buy-side and sell-side rates, enforce a standardized global pricing policy, and implement a global rate request process. It also gives logistics service providers the ability to centralize disparate rate management systems into a single, global solution that can optimize global rate management processes and effectively leverage rate information to improve productivity, profitability and customer service.

Descartes Rate Builder™ Ocean Freight Audit leverages the power of the Descartes Global Logistics Network™ (Descartes GLN™), taking bill of lading messages and automatically auditing them against the digitized ocean contracts in Descartes Rate Builder. The result is a lower cost, auditable process with consistent and accurate results.

Descartes Reporting Services™

Descartes Reporting Services™ helps companies to rapidly build and deploy flexible, logistics-oriented reporting within a department, across the enterprise and/or to trading partners. Descartes Reporting Services is a standard reporting tool that works with any Descartes solution built on the Logistics Network Operating System™ (LNOS) framework, as well as any non-Descartes transportation management system that is an open database-compliant (ODBC) system. With its robust graphical interface that allows easy report generation by dragging and dropping selected fields, users can create sophisticated reports in minutes.

Descartes ShipRush™

Descartes ShipRush™ is a multimodal platform helps customers ship efficiently and cost-effectively by integrating with front-end commerce systems and parcel shipping providers for seamless package labelling, rating, tracking and postage processing. With integrations to over 70 business systems, including leading ERP, ecommerce and supply chain platforms, the ShipRush platform helps customers to streamline their supply chain and reduce transportation costs. Using the solution, companies can automatically import orders; compare carrier rates in real-time to get the best options every time; print shipping labels for FedEx, UPS, USPS, and other major U.S. and global carriers; and track shipments through to final delivery.

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Descartes Transportation Manager™

Descartes Transportation Manager™ manages contract carriers from shipment planning through execution and settlement. Descartes Transportation Manager lets logistics managers, shippers and third parties simultaneously evaluate shipment alternatives enabling the selection of the most efficient shipping method. The solution provides easy-to-use, multimodal functionality comprising order and contract management, optimized consolidation, carrier selection, execution and freight audit. It optimizes transportation purchases taking into consideration operational improvements and cost efficiencies.

Descartes Visibility & Event Management™

Descartes Visibility & Event Management™ helps improve logistics efficiency by enabling companies to collaborate internally and externally and foresee order failures before they happen. Line-item level visibility across multiple modes of transportation is achieved by connecting to trading partners; systematically sharing data in the form of electronic messages such as Purchase Order (PO) acknowledgment, Advanced Shipment Notice (ASN), carrier status, and proof-of-delivery (POD); and monitoring the order process.

FORWARDER/BROKER AND CUSTOMS

Descartes ACI Forwarder eManifest™

Descartes ACI Forwarder eManifest™ has an easy-to-navigate web interface that organizations use to submit cargo report information independently and create, in one session, a complete manifest in compliance with Canada Border Services Agency (CBSA) eManifest requirements.

Descartes Canadian Customs Brokerage™

Descartes Canadian Customs Brokerage™ (formerly ITMR4) is an on-demand solution leveraging the power of the Descartes GLN, enabling brokers to electronically connect with shippers, carriers and regulatory authorities around the world. While designed to address the needs of Canadian operations, this solution integrates with a wide range of compliance solutions that prepares organizations around the world to meet current and future global trade mandates. The solution includes custom self-assessment (CSA), Advance Commercial Information (ACI), eManifest, e-billing, purchase order management, client shipment tracking, document imaging, pre-arrival viewing and release, permits, North American Free Trade Agreement (NAFTA) solicitations, outgoing fax/emails, transaction audits and more. Descartes was the first service provider that was certified to submit commercial import data to the CBSA's Single Window Initiative (SWI),

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Descartes Editrade™ Customs Link

Descartes Editrade™ Customs Link is a hosted, on-demand solution that enables brokers and importers to easily collect and prepare data for Customs Automated Brokerage Interface (ABI) entries, as well as post-entry compliance. Using this solution, information is captured in real-time and populated throughout various filing applications to speed processing and improve accuracy. As a hosted solution, Descartes Editrade Customs Link delivers highly sophisticated capabilities at a fraction of the cost of in-house systems. It can also integrate with existing systems, and scale to meet the demands of any size organization from small independent brokers to global enterprises.

Descartes OneView™ Portfolio

Descartes OneView™ Forwarder Enterprise is a powerful platform that enables freight forwarders, NVOCCs and third-party logistics service providers to effectively coordinate air and ocean import/export shipments. Seamlessly stream information entered in the operational modules into a full-featured accounting product to realize a higher level of operational efficiency and accuracy. Extend the value of the solution with a series of add-on modules including full customer visibility and the *Descartes OneView™ Customs House Broker* module to file U.S. customs entries and more.

Descartes OneView™ Accounting is a powerful accounting product that seamlessly integrates with all Descartes OneView™ solutions. The Descartes OneView Accounting solution is capable of advanced general ledger applications and financial analysis, multiple divisions and locations, bank reconciliation, fully customizable reports, month- and year-end closings, time-saving batch processes, profit and loss fail-safes and much more.

Descartes Shipment Portal™

Descartes Shipment Portal™ is a web-based portal that helps shippers collaborate with external logistics service providers, including forwarders, customs brokers, carriers and compliance agencies. Powered by the Descartes GLN with industry-leading electronic data interchange (EDI) connectivity, the solution aggregates information from all of these parties and enables shippers to build dashboard views in their transportation portfolio for up-to-the minute information on a wide range of data points. The solution also features purchase order management tools that support extensive collaboration between shippers, suppliers and transportation providers, and centralizes transportation request processes so shippers can become the single point for quotes and requests/responses to and from transportation providers.

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Global Cargo Security Compliance Portfolio

ACE - Automated Commercial Environment:

- *Descartes ACAS™* is the result of collaborative between leading air forwarders, the U.S. Customs and Border Protection (CBP) and the Transportation Security Administration (TSA). This air freight solution complies with the Air Cargo Advanced Screening (ACAS) pilot project by performing pre-loading targeting and analyzing of the manifest. Options in development include capabilities for a two-part carrier filing, single carrier Automated Manifest System (AMS)/ACAS filing and a forwarder/carrier dual filing.
- *Descartes ACE Export Manifest™* is a web-based solution to help carriers, freight forwarders and Non-Vessel Operating Common Carriers (NVOCC) collect, prepare, validate and transmit the required manifest information to enable compliance. Descartes ACE Export Manifest is available by mode of transport including air, ocean, rail and truck.
- *Descartes Ocean ACE™* enables the user to submit shipment waybills and trip information independently and create, in one session, a complete manifest that is in compliance with U.S. CBP ACE requirements and the Trade Act of 2002, including cargo and import security measures.

AEI - Advance Electronic Information:

- *Descartes AEI™* is an on-demand, Software-as-a-Service (SaaS) product that helps customs brokers, air carriers, air freight forwarders and self-filing importers easily collect, prepare and submit the information required for compliance. Using the solution, filers can attain global visibility with real-time access to cargo status and leverage the Descartes GLN to distribute messages and updates to clients. Descartes offers connectivity to a growing range of countries worldwide including Abu Dhabi, Argentina, The Caribbean, Bolivia, Ghana, India, Israel, Kenya, Nicaragua, Oman, Paraguay and more.

AES – Automated Export System:

- *Descartes USExport™ AES* is a web-based solution designed to help users quickly enter compliant Electronic Export Information (EEI) details, confirm an Internal Transaction Number (ITN) within minutes and produce supporting documentation as necessary. For those filers with ERP systems who want to reduce keystrokes and minimize errors, full integration can be achieved with industry-standard EDI messaging, including the AESDirect flatfile and Extensible Markup Language (XML). Industry experts on our 24x7 Descartes USExport AES Preparer desk can create and submit an ad hoc EEI, which reduces the need for overnight or weekend support.

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GLOBAL TRADE CONTENT

Descartes CustomsInfo™ Manager

Descartes CustomsInfo™ Manager is a Software-as-a-Service (SaaS) solution to manage compliance at the SKU, part or item level. Fully customizable to specific business needs, users can connect multiple business units and locations within one system. The solution provides quick access to governmental compliance information for trade, which enables users to make accurate decisions quickly for their clients and increase revenue. Options include a robust customized solution as well as a quick-start deployment model and more.

Descartes CustomsInfo™ Reference

Descartes CustomsInfo™ Reference is a comprehensive, online, international trade research solution designed to provide trade professionals with a single source for reliable, up-to-date trade content. The solution provides quick access to governmental compliance information for trade, which enables users to make accurate decisions quickly for their clients and increase revenue. Descartes Customs Info Reference is a searchable database of over 6 million reference documents relevant to international trade, including the largest and most up-to-date collection of U.S. trade rulings currently available. All data provided within the tool can also be made available in other formats for use in ERP systems or other proprietary solutions.

Descartes Datamyne™

With a comprehensive database of accurate, up-to-date import-export information, *Descartes Datamyne™* delivers actionable intelligence for market research, sales insight, supply chain management, enhanced security and competitive strategy. The solution is powered by the world's largest searchable trade database, covering the global commerce of 230 markets across 5 continents. Manufacturers, shippers, wholesalers, transport and logistics service providers, management consultants, legal practitioners, industry analysts and more use our exceptionally accurate and granular data to initiate growth strategies, explore new markets, benchmark performance, monitor commodity volumes and values, simplify trade data research, discover buyer-seller relationships and refine sourcing strategies.

Descartes MK Denied Party Screening™

Descartes MK Denied Party Screening™ provides organizations of all sizes with easy-to-use options that quickly and efficiently screen customers, suppliers and trading partners against a comprehensive database of international restricted and denied party lists. Customers can tailor screening processes to fit their unique risk parameters and flag potential compliance issues for prompt resolution.

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GLOBAL LOGISTICS NETWORK

Air Cargo Portfolio

- *Descartes e-Pouch™* is a web-based solution that enables forwarders and stakeholders to group air shipment interactions together in a unified fashion. Descartes e-Pouch integrates with solutions for bookings, shipment monitoring, quality performance reporting and customs filing to provide a central repository that enhances electronic document exchange connections between back office systems and trading partners.
- *Descartes webDocs™* is a web to EDI solution that transmits electronic air waybill (eAWB) information to airlines. With Descartes webDocs in place, freight forwarders, ground handling agents (GHAs) and air carriers can automate the shipment process and easily capture relevant data for air shipment documentation.
- *Descartes Cargo iQ™* (formerly Cargo 2000™) fully supports the International Air Transport Association (IATA) initiative and is an authorized and fully-certified member of IATA's Cargo iQ program. Descartes Cargo iQ enables users to monitor shipments at a master air waybill level from airport to airport, assisting users in complying with Cargo iQ certification. Information provided by the system includes quality report compilation, shipment status, exception alerts, route map creation, and departure time reporting.

Descartes B2B Integration™

Descartes B2B Integration™ solution provides cloud-based supply chain connectivity capabilities to a wide range of systems and platforms using most any protocol or method. Our advanced solutions automate supply chain processes, enhance collaboration and add visibility among global trading partners. Customers are able to electronically manage and streamline a wide array of complex, mission-critical documents found in typical procure-to-pay and order-to-cash processes. From a central hub, users can benefit from cost-effective transaction management, automated purchase to pay capabilities, connectivity to multiple ERP systems and more.

Descartes Global Logistics Network™ (Descartes GLN™)

Descartes Global Logistics Network™ (Descartes GLN™) is the standard for multimodal, inter-enterprise electronic data and document exchange. The Descartes GLN gives you the flexibility to connect and collaborate your way. It was designed to be a network, and is not an application attempting to act as a network. You can seamlessly move or transfer data through the network to various trading partners, leverage the Descartes network-based solutions or connect to your existing solutions.

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PROFESSIONAL SERVICES, CUSTOMER SUPPORT AND TRAINING

Descartes Professional Services

The Descartes Professional Services team works with customers on all aspects of their logistics business challenges from business value identification to solution implementation and results achievement to maintaining and improving ongoing performance. We proudly follow industry-standard best practices adopted by the Project Management Institute (PMI), and offer a range of services. Meet with members of the Descartes professional services team to discuss current projects and/or future needs.

Descartes Education and Training

The Descartes Education and Training program was designed to help our customers learn more about Descartes' solutions to improve their operations, gain a better understanding of a solution's core capabilities, and learn from implementation best practices. A well-trained team knows how to effectively utilize solutions to meet short- and long-term goals. Educated employees not only help improve your operations, but also instill a sense of ownership in the operation's results—a proven ingredient in employee satisfaction and retention. Meet with members of the Descartes Education and Training team to discuss current offerings and/or future needs.

Descartes Customer Support

Customer satisfaction is a primary measure of success. Descartes Customer Support is committed to providing dependable and timely resolution of customer inquiries regarding the use of Descartes' solutions and services. Technical Support is available to clients around the world via telephone or email. Every customer inquiry is professionally tracked from the time contact is initiated until a resolution has been reached. Meet with members of the Descartes support team to discuss current issues and/or future needs.

Global User & Partner Conference

Conference Charter

Description and Purpose

The Descartes Global User Group is a collection of representatives from Descartes' customers, organized in such a way as to:

- Enable a forum for education on features, use, implementation and development direction of Descartes' products and services;
- Encourage the communication of suggestions/feedback on features and development of Descartes' product and services for consideration by Descartes' development staff; and
- Facilitate the exchange of ideas and experiences between the community of users of Descartes' products and services.

The Descartes Global User Group is composed of the General Membership and the Steering Committee.

General Membership

The General Membership is composed of those key employees of Descartes' customers who are users of, or otherwise interact with, Descartes' products or services and have registered as a member of the User Group. General Membership registration includes (a) completion of a registration form with applicable contact information, organization information and description of use of Descartes' products and services; and (b) payment of any membership fee that may be set by the Steering Committee from time to time.

The General Membership is eligible to receive periodic User Group communications from Descartes on Descartes' products and services. The General Membership is also eligible to attend scheduled User Group Conferences upon payment of the applicable conference registration fee.

Global User & Partner Conference

Conference Charter

Steering Committee

The Steering Committee is a subset of the General Membership. The Steering Committee acts as a communication liaison between Descartes and the General Membership and assists Descartes in planning and administering events for the General Membership. Areas of responsibility include:

- Agenda and event planning for User Group Conferences;
- Solicitation of feedback from General Membership;
- Communication with Descartes development staff on feature or functionality feedback from General Membership on Descartes' products and services;
- Contact point for Descartes on select communications prior to distribution to General Membership;
- Development of Steering Committee policies and procedures for meetings and membership;
- Selection of additional General Members to serve as "Appointed" Steering Committee Members if required.

The Steering Committee consists of elected, volunteer and/or appointed individuals.

- Up to twenty (20) customer representatives can volunteer or be elected at the annual User Conference.
- One Descartes System Group representative and one Descartes Executive Sponsor will be appointed annually.
- An additional unlimited number of customer representatives may be appointed by the Steering Committee as required to adequately conduct the business of the group.
- Appointed representatives will serve the same term as elected representatives from time to time.

Elected Posts

The Steering Committee will have the elected positions of Chair and Vice Chair. Product Group oversight will be assigned collectively by the Committee in the fashion the Committee deems best to accomplish its goals. Should a Committee member change employment, his/her status will be reviewed by the committee to determine the impact and make appropriate changes.

Global User & Partner Conference

Conference Charter

Decision Making

The Steering Committee will employ a simple committee voting process for all issues requiring a vote. Majority rules; each member will have a single vote. Members must be present to vote.

Steering Committee Charter

The User Group Steering Committee Charter is comprised of the following:

- Plan and execute a productive annual User Conference in order to meet product and geographic attendance goals.
- Provide direction and feedback for product and service development, solicit and maintain "At Large Membership" representing diversity in industry and geography.
- Facilitate and promote member interaction and communication, generate interest and build self-sufficiency in the operation of the User Group.
- Develop policies and procedures for User Group activities.

Meetings

The Steering Committee will hold monthly teleconference meetings in order to conduct business. Additional meetings will be held by Committee Members outside of the monthly meeting to plan and accomplish their assigned responsibilities.

Global User & Partner Conference

Local Restaurant Guide

American

- Brother Jimmy's BBQ \$\$
- BURGERFI \$\$
- The Cheesecake Factory \$\$
- City Cellar Wine Bar & Grill \$\$
- Copper Blues Rock Pub & Kitchen \$\$
- Table 26° \$\$\$
- The Regional Kitchen & Public House \$\$.`

Asian & Sushi

- Saito's Japanese Steakhouse \$\$
- Sweet Ginger Asian Bistro \$\$
- Thai Jo \$\$

Bakeries/Ice Cream

- Jamba Juice \$
- Le Macaron \$\$
- Rita's Italian Ice \$
- Tutti Frutti Frozen Yogurt \$

Bars/Lounges

- Blue Martini \$\$

Italian

- Brio Tuscan Grille \$\$
- Il Bellagio \$\$
- 4D Gelato & Italian Gourmet \$\$

Latin American

- Cabo Flats Cantina & Tequila Bar \$\$
- Moe's Southwest Grill \$
- Mojito Latin Cuisine & Bar \$\$

Pizza

- City Pizza \$\$
- Mellow Mushroom \$\$

Sandwiches

- Panera Bread \$
- The Village Gourmet Cheese Shop \$\$\$

Steakhouses

- Ruth's Chris Steak House \$\$\$



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