

DESCARTES™ Evolution 2019



Agenda & Overview

Global User & Partner Conference
March 26-28 | Naples, Florida

GLOBAL USER & PARTNER CONFERENCE

March 26, 2019

A warm Evolution welcome to customers and partners joining us from around the world! Whether you're a past attendee, or if this is your introduction to our annual conference, thank you for your participation in this forum for learning, networking and sharing.

We also extend a special thank you to the volunteer customer members of our Global User Group Steering Committee. Your leadership and insights have been instrumental over many months during the event planning process. We sincerely appreciate our United by Design partners for their participation and sponsorship, which help to make this event possible and more informative.

The theme of Evolution 2019, set in collaboration with our Global User Group Steering Committee, is **Transforming the Customer Experience**. From manufacturers and retailers to distributors, logistics service providers, technology providers and more—our theme underscores the need to collectively focus on strategies, tactics and technology that have the potential to “WOW” your existing and potential customers, keep them happy and grow your business.

This year's agenda is designed to address this theme while providing an environment to engage the Descartes team, partners and peers with user training, peer group and product roadmap discussions, new industry benchmark studies, our always engaging Executive Forum, and more. Please also take advantage of the unique opportunity to hear David Menzel, President & COO from Echo Global Logistics, deliver this year's keynote address.

(Continued on the next page)

*The conference theme set by our
Global User Group Steering Committee this year is:
Transforming the Customer Experience.*

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We have a great roster of customers and industry experts who are participating as speakers in this year's program including: The Airforwarders Association (AfA), B+S Logistik, BC Sands, Best Buy, Bestrane/Coates Hire, BlueWater Reporting, Caluso GmbH, CN Rail, DSV Sea & Air, Echo Global Logistics, ECU Worldwide, EMO Trans, Ferrellgas, Hallmark, JLL Ports Airports and Global Infrastructure, MedSpeed, Meggitt-USA Services, Microsoft, Nolan Transportation Group, Nucor, Pinnachem, Redwood Logistics, Richards Building Supply, Shipex Logistics, Shram Logistics Solutions, Steelcase, Stericycle, Toyota Motor Manufacturing Canada, Under Armour and WESCO. We appreciate these organizations for their participation, and all speakers and moderators at Evolution 2019, for their contribution to the richness of our program!

We look forward to an enjoyable and productive conference to learn from each other!

Sincerely,

Edward J. Ryan, CEO

The Descartes Systems Group Inc.

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Agenda At-a-Glance

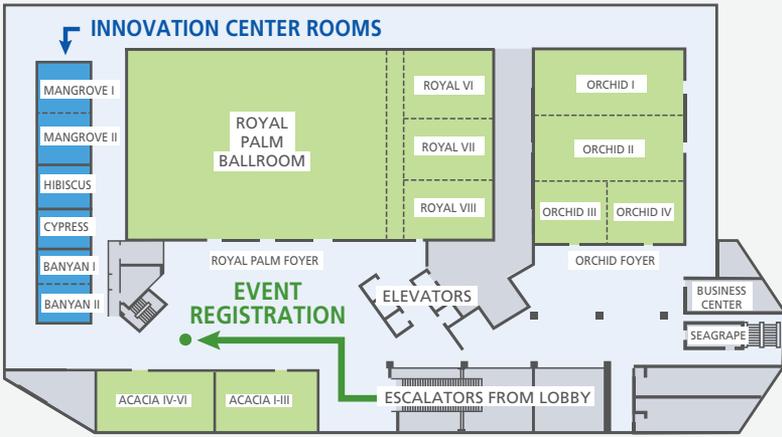
	Monday, March 25	Tuesday, March 26	Wednesday, March 27	Thursday, March 28
7 am				
8 am		Breakfast	Breakfast	Breakfast
9 am		General Session	General Session	Breakout & Roadmap Sessions
10 am				
11 am		Training Workshops	Breakout & Roadmap Sessions	
12 pm		Executive Forum	Breakout & Roadmap Sessions	
1 pm	Pre-conference Meetings & Optional Networking Events (Refer to Agenda)	Lunch	Lunch	Lunch
2 pm				
3 pm		Training Workshops	Executive Forum	Breakout & Roadmap Sessions
4 pm				
5 pm		End-to-End Vision Sessions		
6 pm				
7 pm			Technology Fair & Networking Reception	
8 pm		Dinner & Awards Reception		
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.

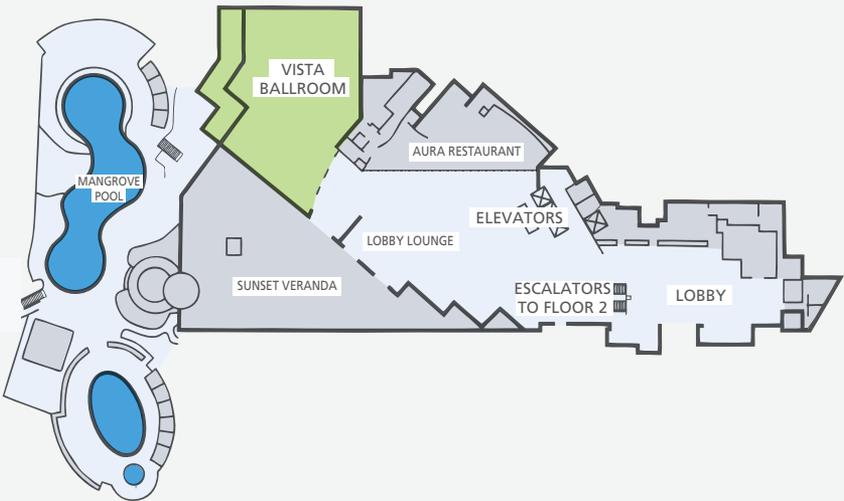
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Conference Floor Plan

Second Level: Naples Grande Beach Resort



Lobby Level: Naples Grande Beach Resort



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Registration Desk Hours

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

- **Monday, March 25:** 11:00 am – 6:00 pm
- **Tuesday, March 26:** 7:30 am – 5:45 pm
- **Wednesday, March 27:** 7:30 am – 6:00 pm
- **Thursday, March 28:** 7:30 am – 1:30 pm

Optional Pre-conference Oceanside Networking Event

For customers arriving on Monday, March 25, join us at the Naples Grande for a casual oceanside opportunity to network with your peers and the Descartes team. Stroll (15 minutes) or take the open air tram (5 minutes) along the boardwalk through a protected Mangrove Estuary, and meet at the Rhodes End beach bar and the sugar-sand beach along the Gulf of Mexico. Drop by anytime between 3 pm and 6 pm!



*Join us for the Optional Pre-conference Oceanside
Networking Event on Monday, March 25
from 3 pm - 6 pm at the Rhodes End beach bar!*

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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 15 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.

1 hour 10 minutes

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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Track Session Overview

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



Private/Dedicated Fleet

User Training Sessions:

- **Descartes Mobile™ & Descartes wGLN™ - Advanced (Repeated on Tuesday and Thursday)**

For advanced Descartes Mobile and Descartes wGLN users, enhance solution proficiency using the latest capabilities for configuring the solution to support fleet operations processes, exchanging information in real-time with Descartes and third-party applications and using notifications to support customer engagement.

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

Gain a high-level understanding of mobile solution capabilities, notifications and workflow integration opportunities to improve real-time information exchange throughout last mile distribution processes.

- **Descartes Perform™ for Food**

Enhance Descartes Perform for Food application proficiency with practical examples and scenarios that demonstrate the latest solution capabilities.

- **Descartes Route Planner™ - Dispatch & Execution**

Learn about the latest best practices, tips and shortcuts to improve Descartes Route Planner dispatcher productivity and vehicle tracking.

- **Descartes Route Planner™ - Master Class**

For advanced users, learn the latest in Descartes Route Planner planning and execution best practices to be able to create optimization scenarios that provide a superior customer experience while minimizing cost.

- **Descartes Route Planner™ On-demand - Dispatch & Execution (Repeated on Tuesday and Thursday)**

Learn about the latest best practices, tips and shortcuts to improve Descartes Route Planner On-demand dispatch user productivity.

- **Descartes Route Planner™ - Planning & Optimization**

Enhance Descartes Route Planner application proficiency with best practices, tips and shortcuts to improve planning productivity.

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Track Session Overview

- **Descartes Route Planner™ On-demand - Planning & Optimization**

Enhance Descartes Route Planner On-demand application proficiency with best practices, tips and shortcuts to improve planner productivity, as well as the latest in workflow integration with other Descartes solutions.

- **Descartes Telematics and Compliance™ and Geotab**

Improve Descartes Telematics and Compliance solution proficiency using practical examples and scenarios that demonstrate the latest telematics capabilities.

- **Descartes WinRoute™**

Understand how to leverage the latest Descartes WinRoute enhancements for analyzing and planning routes to develop the most cost-effective transportation strategy for your business.

Roadmap/Peer Group Sessions:

- **Descartes Mobile™**

Meet other Descartes Mobile customers and Descartes product management to review recent enhancements and development priorities for the next two years, such as selecting a route by name, configuring completion level on a per stop basis, displaying time spent at a stop, end-to-end data encryption, and accessing all route data when customizing views.

- **Descartes Perform™ Mobile Portfolio**

Join other Descartes Perform mobile users and Descartes product management to review the latest capabilities and enhanced integration with Descartes' routing and scheduling applications, and to collaborate on development plans for these products over the next two years.

- **Descartes Route Planner™**

Join Descartes product management and other users to discuss the latest capabilities and collaborate on development priorities for the next two years, including the new dashboard for tablets, icons, customizations for specific forms and new enhancements to background optimization on execution.

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

Join other Descartes Route Planner On-demand users and Descartes product management to discuss new capabilities and future development priorities, including optimization enhancements such as profiles, multiple shifts, driver breaks configuration, per stop calculation for cost profiles, and speed factor settings.



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Track Session Overview

- **Descartes Telematics and Compliance™**

Join other Descartes Telematics and Compliance users and Descartes product management to review the latest capabilities for ELD compliance, business intelligence dashboards and reporting, and to collaborate on future development priorities for the next two years.

- **Descartes WinRoute™ - Strategic Route Planning**

Work with other Descartes WinRoute users and Descartes product management to discuss and review new capabilities and future development priorities, including optimization enhancements such as new user interface graphics and filters, cached propagation for optimization performance, cost on driver breaks and repetitive breaks, and new optimization rules.

Breakout Sessions:

- **2nd Annual Fleet Management Benchmark Survey**

Join us for the findings from our second annual benchmark study and learn how forward-thinking organizations are recognizing the evolving role and value of the fleet to differentiate their brand, enhance customer service, drive growth and bolster the bottom line.

- **BC Sands Case Study: The Second Wave of Value**

Discover strategies, tactics and technologies for exposing the supply chain directly to customers with capabilities that are intended to benefit the customer - and the organization - at the same time.

- **Best Buy, Stericycle and Ferrellgas Panel: Maximize Fleet & Mobile Resource Productivity with Daily Route Planning**

For any fleet of vehicles or mobile resources, learn how optimized daily route planning can help organizations reduce the number of vehicles, miles, hours and overall transportation costs while respecting routing rules and customer service requirements.

- **Best Practices for Telematics**

This session illustrates how leading companies are using telematics to improve driver delivery performance, better manage their assets and comply with government regulations.

- **MedSpeed Case Study: Integrated Systems & Processes in a Multi-product Environment**

Learn how to exceed customer expectations through a combination of Descartes' real-time GPS tracking mobile solutions and consumer-oriented applications.



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Track Session Overview

- **Richards Building Supply and WESCO Panel: Enhance On-the-road Performance with Daily Route Execution**

Learn how fleet operators are using real-time location and status updates, intelligent dispatching and exception management to better manage vehicles in the field and be more responsive to changing customer requirements or traffic conditions.

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

It's all about the customer experience and the fleet is at the forefront. Expectations for faster delivery, on-time shipments and real-time status updates are magnifying the pressure for fleets to excel.



Forwarder/Broker & Customs

User Training Sessions:

- **Air Carriers Workshop**

Join us as we cover development of the Descartes Velocity Mail™ solution. During this workshop, we will discuss the new Android/iOS mobile application, provide a security filing update, detail our roadmap, as well as cover technology initiatives including data Sharing/OneRecord, piece level tracking and more.

- **Descartes Canadian Customs Brokerage™**

Learn how to leverage recent ITMR4 enhancements to support a wide range of customs brokerage, freight forwarding and accounting workflows.

- **Descartes Editrade™ Customs Link**

Understand Descartes Editrade best practices and the latest capabilities for Automated Commercial Environment (ACE) compliance, filing with PGAs and more.

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

Get more from your Descartes OneView solutions by learning how to take advantage of the latest capabilities for bookings, security filings, customs entries, shipment and financial management and Automated Commercial Environment (ACE) compliance.

- **Descartes Shipment Portal™**

Learn how to better manage shipper and forwarder visibility across multiple products, aggregate data from logistics service providers and build performance dashboards using the Descartes Shipment Portal.

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Track Session Overview

Roadmap/Peer Group Sessions:

- **Descartes Editrade™ Customs Link**

Meet other users and Descartes product management to review the benefits of additional ACE/PGA functionality and reporting capabilities to your business and to collaborate on the direction for these products over the next two years.

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

Join other users and Descartes product management to review Automated Commercial Environment (ACE) and Partner Government Agencies (PGA) enhancements and to discuss future development plans for these products over the next two years.

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

Join Descartes product management and other users to review the latest capabilities and current integrations with other Descartes customs solutions and to discuss future plans over the next two years to support evolving Advanced Trade Data requirements.

Breakout Sessions:

- **4th Annual Forwarder & Customs Broker Benchmark Survey**

Discuss the findings from our fourth annual benchmark study that explores current insights from freight forwarders and customs brokers on the key trends affecting the industry's strategies, tactics and use of technology.

- **B+S Logistik Case Study: Expanding LSP Fulfillment Services for Ecommerce**

Uncover key strategies, tactics and technologies for logistics service providers (LSP) to expand beyond their contract logistics business into new business-to-consumer ecommerce operations, including effective order management, warehousing and fulfillment.

- **BlueWater Reporting and EMO Trans Case Study: Ocean Freight Management in a Digital World**

Understand the latest industry trends and solutions to improve international ocean freight management as the supply chain becomes more digitized. Gain insights from shippers, freight forwarders and customs brokers on topics such as rate and sailing schedule management, blockchain, visibility, port communities, vessel and container tracking and messaging.



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Track Session Overview

- **CN Rail and DSV Sea & Air Panel: Strategies for Success in an Accelerated Supply Chain**

Organizations involved in the logistics and supply chain industry are faced every day with challenges and opportunities to grow and evolve. We are in a market where, at times, customer demands seem to outpace the ability to deliver on time, under budget and ahead of schedule. In this session, hear success stories where, in the face of challenges, customers have been able to leverage customs compliance technology to help move freight better via multiple modes of transportation, including rail, air and ocean.

- **ECU Worldwide Case Study: B2B & International Ecommerce**

Learn how ECU Worldwide has changed its logistics operations to succeed in the fast-paced international ecommerce market.

- **Update on Global Cargo Security Compliance**

Join us for an update on recent and potential changes taking place in global cargo security, their impact on the movement of goods across borders and the requirements placed on forwarders and customs brokers.

- **Descartes End-to-end Vision for Forwarder/Broker & Customs Compliance Solutions**

Descartes shares its vision for how technology can help forwarders and customs brokers enhance the customer experience in light of shifting regulatory and competitive demands.



Purchased Transportation

User Training Sessions:

- **Descartes Dock Appointment Scheduling™ & Descartes Yard Management™**

Enhance the value your company is receiving from Descartes Dock Appointment Scheduling and Descartes Yard Management solutions through an understanding of the latest capabilities for greater visibility into managing dock appointments, trailer contents and trailer movements.

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Track Session Overview

- **Descartes MacroPoint™**

Enhance real-time freight visibility and capacity matching using the Descartes MacroPoint solution through a session that uses practical examples and scenarios that demonstrate the use and value of the latest capabilities.

- **Descartes Reporting Services™ and Business Intelligence Best Practices**

Delve into practical examples and scenarios to learn how to use Descartes Reporting Services to generate reports across multiple Descartes solutions for different audiences, such as an individual department, the enterprise and trading partners.

- **Descartes Transportation Manager™ - Advanced**

For advanced Descartes Transportation Manager users, learn how to use the latest enhancements in optimization and execution to improve your transportation operations performance.

- **Descartes Transportation Manager™, Descartes Carrier Portal™ and Descartes Supplier Portal™**

For new or intermediate Descartes Transportation Manager users, gain a better understanding of Descartes transportation solutions, including Descartes Carrier Portal and Descartes Supplier Portal to better manage the flow of freight, optimize shipments across modes and collaborate with carriers and trade partners.

Roadmap/Peer Group Sessions:

- **Descartes MacroPoint™ (Shippers, Brokers & 3PLs)**

Understand how the Descartes MacroPoint real-time visibility solution helps shippers, brokers and 3PLs deliver superior customer service, reduce labor costs, cut penalties and chargebacks, lower detention fees and improve dock and receiving operations.

- **Descartes Retail Distribution Solutions**

Join other users and Descartes product management to review the latest capabilities for different retail distribution solutions and to help set development priorities for releases over the next two years.

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

Join other users and Descartes product management in reviewing recent visibility, dock appointment, yard management and reporting solution enhancements, plus discuss development priorities for releases over the next two years.



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Track Session Overview

- **Descartes Transportation Manager™, Descartes Carrier Portal™, Descartes Order Express™ and Descartes Supplier Portal™**

Join other users and Descartes product management to review the latest capabilities for Descartes Carrier Portal, Descartes Order Express and Descartes Supplier Portal and to discuss development priorities over the next two years, including functional enhancements and integration with other Descartes solutions.

- **Updates on Descartes Solutions for Aljex**

Meet other users and Descartes product management to review new freight broker solution capabilities and to discuss development priorities for releases over the next two years.

Breakout Sessions:

- **3rd Annual Transportation Management Benchmark Survey**

How are transportation management organizations grappling with the capacity crunch and demands for real-time freight visibility? Join us for the findings from our third annual study to understand how top performers' transportation management strategies, tactics and technology decisions are helping to address the capacity crunch, better run operations and enhance customer service.

- **Coates Hire Case Study: Creating Value with Transportation Management**

As customer demands accelerate and distribution channels expand, transportation operations become more and more complex. Understand how to manage growing requirements with the combined fleet and for-hire transportation team, identify areas of savings and opportunity and learn how transportation information can be leveraged across the supply chain.

- **Descartes MacroPoint™ Capacity Matching Update & Roadmap**

Descartes explains its vision for advanced capacity matching that gives logistics services providers (LSP) access to untapped capacity so they can cover more loads, build strong carrier relationships and reduce costs, which empowers them to be more effective with their own network and extends their reach to other carriers.

- **Descartes Vision and Solution Footprint for Freight Brokers**

Understand how an expanded view of transportation management for freight brokers can significantly enhance operations and the customer experience. Descartes explains its vision and solution footprint across freight broker operations to support greater operational efficiency, more diverse business requirements and enable sales growth.



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Track Session Overview

- **Echo Global Logistics, Nolan Transportation Group and Redwood Logistics Panel: Technology & Trends Enabling Freight Brokerage Growth**

With expertise in carriers, lanes and geography, freight brokers play a critical role in the supply chain. Technology is playing a more important role in helping freight brokers serve their customers and grow their business. Join us to discuss how TMS, visibility and capacity solutions are creating growth, how to integrate additional tools to automate processes, how to balance technology and staff investment to maximize margin and more.

- **Ecommerce Returns: The Growing Challenge of Reverse Logistics**

As the ecommerce market continues to grow, so do returns. Learn how to leverage mobile technologies and an integrated supply chain not only to optimize reverse logistics processes, but also to turn returns into a competitive advantage for customer satisfaction and retention.

- **Hallmark Case Study: Taking Control of Global Inbound & Retail Transportation**

Managing a supply chain of overseas manufacturing and suppliers and serving a large retail delivery network is challenging. Hallmark embarked on a journey to centralize its North American transportation team, and improve global visibility and control over the flow of goods to its retail distribution network. With Descartes, Hallmark has achieved end-to-end supply chain visibility and optimized transportation to provide better customer service and decrease freight spend.

- **Shipex Logistics and Shram Logistics Solutions Panel: Increasing Freight Broker Automation**

Having a TMS is fundamental to brokerage operations, and ensuring you are maximizing the use of solution capabilities requires ongoing innovation and process improvements. Customers discuss challenges they have faced and how they have leveraged Descartes Aljex™ capabilities and third-party integrations to reduce administrative tasks, cover more loads, increase cash flow and further automate operations.

- **Steelcase Case Study: Enhance Customer Service with Real-time Freight Visibility**

Real-time freight visibility is proving itself to be a powerful addition to transportation management. Knowing where to start and how to address the challenges is the key to rapid success. Learn how Steelcase was able to succeed and its best practices for freight visibility and carrier enablement.



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Track Session Overview

- **Toyota Motor Manufacturing Canada Case Study: Improve Inbound Freight Using Real-time Visibility**

The opportunities and expectations to drive inbound logistics operational excellence have increased with the advent of real-time freight visibility. Understand how it fits into the overall inbound logistics strategy, improves supplier and carrier collaboration, extends inbound visibility beyond the transportation team and improves inventory allocation.

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

Transportation management solutions can significantly enhance logistics performance and the customer experience. Descartes highlights key industry trends, the increasing importance of transportation management and the breadth of capabilities required to meet evolving customer requirements and address rising transportation complexity.



Global Trade Content

User Training Session:

- **Global Data & Descartes Trade Compliance Solutions**

Understand new capabilities and the latest enhancements in our cloud-based solutions for denied party screening, customs and classification, and global import/export data research.

Roadmap/Peer Group Session:

- **Descartes CustomsInfo™, Descartes MK DPS™ and Descartes Datamyne™ Portfolios**

Meet Descartes product management and other users to discuss the planned features and capabilities for the Descartes global trade data solutions and collaborate on new development initiatives.

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Track Session Overview

Breakout Sessions:

- **Visual Compliance Introduction: How to Successfully Embed Compliance into Organizations**

Visual Compliance is the proud new member of the Descartes family. The solution's intuitive user interface and ingrained workflows simplify your day-to-day activities without compromising compliance. Invest a few minutes to explore how Visual Compliance can help improve your overall compliance with its suite of denied party screening, controlled goods classification and export solutions.

- **Meggitt-USA Services Case Study: The Growing Value of Global Trade Data in an Era of Change**

Given the uncertainty characterizing global trade today, as well as the rapid pace of change, hear how combining modern denied party screening and global trade content and classification solutions can keep goods flowing while simplifying compliance.

- **Nucor and Pinnachem Panel: Actionable Intelligence for Manufacturers from Import/Export Data**

Customers share how Descartes Datamyne can be used to initiate growth strategies, explore new markets, follow industry trends, monitor commodity volumes and values, refine sourcing strategies and keep commercial teams fully-apprised of market realities.

- **Under Armour Case Study: Gaining Efficiencies in Customs Classification**

With a sizable database of over 6 million reference documents and advanced HS code search and refinement capabilities, Descartes CustomsInfo™ Manager and Trade Content can help businesses make better classification decisions. Hear how Under Armour has improved quality and drastically increased the speed of its customs classification practices using the Descartes solution.

- **Vigilant Global Trade Services Case Study: Unlocking the Potential of International Ecommerce**

Discover key trends and supply chain challenges in international ecommerce, and how to leverage technology to help unlock potential business growth and navigate customs requirements, duty calculations, landed costs and more.

- **Visual Compliance Export Documentation Manager with AES**

Visual Compliance Export Documentation Manager helps you prepare your export documents with a built-in compliance workflow. Combine this with integrated denied party screening, classification validation, license determination and one click submission to AES for a solution to meet both your shipping and compliance needs.

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

Today's global trade environment calls for technology that can facilitate compliance while identifying opportunities for growth, boosting productivity and lowering business risk. Descartes shares its vision for deriving actionable intelligence from global trade content to help make supply chains more efficient.

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Track Session Overview



Ecommerce

Roadmap/Peer Group Session:

- **Updates on Descartes Solutions for Ecommerce**

Join Descartes product management and other users to discuss the latest capabilities and development efforts to bring our ecommerce offerings and logistics solutions together, including advanced capabilities for connectivity, ecommerce fulfillment, domestic and international shipping, and home delivery - for both ecommerce retailers and logistics service providers.

Breakout Sessions:

- **2nd Annual Ecommerce Benchmark Survey**

Gain first-hand insights into the top logistics issues in ecommerce, understand where top performers are placing their priorities, and discover the key strategies and tactics for success as revealed in our second annual benchmark study of ecommerce customers in both North America and Europe.

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

Drop shipping has become a critical component of retailer and distributor strategies to offer a wider range of products to customers. Delve into why B2B messaging and real-time connectivity are key capabilities for effective and efficient drop shipping in today's ecommerce environment.

- **Best Practices for Warehouse and Transportation Solutions in Ecommerce**

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

- **Caluso Case Study: Keeping Pace with Seasonal Shipping Peaks**

With help from motivational strategies for employees and technology, German ecommerce start-up Caluso has turned the school supply business inside out and redefined the way student school supplies and equipment are ordered and fulfilled. The company shares best practices and insights for ecommerce-enabled warehouse operations and fulfillment, and explains how the company manages to ship over 5,000 SKUs per day during seasonal peaks with a small team of ten.

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Track Session Overview

- **Descartes Ecommerce Vision: Customer Experience & the Path to Sustainable Growth**

Managing growth while creating a differentiated customer experience is crucial in today's ecommerce environment. Hear what our customers are doing, both online merchants and logistics service providers (LSPs), to identify industry trends and challenges and determine the right ecommerce solution strategy to keep pace with rapid market changes.

- **Ecommerce Returns: The Growing Challenge of Reverse Logistics**

As the ecommerce market continues to grow, so do returns. Learn how to leverage mobile technologies and an integrated supply chain not only to optimize reverse logistics processes, but also to turn returns into a competitive advantage for customer satisfaction and retention.

- **ECU Worldwide Case Study: B2B & International Ecommerce**

Learn how ECU Worldwide has changed its logistics operations to succeed in the fast-paced international ecommerce market.

- **The Global Parcel Explosion: New Challenges & Ecommerce Best Practices**

Parcel shipping, domestically and internationally, has grown at tremendous rates. So have the choices of services, service providers and compliance requirements. Learn more about the strategies and technologies ecommerce companies are using to manage parcel shipping for enhanced customer service and reduced transportation cost.

- **B+S Logistik Case Study: Expanding LSP Fulfillment Services for Ecommerce**

Uncover key strategies, tactics and technologies for logistics service providers (LSP) to expand beyond their contract logistics business into new business-to-consumer ecommerce operations, including effective order management, warehousing and fulfillment.

- **Vigilant Global Trade Services Case Study: Unlocking the Potential of International Ecommerce**

Key trends and supply chain challenges in international ecommerce, and how to leverage technology to help unlock potential business growth and navigate customs requirements, duty calculations, landed costs and more.

Please be sure to visit our sponsors in the Royal Palm and Orchid 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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Executive Forum

Tuesday, March 26, 2019 from 10:45 am – 2:30 pm
All Executive Forum sessions take place in Orchid I

The Executive Forum at Evolution 2019 was created to help senior leaders within Descartes' customer and partner base gain deeper insight into the macroeconomic, political, investment and technological changes shaping logistics and supply chains in 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

Transforming the Customer Experience: C-suite Perspective

Mark Parsons, Managing Director from BC Sands and Len James, Chief Financial Officer from John S. James Co.

The role of the supply chain in shaping a company's customer experience is becoming increasingly visible and important to C-level leadership. While the opportunity for the supply chain to help transform the customer experience can be significant, it requires different supply chain thinking, innovation and approaches to technology. This session will explore how CXOs think about the customer experience and what supply chain and logistics professionals need to do to make their case that the supply chain is one the best investments for creating a compelling customer experience.

Executive Forum sessions are continued on the next page.

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Executive Forum

Session 2: 11:45 am - 12:45 pm

Geo-political Upheaval and Global Trade: Business Impact and Management Strategies

Dr. Walter Kemmsies, Managing Director, Economist and Chief Strategist from JLL Ports Airports and Global Infrastructure

From the current U.S. administration's approach to trade to Brexit, the significant changes in trade relationships are altering the global economy and supply chains – and there appears to be more to come. Gain deeper insight from expert analysis on the current and future state of global trade. The perspectives shared in this session can help to support strategic decision making and management approaches in the areas of sourcing, manufacturing, distribution, sales, risk management and more.

Session 3: 1:30 pm - 2:30 pm

Supply Chain Technology Trends: Investments That Are Likely to Deliver

Barry Gervin, Chief Technologist from Microsoft with Ken Wood and Raimond Diederik from Descartes

Technology hype has never been higher, so how do you know where to make technology investments? Join a panel of experts to explore technology trends that have the real potential to disrupt and fundamentally change the supply chain industry. Perspectives will be shared on topics like IT security, artificial intelligence, big data, blockchain and more. Understand how senior leaders are thinking about technology, where we might see broad adoption, and tangible business results in the near, medium and long-term.

GLOBAL USER & PARTNER CONFERENCE

Conference Agenda Day One: Tuesday, March 26

8:00 am - 9:00 am

Vista Ballroom & Sunset
Veranda (Lobby Level)

Breakfast & Sponsor Exhibits Open

Breakfast sponsored by:



9:00 am - 9:30 am

Royal Palm Ballroom

Global User Group Steering
Committee Welcome

Meet the members of this year's Steering Committee as they call the conference to order and share insights on how their focus on the customer has helped transform their logistics and supply chain operations.

9:30 am - 10:15 am

Royal Palm Ballroom

Descartes Vision and Corporate Update

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

Join our CEO Ed Ryan to learn more about what's new at Descartes, including our business strategy, latest acquisitions, customer success and how we're responding to key trends in logistics and supply chain management.

10:15 am - 10:45 am

Royal Palm Ballroom & Royal
Palm/Orchid Foyers

Refreshment Break & Sponsor Exhibits

Refreshment break sponsored by:



10:45 am - 12:00 pm Track Sessions

10:45 am - 2:30 pm Executive Forum

12:00 pm - 1:15 pm

Royal Palm Ballroom & Royal
Palm/Orchid Foyers

Lunch & Sponsor Exhibits

Lunch sponsored by:



GLOBAL USER & PARTNER CONFERENCE

Conference Agenda Day One: Tuesday, March 26

1:15 pm - 4:00 pm Track Sessions

4:00 pm - 4:30 pm Refreshment Break & Sponsor Exhibits

Royal Palm Ballroom & Royal Palm/Orchid Foyers

Refreshment break sponsored by:



4:30 pm - 6:20 pm Track Sessions

6:45 pm - 7:15 pm Welcome Reception / Cocktails

Royal Palm/Orchid Foyers

7:15 pm - 9:15 pm Welcome Dinner / Excellence & Innovation Awards

Royal Palm Ballroom

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

Welcome Dinner sponsored by:



*The conference theme set by our
Global User Group Steering Committee this year is:
Transforming the Customer Experience.*

GLOBAL USER & PARTNER CONFERENCE

Track Sessions (Morning) - Tuesday, March 26

Time	Description	Room	Track
10:45 am - 12:00 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes Mobile™ & Descartes wGLN™ - Introduction <i>Tim Reinert with Pel Saint-Fort and Matt Gruden from Descartes: Gain a high-level understanding of mobile solution capabilities, notifications and workflow integration opportunities to improve real-time information exchange throughout last mile distribution processes.</i>	Royal VII	
10:45 am - 12:00 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes Route Planner™ On-demand - Planning & Optimization <i>Al de la Vega with Joanne Cochrane and James Palmer from Descartes: Enhance Descartes Route Planner On-Demand proficiency with best practices, tips and shortcuts to improve planner productivity, as well as the latest in workflow integration with other Descartes solutions.</i>	Royal VIII	
10:45 am - 12:00 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes Route Planner™ - Planning & Optimization <i>Satvir Kambo with Shaki Kodi, Justin Marshall and Beth Davies from Descartes: Enhance Descartes Route Planner proficiency with best practices, tips and shortcuts to improve planning productivity.</i>	Orchid II	
10:45 am - 3:30 pm <i>Length: 4 hours 45 minutes</i>	User Training: Air Carriers Workshop <i>Jos Nuijten with Sandy Deskin from Descartes: Join us as we cover development of the Descartes Velocity Mail™ solution. During this workshop, we will discuss the new Android/iOS mobile application, provide a security filing update, detail our roadmap, as well as cover technology initiatives including data Sharing/OneRecord, piece level tracking and more.</i>	Banyan I	
10:45 am - 12:00 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes OneView™ Forwarder Enterprise/Customs House Broker/Accounting <i>Sean Huffman with Jeff Eckstein and Tom Kuerbs from Descartes: Get more from your Descartes OneView solutions by learning how to take advantage of the latest capabilities for bookings, security filings, customs entries, shipment and financial management and Automated Commercial Environment (ACE) compliance.</i>	Orchid IV	

GLOBAL USER & PARTNER CONFERENCE

Track Sessions (Morning) - Tuesday, March 26

Time	Description	Room	Track
10:45 am - 12:00 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes Dock Appointment Scheduling™ & Descartes Yard Management™ <i>Edo de Ruijter with Henry Yip from Descartes:</i> Enhance the value your company is receiving from Descartes Dock Appointment Scheduling and Descartes Yard Management solutions through an understanding of the latest capabilities for greater visibility into managing dock appointments, trailer contents and trailer movements.	Orchid III	
10:45 am - 12:00 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes MacroPoint™ <i>Pete Currie with Andrew Wimer from Descartes:</i> Enhance real-time freight visibility and capacity matching using the Descartes MacroPoint solution through a session that uses practical examples and scenarios that demonstrate the use and value of the latest capabilities.	Royal VI	

12:00 pm - 1:15 pm

Royal Palm Ballroom & Royal Palm/Orchid Foyers

Lunch & Sponsor Exhibits

Lunch sponsored by:

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Thank you to the Descartes' Global User Group Steering Committee for their guidance and input on the program content for Evolution 2019.

GLOBAL USER & PARTNER CONFERENCE

Track Sessions (Afternoon) - Tuesday, March 26

Time	Description	Room	Track
1:15 pm - 2:30 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes Perform™ for Food <i>Pel Saint-Fort with Gina Fisher and Noeleen Westland from Descartes:</i> Enhance Descartes Perform for Food application proficiency with practical examples and scenarios that demonstrate the latest solution capabilities.	Orchid III	
1:15 pm - 2:30 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes Route Planner™ - Dispatch & Execution <i>Shaki Kodi with Justin Marshall and Satvir Kambo from Descartes:</i> Learn about the latest best practices, tips and shortcuts to improve Descartes Route Planner dispatcher productivity and vehicle tracking.	Orchid II	
1:15 pm - 2:30 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes Route Planner™ On-demand - Dispatch & Execution (Repeated on Thursday) <i>Joanne Cochrane with Al de la Vega and James Palmer from Descartes:</i> Learn about the latest best practices, tips and shortcuts to improve Descartes Route Planner On-demand dispatch user productivity.	Royal VIII	
1:15 pm - 2:30 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes Editrade™ Customs Link <i>Darci Kissinger with Chad Singiser and Carla Ramirez from Descartes:</i> Understand Descartes Editrade best practices and the latest capabilities for Automated Commercial Environment (ACE) compliance, filing with PGAs and more.	Orchid IV	
1:15 pm - 2:30 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes Shipment Portal™ <i>Dizhong Liu with Jim Alemany from Descartes:</i> Learn how to better manage shipper and forwarder visibility across multiple products, aggregate data from logistics service providers and build performance dashboards using the Descartes Shipment Portal.	Acacia II - III	

GLOBAL USER & PARTNER CONFERENCE

Track Sessions (Afternoon) - Tuesday, March 26

Time	Description	Room	Track
1:15 pm - 2:30 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes Transportation Manager™, Descartes Carrier Portal™ and Descartes Supplier Portal™ <i>Dave Swanson with Mauricio Ruiz from Descartes:</i> For new or intermediate Descartes Transportation Manager users, gain a better understanding of Descartes transportation solutions, including Descartes Carrier Portal and Descartes Supplier Portal to better manage the flow of freight, optimize shipments across modes and collaborate with carriers and trade partners.	Royal VI	
1:15 pm - 2:30 pm <i>Length: 1 hour 15 minutes</i>	User Training: Global Data & Descartes Trade Compliance Solutions <i>Joely Callaway, Preston Barton, Enrique Brum and Sabrina Rodriguez with Brendan McCahill and Elena Ozyman from Descartes:</i> Understand new capabilities and the latest enhancements in our cloud-based solutions for denied party screening, customs and classification, and global import/export data research.	Royal VII	

2:30 pm - 2:45 pm

Royal Palm Ballroom & Royal Palm/Orchid Foyers

Refreshment Break & Sponsor Exhibits

Refreshment break sponsored by:



GLOBAL USER & PARTNER CONFERENCE

Track Sessions (Afternoon) - Tuesday, March 26

Time	Description	Room	Track
2:45 pm - 4:00 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes Mobile™ & Descartes wGLN™ - Advanced (Repeated on Thursday) <i>Matt Gruden with Pel Saint-Fort and Joanne Cochrane from Descartes: For advanced Descartes Mobile and Descartes wGLN users, enhance proficiency using the latest capabilities for configuring the solution to support fleet operations processes, exchanging information in real-time with Descartes and third-party applications and using notifications to support customer engagement.</i>	Orchid II	
2:45 pm - 4:00 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes Route Planner™ - Master Class <i>Justin Marshall with Satvir Kambo and Beth Davies from Descartes: For advanced users, learn the latest in Descartes Route Planner planning and execution best practices to be able to create optimization scenarios that provide a superior customer experience while minimizing cost.</i>	Royal VIII	
2:45 pm - 4:00 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes Telematics and Compliance™ and Geotab <i>Tim Reinert with Jozef Casar and Vince Arone from Descartes: Improve Descartes Telematics and Compliance solution proficiency using practical examples and scenarios that demonstrate the latest telematics capabilities.</i>	Royal VII	
2:45 pm - 4:00 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes WinRoute™ <i>Atit Pandya with Albert van Roekel from Descartes: Understand how to leverage the latest Descartes WinRoute enhancements for analyzing and planning routes to develop the most cost-effective transportation strategy for your business.</i>	Orchid III	
2:45 pm - 4:00 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes Canadian Customs Brokerage™ <i>Anabela Bekic with Tomasz Jasniewicz, Dan Hrubik and Glenn Palanacki from Descartes: Learn how to leverage recent ITMR4 enhancements to support a wide range of customs brokerage, freight forwarding and accounting workflows.</i>	Acacia II - III	

GLOBAL USER & PARTNER CONFERENCE

Track Sessions (Afternoon) - Tuesday, March 26

Time	Description	Room	Track
2:45 pm - 4:00 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes Reporting Services™ and Business Intelligence Best Practices <i>Ibukun Olayemi with Henry Yip from Descartes:</i> Delve into practical examples and scenarios to learn how to use Descartes Reporting Services to generate reports across multiple Descartes solutions for different audiences, such as an individual department, the enterprise and trading partners.	Royal VI	
2:45 pm - 4:00 pm <i>Length: 1 hour 15 minutes</i>	User Training: Descartes Transportation Manager™ - Advanced <i>Mona McFadden with Mauricio Ruiz from Descartes:</i> For advanced Descartes Transportation Manager users, learn how to use the latest enhancements in optimization and execution to improve your transportation operations performance.	Orchid IV	
4:30 pm - 5:20 pm <i>Length: 50 minutes</i>	Descartes End-to-end Vision for Routing, Mobile & Telematics <i>Eric Malcolm with James Wee and Sergio Torres from Descartes:</i> It's all about the customer experience and the fleet is at the forefront. Expectations for faster delivery, on-time shipments and real-time status updates are magnifying the pressure for fleets to excel.	Orchid I	
4:30 pm - 5:20 pm <i>Length: 50 minutes</i>	Descartes End-to-end Vision for Forwarder/ Broker & Customs Compliance Solutions <i>Glenn Palanack with Scott Sangster and Eric Bossdorf from Descartes:</i> Descartes shares its vision for how technology can help forwarders and customs brokers enhance the customer experience in light of shifting regulatory and competitive demands.	Royal VI	
4:30 pm - 5:20 pm <i>Length: 50 minutes</i>	Descartes End-to-end Vision for Transportation Management <i>Mona McFadden and Alan Dunkerley from Descartes:</i> Transportation management solutions can significantly enhance logistics performance and the customer experience. Descartes highlights key industry trends, the increasing importance of transportation management and the breadth of capabilities required to meet evolving customer requirements and address rising transportation complexity.	Orchid IV	

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Track Sessions (Afternoon) - Tuesday, March 26

Time	Description	Room	Track
4:30 pm - 5:20 pm <i>Length: 50 minutes</i>	Descartes Vision and Solution Footprint for Freight Brokers <i>Tom Heine and Mark Carroll from Descartes:</i> Understand how an expanded view of transportation management for freight brokers can significantly enhance operations and the customer experience. Descartes explains its vision and solution footprint across freight broker operations to support greater operational efficiency, more diverse business requirements and enable sales growth.	Orchid III	
5:30 pm - 6:20 pm <i>Length: 50 minutes</i>	Descartes End-to-end Vision for Global Trade Content <i>Joely Callaway and Brendan McCahill with Preston Barton from Descartes:</i> Today's global trade environment calls for technology that can facilitate compliance while identifying opportunities for growth, boosting productivity and lowering business risk. Descartes shares its vision for deriving actionable intelligence from global trade content to help make supply chains more efficient.	Royal VI	
5:30 pm - 6:20 pm <i>Length: 50 minutes</i>	Descartes Ecommerce Vision: Customer Experience & the Path to Sustainable Growth <i>Johannes Panzer with Dirk Haschke from Descartes:</i> Managing growth while creating a differentiated customer experience is crucial in today's ecommerce environment. Hear what our customers are doing, both online merchants and logistics service providers (LSPs), to identify industry trends and challenges and determine the right ecommerce solution strategy to keep pace with rapid market changes.	Orchid IV	

We look forward to seeing you at 6:45 pm in the Royal Palm Foyer for cocktails. The awards will be presented during the Welcome Dinner that follows at 7:15 pm in the Royal Palm Ballroom. The Welcome Dinner is sponsored by:

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GLOBAL USER & PARTNER CONFERENCE

Conference Agenda Day Two - Wednesday, March 27

7:30 am - 8:30 am

*Vista Ballroom & Sunset
Veranda (Lobby Level)*

Breakfast & Sponsor Exhibits Open

Breakfast sponsored by:



8:30 am - 9:10 am

Royal Palm Ballroom

Descartes Innovation Update

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

*Ken Wood shares details on key technology
advances across the breadth of our solution
portfolio.*

9:10 am - 10:00 am

Royal Palm Ballroom

Keynote Address

*Presented by David Menzel, President & COO
from Echo Global Logistics*

10:00 am - 10:30 am

*Royal Palm Ballroom & Royal
Palm/Orchid Foyers*

Refreshment Break & Sponsor Exhibits

Refreshment break sponsored by:



10:30 am - 12:20 pm Track Sessions

GLOBAL USER & PARTNER CONFERENCE

Conference Agenda Day Two - Wednesday, March 27

12:30 pm - 1:30 pm

Royal Palm Ballroom & Royal Palm/Orchid Foyers

Lunch & Sponsor Exhibits

Lunch sponsored by:



1:30 pm - 3:20 pm

Track Sessions

3:30 pm - 4:00 pm

Royal Palm Ballroom & Royal Palm/Orchid Foyers

Refreshment Break & Sponsor Exhibits

Refreshment break sponsored by:



4:00 pm - 5:50 pm

Track Sessions

6:30 pm - 8:30 pm

Royal Palm Ballroom

Technology Fair & Networking Reception

Join us in the Royal Palm 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 27

Time	Description	Room	Track
10:30 am - 11:20 am <i>Length: 50 minutes</i>	<p>Best Buy, Stericycle and Ferrellgas Panel: Maximize Fleet & Mobile Resource Productivity with Daily Route Planning</p> <p><i>Andrew Smith, Associate Manager from Best Buy; Matt Maziere, Senior Manager Solutions & Integrity from Stericycle; Mike Nason, Application Manager from Ferrellgas; Moderator: Eric Malcolm from Descartes: For any fleet of vehicles or mobile resources, learn how optimized daily route planning can help organizations reduce the number of vehicles, miles, hours and overall transportation costs while respecting routing rules and customer service requirements.</i></p>	Orchid II	
10:30 am - 11:20 am <i>Length: 50 minutes</i>	<p>CN Rail and DSV Sea & Air Panel: Strategies for Success in an Accelerated Supply Chain</p> <p><i>Alice Peres da Silva, Sr. Manager Customs Brokerage from CN Rail; Nelson Cabral, National Customs Manager from DSV Sea & Air; Moderator: Glenn Palanacki from Descartes: Organizations involved in the logistics and supply chain industry are faced everyday with challenges and opportunities to grow and evolve. We are in a market where, at times, customer demands seem to outpace the ability to deliver on time, under budget and ahead of schedule. In this session, hear success stories where, in the face of challenges, customers have been able to leverage customs compliance technology to help move freight better via multiple modes of transportation, including rail, air and ocean.</i></p>	Orchid IV	
10:30 am - 11:20 am <i>Length: 50 minutes</i>	<p>Steelcase Case Study: Enhance Customer Service with Real-time Freight Visibility</p> <p><i>Keegan McCready, Sr. Project & Portfolio Manager from Steelcase; Moderator: Brian Hodgson from Descartes: Real-time freight visibility is proving itself to be a powerful addition to transportation management. Knowing where to start and how to address the challenges is the key to rapid success. Learn how Steelcase was able to succeed and its best practices for freight visibility and carrier enablement.</i></p>	Royal VIII	

GLOBAL USER & PARTNER CONFERENCE

Track Sessions (Morning) - Wednesday, March 27

Time	Description	Room	Track
10:30 am - 11:20 am <i>Length: 50 minutes</i>	<p>Nucor and Pinnachem Panel: Actionable Intelligence for Manufacturers from Import/Export Data</p> <p><i>Brian Jones, International Logistics Manager from Nucor Corporation; G. Michael Laidlaw, President from Pinnachem; Moderator: Mark Condon from Descartes: Customers share how Descartes Datamyne can be used to initiate growth strategies, explore new markets, follow industry trends, monitor commodity volumes and values, refine sourcing strategies and keep commercial teams fully-apprised of market realities.</i></p>	Royal VI	
10:30 am - 11:20 am <i>Length: 50 minutes</i>	<p>Calculo Case Study: Keeping Pace with Seasonal Shipping Peaks</p> <p><i>Kilian Kallee, CEO and Founder and Alexander Giersz, CEO and Founder from Calculo; Moderator: Fabian Riegel from Descartes: With help from motivational strategies for employees and technology, German ecommerce start-up Calculo has turned the school supply business inside out and redefined the way student school supplies and equipment are ordered and fulfilled. The company shares best practices and insights for ecommerce-enabled warehouse operations and fulfillment, and explains how the company manages to ship over 5,000 SKUs per day during seasonal peaks with a small team of ten.</i></p>	Acacia IV - VI	
11:30 am - 12:20 pm <i>Length: 50 minutes</i>	<p>Richards Building Supply and WESCO Panel: Enhance On-the-road Performance with Daily Route Execution</p> <p><i>Jenny Vetter, Corporate Project Manager from Richards Building Supply; Jeff Mandell, Transportation Manager from WESCO; Moderator: Brad Bradley from Descartes: Learn how fleet operators are using real-time location and status updates, intelligent dispatching and exception management to better manage vehicles in the field and be more responsive to changing customer requirements or traffic conditions.</i></p>	Orchid II	

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Track Sessions (Morning) - Wednesday, March 27

Time	Description	Room	Track
11:30 am - 12:20 pm <i>Length: 50 minutes</i>	<p>3rd Annual Transportation Management Benchmark Survey</p> <p><i>Chris Jones with Brian Hodgson from Descartes:</i> How are transportation management organizations grappling with the capacity crunch and demands for real-time freight visibility? Join us for the findings from our third annual study to understand how top performers' transportation management strategies, tactics and technology decisions are helping to address the capacity crunch, better run operations and enhance customer service.</p>	Royal VIII	
11:30 am - 12:20 pm <i>Length: 50 minutes</i>	<p>Under Armour Case Study: Gaining Efficiencies in Customs Classification</p> <p><i>Torrey Schoel with Steve Barbour from Descartes; William Morse, Trade Compliance Specialist from Under Armour:</i> With a sizable database of over 6 million reference documents and advanced HS code search and refinement capabilities, Descartes CustomsInfo™ Manager and Trade Content can help businesses make better classification decisions. Hear how Under Armour has improved quality and drastically increased the speed of its customs classification practices using the Descartes solution.</p>	Royal VI	
11:30 am - 12:20 pm <i>Length: 50 minutes</i>	<p>Best Practices for Warehouse and Transportation Solutions in Ecommerce</p> <p><i>Troy Graham with Dirk Haschke from Descartes:</i> Ecommerce companies are looking for new ways to enable their delivery operations to provide a superior customer experience and do it cost-efficiently. Learn what happens when companies leverage warehouse and transportation technologies to change the ecommerce game.</p>	Acacia IV - VI	

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Track Sessions (Morning) - Wednesday, March 27

Time	Description	Room	Track
11:30 am - 12:20 pm <i>Length: 50 minutes</i>	<p>ECU Worldwide Case Study: B2B & International Ecommerce</p> <p><i>Spencer Strader, Director of Imports from ECU Worldwide; Moderators: Glenn Palanacki and Johannes Panzer from Descartes: Learn how ECU Worldwide has changed its logistics operations to succeed in the fast-paced international ecommerce market.</i></p>	Acacia II - III	 

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

Royal Palm Ballroom & Royal Palm/Orchid Foyers

Lunch sponsored by:



1:30 pm - 2:20 pm <i>Length: 50 minutes</i>	<p>Best Practices for Telematics</p> <p><i>Noeleen Westland and Vince Arone from Descartes: This session illustrates how leading companies are using telematics to improve driver delivery performance, better manage their assets and comply with government regulations.</i></p>	Acacia IV - VI	
1:30 pm - 2:20 pm <i>Length: 50 minutes</i>	<p>4th Annual Forwarder & Customs Broker Benchmark Survey</p> <p><i>Brandon Fried from the Airforwarders Association (AfA) and Glenn Palanacki from Descartes: Discuss the findings from our fourth annual benchmark study that explores current insights from freight forwarders and customs brokers on the key trends affecting the industry's strategies, tactics and use of technology.</i></p>	Orchid IV	

GLOBAL USER & PARTNER CONFERENCE

Track Sessions (Afternoon) - Wednesday, March 27

Time	Description	Room	Track
1:30 pm - 2:20 pm <i>Length: 50 minutes</i>	<p>B+S Logistik Case Study: Expanding LSP Fulfillment Services for Ecommerce <i>Thomas Finke, Head of Sales Ecommerce from B+S Logistik; Moderator: Fabian Riegel from Descartes:</i> Uncover key strategies, tactics and technologies for logistics service providers (LSP) to expand beyond their contract logistics business into new business-to-consumer ecommerce operations, including effective order management, warehousing and fulfillment.</p>	Royal VII	 
1:30 pm - 2:20 pm <i>Length: 50 minutes</i>	<p>Toyota Motor Manufacturing Canada Case Study: Improve Inbound Freight Using Real-time Visibility <i>Wes Burt, Assistant Manager from Toyota Motor Manufacturing Canada; Moderator: Brian Hodgson from Descartes:</i> The opportunities and expectations to drive inbound logistics operational excellence have increased with the advent of real-time freight visibility. Understand how it fits into the overall inbound logistics strategy, improves supplier and carrier collaboration, extends inbound visibility beyond the transportation team and improves inventory allocation.</p>	Royal VIII	
1:30 pm - 2:20 pm <i>Length: 50 minutes</i>	<p>Visual Compliance Introduction: How to Successfully Embed Compliance into Organizations <i>Marc Roy with Paul Constanzo from Descartes:</i> Visual Compliance is the proud new member of the Descartes family. The solution's intuitive user interface and ingrained workflows simplify your day-to-day activities without compromising compliance. Invest a few minutes to explore how Visual Compliance can help improve your overall compliance with its suite of denied party screening, controlled goods classification and export solutions.</p>	Royal VI	

GLOBAL USER & PARTNER CONFERENCE

Track Sessions (Afternoon) - Wednesday, March 27

Time	Description	Room	Track
1:30 pm - 2:20 pm <i>Length: 50 minutes</i>	<p>B2B Collaboration: Powering the Ecommerce Network <i>Fasih Hussain with Fred van der Heide and Tamara De Swert from Descartes: Drop shipping has become a critical component of retailer and distributor strategies to offer a wider range of products to customers. Delve into why B2B messaging and real-time connectivity are key capabilities for effective and efficient drop shipping in today's ecommerce environment.</i></p>	Acacia II - III	
1:30 pm - 2:20 pm <i>Length: 50 minutes</i>	<p>Descartes Customer Support Innovations <i>Bob Parker with Julie Calcunovitch from Descartes: Learn how Descartes Support is pursuing new technologies to help serve customers better, such as a voice recognition phone system, chat functionality on the customer support portal and self-service notification management.</i></p>	Orchid III	General
2:30 pm - 3:20 pm <i>Length: 50 minutes</i>	<p>MedSpeed Case Study: Integrated Systems & Processes in a Multi-product Environment <i>Dan Blake, Chief Technology Officer from MedSpeed; Moderator: Paul Johnson from Descartes: Learn how to exceed customer expectations through a combination of Descartes' real-time GPS tracking mobile solutions and consumer-oriented applications.</i></p>	Orchid II	
2:30 pm - 3:20 pm <i>Length: 50 minutes</i>	<p>Update on Global Cargo Security Compliance <i>Jos Nuijten and Rob Pedersen from Descartes: Join us for an update on recent and potential changes taking place in global cargo security, their impact on the movement of goods across borders and the requirements placed on forwarders and customs brokers.</i></p>	Orchid IV	

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Track Sessions (Afternoon) - Wednesday, March 27

Time	Description	Room	Track
2:30 pm - 3:20 pm Length: 50 minutes	<p>Hallmark Case Study: Taking Control of Global Inbound & Retail Transportation <i>Jason West, Transportation Coordinator from Hallmark; Moderator: Dave Swanson from Descartes: Managing a supply chain of overseas manufacturing and suppliers and serving a large retail delivery network is challenging. Hallmark embarked on a journey to centralize its North American transportation team, and improve global visibility and control over the flow of goods to its retail distribution network. With Descartes, Hallmark has achieved end-to-end supply chain visibility and optimized transportation to provide better customer service and decrease freight spend.</i></p>	Royal VIII	
2:30 pm - 3:20 pm Length: 50 minutes	<p>Shipex Logistics and Shram Logistics Solutions Panel: Increasing Freight Broker Automation <i>Sean Snow, President from Shipex Logistics; Russ Shramovich, Owner from Shram Logistics Solutions; Moderator: Tom Heine from Descartes: Having a TMS is fundamental to brokerage operations, and ensuring you are maximizing the use of solution capabilities requires ongoing innovation and process improvements. Customers discuss challenges they have faced and how they have leveraged Descartes Aljex™ capabilities and third-party integrations to reduce administrative tasks, cover more loads, increase cash flow and further automate operations.</i></p>	Royal VII	
2:30 pm - 3:20 pm Length: 50 minutes	<p>Vigilant Global Trade Services Case Study: Unlocking the Potential of International Ecommerce <i>Derek Abramovitch, Chief Relationship Officer from Vigilant Global Trade Services with Joely Callaway from Descartes: Discover key trends and supply chain challenges in international ecommerce, and how to leverage technology to help unlock potential business growth and navigate customs requirements, duty calculations, landed costs and more.</i></p>	Royal VI	 

GLOBAL USER & PARTNER CONFERENCE

Track Sessions (Afternoon) - Wednesday, March 27

Time	Description	Room	Track
2:30 pm - 3:20 pm <i>Length: 50 minutes</i>	<p>2nd Annual Ecommerce Benchmark Survey <i>Johannes Panzer with Chris Jones from Descartes:</i> Gain first-hand insights into the top logistics issues in ecommerce, understand where top performers are placing their priorities, and discover the key strategies and tactics for success as revealed in our second annual benchmark study of ecommerce customers in both North America and Europe.</p>	Acacia II - III	

3:30 pm - 4:00 pm

Royal Palm Ballroom & Royal Palm/Orchid Foyers

Refreshment Break & Sponsor Exhibits

Refreshment break Sponsored by:



4:00 pm - 4:50 pm <i>Length: 50 minutes</i>	<p>2nd Annual Fleet Management Benchmark Survey <i>Chris Jones with Brad Bradley from Descartes:</i> Join us for the findings from our second annual benchmark study and learn how forward-thinking organizations are recognizing the evolving role and value of the fleet to differentiate their brand, enhance customer service, drive growth and bolster the bottom line.</p>	Orchid II	
4:00 pm - 4:50 pm <i>Length: 50 minutes</i>	<p>Coates Hire Case Study: Creating Value with Transportation Management <i>On behalf of Coates Hire, Scott Hancock, Director Group Technology from Bestrane; Moderator: Mona McFadden from Descartes:</i> As customer demands accelerate and distribution channels expand, transportation operations become more and more complex. Understand how to manage growing requirements with the combined fleet and for-hire transportation team, identify areas of savings and opportunity and learn how transportation information can be leveraged across the supply chain.</p>	Orchid I	

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Track Sessions (Afternoon) - Wednesday, March 27

Time	Description	Room	Track
4:00 pm - 4:50 pm <i>Length: 50 minutes</i>	<p>Descartes MacroPoint™ Capacity Matching Update & Roadmap <i>Mark Carroll with Brian Hodgson from Descartes:</i> Descartes explains its vision for advanced capacity matching that gives logistics services providers (LSP) access to untapped capacity so they can cover more loads, build strong carrier relationships and reduce costs, which empowers them to be more effective with their own network and extends their reach to other carriers.</p>	Orchid IV	
4:00 pm - 4:50 pm <i>Length: 50 minutes</i>	<p>Meggitt-USA Services Case Study: The Growing Value of Global Trade Data in an Era of Change <i>Jonathan Priganc, Head of Trade Compliance – Business Systems, Applications, and Strategy from Meggitt-USA Services; Moderators: Marc Roy and Steve Barbour from Descartes:</i> Given the uncertainty characterizing global trade today, as well as the rapid pace of change, hear how combining modern denied party screening and global trade content and classification solutions can keep goods flowing while simplifying compliance.</p>	Orchid III	
4:00 pm - 4:50 pm <i>Length: 50 minutes</i>	<p>The Global Parcel Explosion: New Challenges & Ecommerce Best Practices <i>Dirk Haschke with Fabian Riegel from Descartes:</i> Parcel shipping, domestically and internationally, has grown at tremendous rates. So have the choices of services, service providers and compliance requirements. Learn more about the strategies and technologies ecommerce companies are using to manage parcel shipping for enhanced customer service and reduced transportation cost.</p>	Acacia II - III	
5:00 pm - 5:50 pm <i>Length: 50 minutes</i>	<p>BC Sands Case Study: The Second Wave of Value <i>Mark Parsons, Managing Director and Tina Winkler, IT Manager from BC Sands; Moderator: Eric Malcolm from Descartes:</i> Discover strategies, tactics and technologies for exposing the supply chain directly to customers with capabilities that are intended to benefit the customer - and the organization - at the same time.</p>	Orchid II	

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Track Sessions (Afternoon) - Wednesday, March 27

Time	Description	Room	Track
5:00 pm - 5:50 pm <i>Length: 50 minutes</i>	<p>BlueWater Reporting and EMO Trans Case Study: Ocean Freight Management in a Digital World</p> <p><i>Andy Richardson, Executive Director - IT from EMO Trans; Edward Howard, BlueWater Reporting; Moderator: Eric Geerts from Descartes: Understand the latest industry trends and solutions to improve international ocean freight management as the supply chain becomes more digitized. Gain insights from shippers, freight forwarders and customs brokers on topics such as rate and sailing schedule management, blockchain, visibility, port communities, vessel and container tracking and messaging.</i></p>	Orchid IV	
5:00 pm - 5:50 pm <i>Length: 50 minutes</i>	<p>Echo Global Logistics, Nolan Transportation Group and Redwood Logistics Panel: Technology & Trends Enabling Freight Brokerage Growth</p> <p><i>Jay Gustafson, Senior Vice President of Carrier Operations from Echo Global Logistics; Garrett McDaniel, VP, Software Project Management, Nolan Transportation Group; Jeff Leppert, Sr. VP, Capacity Solutions from Redwood Logistics; Moderator: Brian Hodgson from Descartes: With expertise in carriers, lanes and geography, freight brokers play a critical role in the supply chain. Technology is playing a more important role in helping freight brokers serve their customers and grow their business. Join us to discuss how TMS, visibility and capacity solutions are creating growth, how to integrate additional tools to automate processes, how to balance technology and staff investment to maximize margin and more.</i></p>	Orchid I	
5:00 pm - 5:50 pm <i>Length: 50 minutes</i>	<p>Visual Compliance Export Documentation Manager with AES</p> <p><i>Paul Constanzo with Marc Roy from Descartes: Visual Compliance Export Documentation Manager helps you prepare your export documents with a built-in compliance workflow. Combine this with integrated denied party screening, classification validation, license determination and one click submission to AES for a solution to meet both your shipping and compliance needs.</i></p>	Orchid III	

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Track Sessions (Afternoon) - Wednesday, March 27

Time	Description	Room	Track
5:00 pm - 5:50 pm <i>Length: 50 minutes</i>	<p>Ecommerce Returns: The Growing Challenge of Reverse Logistics <i>Benjamin Biermann with Stephanie Redl from Descartes: As the ecommerce market continues to grow, so do returns. Learn how to leverage mobile technologies and an integrated supply chain not only to optimize reverse logistics processes, but also to turn returns into a competitive advantage for customer satisfaction and retention.</i></p>	Acacia II - III	

6:30 pm - 8:30 pm

Royal Palm Ballroom

Technology Fair & Networking Reception

Join us in the Royal Palm 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:



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Conference Agenda Day Three - Thursday, March 28

7:30 am - 8:30 am

*Vista Ballroom & Sunset
Veranda (Lobby Level)*

Breakfast & Sponsor Exhibits Open

Breakfast sponsored by:

Honeywell

8:35 am - 12:20 pm

Track Sessions

12:30 pm - 1:30 pm

*Royal Palm Ballroom & Royal
Palm/Orchid Foyers*

Lunch & Sponsor Exhibits

Lunch sponsored by:

SMG
STRATEGIC MOBILITY GROUP

Please be sure to visit our sponsors in the Royal Palm and Orchid 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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Track Sessions (Morning) - Thursday, March 28

Time	Description	Room	Track
8:30 am - 9:40 am <i>Length: 1 hour 10 minutes</i>	<p>Roadmap/Peer Group: Descartes Perform™ Mobile Portfolio</p> <p><i>Mark Levy and Thom Gallie with Noeleen Westland from Descartes:</i> Join other Descartes Perform mobile users and Descartes product management to review the latest capabilities and enhanced integration with Descartes' routing and scheduling applications, and to collaborate on development plans for these products over the next two years.</p>	Orchid IV	
8:30 am - 9:40 am <i>Length: 1 hour 10 minutes</i>	<p>Roadmap/Peer Group: Descartes Route Planner™ On-demand</p> <p><i>Marco Sponza with Paul Johnson from Descartes:</i> Join other Descartes Route Planner On-demand users and Descartes product management to discuss new capabilities and future development priorities, including optimization enhancements such as profiles, multiple shifts, driver breaks configuration, per stop calculation for cost profiles, and speed factor settings.</p>	Royal VIII	
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:</i> Join Descartes product management and other users to discuss the latest capabilities and collaborate on development priorities for the next two years, including the new dashboard for tablets, icons, customizations for specific forms and new enhancements to background optimization on execution.</p>	Royal VII	
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>Jeff Eckstein with George Manolis and Tom Kuerbs from Descartes:</i> Join other users and Descartes product management to review Automated Commercial Environment (ACE) and Partner Government Agencies (PGA) enhancements and to discuss future development plans for these products over the next two years.</p>	Royal VI	

GLOBAL USER & PARTNER CONFERENCE

Track Sessions (Morning) - Thursday, March 28

Time	Description	Room	Track
8:30 am - 9:40 am <i>Length: 1 hour 10 minutes</i>	Roadmap/Peer Group: Descartes Retail Distribution Solutions <i>Alex Sampere with David Brown and Chandra Kasakevitch from Descartes:</i> Join other users and Descartes product management to review the latest capabilities for different retail distribution solutions and to help set development priorities for releases over the next two years.	Acacia IV - VI	
8:30 am - 9:40 am <i>Length: 1 hour 10 minutes</i>	Roadmap/Peer Group: Descartes Solutions for Visibility, Dock Appointment Scheduling, Yard Management & Reporting <i>Alan Dunkerley with Henry Yip from Descartes:</i> Join other users and Descartes product management in reviewing recent visibility, dock appointment, yard management and reporting solution enhancements, plus discuss development priorities for releases over the next two years.	Orchid III	
8:30 am - 9:40 am <i>Length: 1 hour 10 minutes</i>	Roadmap/Peer Group: Updates on Descartes Solutions for Ecommerce <i>Johannes Panzer with Troy Graham and Elliot Coreil Allen from Descartes:</i> Join Descartes product management and other users to discuss the latest capabilities and development efforts to bring our ecommerce offerings and logistics solutions together, including advanced capabilities for connectivity, ecommerce fulfillment, domestic and international shipping, and home delivery - for both ecommerce retailers and logistics service providers.	Acacia II - III	
9:50 am - 11:00 am <i>Length: 1 hour 10 minutes</i>	Roadmap/Peer Group: Descartes Mobile™ <i>Mark Levy with Sergio Torres from Descartes:</i> Meet other Descartes Mobile customers and Descartes product management to review recent enhancements and development priorities for the next two years, such as selecting a route by name, configuring completion level on a per stop basis, displaying time spent at a stop, end-to-end data encryption and accessing all route data when customizing views.	Orchid IV	

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Track Sessions (Morning) - Thursday, March 28

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 Canadian Customs Brokerage™ & Descartes Shipment Portal™</p> <p><i>Jim Alemany and Tomasz Jasniewicz with Dan Hrubik and Dizhong Liu from Descartes:</i> Join Descartes product management and other users to review the latest capabilities and current integrations with other Descartes customs solutions, and to discuss future plans over the next two years to support evolving Advanced Trade Data requirements.</p>	Royal VI	
<p>9:50 am - 11:00 am</p> <p><i>Length: 1 hour 10 minutes</i></p>	<p>Roadmap/Peer Group: Descartes Transportation Manager™, Descartes Carrier Portal™, Descartes Order Express™ and Descartes Supplier Portal™</p> <p><i>Mauricio Ruiz and Alan Dunkerley from Descartes:</i> Join other users and Descartes product management to review the latest capabilities for Descartes Carrier Portal, Descartes Order Express and Descartes Supplier Portal and to discuss development priorities over the next two years, including functional enhancements and integration with other Descartes solutions.</p>	Orchid III	
<p>9:50 am - 11:00 am</p> <p><i>Length: 1 hour 10 minutes</i></p>	<p>Roadmap/Peer Group: Updates on Descartes Solutions for Aljex</p> <p><i>Brian Easton from Descartes:</i> Meet other users and Descartes product management to review new freight broker solution capabilities and to discuss development priorities for releases over the next two years.</p>	Royal VIII	
<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™ and Descartes Datamyne™ Portfolios</p> <p><i>Brendan McCahill and Joely Callaway with Elena Ozyman and Sabrina Rodriguez from Descartes:</i> Meet Descartes product management and other users to discuss the planned features and capabilities for the Descartes global trade data solutions and collaborate on new development initiatives.</p>	Acacia II - III	

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Track Sessions (Morning) - Thursday, March 28

Time	Description	Room	Track
<p>11:10 am - 12:20 pm</p> <p><i>Length: 1 hour 10 minutes</i></p>	<p>Roadmap/Peer Group: Descartes Telematics and Compliance™</p> <p><i>Noeleen Westland with Jozef Casar from Descartes:</i> Join other Descartes Telematics and Compliance users and Descartes product management to review the latest capabilities for ELD compliance, business intelligence dashboards and reporting, and to collaborate on future development priorities for the next two years.</p>	Royal VII	
<p>11:10 am - 12:20 pm</p> <p><i>Length: 1 hour 10 minutes</i></p>	<p>Roadmap/Peer Group: Descartes WinRoute™ - Strategic Route Planning</p> <p><i>Sergio Torres with Kjartan Ouwerkerk from Descartes:</i> Work with other Descartes WinRoute users and Descartes product management to discuss and review new capabilities and future development priorities, including optimization enhancements such as new user interface graphics and filters, cached propagation for optimization performance, cost on driver breaks and repetitive breaks, and new optimization rules.</p>	Orchid IV	
<p>11:10 am - 12:20 pm</p> <p><i>Length: 1 hour 10 minutes</i></p>	<p>User Training: Descartes Mobile™ & Descartes wGLN™ - Advanced (Repeat)</p> <p><i>Matt Gruden with Pel Saint-Fort from Descartes:</i> For advanced Descartes Mobile and Descartes wGLN users, enhance solution proficiency using the latest capabilities for configuring the solution to support fleet operations processes, exchanging information in real-time with Descartes and third-party applications and using notifications to support customer engagement.</p>	Royal VIII	
<p>11:10 am - 12:20 pm</p> <p><i>Length: 1 hour 10 minutes</i></p>	<p>User Training: Descartes Route Planner™ On-demand - Dispatch & Execution (Repeat)</p> <p><i>Joanne Cochrane with Al de la Vega and James Palmer from Descartes:</i> Learn about the latest best practices, tips and shortcuts to improve Descartes Route Planner On-demand dispatch user productivity.</p>	Acacia IV - VI	

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Track Sessions (Morning) - Thursday, March 28

Time	Description	Room	Track
11:10 am - 12:20 pm <i>Length: 1 hour 10 minutes</i>	Roadmap/Peer Group: Descartes Editrade™ Customs Link <i>Darci Kissinger with Chad Singiser from Descartes:</i> Meet other users and Descartes product management to review the benefits of additional ACE/PGA functionality and reporting capabilities to your business, and to collaborate on the direction for these products over the next two years.	Royal VI	
11:10 am - 12:20 pm <i>Length: 1 hour 10 minutes</i>	Descartes MacroPoint™ Real-time Transportation Visibility and Roadmap (Shippers, Brokers & 3PLs) <i>Ben Derin with Pete Currie from Descartes:</i> Understand how Descartes MacroPoint real-time visibility solution helps shippers, brokers and 3PLs deliver superior customer service, reduce labor costs, cut penalties and chargebacks, lower detention fees and improve dock and receiving operations.	Orchid III	

12:30 pm - 1:30 pm

Royal Palm Ballroom & Royal Palm/Orchid Foyers

Lunch & Sponsor Exhibits

Lunch sponsored by:



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Highlighted Speakers



Barry Gervin, Architect, Microsoft, Commercial Software Partners

Barry Gervin is the Principal Cloud Architect for Microsoft Canada's Commercial Software Partner Team. In his role collaborating with commercial software partners such as Descartes, Barry facilitates the co-development of strategic plans and technical direction to build modern cloud-scale digital solutions on the Microsoft Clouds. Prior to joining Microsoft, Barry is most known for founding ObjectSharp Canada, one of Microsoft's key system integrators and leading the commercial software arm of Navantis, building several commercial software product lines for the regulatory and legal industries globally.



Len James, CFO, John S. James Co.

Len officially began his career with his family's business in 1992, working in multiple locations as an accountant, export administrator, import administrator, branch manager and now CFO. He is a Licensed Customs Broker. Len has held many leadership positions in various organizations, including serving as a board member of the NCBFAA, president of the Independent Freight Forwarders & Customs Brokers Association of Savannah and, most recently, he served as chair of the CFO Council of Savannah. He holds a bachelor's degree in Political Science from the University of Georgia, and an MBA in International Business from Georgia State University.



Mark Parsons, Managing Director, BC Sands

For over three decades, Mark has been part of the BC Sands team focused on growing and nurturing the company into Sydney's leading building and landscape supply company. From humble beginnings in 1983 as a small hardware store with five staff and two trucks, today BC Sands operates from an impressive 9,000m²+ facility in Taren Point, incorporating a yard with over 50 100+ tonne bays, a hardware store, warehouse and purpose-built bagging equipment. When Mark is not working with the team to make often over 200 deliveries a day, he competes in barefoot events, most recently in Australia's National Barefoot championships! Mark holds a Bachelor of Commerce (BCom) degree in Accounting from the University of Wollongong in Australia.

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Highlighted Speakers



Dr. Walter Kemmsies, Managing Director, Economist and Chief Strategist from JLL Ports Airports and Global Infrastructure

Dr. Walter Kemmsies is a Managing Director, Economist and Chief Strategist for JLL's U.S. Ports, Airports and Global Infrastructure Group. Walter is widely viewed as one of the foremost experts on ports, rail and infrastructure in the U.S. Walter has helped major multinational corporations restructure their global supply chains. He provides substantial support to the freight movement industry via columns in industry publications, presentations at major international industry conferences and advising the US Department of Commerce on supply chain competitiveness. Walter recently testified to the US Senate Transportation and Commerce Subcommittee on issues affecting the freight industry.

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Descartes Conference Speakers



Al de la Vega, Senior Solutions Consultant, North America

As a Senior Solutions Consultant, Al works with a broad range of companies to help them better understand their business and transportation needs, and how Descartes can help them achieve their goals. Previously a Descartes customer, Al joined Descartes in 1997 and has held roles in Professional Services and Sales, with a focus on all of Descartes Fleet and for-hire transportation offerings. Prior to joining Descartes, Al worked at Coca-Cola and Sears Logistics Services in transportation and warehouse management roles.



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, real-time 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, Director, Solutions Consulting, EMEA

Albert leads Descartes' EMEA solutions consulting team. In his role, he details key requirements, develops solution-oriented design and coordinates implementation planning. Albert's team serves as a key link from sales to implementation to help secure successful solution rollouts. Prior to joining Descartes in 2013, he worked in other solutions consultant positions, functioned as a reseller and served at a number of logistics-intensive businesses.



Alex Sampera, Vice President, Product Management

Alex is a vital member of the Descartes Retail Distribution Solutions 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.

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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 customs broker and freight forwarder space. Anabela is a Certified Customs Specialist (CCS) and holds her Master's degree in Public Administration.



Andrew Wimer, Implementation Manager

With demonstrated experience of working in the logistics, supply chain, and technology industries, Andrew is critical to help ensure that customers derive maximum value from Descartes MacroPoint. In his role, he guides implementations from early scoping to deployment through to post-release follow-up.



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 Omnitrac, 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 liaise closely with market-leading logistics companies to implement the Descartes MacroPoint technology.

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Descartes Conference Speakers



Benjamin Biermann, Product Manager

As Product Manager for the Descartes ecommerce WMS and fulfillment solution, Benjamin 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, Benjamin aims to continuously improve warehouse logistics processes to help Descartes' customers face the challenges and trends in ecommerce.



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.



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. He also now serves as a critical member of Descartes Industry Solutions team. Prior to helping to spearhead Datamyne, Brendan served as the President of PIERS and fulfilled other leadership roles throughout the transportation industry since 1979.

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Brian Easton, Product Manager

Brian has fulfilled numerous roles in his time with Descartes Aljex, from sales, to training, to project management. As the Product Manager for Descartes Aljex, he is responsible to gather and prioritize product and customer requirements. He also works closely with other departments to ensure that the highest levels of product excellence and customer satisfaction are maintained.



Brian Hodgson, Senior Vice President, Industry Solutions

Brian has over 20 years of sales and business development experience. He has worked with hundreds of companies to apply enterprise software and process improvements to drive value and cost savings in their supply chain and logistics functions. In 2012, Brian joined Oz Development and now, as part of Descartes, he is focused on market strategy and sales enablement to increase customer value. Brian has held executive positions in sales and marketing with Kewill, SupplyWorks, Eleven Technology and Computer Network Technology. He received his Bachelor of Science in Electrical Engineering from the University of Waterloo.



Carla Ramirez, Support Representative

Carla has a deep understanding of U.S. 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 to 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 Singiser, Account Executive

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

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

Chandra is responsible for the retail store delivery solution suite at Descartes, such as PCSTrac, RDS, Management Suite, WebTMS, OMS and StoreTrac. 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 retail delivery solutions. She has been a featured speaker several times at Retail Industry Leaders Association (RILA) and has been highlighted in articles in *Chain Store Age*, *Inbound Logistics* and the *Philadelphia Business Journal*.



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.



Daniel Hrubik, Manager, Professional Services

Daniel serves to manage the deployment of Descartes Canadian Customs Brokerage (formerly ITMR4), Descartes Route Planner On-demand, Descartes Mobile and other solutions. From detailed technical analysis and post-implementation quality assurance to training, Daniel helps to integrate the solutions with a range of message types. With a solid background in technical support for logistics software and roadmap planning, he is also a critical player in the development of action plans and corrective measures to help customers derive maximize benefit from Descartes' solutions.

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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 Retail Distribution Solutions. 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.



Dejin Liu, Director, Asian Operations

With over 20 years of experience in the supply chain management and logistics fulfillment industries, Dejin is a vital contributor helping to manage Descartes' operations throughout Asia. He has served in a number of roles throughout his career including business development and customer support, which add to his holistic understanding of the industry and the client perspective. Dejin also holds a Bachelor's degree in Chemical Engineering from Tsinghua University and a Ph.D. of Engineering from the Chinese Academia of Sciences.

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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 (purchase order, 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.



Dirk Haschke, Vice President, Sales DACH & Ecommerce Operations

Dirk defines the strategy for the Descartes Ecommerce WMS and fulfillment solution. He has an ability to see trends and opportunities within the ecommerce field with a clear and innovative perspective. Dirk is also an author in pertinent specialist journals in the DACH market. Before joining pixi*, he worked as a consultant for the TCW Transfer-Centrum GmbH und Co. KG, a Munich consulting company. Dirk is a certified chemist and holds a degree in business administration.



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.

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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.



Elena Ozyman, Trade Data Specialist, Product Management

Elena is a Global Trade Data Specialist and is part of the product management team for the Descartes Denied Party Screening product lines. Her current role focuses on the expanding regulatory base of the Descartes customs content business, including export control and sanctions. Elena holds a Master of Science in International Transportation Management, is a Licensed Customs Broker and holds numerous industry certifications.



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.



Elliot Coreil Allen, Customer Support Manager

Elliot helps to ensure users of the Descartes ShipRush product have quick and constructive support interactions. He serves as a liaison between users and engineering so that more complex concerns are properly articulated and resolved. He also serves as a Product Manager for Descartes ShipRush, helping to direct new partnerships and feature development, based on user feedback. He has been with ShipRush for seven years, and part of the Descartes team since ShipRush's acquisition two years ago.

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Descartes Conference Speakers



Enrique Brum, Vice President, Sales

As Vice President of Sales, Enrique is responsible for sales in the U.S., 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 guide 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 Geerts, Director, Product Management, EU Customs, Ports & Ocean Shipment Services

Eric works for Descartes as Director, Product Management, European Customs, Ports & Ocean Shipment Services, driving product strategy and roadmap. Prior to joining Descartes in 2010, Eric worked for Porthus as product manager of the customs compliance and port/ocean applications, helping the company and its customers in the go live of different European customs systems, as well as ocean carrier and port connectivity. Over the last 10 years Eric has built a wealth of experience in maritime logistics and customs compliance software, electronic messaging and beyond. Eric has a Master's degree of commercial engineering with specialization in IT management from the University of Antwerp, Belgium.



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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Erik Wallgren, Account Executive

Erik joined Descartes to help drive sales in the specialty retail business. Educated as an engineer, he comes to Descartes with over 20 years of consulting experience. Erik is passionate about solving complex, technical challenges including engineering design, manufacturing and logistics management issues. He has focused most of his past consulting in the construction and mining industry, and is the co-inventor of several patents for new products. He has also revised features to existing equipment to help support the end user and to make business and production processes more efficient.



Fabian Riegel, Sales Manager

Fabian is responsible for international sales of Descartes pixi* WMS. He started his career at Gaxsys, a technology vendor for integrated retail and omnichannel eCommerce solutions. Today, Fabian is helping retailers and logistics service providers in growing their eommerce business. He is a domain expert in the topics of ecommerce warehouse processes and questions related to ecommerce WMS and ERP connectivity.



Fasih Hussain, Vice President, Industry Solutions, B2B Collaboration

As Vice President of Industry Solutions focused on B2B Collaboration, Fasih focuses on the Descartes GLN and digital experience of a proactive supply chain by leveraging the Descartes B2B Collaboration platform, along with Descartes' suite of logistics-focused products. This includes processes such as purchase-to-pay, order-to-cash, with collaboration among all participants and critical transactions between suppliers, customers, brokers and carriers.

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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 on 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. Gina 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. Gina 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, Industry Strategy, Forwarding & Brokerage

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.



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 pre-sales stage, with implementation services, and then sees the solution delivered to the customer and handed over to support.



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 Palmer, Senior Solutions Consultant

James works closely with Descartes customers solving their business and operational logistic challenges by gaining a detailed understanding of their business requirements and matching the right set of Descartes solutions to their needs. Maximizing value-add to customers is always at the forefront of his work. James has over 20 years of solution consulting experience within mobility, routing, field service, billing and fraud solutions working with many different customers ranging from retail and distribution to telecom and utilities.

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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 U.S. 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.



Joely Callaway, Vice President, Product Management, Customs Content

Joely is responsible for driving product vision and delivering trade data and services to an expanding customer and prospect base worldwide. She helps bring together customer requirements with development and collaborates with a wide range of teams from sales and customer support to marketing and more to help Descartes solidify our position as the market leader in global trade content.



Johannes Panzer, Head of Industry Solutions for Ecommerce

With over 15 years' experience in ecommerce, Johannes is known as a domain expert in ecommerce fulfillment and logistics. He plays a central role in developing the go-to-market strategy and positioning for Descartes' Ecommerce solutions globally. Johannes has a background in marketing and is experienced in agile project management with several years leading the Descartes 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.

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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.



Julie Calcunovitch, Vice President, Customer Support & Client Services

Julie leads the EMEA Customer Support and Client Services Group comprising skilled specialists and customer care representatives. She helps to ensure the highest levels of client satisfaction by developing procedures and establishing standards. Julie brings many years of senior management and logistics experience to Descartes.



Justin Marshall, Application Architect

Justin has been with Descartes for 14 years. With four years in R&D and over eight years in professional services specializing in large complex deployments, Justin works in the specialization and optimization of enterprise-class routing and pathing systems. Justin holds a post-graduate degree in server administration from Lambton College, and 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.

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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.



Marc Roy, Vice President & General Manager, Compliance Solutions

Marc spearheads the business development and growth strategies for the Visual Compliance suite of solutions in an increasingly complex international trade compliance environment. He joined Descartes in 2019 through the acquisition of Visual Compliance, where he played a leadership role in establishing the brand's global reputation of providing comprehensive solutions that support a diverse range of industries and organizations.

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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 Descartes Route Planner 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 Condon, Business Development Manager

Mark provides global trade data market intelligence to federal, state and economic development initiatives. He joined Descartes Datamyne in 2013 from PIERS UBM Global Trade, where he was client development manager, specializing in National Export Initiative state-level projects, Foreign Trade Zones, World Trade Centers, as well as trade and investment promotion programs. Prior to that, he also served as executive director of World Trade Centers in Tennessee and South Carolina.

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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.



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.

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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.



Noeleen Westland, Vice President, Product Management

Joining Descartes in 2014 through the acquisition of Airclic, 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 address expanding sales and key markets in mobility and mobile supply chain solutions.



Paul R. Constanzo, Product Manager

Paul joins Descartes as a Product Manager with the recent acquisition of Visual Compliance. In his 25 years of experience at Visual Compliance, he has acquired a significant body of knowledge related to import and export compliance requirements and processes. Originating as an application developer he has been able to successfully incorporate the system aspect of the business world with the compliance world. In addition to his role as Product Manager, he also leads a team of Implementation Specialist and Product Support Specialists tasked in rolling out import and export software solutions.

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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 pre-sales to a successful solution implementation that delivers on the identified value. Paul enjoys 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 Airclie 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 many other customers in the food service industry.



Pete Currie, Senior Product Manager

As Product Manager for Descartes MacroPoint, Pete is primarily responsible for directing the product strategy, roadmap and development activities for the Descartes MacroPoint solution. With over 15 years of experience 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 CustomsInfo and MK Data Services product lines. He has many years of software sales experience, previously working for organizations such as Infor and Element K.

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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.



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.



Sabrina Rodriguez, Product Manager

In her role, Sabrina is responsible for defining data solutions and building product strategy for Descartes Datamyne. She focuses on developing innovative solutions while utilizing customer requirements and feedback to build products related to global trade data. She is responsible for collaborations with the development team to execute new product visions and maximize business value. Sabrina joined Descartes through the acquisition of Datamyne in 2016.



Sandy Deskin, Director, Business Development

Sandy joins Descartes from the acquisition of Velocity Mail where she developed the company to become a leading provider of USPS and global mail scanning and tracking solutions. Now with Descartes, Sandy serves to expand the reach of Descartes Velocity Mail to airlines worldwide.

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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.



Scott Sangster, Vice President, Global Logistics Service Providers

Scott is the Global Vice President of Sales 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 25 years and his experience in technology and logistics has added value in the development and deployment of new Descartes services and solutions.



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.

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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.



Stephanie Redl, Head of Ecommerce 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.



Steve Barbour, Director of Sales, Content Business Team

Steve is responsible for sales in the Northeast U.S. and Canada for the Global Trade Content business team. Steve has been working in the trade compliance and content market for almost 15 years, with both Descartes and with Descartes' acquisition of Visual Compliance. He has helped many companies with their classifications challenges for harmonized tariffs and controlled goods (both dual-use and military lists). He also helps companies select and implement the right denied and restricted party screening solutions.

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Tamara De Swert, Director Product Management

Tamara is responsible for product strategy of the Global Logistic Network, helping to ensure that the GLN is ready to support continuously expanding trading partners and transaction volume. She joined Descartes through the acquisition of Porthus in 2011 after serving in a number of business consulting roles for IT solutions companies.



Thom Gallie, Product Manager

As Product Manager for Descartes, Thom is responsible for Descartes Driver Vehicle Safety Check and Descartes Perform for Transportation mobile and wireless solutions for third party logistics organizations and other land transportation carriers. Thom has nine 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 Reinert, Senior Solutions Consultant

Tim is responsible for pre-sales 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.



Tom Heine, Vice President, Product Management

Tom joins Descartes from the recent Aljex acquisition where he served as CEO of Aljex Software since 1995 after founding the company. He is actively involved in software development, sales and strategic partnerships. Tom also has been a director's circle member of the Transportation Intermediaries Association (TIA) since 2002.

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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.



Torrey Schoel, Director, SaaS Content Business

Torrey is a specialist in optimizing business processes, developing technology solutions to streamline business processes and leading corporate-wide change strategies. He acts as a liaison between customers and the internal Descartes development team to gather specifications, manage software design and testing, and oversee the implementation of applications. This often requires a consultative approach to engagements to best understand client requirements and manage the configuration of solutions to help customers achieve their goals.

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Troy Graham, Vice President, Business Development

Troy is responsible for new business development with an emphasis on the Descartes OzLink suite of warehouse automation, fulfillment and ecommerce integration solutions as well as the integration of other Descartes products with customers' order management systems. Troy brings over 15 years of experience in systems integration and fulfillment automation to Descartes.



Vince Arone, P.Eng. Vice President, Mobile Telematics Solutions

As Vice President Mobile Telematics Solutions, and one of the founders of PinPoint GPS Solutions, Vince is responsible for guiding and assisting our Enterprise Fleet clients with simple yet powerful applications to improve their fleet operations. He manages sales of Geotab and SkyBitz platforms, including ELD, into key markets such as Transportation, Construction, Utility and Waste Management. Vince joins Descartes from the PinPoint acquisition in 2018 and has past experience with multinational telecommunication companies such as Ericsson, Siemens and Lucent.

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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 Incorporated

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.

Banyan Technology

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.

Barcoding, Inc. (Barcoding) is a supply chain automation and innovation company that helps organizations be more efficient, accurate, and connected. With extensive subject matter expertise in data capture, printing and labeling, and mobile computing, we are trusted to build and manage solutions for some of the best IT and operations teams in the world. Founded in 1998, Barcoding is headquartered in Baltimore, Maryland, with offices across the country including Seattle, Chicago, and Houston. For more information, visit www.barcoding.com.

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Cognex

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.

Dell Canada

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.

Direct Freight Services

Direct Freight Services - Helping freight move faster since 1997. We utilize the Internet, smart phones, text messaging, email alters, and our nationwide network of truck stop screens to move freight quickly. Over 3,500 companies post more than 300,000 loads on our site every day. Our board is updated in real time and has no duplicate listings. With absolutely no fee for posting, we are the most efficient way to extend the reach of your dispatch/brokerage departments.

FedEx

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 solutions. This allows users simple, streamlined access to the shipping and delivery solutions they need.

Geotab

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.

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Glympse

Glympse is a built-for-mobility location company, offering powerful location APIs and robust SaaS applications that help Fortune 1000 companies improve their customer satisfaction by eliminating the friction and anxiety of product and service delivery experiences. The pioneer in real-time temporary location sharing technology, Glympse helps businesses improve communication and increase satisfaction when their products and services are delivered or picked up by their customers.

HERE

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.

Honeywell

Honeywell Scanning & Mobility is a leading manufacturer of high performance image-, laser-, and voice-based data collection hardware, including rugged mobile computers and barcode scanners.

INTTRA

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 trade process. Over 700,000 container orders are initiated on the INTTRA platform each week, representing more than one quarter of global ocean container trade.

Microsoft

Microsoft software helps businesses and consumers to reach their full potential, however they define it. Woven throughout daily life, whether it be work or play, Microsoft technologies flourish when they get into the hands of millions of Canadian partners and customers enabling innovation often in new ways.

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Arrowhead Corporation is a successful product and services company with a respected and established brand with over 30 years in the mobility and barcode solution industry. Arrowhead has developed Mobi-Print™, the first of a Suite of Mobility Applications geared to bridge the gap for Android & iOS migration with over 500k users worldwide. Arrowhead offers a complete solution, including software, hardware, pre-configuration & kitting, device management/provisioning as well as service and consumables.

OnTrac

OnTrac is the premier regional package delivery company servicing 60 million customers in the 8 Western States. With guaranteed next-day delivery at Ground rates and fewer accessorial fees, OnTrac boosts your bottom line and increases productivity. Plus, as a SmartWay partner, OnTrac promises to do its part to save the environment by getting your shipments there with cleaner air. For more Information on OnTrac, please call 800.334.5000 or visit us online at www.ontrac.com.

Oracle

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.

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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Our Sponsors

Roanoke Insurance Group

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 services 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.

SkyBitz

SkyBitz, a business unit of AMETEK, Inc., is a leader in commercial IoT telematics solutions, providing real-time information on the location and status of assets across multiple industry verticals. More than a thousand enterprises rely on SkyBitz technology to achieve total asset visibility, improved security, lower operating and capital expenses, and enhanced customer service. AMETEK is a leading global manufacturer of electronic instruments and electromechanical devices with annualized sales of approximately \$4.8 billion.

SMC³

SMC³ is the leading less-than-truckload (LTL) data and solutions providers to help optimize LTL freight transportation across the supply chain. More than 5,000 North American shippers, carriers, logistics service providers (LSPs) and freight-payment companies rely on our sophisticated LTL base rates, content, and expert bidding and planning tools to make the best business decisions, achieve higher return on their transportation investment, and meet the dynamic demands of the market.

SMG3

Strategic Mobility Group (SMG3) is an innovative technology provider that designs and integrates mobile solutions for enterprises. We consult companies on how to operate more efficiently through the use of mobile hardware, software, professional services, and support. SMG3 keeps businesses up-to-date on the latest technology and provides them with innovative solutions that will maximize efficiency both inside the four walls and out. Additionally, SMG3 supports our customers services including: site surveys/evaluations, device configurations, staging/kitting, training, technical support, and more. Helping businesses improve operational efficiencies and ROI is why many of the Fortune 500 companies choose SMG3 to manage their enterprise mobility needs.

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SOTI

SOTI is the world's most trusted provider of mobile and IoT management solutions, with more than 17,000 enterprise customers and millions of devices managed worldwide. SOTI's innovative portfolio of solutions and services provide the tools organizations need to truly mobilize their operations and optimize their mobility investments. SOTI extends secure mobility management to provide a total, flexible solution for comprehensive management and security of all mobile devices and connected peripherals deployed in an organization. For more information, visit www.soti.net.

Sygyic

Maps & Navigation SDK's for fleet management and telematics

- Used by more than 2,000 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.

TRG Repair

TRG is the leading mobile managed solutions and service provider in the data collection, mobility and barcode printing industry. Since our founding in 2002, TRG has provided customers with the greatest return on their original hardware investment. Our proven track record and ability to adapt to our clients' needs has propelled TRG to the forefront of the industry. We provide an unprecedented amount of service options to our customers including buying, selling, renting, repairing, deploying, services, and managing equipment. We support equipment that is currently covered by manufacturers' warranties, provide complete maintenance solutions and offer custom services for new and legacy equipment.

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Trimble MAPS (Formally ALK)

Trimble MAPS provides global map-centric technology dedicated to transforming journeys through innovative routing, scheduling, visualization and navigation solutions. Built on map data and a routing engine designed specifically for commercial vehicles, its development platform and trusted products are made for a broad range of industries, workforces and fleets of all sizes. The Trimble MAPS brands including PC*MILER, CoPilot and Appian are the foundation for safe and efficient journeys worldwide—one driver, one vehicle, one fleet at a time. Trimble MAPS is a Division of Trimble: maps.trimble.com.

Winmore

Winmore is cloud-based Bid and Tender Management software for freight forwarders and brokers that provides visibility, accountability and proven practices that streamline and optimize the bid process to qualify and win more of the right bids.

Zebra

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.

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One-on-one product demonstrations or meetings with key Descartes personnel are available at the Innovation Center during Evolution 2019. These sessions run for approximately 50 minutes to allow time to set up for the next session. Sessions are available at hourly intervals in the following rooms located on the second floor of the hotel:

- Banyan I
- Banyan II
- Cypress
- Hibiscus
- Mangrove I
- Mangrove II

The Innovation Center hours are:

- Tuesday, March 26: 11:00 am – 4:00 pm
- Wednesday, March 27: 10:30 am – 5:30 pm
- Thursday, March 28: 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

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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.

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.

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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.

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.

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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.

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, fleet maintenance, 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 with electronic logging devices (ELDs) to manage 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.

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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.

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).

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Descartes MacroPoint™

Descartes MacroPoint™ is a multimodal freight visibility platform for shippers, brokers and 3PLs that consolidates logistics tracking data from carriers into a single integrated platform to meet two growing challenges: real-time freight visibility and automated freight matching. Part of the Descartes Global Logistics Network™ (Descartes GLN™), Descartes MacroPoint operates one of the industry's leading visibility networks, which 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 shipments are on-time, behind or ahead of schedule, the solution provides the tools to track any load, at any time.

Descartes MacroPoint™ for capacity matching provides freight brokers with greater visibility to the transportation capacity available within their network of carriers and cooperating brokers. By unlocking previously trapped freight capacity using advanced visualization and analytical capabilities, freight brokers can cover more loads, build stronger carrier relationships and reduce costs.

Descartes OzLink™

The *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 fulfillment 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 fulfillment, inventory management/scanning and shipping.

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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 Retail Distribution Solutions

The *Descartes Retail Distribution Solutions* for retail store delivery help customers reduce cost and remove 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:

- *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 overage, 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 Wi-Fi connection is available, data is transmitted as soon as a connection is restored.

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- *Descartes StoreTrac™* allows users to create and maintain visibility, down to the item level, from the moment 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.

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.

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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™ provides 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.

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 and takes 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.

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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, Free Trade Agreement (FTA) 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).

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.

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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.

Global Cargo Security Compliance Portfolio

ACE – Automated Commercial Environment:

- *Descartes ACAS™* is the result of collaborative efforts between leading air forwarders, the U.S. Customs and Border Protection (CBP) and the Transportation Security Administration (TSA). This air freight solution complies with Air Cargo Advanced Screening (ACAS) requirements by performing pre-loading targeting and analyzing of the manifest with added status messages within an intuitive, web-based interface.
- *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 complies with U.S. CBP ACE requirements and the Trade Act of 2002, including cargo and import security measures.

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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, Angola, Argentina, Bahrain, Bolivia, Chile, Ghana, India, Kenya, Lebanon, Nicaragua, Oman, Paraguay, The Caribbean 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.

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.

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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.

Descartes Visual Compliance™

Descartes Visual Compliance™ offers solutions for restricted and denied party screening, classification, automation and more. From integrated screening, visually-driven compliance workflow management, robust export control and documentation, Descartes Visual Compliance provides intuitive solutions to enhance compliance and mitigate risk.

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GLOBAL LOGISTICS NETWORK

Air Cargo Portfolio

- *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.
- *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 Velocity Mail™* helps airlines lock in the profit potential of ecommerce-driven air mail shipments and reduce the risk of variable volume via a weight-based subscription model. By leveraging mobile handheld computers and an intuitive web-based solution for carriers, Descartes Velocity Mail automates the entire air mail process from route generation to accounting reconciliation with real-time tracking and delivery visibility.

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Descartes B2B Integration™

Descartes B2B Integration™ 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.

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.

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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 the Descartes Customer Support Portal, 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.

*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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