



Descartes Customer Support & Client Services Portfolio

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ABOUT CUSTOMER SUPPORT

For Descartes' customer support organization ("Customer Support"), customer satisfaction is the primary measure of success. In view of achieving the highest level of customer satisfaction, we strive daily to give our clients prompt and accurate responses, delivered in a friendly and courteous manner, while also identifying how they may improve their business practices through additional training and Descartes services.

We help our customers to achieve:

- Network availability
- Stability with new technology
- Operational efficiency
- Service continuity
- Functional support

ROLES & RESPONSIBILITIES

Under the broad umbrella of Customer Support are focused teams of people. There are centralized teams servicing all product types and regionalized teams dedicated to specific product areas. We strive to share a common set of tools, policies and procedures across all of the constituent teams.

Expertise Centers:

Expertise centers are the core component of Customer Support. Customer Support representatives in each expertise center are not only subject matter experts for the products associated to their center, but are also cross-trained in other product areas in view of enabling us to provide 'Follow the Sun' service and redundancy when possible. When an opportunity arises, or a customer has a question about the products they use, the applicable expertise center is the first stop for the right answer.



CENTRALISED SERVICES



Expertise centers’ responsibilities include:

- Coordinating with the Professional Services team to develop a consistent handover process and documentation for when a new customer or service goes live
- Liaising with the Product Management and R&D teams to facilitate user and support friendliness of the solutions
- Providing ticket and incident details to Service Desk to facilitate RCAs, QBR’s, CAB meeting, Knowledge Articles
- Meeting regularly with Product Management and R&D teams to identify opportunities
- Escalation, when required, of tickets to Product Management and R&D and Descartes Incident Management Center (“IMC”) via Descartes customer portal
- Monitor incidents to identify trends and opportunities, including product enhancements and best practices
- Inform customers about maintenance, outages and other information of common use
- Establish and nurture a strong customer relationship

For a full breakdown of the products and services covered by each expertise center, please refer to Appendix 1.

GLN:

The GLN support team is responsible for the multiple Value Added Networks (“VANs”) within Descartes Global Logistics Network™ such as the Global Logistics Network, Integration Server, Go-Secure, Seagha Clearing/Bridge, Dexx and a number of portability applications.

These internal VANs connect our clients to:

- Their partners, either directly or via another VAN
- Government agencies
- Descartes applications

The GLN support team checks and corrects the issues on these platforms whether the issues are reported by our monitoring system or by the different parties connected to these platforms. They also maintain these platforms and when required implement a number of changes to connect our clients to their partners.

The GLN support team interacts with other DSG teams such as Product Management and Research & Development (R&D) to support customers on functionality issues and manage customer expectations, and they interact with the activation team to facilitate getting our clients connected to their trading partners as quickly and efficiently as possible. Since the GLN support team acts as a gatekeeper to the rest of the world, the team assists the various Descartes expertise centers with any connectivity issues they encounter.

Client Services:

The client services support team works directly with the existing client base so that they are employing best practices with Descartes services, while also identifying areas of improvement and other service opportunities.

Service delivery managers conduct regular calls/meetings with key clients to review performance, and identify areas for service improvements. They interface with other Descartes teams, including Sales, Product Management and R&D to discuss improvements, expedite issue resolution and product enhancements, as well as play a supporting role in the delivery of new projects to our clients.

Client services team’s activities also include:

- Data analysis to identify ways Descartes may improve services
- Production and distribution of management and performance reports, including KPI reports
- Campaign support
- Implementation/migrations support

Service Desk:

The Service Desk serves as the bridge between Customer Support and the technical organizations at Descartes. Service Desk personnel are the voice of Customer Support in Development meetings

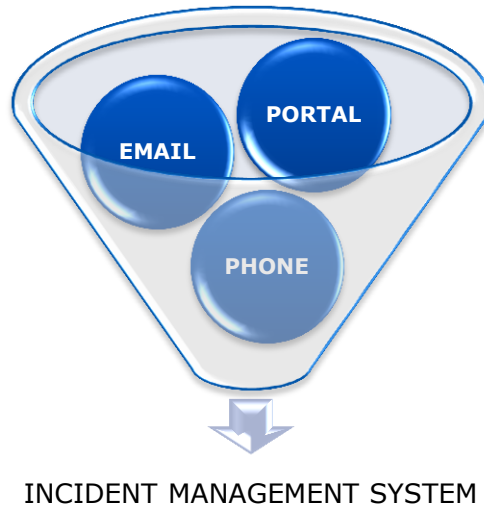
and conversations to manage our customer's needs during regular maintenance and extraordinary events.

Tasks of the Service Desk include:

- Handling call overflow from the expertise centers
- Rogue incidents
- Global support related communications (outages, change, bulletins, RCAs)
- RCA management and distribution
- CAB approvals
- Knowledge base management

CONTACTING CUSTOMER SUPPORT

There are 3 ways for a customer to raise an incident to Customer Support.



CUSTOMER PORTAL



<https://servicedesk.descartes.com>

The Customer Support portal is the **first stop** for all customers seeking answers to their questions about Descartes products and services. From this single point, 24 hours a day, 7 days a week, customers may open a new ticket and check the status of an existing ticket. Tickets opened via the portal will be answered by the appropriate expertise center in accordance with the service level targets for the product referenced.

Additionally, customers seeking a Do-It-Yourself solution may also turn to the portal. Common reference guides and Frequently Asked Questions pages will also be hosted within the portal for those times when a user is seeking out a quick answer to a problem.

For guidance, download a copy of the Customer Portal User Guide

https://www.descartes.com/content/uploads/descartes_customer_service_portal_version_1.10.pdf

EMAIL

**servicedesk@descartes.com**

Messages delivered to the Customer Support Mailbox will be recorded by the Customer Support portal, acknowledged to the customer with a ticket number and then distributed to the appropriate Expertise Center for resolution. Customers can check on the progress of these tickets any time in the portal. Customers will be notified of ticket resolution status by email or phone.

TELEPHONE

**+1877 786 9339**

(North America)

+800 7866 3390

(Outside North America)

Customers can call Customer Support at ([North America: 877 786 9339](tel:+18777869339), [Outside North America: +800 7866 3390](tel:+80078663390)) and select the appropriate option of the phone tree to gain access to the applicable expertise center. Additionally we maintain localized numbers for direct access (see Appendix 2 for a full list of telephone numbers).

Each expertise center has a 'hunt group' enabling any assigned support member to respond to the call in any of the regions, helping us leverage a 'Follow-the-Sun' policy. In the event that a call cannot be taken immediately by the applicable expertise center, there are the options to leave a voice message or speak to a member of the Service Desk.

CUSTOMER SUPPORT LOCATIONS

Our Customer Support’ expertise centers are located in North America, EMEA and APAC. Hours of operation are aligned in these locations to provide optimal service during normal business hours across multiple time zones. Please visit Appendix 1 to see which products are covered by these expertise centers.

		REGIONS		
		North America	EMEA	APAC
GLN		Pittsburgh PA, USA	Lier, Belgium Namestovo, Slovakia Amersfoort, Netherlands	
SERVICE DESK		Pittsburgh PA, USA Silver Spring MD, USA Toronto ON, Canada	Lier, Belgium Namestovo, Slovakia	
EXPERTISE CENTERS	Routing, Mobile & Telematics	Waterloo ON, Canada Toronto ON, Canada Cleveland OH, US	Chippenham, UK Reading, UK	
	Transportation Management	Waterloo ON, Canada Toronto ON, Canada Cleveland OH, US	Woerden, Netherlands Malmo, Sweden	
	Customs & Regulatory Compliance	Pittsburgh PA, USA	Lier, Belgium Namestovo, Slovakia Malmo, Sweden Oslo, Norway Copenhagen, Denmark Amersfoort, Netherlands Totton, U.K.	
	Broker & Forwarder Enterprise Systems	Windsor ON, Canada Miami FL, USA	Totton, U.K.	
	Trade Data Content	Columbia, Maryland,USA Salt Lake City, Utah, USA		
	Air	Miami FL, USA	Stockholm, Sweden Zilini, Slovakia	Hong Kong
	Ocean	Pittsburgh PA, USA Irvine CA, USA		
	Government	Silver Spring MD, USA		
	IES	Midland Park NJ, USA		Hong Kong

Each of our expertise centers generally operates within normal business hours (8am – 6pm) local time. Call-out service and/or 24*7 support is already provided for a selection of clients.

We are working on the adoption of a ‘Follow-the-Sun’ principle, which will provide extended hours to all clients. The Service Desk provides 24/7 support.

WHAT A CUSTOMER SHOULD KNOW BEFORE THEY CONTACT SUPPORT

To enable a timely and complete diagnosis of the problem, Customers should come armed with some key pieces of information when they contact Customer Support. It is also very helpful to wherever possible save error messages and screenshots to a file or document and email them to Customer Support in connection with the ticket.

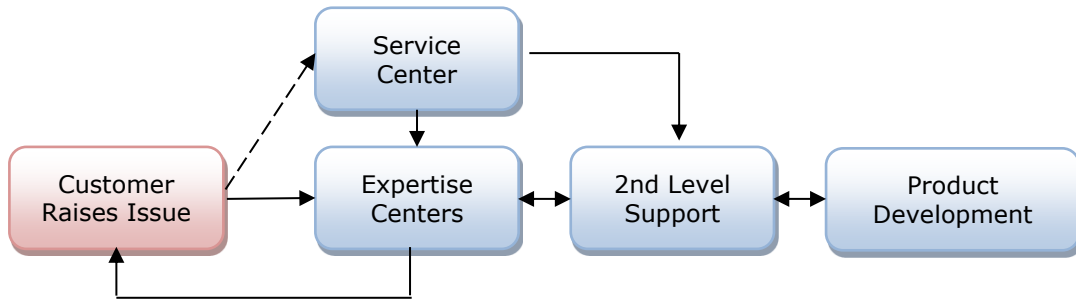
This information will enable Customer's question to be delivered to the appropriate expertise center and will help the Customer Support Representative address the issue at hand. Being able to provide answers to the questions below in connection with each inquiry enables our Customer Support to better serve our customers.

- What is your contact information?
- What Descartes product are you using, including its version?
- What URL, user name and password are you using if logging onto a Descartes hosted site?
- What is the exact nature of the problem? Is it repeatable or random?
- What is the relevant reference data (House Bill, Master Bill, Vessel, and Voyage Number) associated with the problem?
- What is the exact wording of the error message?
- What steps are taken to encounter the problem?
- What steps have been taken already to resolve the problem?
- What other information may be helpful? Have any changes been made to your environment (system maintenance, new software, software or OS upgrades)?

INCIDENT MANAGEMENT

FLOW

The first level of Customer Support is provided by the dedicated teams in the **expertise centers** who hold expert knowledge of the various products/services. They will remain the 'incident-owner' until the incident has been resolved and closed.



In the unlikely event that the expertise center is not available, all incidents raised via telephone will be diverted to the **service center**.

Escalation to **2nd Level Support** will depend on the nature of the incident. By way of example, in cases where an incident is identified within the scope of the product design, 2nd Level Support may be provided through an emergency fix. In these cases, the fix would be tested and installed into production in accordance with the quality assurance procedures adopted by Descartes. In some cases, problem circumvention may be the appropriate resolution at 2nd Level Support. Circumvention may include restarting applications or restarting the entire server or applications to resolve problems as expediently as possible.

In cases where a problem is identified but the service continues to function as designed, a determination will need to be by Customer Support made as to whether the design is consistent or appropriate for use in the business environment. If the design is considered acceptable, the problem report is closed. When Customer Support determines that the design allows opportunity for improvement, the problem may be documented, taken out of the problem resolution flow, and submitted as a product enhancement request for review by Descartes Product Management.

TARGET RESPONSE & RESOLUTION TIMES

The following target response and resolution times are based on the standard Descartes form of agreement with the customer. This may differ for some clients/services depending on form of agreement and/or severity level.

Target Response Times:

All portal entries and emails will be responded to within **30 minutes** (within local business hours of 8am-6pm).

The nature of the response may include notification that the call has been resolved and closed or a notification indicating the status of the incident determination and resolution process and/or the time when it is being actively worked upon. In the event that the call cannot be closed, Customer Support will provide a status update to the customer and log the report within Descartes Incident Tracking System.

SEVERITY LEVELS

Descartes Customer Support will gather such information from the customer as may be necessary to assess or replicate the reported incident to decide whether the reported incident is a Severity 1, 2, 3 or 4 incident.

SEVERITY LEVEL	DEFINITION	PRIORITY
Level 1 – Critical	The complete or partial failure of the system or part of the system resulting in service unavailability or mission-critical business processes with no immediately available workaround	Very High
Level 2 – High	The partial failure of the system or part of the system resulting in reduced overall service availability (performance degradation) for users.	High
Level 3 – Medium	A system requires an intervention but the operation can continue without the change being implemented.	Medium
Level 4 – Low	All questions or requests of information on the use of the service.	Low

Target Resolution Times:

The commitment for incident management resolution is determined from the time of the initial notification to Descartes through system alerts, telephone, email or entry into the portal and based on the Severity Level attributed to the incident by Customer Support. Descartes will target to resolve a reported incident within the following time frames where 'resolve' means that the reported incident has been rectified or that the cause of the incident has been identified, a

workaround has been put in place and a change request has been escalated to Second Level support to fix the problem, if appropriate:

Severity	Resolution Time
Level 1	12 hours
Level 2	48 hours
Level 3-4	5 days

The following statuses within the Customer Support portal will be considered 'Resolved' for KPI reporting purposes:

- Pending Customer Action
- Pending Customer Closure
- First Call Resolution
- Forwarded to Prod Development
- Pending Change Request
- Pending 3rd Party
- Solution Provided
- Solution and Planning Provided
- Closed and Resolved
- Closed Unresolved
- Closed No Feedback

REPORTING

Customer Support is equipped with tools for generating reports regarding internal and external KPIs. Such reports enable us to know if we are meeting our target service levels and to strive for further excellence.

ESCALATION

In all cases, Descartes makes every attempt to be responsive and efficient in resolving issues and processing requests. However, in some cases, a customer may feel Descartes has not performed the service to their expectation. In such cases, and only after attempting to resolve the issue with the expertise center staff member with whom they are working, the customer may escalate to apply greater management oversight and/or increased priority in the processing of their request.

In general, an escalation is justified when one or more of the following occur:

- Descartes has not responded/resolved an incident twice within the published response/resolution times and has not provided reasonable justification for the delays;
- The customer believes the appropriate severity levels have not been applied

In the event the customer feels an escalation is justified according to any of the above criteria, the customer may take the steps outlined in the subsequent section.

1. Communicate with the Expertise Center Director
2. Communicate with the Service Delivery Manager (if applicable)
3. Communicate with the Key Account Manager (if applicable)
4. Communicate with the Vice President of Customer Support & Client Services

See Appendix 3 for specific contact details.

OUTAGE PROCEDURES

Scheduled Maintenance:

Descartes reserves certain times for the performance of preventative system and hardware maintenance. During the service window, certain services may not be available in part or in whole. Descartes will use commercially reasonable efforts to advise the customer prior to any scheduled maintenance period in the event that the services will not be available during such service window.

Although Descartes' operates and designs its services to avoid emergencies, in unusual circumstances emergency maintenance may be required where less or no notice needs to be provided and the maintenance needs to be performed at a time other than a reserved maintenance window. In these unusual circumstances, Descartes will use commercially reasonable efforts to provide as much advance notice of the outage as practicable. Emergency maintenance includes maintenance required to ensure the continuous and safe delivery of the services to customer. Examples include the application of a security patch to remedy a newly discovered critical security patch or the failing of critical hardware components.

The overall performance of the Descartes GLN™ utilized to deliver the services to customer is largely dependent upon the performance of non-Descartes information technology and communication networks, including customer's own systems, dedicated networks, associated networks, business document exchange networks and the connections between these networks (collectively: "Third Party Networks"). Descartes assumes no responsibility for downtime or performance latency associated with Third Party Networks.

Un-scheduled Outage & Irregularities:

As part of Descartes' proactive approach to inform its customers, when an irregularity is detected (either through internal monitoring or through our customer base) a communication is sent out to inform all potentially impacted customers. Should the irregularity result in a service disturbance, a notification is also sent out to counter a potential wave of customer notifications and/or questions.

If there has been a service interruption with customer impact, outside of the scheduled maintenance window and not attributable to emergency maintenance, an internal investigation may start with one of the included objectives: a Root Cause Analysis (RCA) document for the impacted customers that will be sent out by our Service Desk to the impacted customer(s).

In case of an 'event' (mostly detected by our automated monitoring) which indicates an irregularity, a proactive communication is also sent out and followed by an internal investigation. Dependent on the impact (#customers, #messages; duration) and the severity of the findings of the internal investigation, an RCA document may be prepared and sent out by the Service Desk to the impacted customer(s).

It is not always the case that every customer communication related to an irregularity or unplanned outage is followed by an RCA document for customers. We strive for meaningful customer communication without jeopardizing our operational efficiency.

APPENDIX 1: EXPERTISE CENTER PRODUCTS/SERVICES:

<p>ROUTING, MOBILE, TELEMATICS</p>	<p>Descartes Mobile™(formerly MobileLink) Descartes Perform™ (formerly Airclic) Descartes Route Planner™ Descartes Route Planner RS™ (formerly Roadshow) Descartes Route Planner On-Demand™ Descartes Route Planner (RV)™ (formerly RouteView) Descartes Fleet Center/Telematics™ Descartes ServiceNet™ (formerly Airclic) Descartes Smart Analysis and Soloplus™ Descartes Winroute™ Descartes Retail Distribution System™ (formerly BearWare RDS) Descartes OMS Offsite Management System™ (formerly Bearware OMS)</p>
<p>TRANSPORTATION MANAGEMENT</p>	<p>Descartes Transportation Manager™ I (formerly Infodis) Descartes Order Express™ Descartes ATMS™ Descartes WMS™ Descartes OEweb™ Descartes Pick, Pack &Ship™ Descartes Transportation Manager™ NA Descartes Dock Appointment Scheduling™ Descartes Visibility & Event Management™ Descartes Yard Management™ Descartes GCT, TFL, TLA, Edicom TM (formerly KSD) Descartes WebTMS Pro™ (formerly Bearware) Descartes Inbound Management System™ (formerly Bearware IMS) Descartes Retail Payment System™ (formerly Bearware RPS) Descartes Retail Claims System™ (formerly Bearware RCS) Descartes ATS Asset Tracking System™ (formerly BearWare ATS)</p>
<p>CUSTOMS & REGULATORY COMPLIANCE</p>	<p>Descartes Customs 4X™ Descartes Customs 3X™ Descartes EXPODOCS™ Descartes eCustoms™ Descartes GCT™ Descartes Edicom™</p>

	<p>Descartes TFL™ Descartes Global Compliance™ Descartes Customs Manager™ (formerly Impatex) Descartes ICE™ (formerly Impatex) Descartes Import 2000™ Descartes Export 2000™ Descartes MQ*Customs™ Descartes Via Trade™ Descartes ICS™ Descartes Fax & Forget™ Requests Descartes Ace Preparer™ Filing Service Descartes Pentant Customs Link™</p>
BROKER & FORWARDER ENTERPRISE SYSTEMS	<p>Descartes Forwarder Logic™ Descartes Netfreight™ (formerly Impatex) Descartes Editrade Customs Link™ Descartes Canadian Customer Brokerage Solution ITMR4™ Descartes IES E-Cellerate™</p>
Trade Data Content	<p>Descartes Customs Info™ Descartes MK Denied Party Screening™</p>
GLN/AIR	<p>Descartes Air Messaging™ (GLN/TDV) Descartes GF-X Exchange™ Descartes CargoBooker™ Descartes Webdoc™ Descartes Cargo2000™ (C2K) Descartes ePouch/Eawb™ Descartes Shipment Monitoring™ Descartes Quality Monitoring/Logiman™ Descartes CargoAssist™ Descartes E-Cargo™</p>
GOVERNMENT	<p>US Government</p>
GLN	<p>Descartes Ocean Rate Management™ Descartes GLN messaging™ Descartes IS™ Descartes Goldfish™ Descartes Bridge™ Descartes Seagha Communication™ Descartes Dext™ Descartes Go Secure™ Descartes Number Portability Application™</p>

APPENDIX 2: TELEPHONE INFORMATION

NORTH AMERICA: 1 877 786 9339
OUTSIDE NORTH AMERICA: +800 7866 3390

Alternatively dial extension (refer to list overleaf)

Routing, Mobile & Telematics Press 1
 Transportation Manager Press 2
 Customs & Regulatory Compliance Press 3
 Global Logistics Network™ Press 4
 US Government Press 5
 Citrix applications Press 6
 Broker and Forwarder Enterprise Press 7
 Content Press 8
 Service Desk Press 0

1

Descartes Route Planner RS™ (Roadshow),
 Descartes Route Planner RV™ (RouteView),
 Descartes Route Planner On-Demand™
 Descartes Fleet Center/Telematics™ **Press 1**

Descartes Smart Analysis and Soloplus™ **Press 2**

Descartes Winroute™ & Descartes Mobile™
 (formerly MobileLink) **Press 3**

Descartes Airclic NA **Press 4**

Descartes Airclic Europe **Press 5**

Descartes RDS, OMS (Bearware) **Press 6**

3

Descartes Customs 3,4 and Expodocs™ **Press 1**

Descartes eCustoms™ **Press 2**

Descartes Customs Manager & ICE™ **Press 3**

Descartes Global Compliance™

Descartes Import 2000™, Descartes Export 2000™

Descartes MQ*Customs

Descartes Via Trade™ Technical Support

Descartes ICS North America™

Descartes JP24 Support™ **Press 4**

Descartes Via Trade™ Requests

Descartes Fax & Forget™ Requests **Press 5**

Descartes Ace Preparer™ Filing Service

Descartes ACI Preparer™ Filing Service

Descartes JP-24 Preparer™ Filing Service **Press 6**

Descartes ICS™EMEA

Descartes GCT™

Descartes CWW™

Descartes Edicom Transport™

Descartes TFL™

Descartes (KSD)2000™ **Press 7**

7

Descartes Forwarder Logic™ **Press 1**

Descartes Editrade Customs Link™ **Press 2**

Descartes Canadian Customer Brokerage Solution
 ITMR4™ **Press 3**

Descartes IES E-Cellerate™ **Press 4**

Descartes Netfreight™ **Press 5**

2

Descartes Transportation Manager™ IS
 (formerly Infodis) **Press 1**

Descartes Order Express™, Descartes ATMS™
 Descartes WMS™, Descartes OEweb™
 Descartes Pick, Pack & Ship™ **Press 2**

Descartes Transportation Manager™ NA
 Descartes Dock Appointment Scheduling™ NA
 Descartes Visibility & Event Management™
 Descartes Yard Management™ **Press 3**

Descartes GCT™

Descartes TFL, TLA™

Descartes Edicom Transport™
 Descartes Transport Portal™ **Press 4**

Descartes Bearware WebTMS Pro, IMS, Retail Payment
 System, RCS, ATS **Press 5**

4

Descartes Ocean Rate Management™ **Press 1**

Descartes Air Messaging and Products including
 Tradevision, Descartes GF-X Exchange™ &
 Descartes Cargo 2000™ **Press 2**

Descartes GLN Messaging™, Descartes Bridge™,
 Descartes IS™, Descartes Goldfish™,
 Descartes Seagha™ Communication,
 Descartes Dexx™ **Press 3**

Descartes Go Secure™ **Press 4**

Descartes Number of Portability™ Application **Press 5**

Descartes Pentant Customs Link™ **Press 6**

Descartes eCargo™ **Press 7**

5

US Government

6

Citrix Applications

North American users **Press 1**

European users **Press 2**

8

Descartes Content™

EXTENSION NUMBERS

NORTH AMERICA: 1 877 786 9339
OUTSIDE NORTH AMERICA: +800 7866 3390

... followed by one of the following extension numbers.

Expertise Center	Extension	Option
Ace Preparer filing service	293000	3.6
AES Direct	293001	5
Airclic NA	293034	1.4
Airclic Europe	293036	1.5
Air Messaging & products including Tradevision, GF-X and Cargo 2000	293002	4.2
(Bearware) Retail Distribution System and Offsite Management System	293040	1.6
(Bearware) WebTMS Pro, Inbound Management System, Retail Payment System, Retail Claims System Asset Tracking System	293041	2.5
Canadian Customer Brokerage Solution - ITMR4	293003	7.3
Citrix Applications	293004	6
Customs 3x	293005	3.1
Customs 4x	293006	3.1
Customs Manager & ICE (Impatex)	293009	3.3
Descartes Route Planner On-Demand™	293015	1.1
Dock Appointment Scheduling NA	293021	2.3
E-Cargo	293039	4.7
E -Cellerate – IES	293007	7.4
Editrade Customs Link	293008	7.2
E-Customs	293037	3.2
Fleet Center/Telematics™	293015	1.1
Forwarder Logic	293010	7.1
GLN messaging, Bridge, IS, Goldfish, Bridge Seagha Communication, Dext	293011	4.3
GLN Pentant Customs Link	293038	4.6
Global Compliance, Import 2000, Via Safe, ICS NA	293012	3.4
Go Secure	293013	4.4
Infodis Transportation Management EMEA	293014	2.1
GCT, CWW, Edicom Transport, TFL, (KSD)2000, ICS EMEA	293030	3.7
GCT, TFL, TLA, Edicom Transport, Transport Portal	293030	2.4
(KSD) ICS EMEA	293032	3.7
Netfreight (Impatex)	293035	7.5
Ocean Rate Management	293017	4.1
Order Express, ATMS, WMS, OE, Oweb, Advance Pick, Pack & Ship	293018	2.2

Route Planner RS™ (Roadshow)	293015	1.1
Route Planner RV™ (RouteView)	293015	1.1
Service Desk		
Smart Analysis and Soloplus	293020	0
Transportation Management	293019	1.2
ViaTrade Requests, Fax & Forget	293021	2.3
Winroute	293022	3.5
Visibility & Event Management	293023	1.3
Yard Management	293021	2.3
	293021	2.3

ALTERNATIVE SUPPORT NUMBERS

Descartes Product Group	Direct Line	
Descartes Fleet Center/Telematics™	Canada	+1 416 741 2838
Descartes Smart Analysis and Soloplus™	U.K.	+44 (0)1249 463355
Descartes Transportation Manager™ IS (formerly Infodis)	Netherlands	+31 348 484 333
Descartes Go Secure™	Netherlands	+31 33 460 6220 / 6281
Descartes Via Trade™ Requests	USA	+1-877-842-2842 +1-866-216-6176
Descartes IES E-Cellerate™	Hong Kong	+852 201 639 5002 / 5265
Descartes NL (local)	Netherlands	+31 33 460 6200
Descartes Sweden(local)	Sweden	+4640 636 3870
Descartes Norway(local)	Norway	+4769 676 021
Descartes Denmark (local)	Denmark	+4589 887 895
Descartes Customs UK	U.K.	+441249477099

APPENDIX 3: ESCALATION CONTACT INFORMATION

		Region	Contact Name	Email
1st	EXPERTISE CENTER DIRECTORS/TEAM LEADS	Routing, Mobile, Telematics	AMERICAS Dana McKenna Greg Solak (Airclic) David Brown (Bearware)	dmckenna@descartes.com gsolak@descartes.com dbrown@descartes.com
			EMEA Sandip Tanna	stanna@descartes.com
		Transportation Management	AMERICAS David Brown (Bearware)	dkoopmans@descartes.com dbrown@descartes.com
			EMEA Ralf van Haastert	rvanhaaster@descartes.com
		Customs & Regulatory Compliance	AMERICAS Joe Radosevich Dirk Ceulemans (Benelux)	jradosевич@descartes.com dceulemans@descartes.com
			EMEA Anders Klingberg (Nordics) Dave Soffe (UK)	aklingberg@descartes.com dsoffe@descartes.com
		Broker & Forwarder Enterprise Systems	AMERICAS Will King Rose Martin (ITMR4) Sean Huffman (IES)	wking@descartes.com rmartin@descartes.com shuffman@descartes.com
			EMEA Dave Soffe	dsoffe@descartes.com
	Trade Data Content	AMERICAS Sophia Nisha (MK Data) Jennifer Harris (Customs Info)	snisha@descartes.com jharris@descartes.com	
	Government	GLOBAL Sonia Guevara	sguevara@descartes.com	
	GLN	GLOBAL Nico Verschueren (GLN) Mary deVitis (Ocean) Michal Ochran (Air)	nverschueren@descartes.com mdevitis@descartes.com mochran@descartes.com	
	Service Desk	GLOBAL Lynn Digby	ldigby@descartes.com	
2nd	Service Delivery Manager	As provided (if applicable)		
3rd	Key Account Manager	As provided (if applicable)		
4th	Customer Support & Client Services EVPs/VPs	GLOBAL EMEA	Bob Parker Julie Calcunovitch	bparker@descartes.com jcalcunovitch@descartes.com