



MARCH 28-30, 2017 | WEST PALM BEACH, FLORIDA

Agenda & Overview

www.descartes.com/usergroup

March 28, 2017

On behalf of Descartes, welcome to West Palm Beach for our 12th annual Global User and Partner Conference! Whether this is your first event or you have attended Evolution in the past, we would like to thank you for your participation in this valuable forum for learning, networking and sharing.

Thank you to the customer volunteers who joined our Global User Group Steering Committee. Your insights and leadership in the many months leading up to the event have been instrumental in the planning process for the conference. We also greatly appreciate our United by Design partners for their participation and sponsorship.

The event theme set by our Global User Group Steering Committee this year is *Logistics Excellence: Now and in the eFuture*. While logistics-intensive companies are accustomed to uncertainty, our theme calls attention to the need to continue to thrive and grow amidst the growing magnitude of geopolitical, technology, and market-driven changes facing our industry over the coming years. Descartes remains committed to innovating for the future to help our customers and partners excel both today and tomorrow.

We have a packed agenda designed to address these challenges and opportunities including user training, peer group and product roadmap discussions, new industry benchmark studies, and more. The program also features more customer success stories, customer panel discussions, and industry expert presentations than ever before. Be sure to take advantage of the invaluable opportunity to hear from your peers at BC Sands, Clean Harbors, Origin Energy, Schwan's, Core-Mark, CVS Health, Dunbar Armored, Estes Level2 Logistics, Hallmark Cards, American Hotel Register, Cabela's, Buckle, Cimpress, Scandinavian Tobacco, Northrop Grumman, PwC, Vigilant, US Foods, The Home Depot, Iron Mountain, UPS, DHL eCommerce and others.

We look forward to engaging you over the next few days and hope that Evolution 2017 provides you with a productive, informative and enjoyable forum for learning more about Descartes, our partners and each other.

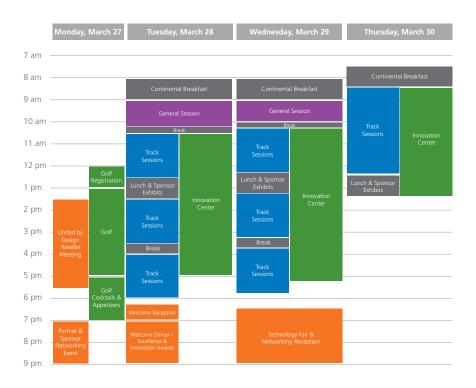
Sincerely,

Edward J. Ryan, CEO The Descartes Systems Group Inc.

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Agenda-at-a-Glance



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

Registration Desk Hours

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

• **Monday, March 27:** 3:00 pm - 6:00 pm

• **Tuesday, March 28:** 7:30 am - 5:30 pm

• **Wednesday, March 29:** 7:30 am - 5:45 pm

• **Thursday, March 30:** 7:30 am - 1:30 pm

Wi-Fi Information

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

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

- Network ID: PSAV_Event_Solutions
- Password: Descartes2017

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

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

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

Conference Floor Plan

The event space and Registration Desk are located on the ground level of the Hilton West Palm Beach. This year, additional conference rooms have been added and are located in the Palm Beach County Convention Center accessible via a walkway from the hotel







New! Descartes Evolution 2017 Mobile App

We are pleased to introduce the Descartes Evolution 2017 Mobile App to help you maximize the Evolution experience. To begin, visit the below URL and follow the instructions provided.

http://de.scart.es/evolution

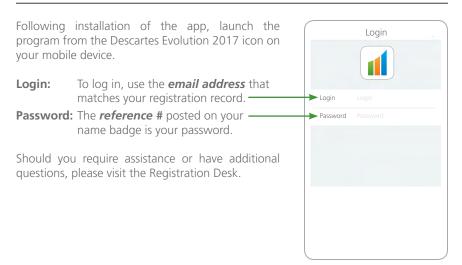
The above URL includes direct links to both the App Store and Google Play versions of the app. The program may also be downloaded by searching Descartes Evolution 2017 in the App Store or Google Play. Alternatively, the app can be accessed as a mobile website. Please also visit the above URL for the link to the mobile website.



Descartes Evolution 2017 Mobile App Sponsored by:

ORACLE" + NETSUITE

Download Instructions & Login Information



Mobile App Features

Some features of the Descartes Evolution 2017 Mobile App include the ability to:

- View event information including registration hours, Wi-Fi details and track descriptions
- Review the agenda and explore session details
- Add sessions to a personal agenda
- Access speaker, attendee, and sponsor information
- Navigate the conference via an interactive floor plan
- Provide valuable feedback through session ratings

Module Descriptions

The home screen of the mobile app contains a range of functionality at your fingertips. Modules include:

- Personal Program View sessions, add sessions you want to attend and set calendar reminders via phone calendar
- **Sponsors** View a sponsor list and information
- **Information** Descartes Evolution 2017 event details including registration hours, Wi-Fi information, track descriptions and more
- **Speakers** Lists biographies of event speakers
- **Sessions** View session details including date, time, location and speakers as well as take notes, give session ratings, and add sessions to your personal program
- **News Feed** Quickly link to Descartes Systems Group social media channels
- Places View places of interest, including Hilton West Palm Beach, West Palm Beach Marriott, Palm Beach International Airport and others
- Floor Plan Includes an interactive floor plan that allows you to click to view sessions and multiple floors
- Innovation Center Review information about the solution offerings in the Descartes Innovation Center
- Attendees View and connect with conference attendees
- Inbox Read messages and notifications
- My Profile Edit personal information
- My Notes Keep personal notes on sessions, sponsors, speakers and attendees
- Conference Bag Download items from sessions and send them via email

Program Track Legend and Descriptions

Sessions are both industry- and solution-focused, and have been organized into the following tracks. Some sessions may be applicable to more than one track.



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

Topical industry presentations, panel discussions, and customer success stories designed to help freight forwarders and customs brokers compete and thrive in an environment with intense competitive pressure, expanding customer service expectations and regulatory 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.



Customs Compliance & 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.



Retail

Topical industry presentations, panel discussions, and customer success stories designed to help retailers drive more costs and customer service excellence out of their supply chains as they look to create a unified selling front to customers whether they are in store, online or on their smartphone.

Session Type Descriptions

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

1 hour 50 minutes

Peer Group/Roadmap 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 50 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

Conference Agenda Day One - Tuesday, March 28

8:00 am - 9:00 am

Oceana Ballroom, Outdoor Lawn & Oceana/Coral Foyers

Breakfast & Sponsor Exhibits Open

Breakfast sponsored by:



9:00 am - 9:15 am

Oceana Ballroom

Global User Group Steering Committee Welcome

Meet the volunteer members of this year's Committee as they call the conference to order and provide an overview of key conference objectives.

9:15 am - 10:15 am

Oceana Ballroom

Descartes' Vision and Corporate Update

Presented by Edward J. Ryan, Chief Executive Officer

Join our CEO Ed Ryan for an update on Descartes' vision as a company to deliver some of the most advanced logistics and supply chain technology in the market today. We will highlight key corporate strategies and accomplishments and share how these are shaping our end-to-end solutions for the growing global commerce community.

10:15 am - 10:30 am

Oceana & Coral Foyers

Refreshment Break & Sponsor Exhibits

Refreshment Break sponsored by:

Honeywell

10:30 am - 12:20 pm

Track Sessions

Times, locations, & descriptions begin on page 12

12:30 pm - 1:30 pm

Oceana Ballroom, Outdoor Lawn & Oceana/Coral Foyers

Lunch & Sponsor Exhibits

Lunch sponsored by:



Innovation Center listings can be found on page 65. Please stop by the Innovation Center Desk to request a one-on-one product demonstration or meeting.

Conference Agenda Day One - Tuesday, March 28

1:30 pm - 3:20 pm

Track Sessions

Times, locations, & descriptions begin on page 15

3:30 pm - 4:00 pm Oceana & Coral Foyers Refreshment Break & Sponsor Exhibits

Refreshment Break sponsored by:



4:00 pm - 5:50 pm

Track Sessions

Times, locations, & descriptions begin on page 17

6:15 pm - 7:00 pm

Oceana Foyer

Welcome Reception / Cocktails

7:00 pm - 9:00 pm

Oceana Ballroom

Welcome Dinner / Excellence & Innovation Awards

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

Welcome Dinner sponsored by:



Track Sessions (Morning) - Tuesday, March 28

Time	Description	Room	Track
10:30 am - 12:20 pm Length: 1 hour 50 minutes	User Training: Descartes Mobile™ & Descartes wGLN™ (Session also repeated in the afternoon) Shea Drennan with Joanne Cochrane, Marco Sponza and Pel Saint-Fort from Descartes: Bring your questions to this workshop and improve application proficiency with practical examples that demonstrate the latest enhancements to these solutions.	ConvCtr- 1BC	
10:30 am - 12:20 pm Length: 1 hour 50 minutes	User Training: Descartes Route Planner TM - Intermediate (Session also repeated on Thursday) Shaki Kodi with Albert van Roekel, Beth Davies and Justin Marshall from Descartes: Come with questions and work through practical examples of the latest routing developments and tips and techniques in this highly interactive workshop.	Coral C	
10:30 am - 12:20 pm Length: 1 hour 50 minutes	User Training: Descartes Route Planner TM RS (formerly Roadshow) Al de la Vega with Tod Querengesser from Descartes: Bring your questions to this workshop and understand how to leverage the latest capabilities for developing master routes, daily route plans and territories aligned with the sales potential of each customer.	ConvCtr- 1A	
10:30 am - 12:20 pm Length: 1 hour 50 minutes	User Training: Descartes Telematics & Compliance™ (NEW!) Tim Reinert with Jozef Casar from Descartes: This highly interactive workshop uses practical examples and scenarios to demonstrate the latest solution enhancements and improve your application proficiency.	Coral B	

Track Sessions (Morning) - Tuesday, March 28

Time	Description	Room	Track
10:30 am - 12:20 pm Length: 1 hour 50 minutes	User Training: Descartes Canadian Customs Brokerage™ (formerly ITMR4) Glenn Palanacki with Jim Alemany and Tomasz Jasniewicz from Descartes: Bring your questions to this highly interactive workshop and improve solution proficiency with practical examples that demonstrate the latest application developments.	Cypress B	
10:30 am - 12:20 pm Length: 1 hour 50 minutes	User Training: Descartes OneView TM Forwarder Enterprise/Customs House Broker/Accounting Sean Huffman with Jeff Eckstein and Tom Kuerbs from Descartes: Bring your questions to this highly engaging workshop and walk through live examples that demonstrate how the latest developments can be applied in your organization.	Coral E	
10:30 am - 12:20 pm Length: 1 hour 50 minutes	User Training: Best Practices for Descartes Reporting Services TM Ibukun Olayemi with Henry Yip from Descartes: Bring your questions to this workshop and understand how to leverage the latest capabilities for generating logistics-oriented reports for a department, the enterprise and/or for trading partners.	ConvCtr- 1F	()
10:30 am - 12:20 pm Length: 1 hour 50 minutes	User Training: Descartes Transportation Manager™ - Intermediate (NEW!) Mona McFadden with Mauricio Ruiz from Descartes: Designed for intermediate users, this workshop provides an overview of core capabilities for managing the flow of freight, optimizing shipments across modes, integrating private fleet/for hire transportation, simplifying customs compliance and more.	ConvCtr- 1DE	()

Track Sessions (Morning) - Tuesday, March 28

Time	Description	Room	Track
10:30 am - 12:20 pm Length: 1 hour 50 minutes	Workshop: Descartes Global Securities Framework for Multimodal Cargo (NEW!) Scott Sangster and Jan Markill with Cindy Yamamoto, Jos Nuijten and Rob Pedersen from Descartes; Mike White, Vice President, Government & Industry Affairs, IATA: Join this workshop for an update on the new approach to global multimodal cargo security filings, to provide input on solution requirements and design, and to discuss how ocean, air, ground handlers, freight forwarders and technology providers can work together to meet import and export requirements.	Coral A	
10:30 am - 12:20 pm Length: 1 hour 50 minutes	User Training: Descartes Customs Info TM Manager & Descartes Customs Info TM Reference Torrey Schoel with Preston Barton from Descartes: Join this workshop and improve your proficiency with both products using practical examples that spotlight the latest developments and how to apply them to enhance research and make better classification determinations.	Sapodilla	
10:30 am - 3:20 pm Length: 4 hours 50 minutes with a break for lunch	BearWare Steering Committee (NEW!) (By invitation only) Jeff Berichon and David Brown from Descartes	Cypress A	General
10:30 am - 3:20 pm Length: 4 hours 50 minutes with a break for lunch	Executive Forum (NEW!) (By invitation only) Dr. Walter Kemmsies (Chief Economist from Moffatt & Nichol's); David Beatson (Ascent Advisors, LLC/Descartes Board); and Adrian Gonzales (Talking Logistics) with Ed Ryan, Chris Jones and Ken Wood from Descartes	Coral D	General

12:30 pm - 1:30 pm

Lunch & Sponsor Exhibits

Oceana Ballroom, Outdoor Lawn & Oceana/Coral Foyers Lunch sponsored by:



Time	Description	Room	Track
	User Training: Descartes Mobile™ & Descartes wGLN™		
1:30 pm - 3:20 pm	(Session repeated for your convenience)		
Length: 1 hour 50 minutes	Joanne Cochrane with Shaki Kodi from Descartes: Bring your questions to this workshop and improve application proficiency with practical examples that demonstrate the latest enhancements to these solutions.	Coral A	
	User Training: Descartes Perform™ for Food		
1:30 pm - 3:20 pm Length: 1 hour 50 minutes	Pel Saint-Fort with Gina Fisher and Noeleen Westland from Descartes: Come with your questions to this highly interactive workshop, and learn how to leverage the latest application enhancements to improve solution proficiency.	Coral E	
	User Training: Descartes Perform™ for Transportation		
1:30 pm - 3:20 pm Length: 1 hour 50 minutes	Tim Reinert with Thom Gallie from Descartes: Bring your questions to this highly interactive workshop, and learn how to leverage the latest application enhancements to improve solution proficiency.	Cypress B	
	User Training: Descartes Route Planner™ - Advanced		
1:30 pm - 3:20 pm Length: 1 hour 50 minutes	Justin Marshall with Beth Davies, Paul Johnson, and Sergio Torres from Descartes: Tailored to advanced users, this workshop features the latest application developments, advanced tips/ tricks and route planning scenarios to help you improve solution proficiency.	Coral C	
	User Training: Descartes Route Planner™ On-demand - Intermediate		
1:30 pm - 3:20 pm	(Session also repeated on Wednesday)		
Length: 1 hour 50 minutes	Shea Drennan with James Palmer and Marco Sponza from Descartes: In this highly interactive workshop, improve solution proficiency with the latest best practices, tips/techniques and shortcuts to improve driver productivity and daily routing plans.	ConvCtr- 1BC	

Time	Description	Room	Track
1:30 pm - 3:20 pm Length: 1 hour 50 minutes	User Training: Descartes WinRoute TM Albert van Roekel with Kjartan Ouwerkerk from Descartes: Come with your questions to this highly engaging workshop and learn how to leverage the latest application developments and integration opportunities for greater solution proficiency.	ConvCtr- 1A	
1:30 pm - 3:20 pm Length: 1 hour 50 minutes	User Training: Descartes Editrade™ Customs Link Darci Kissinger with Carla Ramirez and Chad Singiser from Descartes: Come with your questions to this highly interactive workshop and learn more about latest application developments related to ACE.	Coral B	
1:30 pm - 3:20 pm <i>Length: 1 hour</i> <i>50 minutes</i>	User Training: Descartes ForwarderLogic™ Dizhong Liu with Jim Alemany from Descartes: Bring your questions to this workshop and improve solution proficiency with practical scenarios showcasing the latest solution developments.	Sapodilla	
1:30 pm - 3:20 pm Length: 1 hour 50 minutes	User Training: Best Practices for Descartes Dock Appointment Scheduling™ & Descartes Yard Management™ Henry Yip with Alan Dunkerley from Descartes: Understand how to leverage the latest enhancements to these solutions and improve your application proficiency in this highly interactive workshop.	ConvCtr- 1F	()
1:30 pm - 3:20 pm <i>Length: 1 hour 50 minutes</i>	User Training: Descartes Transportation Manager™ - Advanced (NEW!) Mona McFadden with Mauricio Ruiz from Descartes: Tailored to advanced users, this highly interactive workshop covers the latest application developments to help you improve solution proficiency.	ConvCtr- 1DE	()
1:30 pm - 3:20 pm Length: 1 hour 50 minutes	User Training: Descartes MK Denied Party Screening™ (NEW!) Ken Harris and Sophia Nisha with Descartes: Understand how to leverage the latest enhancements to the solution portfolio and improve your application proficiency in this interactive workshop.	Lilly	

Track Sessions (Afternoon) - Tuesday, March 28

3:30 pm - 4:00 pm

Refreshment Break & Sponsor Exhibits

Oceana & Coral Foyers

Refreshment Break sponsored by:



Time	Description	Room	Track
4:00 pm - 4:50 pm Length: 50 minutes	Breakout Super Session: Descartes End-to-end Vision for Routing, Mobile & Telematics Lee Karlinsky with Chris Jones and Sergio Torres from Descartes: The business impact and scope of routing, mobile and telematics solutions continues to grow. Gain a deeper understanding of some of the business drivers, best practices and use of Descartes solutions that are shaping our customers' distribution strategies.	Coral C	
4:00 pm - 4:50 pm Length: 50 minutes	Breakout Super Session: Descartes End-to-end Vision for Forwarders & Brokers Eric Bossdorf with George Manolis, Glenn Palanacki and Jim Alemany from Descartes: Forwarders and brokers are under greater pressure than ever from their customers to deliver more service for less cost. Join us for a review of some of the key market drivers, best practices and use of the breadth of Descartes solutions that are enabling forwarders and brokers.	ConvCtr- 1BC	
4:00 pm - 4:50 pm Length: 50 minutes	Breakout Super Session: Descartes End-to-end Vision for Transportation Management Ken Wood with Alan Dunkerley from Descartes: Transportation's role, importance and technology are changing. Gain a better understanding of some of the market and business drivers and best practices that are shaping modern transportation management and Descartes' focus in this area.	ConvCtr- 1F	

Track Sessions (Afternoon) - Tuesday, March 28

Time	Description	Room	Track
	Breakout Super Session: Descartes End-to-end Vision for Global Trade Content and Compliance		
5:00 pm - 5:50 pm Length: 50 minutes	Scott Sangster with Ken Harris and Preston Barton from Descartes: Global trade data is critical for effective decision making. Learn about the global trends and business drivers that are shaping the use of global trade content and the importance of security filings, and the relationship between global trade data, denied party screening, cargo security and import/export trade data.	ConvCtr- 1DE	
5:00 pm - 5:50 pm Length: 50 minutes	Breakout Super Session: Descartes End-to-end Vision for Retail Chris Jones with Bob Shireman from Descartes: Retail may be the most highly evolving industry today. Technology is playing a critical part in the transformation of retail enabling new business models and capabilities. Join us for an overview of some of the key market drivers, best practices and technology adoption of Descartes solutions that are enabling retail industry leaders.	ConvCtr- 1F	

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



Conference Agenda Day Two - Wednesday, March 29

8:00 am - 9:00 am

Oceana Ballroom, Outdoor Lawn & Oceana/Coral Foyers

Breakfast & Sponsor Exhibits Open

Breakfast sponsored by:



9:00 am - 10:00 am

Oceana Ballroom

Descartes Innovation Update

Presented by Ken Wood, Executive Vice President, Product Management

Join Ken Wood for an update on the advancements we've made across the breadth of our industry-leading solutions to help our customers improve the efficiency, effectiveness and regulatory compliance of their logistics and supply chain operations.

10:00 am - 10:15 am Oceana & Coral Foyers

Refreshment Break & Sponsor Exhibits

Refreshment Break sponsored by:



10:15 am - 12:05 pm

Track Sessions

Times, locations, & descriptions begin on page 21

12:15 pm - 1:15 pm

Oceana Ballroom, Outdoor Lawn & Oceana/Coral Foyers

Lunch & Sponsor Exhibits

Lunch sponsored by:



1:15 pm - 3:05 pm

Track Sessions

Times, locations, & descriptions begin on page 26

Innovation Center listings can be found on page 65. Please stop by the Innovation Center Desk to request a one-on-one product demonstration or meeting.

Conference Agenda Day Two - Wednesday, March 29

3:15 pm - 3:45 pm Oceana & Coral Foyers Refreshment Break & Sponsor Exhibits

Refreshment Break sponsored by:



3:45 pm - 5:35 pm

Track Sessions

Times, locations, & descriptions begin on page 30

6:30 pm - 8:30 pm

Oceana Ballroom

Technology Fair & Networking Reception

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

Technology Fair & Networking Reception sponsored by:













Track Sessions (Morning) - Wednesday, March 29

Time	Description	Room	Track
10:15 am - 11:05 am Length: 50 minutes	Breakout: Clean Harbors Case Study: Centralizing Nationwide Routing Operations Moderator: Brad Bradley from Descartes; Customer: Arne Carlson, Director of Transportation from Clean Harbors: Clean Harbors is North America's leading provider of environmental, energy and industrial services. They chose to centralize the management of routing operations to improve control, reduce costs and turnover risk, enhance domain expertise, and get the best results from their routing solution. Clean Harbors will share their experiences, the benefits realized and the best practices they used to successfully make this paradigm shift across their nationwide	Coral B	
	operations.		
10:15 am - 11:05 am Length: 50 minutes	Roadmap/Peer Group: Descartes Telematics & Compliance™ (NEW!) Noeleen Westland with Jozef Casar and Sergio Torres from Descartes: Collaborate with other users and Descartes' product management team to help advance the solution and set development priorities for upcoming releases.	ConvCtr- 1BC	
	User Training: Descartes Route Planner™ On-demand - Intermediate		
40.45	(Session repeated for your convenience)		
10:15 am - 12:05 pm Length: 1 hour 50 minutes	Shea Drennan with Marco Sponza and James Palmer from Descartes: In this highly interactive workshop, improve solution proficiency with the latest best practices, tips/techniques and shortcuts to improve driver productivity and daily routing plans.	ConvCtr- 1DE	

Track Sessions (Morning) - Wednesday, March 29

Time	Description	Room	Track
10:15 am - 11:05 am Length: 50 minutes	Breakout: Benchmark Survey: Forwarders & Brokers Chris Jones from Descartes and Brandon Fried, Executive Director from The Airforwarders Association (AfA): Join us to review the results of our second annual in-depth survey of forwarder and broker customers across the globe. Gain insight into the challenges that are top of mind, key strategies, tactics and operational metrics that matter most for top performers, and where technology is making an impact in their businesses.	Coral D	
10:15 am - 11:05 am Length: 50 minutes	Breakout: The Internet of Things and Big Data – Transforming Logistics Moderator: Robert Beauchemin from Descartes; Panelists: Aaron Lalvani, Senior Director, Business Development, IoT from BlackBerry; Peter Yost, Director, Strategic Alliances from FourKites; Dave Halsema, Executive Vice President from MacroPoint; Timothy Motter, Solution Manager Logistics from SAP with Jos Nuijten from Descartes: Logistics is in a prime position to exploit the Internet of Things (IoT) to better manage resources, inventory and assets in motion. This panel discussion explores the practical potential and benefits of IoT and big data today and in the future. Panelists will provide use case examples and share insight from the perspective of technology leaders providing solutions that generate/gather IoT data from the field, analyze the vast amount of information, and make it valuable for businesses.	Coral E	

Track Sessions (Morning) - Wednesday, March 29

Time	Description	Room	Track
10:15 am - 11:05 am Length: 50 minutes	Breakout: Global Market Intelligence for Buying & Selling Across Borders Lisa Wallerstein with Mark Segner from Descartes: Discover Descartes Datamyne™, the world's largest searchable database of import-export trade. Sourced from the trading nations of the Americas, Asia, Africa and the EU, this resource documents their commerce with 230 markets around the world. Learn how to use this database to identify and monitor the international competitive landscape for your products with sample cases on trade and the LSP industry.	Sapodilla	
10:15 am - 11:05 am Length: 50 minutes	Breakout: PwC: CBSA Update & Best Practices in Canadian Import Compliance Moderator: Preston Barton from Descartes; Jaime Seidner, Partner-Indirect Tax-Customs and International Trade from PwC with Melissa Harrington from Descartes: PwC provides an update on the numerous changes from Canada's Customs and Border Security Agency (CBSA) over the last year and discusses the additional compliance obligations companies now need to consider when importing goods.	Coral A	
11:15 am - 12:05 pm Length: 50 minutes	Breakout: Customer Panel: Best Practices in Mobile Delivery Management Moderator: James Wee from Descartes; Panelists: Michael Godin, Sr. Director, IT BRM Supply Chain Systems from US Foods; Jackie Matassa, Delivery Solutions - Senior Manager from The Home Depot; and Curt Stager, Business Systems Manager from Iron Mountain: Panelists will discuss successful mobile solution deployment strategies including common pitfalls to avoid, technology considerations, and key measures of success. They will also share the significant business impact successful enterprise mobile deployments can have not only across transportation operations, but also in other areas including accounting, inventory management, loss prevention, customer service and sales.	Coral B	

Track Sessions (Morning) - Wednesday, March 29

Time	Description	Room	Track
11:15 am - 12:05 pm Length: 50 minutes	Breakout: NCBFAA Educational Institute: On the Frontlines of Regulatory Change & Technology Moderator: Eric Bossdorf from Descartes and Federico Zuniga, Executive Director NCBFAA Educational Institute: Join this industry education session by the NCBFAA Educational Institute (NEI) to better understand the required information flow between trade participants and use of software systems to aid in the data collection process to make goods flow across borders more seamlessly and consistently. The session will also cover how to maintain compliance in an environment where the rules governing the industry are changing at a very rapid pace.	Coral E	
11:15 am - 12:05 pm Length: 50 minutes	Breakout: Benchmark Survey: Transportation Management Chris Jones with Alan Dunkerley from Descartes: Effective transportation management has become critical to the success of any business, yet many struggle to get great results. What shapes the strategies and tactics of the top performers? Join us for a review of the transportation benchmark study that dives into the thinking behind the decisions of top performers, and what separates them from the rest of the pack.	Coral D	

The conference theme set by our Global User Group Steering Committee this year is Logistics Excellence: Now and in the eFuture.

Track Sessions (Morning) - Wednesday, March 29

Time	Description	Room	Track
Time 11:15 am - 12:05 pm Length: 50 minutes	Description Breakout: Customer Panel: 2017 Trade Policy Outlook with Northrop Grumman, PwC & Vigilant Moderator: Preston Barton from Descartes; Panelists: Jaime Seidner, Partner-Indirect Tax- Customs and International Trade at PwC Canada; Dennis Forhart, Managing Director at PwC China; John Sega, Director, International Trade Compliance at Northrop Grumman Corporation; Delayne Reamsbottom, VP of Global Services at Vigilant Global Trade Services with Melissa Harrington from Descartes: Join a diverse group of compliance	Room Coral A	Track
	experts from Canada and the U.S. for an engaging discussion on potential changes to trade policies (e.g., NAFTA), and what importers could be doing now in anticipation of disruption to current policies and agreements.		

12:15 pm - 1:15 pm

Oceana Ballroom, Outdoor Lawn & Oceana/Coral Foyers

Lunch & Sponsor Exhibits

Lunch sponsored by:



Time	Description	Room	Track
1:15 pm - 2:05 pm Length: 50 minutes	Breakout: Customer Panel: Change Management Best Practices for Routing and Mobile Solutions with Schwan's, Origin Energy, Core-Mark & Dunbar Armored Moderator: Paul Johnson from Descartes; Panelists: Jeff Benjamin, Sr. Director Route Engineering and Execution from Schwan's; Jason Henshaw, Group Manager Logistics from Origin Energy; Richard Pierson, Corporate Transportation Manager from Core-Mark; David Jennings, Director of Transportation Routing from Dunbar Armored, Inc.: Experienced fleet operators across a variety of industries come together to share insights on successful change management practices. Often a challenging, yet critical success factor for all types of deployments, the panel will address important change management topics such as project organization, communications planning, process and technology adoption, and a myriad of other key rollout and personnel considerations.	ConvCtr- 1BC	
	Breakout: Best Practices: Descartes OneView™ Accounting		
1:15 pm - 2:05 pm Length: 50 minutes	Jeff Eckstein with Sean Huffman from Descartes: Enhance productivity and coordination of financial management with import and export operations in this session on best practices, tips and tricks for using Descartes OneView Accounting.	Coral A	

Time	Description	Room	Track
1:15 pm - 2:05 pm Length: 50 minutes	Breakout: Estes Level2 Logistics Case Study: Effectively Connecting with Third Party Agents to Improve Control, Visibility, and Service Moderator: Eric Bossdorf from Descartes; Customer: Brian James, Director, Pricing and Analysis from Estes Level2 Logistics: Estes Level2 Logistics discusses how it is using the Descartes Carrier Portal™ to enable its nationwide network of third-party agents to manage the end-to-end process from load tender request through to delivery confirmation and invoicing. The session covers how the Descartes Carrier Portal provides flexibility, scalability, and a seamless experience for end customers regardless of the level of technology sophistication of individual agents within the company's network.	ConvCtr- 1F	
1:15 pm - 2:05 pm Length: 50 minutes	Breakout: Vigilant Case Study: Enhancing Supply Chain Performance with Global Trade Content Moderator: Preston Barton from Descartes; Customer: Derek Abramovitch, Vice President Business Development from Vigilant Global Trade Services: Global trade compliance is becoming increasingly more important to supply chain performance. A well-defined, robust global trade compliance program proactively engages all parts of the supply chain to minimize costs, mitigate disruptions and ensure compliance with government trade rules and restrictions. Yet, many companies today struggle to transition global trade compliance to this strategic role. Don't miss this opportunity to obtain critical and practical global trade compliance strategies and tactics to enhance supply chain performance.	Coral B	ш

Time	Description	Room	Track
1:15 pm - 2:05 pm <i>Length:</i> 50 minutes	Breakout: Benchmark Survey: Home Delivery Chris Jones with Bob Shireman from Descartes: Join us to review the results of our in-depth survey of the lessons learned from retail customers across the globe. Gain insight into the key home delivery strategies, tactics and operational metrics that matter most, and better understand where technology is making an impact.	Coral C	
2:15 pm - 3:05 pm Length: 50 minutes	Breakout: Customer Panel: Transportation Management Best Practices with Hallmark Cards, American Hotel Register, Cabela's & Buckle Moderator: Eric Malcolm from Descartes; Panelists: Nancy Webber, Logistics Strategist from Hallmark Cards; Lara Levine, Project Manager from American Hotel Register; Jan Grippo, Logistics Senior Systems Administrator from Cabela's; Diane Applegate, Vice President Supply Chain & Merchandising Operations from Buckle, Inc.: Join this diverse group for an engaging discussion on the reasons driving their TMS implementations, the experience they've gained using the tools, key metrics for measuring success, the benefits achieved to date and advice for others in the planning stages of a TMS deployment.	ConvCtr- 1F	
2:15 pm - 3:05 pm Length: 50 minutes	Breakout: Trade Data-Driven Competitive Strategies for Forwarders, Brokers and 3PLs Brendan McCahill with Enrique Brum and Michel Hernandez from Descartes: This session addresses how to use Descartes Datamyne import/export data to develop key competitive strategies for LSPs such as allying with or acquiring niche players along important trade routes and analyzing customers' market activities to anticipate their needs for new services. Attendees will better understand how LSPs can mine the latest available trade data for strategic insights with new visualization tools specifically designed for freight forwarders and customs brokers.	Coral B	

Track Sessions (Afternoon) - Wednesday, March 29

Time	Description	Room	Track
2:15 pm - 3:05 pm Length: 50 minutes	Breakout: Customer Panel: Global View of Ecommerce Trends with DHL eCommerce & Cimpress Moderator: Scott Sangster from Descartes; Panelists: Scott Ashbaugh, VP, International Product Management & Operations from DHL eCommerce; Sabby Singh, Project Manager from Cimpress Inc.; Gregor Walter with Steve Barbour from Descartes: This panel provides unique perspectives from a logistics services provider, manufacturer/etailer, and technology provider on how ecommerce is evolving across the globe and the role of technology as a key enabler. The panelists discuss what has changed in ecommerce, how it has changed customer expectations and how logistics and supply chain operations and technology are	Coral C	
2:15 pm - 3:05 pm Length: 50 minutes	Breakout: BC Sands Case Study: Delivery Service as a Competitive Weapon Moderator: Lee Karlinsky from Descartes; Customer: Mark Parsons, Managing Director from BC Sands Pty Lte (Australia) with David Sanders, Managing Director from Bestrane: Australian-based BC Sands operates in the highly competitive construction and landscaping market. They'll share how offering same-day service with highly accurate delivery times is needed to compete. Not only does BC Sands win more business, their customers are willing to pay a "premium" for the speed and reliability of their service. Hear how Descartes' delivery solutions are helping BC Sands take orders, and keep their fleet productive throughout the day.	Coral E	

3:15 pm - 3:45 pm

Refreshment Break & Sponsor Exhibits

Oceana & Coral Foyers

Refreshment Break sponsored by:



Time	Description	Room	Track
	Breakout: CVS Case Study: Making the Leap to Full Route Planning Automation with Next Generation Technology		
3:45 pm - 4:35 pm Length: 50 minutes	Moderator: Brad Bradley from Descartes; Customer: Ron Daigneault, Senior Manager Outbound Transportation from CVS Health: CVS Pharmacy, America's leading retail pharmacy, explores how it is achieving significant savings and operational efficiencies via migration from "high touch" to highly automated route planning. Gain insight on change management best practices in the key areas of system conversion, business process reengineering and resource skill requirements.	Coral E	
	Roadmap/Peer Group: Descartes Mobile™		
3:45 pm - 5:35 pm Length: 1 hour 50 minutes	Sergio Torres with Mike Kecseti from Descartes: Collaborate with other users and Descartes' product management team on a high level overview of industry needs, integration points between mobile and telematics, and the development direction for the solution.	ConvCtr- 1DE	
3:45 pm - 4:35 pm <i>Length:</i> 50 minutes	Breakout: Customer Panel: Using Trade Data to Find Opportunity in Trade Disruption with Logistics Trends & Insights, BlueWater Reporting & Americas Market Intelligence Moderator: Mark Segner from Descartes; Panelists: Cathy Morrow Roberson, Founder/ Head Analyst from Logistics Trends & Insights LLC; Hayes Howard, CEO from BlueWater Reporting; John Price, Managing Director from Americas Market Intelligence: A panel of logistics sector analysts from Logistics Trends & Insights LLC, BlueWater Reporting and Americas Market Intelligence discusses how brokers, forwarders and carriers can use trade data to detect market shifts and have ready service options that detour around trade disrupters. Topics include monitoring logistics market drivers, turning disruption into a customer service win, and what to watch for in 2017.	Coral A	

Time	Description	Room	Track
	Breakout: Scandinavian Tobacco – Customer Success Story: EDI as a Key Enabler to Growth Using Descartes GLN		
3:45 pm - 4:35 pm <i>Length:</i> 50 minutes	Moderator: Rachel Hooyberghs from Descartes; Customer: Koen Domen, IT Project Manager from Scandinavian Tobacco Group: Hear from Scandinavian Tobacco and Descartes on best practices and lessons learned on a country-by- country basis for onboarding trading partners with Descartes GLN activation, mapping and messaging translation services.	ConvCtr- 1BC	
	Breakout: Update on Global Cargo Security Compliance		
3:45 pm - 4:35 pm <i>Length:</i> 50 minutes	Jos Nuijten and Rob Pedersen from Descartes: Gain a better understanding of the upcoming cargo security regulatory changes and learn how Descartes solutions are evolving and helping companies better validate, screen, secure and share trade data on the world's cargo to keep it flowing seamlessly.	Coral D	
	Breakout: Business Trends & Best Practices in Pool Distribution		
3:45 pm - 4:35 pm <i>Length:</i> 50 minutes	Jeff Berichon with Emily Wishard from Descartes: Pool distribution has been around since the 1980s, but through advances in technology, it may be more relevant than ever to help keep stores competitive. Learn how it's giving specialty retailers the speed and precision to enable new and more cost-effective store replenishment models.	Coral C	

Time	Description	Room	Track
4:45 pm - 5:35 pm Length: 50 minutes	Breakout: UPS Case Study: Best Practices in Global Trade Compliance with a BPO/Managed Services Provider Moderator: Preston Barton from Descartes; Customer: Bill Ansley, Vice President from UPS Supply Chain Solutions with Eric Bossdorf from Descartes: Learn more about how this global leader in logistics provides a world-class compliance service to help importers and exporters manage international trade. UPS will address strategies and technologies used to develop expertise centers with best practices in classification, FTA qualification, transaction and customs declaration management that complement its brokerage, forwarding and transportation solutions (both freight and	Coral B	
4:45 pm - 5:35 pm <i>Length:</i> 50 minutes	Breakout: Enhancing Descartes Solutions with Descartes OzLink™ (NEW!) Troy Graham with Jack Holt and RJ Bartsch from Descartes: Descartes users, are you missing opportunities to provide consumers a seamless experience from shopping to delivery across all channels? Join us to learn how Descartes OzLink can be combined with other Descartes solutions to integrate ecommerce, shipping and warehouse practices for improved omnichannel distribution.	ConvCtr- 1F	•
4:45 pm - 5:35 pm Length: 50 minutes	Breakout: PwC: Preparing for Policy Shifts in Global Trade Moderator: Melissa Harrington from Descartes; Customer: Dennis Forhart, Managing Director from PwC: With a widening block of governments leaning toward more protectionist views, learn how global shippers can prepare for major regulatory change (e.g., Brexit) and upheavals to trade in shipping lanes, tariffs, quotas, free trade agreements, rules of origin and more.	Coral D	

Track Sessions (Afternoon) - Wednesday, March 29

Time	Description	Room	Track
	Breakout: Achieving Ecommerce Fulfillment Excellence		
4:45 pm - 5:35 pm <i>Length:</i> 50 minutes	Gregor Walter with Dirk Haschke from Descartes: With ecommerce as the engine for growth in retail and consumers demanding a seamless experience from shopping to delivery, ecommerce fulfillment excellence has become more important than ever. Learn how Descartes solutions are helping companies step up their fulfillment capabilities to handle the increasing volume of ecommerce sales.	Coral C	

6:30 pm - 8:30 pm

Technology Fair & Networking Reception

Oceana Ballroom

Technology Fair & Networking Reception sponsored by:













Conference Agenda Day Three - Thursday, March 30

7:30 am - 8:30 am

Oceana Ballroom, Outdoor Lawn & Oceana/Coral Foyers Breakfast & Sponsor Exhibits Open

Breakfast sponsored by:



8:30 am - 12:30 pm

Track Sessions

Times, locations, & descriptions begin on page 35

12:30 pm - 1:30 pm

Oceana Ballroom, Outdoor Lawn & Oceana/Coral Foyers **Lunch & Sponsor Exhibits**

Lunch sponsored by:



Innovation Center listings can be found on page 65. Please stop by the Innovation Center Desk to request a one-on-one product demonstration or meeting.

We would like to thank the Descartes' Global User Group Steering Committee for their guidance and input on the program content for Evolution 2017.



Track Sessions (Morning) - Thursday, March 30

Time	Description	Room	Track
8:30 am - 10:20 am Length: 1 hour 50 minutes	Roadmap/Peer Group: Descartes Route Planner™ Sergio Torres with Justin Marshall from Descartes: Collaborate with other users and Descartes' product management team to help advance the solution and set development priorities for upcoming releases.	ConvCtr- 1DE	
8:30 am - 10:20 am Length: 1 hour 50 minutes	Roadmap/Peer Group: Descartes Canadian Customs Brokerage™ (formerly ITMR4), Descartes ForwarderLogic™ and NEW Descartes Forwarder Portal™ Glenn Palanacki with Jim Alemany from Descartes: Collaborate with other users and Descartes' product management team to help advance these solutions and set development priorities for upcoming releases.	Coral B	
8:30 am - 10:20 am Length: 1 hour 50 minutes	Roadmap/Peer Group: Descartes Editrade™ Customs Link Fany Flores-Pastor with Chad Singiser and Darci Kissinger from Descartes: Collaborate with other users and Descartes' product management team to help advance the solution and set development priorities for upcoming releases.	Coral E	
8:30 am - 10:20 am Length: 1 hour 50 minutes	Roadmap/Peer Group: Descartes OneView TM Forwarder Enterprise & Descartes OneView TM Customs House Broker Scott Sangster with George Manolis and Tom Kuerbs from Descartes: Collaborate with other users and Descartes' product management team to help advance these solutions and set development priorities for upcoming releases.	Coral A	
8:30 am - 10:20 am Length: 1 hour 50 minutes	Roadmap/Peer Group: Descartes Transportation Manager TM Alan Dunkerley with Chris Jones from Descartes: Collaborate with other users and Descartes' product management team to help advance the solution and set development priorities for upcoming releases.	Coral D	

Track Sessions (Morning) - Thursday, March 30

Time	Description	Room	Track
	Breakout: Northrop Grumman: Best Practices in U.S. Import Compliance		
8:30 am - 9:20 am Length: 50 minutes	Moderator: Melissa Harrington from Descartes; Customer: John Sega, Dir, International Trade Compliance from Northrop Grumman Corporation: Northrup Grumman addresses current regulatory issues at play in the global trade arena, and discusses the pivotal changes they are creating for U.S. importers, intermediaries, customs brokers and more.	Sapodilla	
	Roadmap/Peer Group: Descartes Perform™		
10:30 am - 12:20 pm Length: 1 hour 50 minutes	Noeleen Westland with Thom Gallie from Descartes: Collaborate with other users and Descartes' product management team to help advance the portfolio and set development priorities for upcoming releases.	Coral B	
	User Training: Descartes Route Planner™ - Intermediate		
10:30 am - 12:20 pm	(Session repeated for your convenience)		
Length: 1 hour 50 minutes	Shaki Kodi with Albert van Roekel, Beth Davies and Justin Marshall from Descartes: Come with questions and work through practical examples of the latest routing developments and tips and techniques in this highly interactive workshop.	Coral E	
	Roadmap/Peer Group: Descartes Route Planner™ On-demand		
10:30 am - 12:20 pm Length: 1 hour 50 minutes	Paul Johnson with Marco Sponza and Sergio Torres from Descartes: Collaborate with other users and Descartes' product management team to help advance the solution and set development priorities for upcoming releases.	ConvCtr- 1DE	

Track Sessions (Morning) - Thursday, March 30

Time	Description	Room	Track
10:30 am - 12:20 pm	Roadmap/Peer Group: Descartes Solutions for Visibility, Dock Appointment Scheduling, Yard Management and Reporting	Coral D	
Length: 1 hour 50 minutes	Henry Yip with Alan Dunkerley from Descartes: Collaborate with other users and Descartes' product management team to help advance the solutions and set development priorities for upcoming releases.		

12:30 pm - 1:30 pm

Lunch & Sponsor Exhibits

Oceana Ballroom, Outdoor Lawn & Oceana/Coral Foyers Lunch sponsored by:



Thank you to the Descartes' Global User & Partner Conference sponsors for their support and participation in this year's event.

Descartes Conference Speakers

Al de la Vega, Senior Solutions Consultant, North America

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



Alan Dunkerley, Vice President, Product Management

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



magazine, the Institute for International Research and the Logistics Institute at The Georgia Institute of Technology.

Albert van Roekel, Solution Consultant

Albert is an experienced solution consultant with a solid track record of selling and implementing our solutions both in EMEA and worldwide including Descartes WinRoute, Descartes Route Planner, Descartes Route Planner On-demand and Descartes Mobile. He has worked in different roles over the years and has extensive involvement in multiple business areas including lead generation, contract negotiations, presales consultancy, solution implementation and product development. Prior



to joining Descartes in 2013, he worked in other solutions consultant positions, as a reseller and served at a number of logistics-intensive companies.

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 how to improve overall supply chain and logistics operations.



Descartes Conference Speakers

Brendan McCahill, Senior Vice President, Trade Data Content

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



Carla Ramirez, Support Representative

Carla has a deep understanding of CBP regulations and is pivotal to helping Descartes clients keep pace with the transition to the Automated Commercial Environment (ACE) through technology. From managing implementations, explaining customs procedures, to training, Carla's years of experience help to ensure that customers are maximizing their use of the Descartes Editrade and Descartes ForwarderLogic solutions.



Chad Singiser, Account Executive

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



Chris Jones, Executive Vice President, Marketing & Services

As Executive Vice President, Marketing & 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.

Descartes Conference Speakers

Chris Varney, Vice President, Global Alliances & Channels

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



Cindy Yamamoto, Senior Vice President, Global Logistics Products

Cindy oversees research and development for the company's global logistics execution solutions including Customs & Regulatory Compliance, Broker & Forwarder Enterprise Systems, ocean rate management and data management services. Cindy is experienced in international business, product management, financial supply chain management, business development, operations and quality process management.



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 U.S. CBP 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.



David N. Brown, Vice President, Product Management

David is responsible for the Descartes Pool Distribution solutions (BearWare) and works towards generating new business and account management for that line of business. He brings over 15 years of operations management in pool distribution and six years of software support in this space to Descartes.



Descartes Conference Speakers

Dirk Haschke, Vice President, 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.



Dizhong Liu, Support Service Representative

Dizhong joined Descartes in 2009 and is responsible for promoting, implementing and supporting Descartes ForwarderLogic as well as other Descartes products and services that are integrated with the solution, such as Descartes Canadian Customs Brokerage (formerly ITMR4), Descartes Rate Builder, Descartes GLN messaging services (PO, ocean and air), and other customs and compliance products. Dizhong has been working closely with the forwarding and customs brokerage community



for over 10 years to help improve the interaction between businesses and technology.

Edward J. Ryan, Chief Executive Officer

As Chief Executive Officer, Ed is responsible for guiding Descartes' executive management team and providing strategic direction for the company. As part of the Descartes team since 2000, his keen understanding of logistics has played a key role in the expansion of the Descartes Global Logistics Network (Descartes GLN). As Chief Commercial Officer, he led Descartes' customer-facing operations and helped to increase transaction volumes on the Descartes GLN by more



than 70% over the past few years. Prior to joining Descartes, Ed directed the global marketing and field operations areas for E-Transport and, as Vice President of Sales and Marketing, successfully grew the business from its early start-up days to the successful ocean network acquired by Descartes in March 2000.

Elisabeth Davies, Senior Software Engineer

Beth is a vital component 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.



Descartes Conference Speakers

Emily Wishard, Manager, Client Services

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



Enrique Brum, Vice President, Sales

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



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

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



Eric Malcolm, Sales Executive

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



Descartes Conference Speakers

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

Fany serves as the primary operational and development driver behind Descartes Editrade, Descartes Canadian Customs Brokerage (formerly ITMR4) and international trade management web solutions. In addition, Fany is an industry thought leader and serves as U.S. Customs and Border Protection's (CBP) Trade Support Network (TSN), Trade Ambassador and Technical Advisory Group member. Fany has participated in multiple Automated Commercial Environment (ACE) and Partner Government



Agency (PGA) working groups such as Food and Drug (FDA), Environmental Protection Agency (EPA) and ACE Simplified Processing among others. She was also recently invited to participate on the COAC Fish and Wildlife Services (FWS) Working Group.

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 in the networks and retail arena. He is responsible for creating and implementing a comprehensive product strategy around the globe, as well as enhancing and delivering our services portfolio. With more than 20 years of practice in the sales, marketing, and delivery of technology services, Fred brings a breadth of experience in technology strategy, planning, and engineering along with



management of enterprise applications and Internet-based commerce systems. Before Descartes, Fred founded and owned his own B2B ecommerce company, focused at sustainably facilitating and optimizing B2B integration processes, technically and in organizational terms.

George Manolis, Vice President, Product Management, Broker & Forwarder Enterprise Systems

George serves as the key operational driver behind multiple functions throughout Descartes, including the Descartes OneView portfolio. He has in-depth industry knowledge and a sophisticated understanding of supply chain intricacies to ensure that operations run seamlessly. In addition, George also manages Descartes' operations in Hong Kong.



Descartes Conference Speakers

Gina Fisher, Manager, Professional Services

Gina is the practice manager for the Descartes Perform portfolio of products. Gina manages the team of specialists to 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 crossplatform 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.

Glenn Palanacki, Product Manager, North American Customs

Over the past 12 years, Glenn has been involved in software development in global supply chain solutions, and has grown to become the Product Manager for an Enterprise Resource Planning (ERP) customs compliance application. Additionally, Glenn has successfully completed 50+ ERP implementations that have helped each customer realize 15%-40% in cost reductions. He has the unique experience of functioning as an integral part of the entire Application Lifecycle Management (ALM)



process, beginning with product strategy and roadmap, technical analysis and programming support, quality assurance, and customer implementation and support.

Gregor Walter, Vice President, Product Management

As Vice President of Product Management for pixi*, Gregor guides Descartes' strategy for its suite of ecommerce WMS and fulfillment solutions on the Descartes Logistics Technology Platform in the German and European market. Gregor is a featured speaker on the topic of ecommerce strategy and technology. He founded the product pixi* in cooperation with Peter Klofutar in 2000, and is known in the German ecommerce community for his creativity and ecommerce innovations.



Before working for pixi*, he was Chief Architect of Web Development in the international business unit Global Fulfillment, a subsidiary of the Global Group Dialog Solutions AG.

Descartes Conference Speakers

Henry Yip, Director, Client Services

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



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.



Jack Holt, Vice President, Engineering

Jack is dedicated to finding creative solutions to complex problems and is instrumental in the development, deployment and maintenance of Descartes OzLink solutions. His background and experience in logistics software includes 25 years in the transportation industry and 10 years in professional services. In his current role, Jack spearheads a team of developers that deliver cloud-based order management solutions.



Jan Markill, Sales Director, EMEA

Based in Copenhagen, Denmark, Jan has been with Descartes since 2000 and is commercially responsible for Descartes Global Logistics Network in the EMEA region. Prior to joining Descartes, Jan worked for eight years with A.P. Moller-Maersk in different positions in the U.S., Asia and Europe.



Descartes Conference Speakers

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 Airclic, 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.

Jeffrey Berichon, Senior Vice President, Product Strategy - Retail Distribution

Jeffrey comes to Descartes from the addition of BearWare to the Descartes solutions portfolio. Jeffrey brings a wealth of knowledge on pool distribution for specialty retail to the organization, and helps to drive new business and direct operations for Descartes. The Descartes Pool Distribution solution suite provides visibility, reduces costs and removes bottlenecks as retail 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.



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 rate and contract management solutions for ocean carriers, Non-Vessel Operating Common Carriers (NVOCC) and forwarders. Jim also oversees several Descartes Forwarder back office solutions as well as the Descartes air messaging products. A veteran of the high-tech world, Jim has held a variety of positions in marketing, development and product management over the years.



Descartes Conference Speakers

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



Jos Nuijten, Vice President, Network Integration Strategy

Jos has global product management responsibility for Descartes' global security filing and air messaging solutions. With over 30 years of experience in both IT and logistics, his career began in the IT department of a forwarding and customs brokerage company, and was followed by a move to a logistics software house before he joined the exciting world of communication and collaboration networks 25 years ago. Jos participates in various industry workgroups including the IATA Cargo-



XML Task Force, IATA e-Cargo Vendor Action Group and the Netherlands Single-Window Initiative

Jozef Casar, Director, Service - Telematics

Jozef has over 15 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.



Justin Marshall, Application Architect

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



Descartes Conference Speakers

Ken Harris, Head of Denied Party Screening

Ken is the Head of Denied Party Screening at Descartes. Previously, Ken served for nearly 25 years as the Managing Partner for MK Data Services. Prior to that, Ken was an Export Administration Specialist at the U.S. Department of Commerce.



Ken Wood, Executive Vice President, Product Management

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



Kjartan Ouwerkerk, Manager, Education and Training

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



Lee Karlinsky, Senior Vice President, Emerging Markets

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



expansion of Descartes' target markets and channel initiatives. Lee holds a Bachelor of Science in Industrial Engineering from the University of Miami and a Master's of Science in Industrial and Systems Engineering from the University of Florida.

Descartes Conference Speakers

Lisa Wallerstein, Vice President, Marketing and Product Development

Lisa has over 20 years of experience in B2B strategic marketing, planning and execution, and a track record of rapidly growing enterprise value through the innovation and launching of online information products, building brand presence, forging business alliances, strengthening sales performance and executing all elements of marketing communications. Lisa came to Descartes from the Datamyne acquisition, and previously held senior management positions in marketing and product development at



McGraw-Hill Construction, PIERS Global Intelligence Solutions and Dun & Bradstreet. Lisa holds a B.A. from the University of California at Berkeley and completed the Executive Leadership program at United Business Media.

Marco Sponza, Senior Manager, Professional Services

Marco is a senior member of Descartes' Professional Services team working as a senior manager for routing and mobile solutions. He joined the company in 2006 through Descartes' acquisition of Cube Route in Toronto, a company that provided managed logistics services to route and track delivery fleets. His background and more than 10+ years of experience in delivering logistics software solutions, technical support, networking and computer programming has made him a



valuable team member. Marco has been an integral part of some of Descartes' largest implementations to date, which have involved complex solution design, nationwide rollouts, and extensive training requirements.

Mark Segner, Vice President

Mark comes to Descartes from the recent acquisition of Datamyne. He has worked in the international trade intelligence field since 2011, initially as Vice President of Sales for Zepol and, following Datamyne's acquisition of Zepol in 2015, as leader of Datamyne sales and support teams. Prior to this, Mark managed manufacturing and distribution organizations at the Nott Company, a leading supplier of fluid power products and systems, industrial products and custom rubber fabrication. During his



15 years at Nott, he became an expert at deploying trade data-driven strategies to achieve rapid business expansion and profit growth. Our customers benefit from his direct experience in leveraging trade data to glean competitive intelligence, make sourcing decisions, and understand existing and potential markets.

Descartes Conference Speakers

Mauricio Ruiz, Senior Implementation Consultant

Mauricio oversees all of Descartes' Transportation Manager implementation projects worldwide. Mauricio has over 15 years of experience working with Descartes solutions, including nine years deploying its transportation management solution. Prior to this role, Mauricio worked with a Descartes reseller as a consultant, software developer and presales consultant for clients in the food and beverage, healthcare, freight forwarder and retail industries.



Melissa Harrington, Sales Director, Content Business

Melissa has over 18 years of consulting and industry experience, specializing in international trade as it relates to both imports into the United States and Canada, as well as U.S. export regulations. She has managed and led several engagements for PricewaterhouseCoopers, where she worked for 10 years. In her most recent role, she was the Customs Compliance Manager for Samsung Electronics America before joining Customs Info, now part of Descartes.



Michael Kecseti, Product Manager, Descartes Mobile

As the Product Manager of the Descartes Mobile application, Michael is responsible for driving the product vision forward to support the growing proof-of-delivery needs of our global customer base. Michael comes to Descartes from NCR and AT&T where he launched and managed Banking and Healthcare mobile applications. He lives in Atlanta with his family and has an MBA from Kennesaw State University



Descartes Conference Speakers

Mona McFadden, Senior Solutions Consultant

Mona is an experienced Solution 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 companies to 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 its 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 and Compliance solutions to help address expanding sales and key markets in mobility and mobile supply chain solutions.



Paul Johnson, Vice President, Global Solutions Consulting

Paul leads Descartes' global solutions consulting team. He plays a key role in understanding value, detailing critical requirements, solution design and the implementation planning cycle prior to sale. Paul's team ensures a smooth transition from presales to a successful solution implementation that delivers on the identified value. Paul loves a tough problem to solve and has a diverse background with experience managing business transformations, complex technology projects, and



an Army Field Artillery Battery. He has worked for the Fortune 100 with General Electric and J&J, as well as for small entrepreneurial ventures. Paul has a Bachelor of Science in Systems Engineering and Management from the U.S. Military Academy (USMA) at West Point.

Descartes Conference Speakers

Pel Saint-Fort, Senior Solution Consultant

Pel joined Descartes through the acquisition of Airclic in 2014, and brings over 16 years of expertise in workforce automation and a strong technical background to the Descartes team. His expanded knowledge of the food service space has allowed him to lead the deployment of the Descartes Perform solution for Gordon Food, U.S. Foods as well as many other customers in the food service industry.



Preston Barton, Vice President, Sales, Content Business

Preston has been part of the Global Trade Content and compliance software business since 2011, and is responsible for North American sales of Descartes' Customs Info and MK Data Services product lines. He has over 18 years of software sales experience, previously working for organizations such as Infor and Element K.



Rachel Hooyberghs, Competence Center Manager, B2B Activations

As Manager of the B2B activations team in Belgium, Rachel guides and supports her team with the rollout of B2B activations for customers in Belgium and abroad. With 20 years of experience in B2B integration within the supply chain market, Rachel has supported many customers with both new activations and migration projects. As project manager, she ensures that all customer challenges on a technical level and process level are properly managed, and all provided with a passion for EDI.



Raimond Diederik, Executive Vice President, Information Services

As Executive Vice President, Information Services, Raimond is responsible for research and development, customer support, IT operations and data management solutions for Descartes. Raimond has over 20 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.



Descartes Conference Speakers

RJ Bartsch, Director, Software Development

As the Director of Software Development for the Descartes OzLink R&D department, RJ is primarily responsible for the investigation, development and improvement of products, features and functionality in various transportation, logistics, warehouse management and integration solutions. With over 20 years of experience in building enterprise software, RJ has worked across a variety of industries including agriculture, finance, healthcare, insurance, technology and transportation. RJ holds



a Bachelor of Science in Philosophy and Religion from Northeastern University and a certificate in Management from the MIT Sloan School of Management.

Robert Beauchemin, Executive Vice President, Global Sales and Alliances

Robert possesses more than 30 years of experience in technology, sales and executive management. Prior to Descartes, he served as President of SAP Canada. He also sat on the Board of Governors of the Information Technology Association of Canada and is a past member of the Innovators' Alliance and the Canadian Roundtable on e-Business Acceleration. Robert has served as Chairman of MEI Group and SET Technologies, and as director of ID Group, CNC Global and Polyplan



Technologies. He also served on the Board of Sirit, as well as on its Governance and Investment Committees. Robert currently serves on the Dean's Advisory Council at Ryerson University's Ted Rogers School of Management and was an Executive Coach at the venture! AB

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

Rob has been with Descartes since 2006 in a number of roles and is currently Director of Product Management, Global Security Filing Solutions, Americas. During this time, he has been the voice of client outreach and the subject matter expert for North American 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.



Descartes Conference Speakers

Scott Pagan, President & Chief Operating Officer

As President & Chief Operating Officer, Scott oversees Descartes' operations. This includes Descartes' research and development activities, Global Logistics Network service delivery, corporate development initiatives, corporate communication strategies, and legal and administrative functions. Scott also supports the Board of Directors and its committees in Descartes' governance and strategic direction, and previously served as the company's Chief Corporate Officer and



Corporate Secretary. Prior to joining Descartes in May 2000, Scott worked in a private law practice in Southern Ontario, where he specialized in corporate and intellectual property law. He was a finalist in the Lexpert 2006 Top Lawyers and General Counsel under 40 and in the 2011 Canadian General Counsel Awards Business Achievement category.

Scott Sangster, Vice President, Global Logistics Network

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



Sean Huffman, Operations Manager

Sean brings over 20 years of experience to Descartes and helps to ensure that customers are optimizing their use of the Descartes OneView portfolio. Sean also manages a team of skilled technical support professionals, coordinates feature implementations and plays a key role in operational decision-making.



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 Tecnologico y de Estudios Superiores de Monterrey.



Descartes Conference Speakers

Shaki Kodi, Solutions Consultant

Previously a Descartes customer, Shaki joined Descartes in 2011 as a member of the Solutions 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.



Shea Drennan, Solutions Consultant

As a member of the Global Solutions Consulting team, and with an emphasis on routing and mobile applications, Shea leads implementation, upgrade and migration projects and provides technical and business consulting services to customers. Leveraging substantial experience in parcel, LTL and 3PL shipping and freight operations, Shea works closely with customers to gain a deep understanding of their business in order to help them determine the optimal solution footprint to deliver maximum benefit from their Descartes deployment.



Steve Barbour, Director, Sales, Content Business

As Director of Sales for our content business solutions, Steve helps drive business development for the Northeastern U.S. and Canada. As a sales professional, he has over 20 years of experience working in the enterprise software industry. He started his career in Enterprise Resource Planning (ERP) and Supply Chain Management (SCM) software before specializing in International Trade Compliance for over the last decade. Prior to working in sales, Steve worked as a Certified Quality Assurance



Technologist in Manufacturing Operations. Steve's background enables him to help clients address their process challenges by mapping compliance and logistics solutions specific to their business requirements.

Thom Gallie, Product Manager

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



Descartes Conference Speakers

Tim Reinert, Senior Solutions Consultant

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



Tod Querengesser, Director, Professional Services

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



Tom Kuerbs, Customs House Brokerage Manager

Tom brings to Descartes many years of experience in the international trade and logistics industry, along with a number of practical industry skills. Tom was part of the team that brought the first Non-Vessel Operating Common Carriers (NVOCC) live in the ocean Automated Manifest System (AMS) environment and guided the development of the Descartes OneView Customs House Broker solution. He has worked with sales, implementation and the 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.



Descartes Conference Speakers

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 clients achieve their goals.



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.



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Silver Sponsors

































About Our Sponsors

ALK Technologies Inc.

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

Descartes United by Design Alliance: Transportation Management

American Barcode and RFID

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

Descartes United by Design Alliance: Routing, Mobile & Telematics

Aspect Software Inc.

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

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

Descartes United by Design Alliance: Routing, Mobile & Telematics

Barcoding Inc.

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

Descartes United by Design Alliance: Routing, Mobile & Telematics

Sponsors

BlackBerry Limited

The BlackBerry IoT Platform offers a scalable messaging system for tracking assets. Data can be collected and shared using sensor hardware on assets like truck trailers and shipping containers. The platform includes a logic component to create geo-fences and trigger alarms. Installation is very efficient and applications and interfaces can be built to support independent visualization, data access, and mapping needs.

Descartes United by Design Alliance: GLN Messaging

CalAmp Corp.

CalAmp is a proven leader in the mobile resource management (MRM) and machine-to-machine (M2M) space. CalAmp's extensive portfolio of intelligent wireless communication devices and solutions streamline otherwise complex implementations. These solutions enable customers to optimize their operations by collecting, monitoring and efficiently reporting business critical data and desired intelligence from high-value mobile assets.

Descartes United by Design Alliance: Routing, Mobile & Telematics

Dell Inc.

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

Descartes United by Design Alliance: Routing, Mobile & Telematics

FourKites Inc.

FourKites provides comprehensive real-time tracking and supply chain visibility solutions across transportation modes and digital platforms. Using FourKites, blue-chip shippers and 3PLs can share the same, real-time shipping location and status information. FourKites saves time and money across the transportation spectrum. Best of all, nothing falls through the cracks. Learn how FourKites real-time load tracking can help your business by requesting a demo at www.Fourkites.com.

Descartes United by Design Alliance: GLN Messaging

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.

Descartes United by Design Alliance: Routing, Mobile & Telematics

Sponsors

Honeywell Safety and Productivity Solutions

Honeywell Safety and Productivity Solutions (www.honeywellaidc.com) provides comprehensive solutions that enhance workplace safety and incident response, improve enterprise performance and enable greater product design innovation.

Descartes United by Design Alliance: Routing, Mobile & Telematics

KORE Wireless Group Inc.

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

Descartes United by Design Alliance: Routing, Mobile & Telematics

MacroPoint, LLC

MacroPoint is a global freight visibility platform for shippers, brokers and 3PLs to get real-time visibility on the freight they have given to 3rd party carriers. Founded in 2011, MacroPoint's patented, automated load monitoring and tracking software provides load location visibility, predictive analytics, and an automated communicate platform to truly enable "Manage by Exception" capabilities.

Descartes United by Design Alliance: GLN Messaging

Oracle-NetSuite

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.

Descartes United by Design Alliance: Customs & Regulatory Compliance; Global Trade Content; Routing, Mobile & Telematics; Parcel Execution & Inventory

Sponsors

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.

Descartes United by Design Alliance: Transportation Management

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. Panasonic Toughbook® laptops and tablets are purpose—built mobile devices engineered to stay connected and withstand the harshest environments. And all Toughbooks have the exclusive Toughbook Services team standing behind it. To learn more visit: www.us.panasonic.com/toughbook.

Descartes United by Design Alliance: Routing, Mobile & Telematics

Ouest Solution Inc.

Quest Solution is a specialty systems integrator that offers field and supply chain mobility solutions throughout North America. The Company is also an established manufacturer and distributor of barcode labels, tags, and ribbons, as well as RFID labels and tags.

Over two decades of experience have made Quest an industry leader in several verticals, including manufacturing, healthcare, field services, and more. We work closely with customers to deliver the ideal solutions needed to help them achieve their goals.

Descartes United by Design Alliance: Routing, Mobile & Telematics

Sponsors

SAP

As the market leader in enterprise application software, SAP is at the center of today's business and technology revolution. Our innovations enable approximately 300,000 customers worldwide to work together more efficiently and use business insight more effectively.

SAP helps organizations of all sizes and industries overcome the complexities that plague our businesses, our jobs and our lives. SAP's nearly 77,000 employees focus on a singular purpose that inspires us every day: To help the world run better and improve people's lives.

Descartes United by Design Alliance: Customs & Regulatory Compliance; Global Trade Content; GLN Messaging

SMC³

SMC³ is the leading less-than-truckload (LTL) data and solutions provider 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.

Descartes United by Design Alliance: Transportation Management

Stamps.com, Inc.

Stamps.com and Endicia (a wholly owned subsidiary of Stamps.com) are the leaders in transforming mailing and shipping utilizing the U.S. Postal Service®. Together we offer solutions that help global businesses of all sizes run their operations more successfully. Our customers have printed over \$14B in postage via seamless access to the U.S. Postal Service & integrations with 250+ ecommerce partner solutions. To learn more visit www.endicia.com or www.stamps.com.

Descartes United by Design Alliance: Transportation Management

Sponsors

Sygic

Sygic develops the world's advanced Professional GPS Navigation trusted by 1500+ fleets in 60 countries. Key benefits include:

- No internet connection needed. Maps are stored on the device
- Reduce miles driven up to 10%
- Configurable for any large scale deployment
- Compatible with Android, Windows and Linux
- Professional API documentation

Today, Sygic is providing navigation services to over 135 million people around the world.

Descartes United by Design Alliance: Routing, Mobile & Telematics

TrackAbout Inc.

TrackAbout is a cloud based asset tracking software for business, industrial, medical equipment, tools and more. If you manage physical, durable, reusable and returnable assets, TrackAbout is a fit. TrackAbout is trusted as a mission-critical system to track over US\$1 billion worth of equipment in countries all around the world.

Descartes United by Design Alliance: Routing, Mobile & Telematics

Zebra Technologies

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

Descartes United by Design Alliance: Routing, Mobile & Telematics

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Innovation Center

One-on-one product demonstrations or meetings with key Descartes personnel are available at the Innovation Center during Evolution 2017. Sessions are available at hourly intervals in hospitality suites 235, 241 and 341 located on the 2nd and 3rd floor of the hotel. These sessions run for approximately 50 minutes to allow time to set up for the next session.

The Innovation Center hours are:

- Tuesday, March 28: 10:30 am 5:00 pm
- Wednesday, March 29: 10:15 am 5:15 pm
- Thursday, March 30: 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. The Innovation Center Sign-up Desk is located across from the Registration Desk. 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 MobileTM is a GPS-tracking application designed to tie your mobile workforce management information directly into the Descartes fleet routing, dispatch operations, and automated vehicle locator (AVL) systems. The solution helps improve operational efficiencies through real-time data exchange with remote personnel. By providing the entire enterprise with greater visibility into mobile workforce activities using real-time status updates, companies can be more responsive to their customers. Descartes Mobile provides integrated two-way wireless communications and passive fleet monitoring capabilities for enhanced logistics execution.

Designed to work with Descartes routing and scheduling solutions, it allows users to view a side-by-side comparison of the planned versus actual travel path. By capturing vehicle location information, the solution provides dispatchers and customer service representatives with real-time status updates of driver progress against established route plans, which can drive down operating costs by better managing exceptions such as excessive wait times, unscheduled driver breaks and vehicles straying from designated delivery routes.

Innovation Center

The Descartes Perform™ portfolio helps customers:

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

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

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

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

Innovation Center

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 PlannerTM 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 PlannerTM 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 an entire enterprise.

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

Descartes Sales & Territory PlannerTM 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.

Innovation Center

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

Descartes Telematics and Compliance™

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

Descartes WinRoute™

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

Innovation Center

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*TM and *Descartes Order Express*TM 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 Carrier Portal™

Descartes Carrier PortalTM 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).

Innovation Center

Descartes OzLink™

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

Descartes pixi* eCommerce Fulfillment/Warehouse Management

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

Descartes Pool Distribution™

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

- Descartes Retail Distribution SystemTM: 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 WebTMS™: web-based visibility tool that allows a retailer to see its entire outbound distribution supply chain and reverse logistics operations.
- Descartes Retail Payment System™: freight payment system for shippers to pay line haul and pool distribution transportation providers.

Innovation Center

 Descartes Retail Claims SystemTM: 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 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 BuilderTM 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 Transportation Manager™

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

Descartes Visibility & Event Management™

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

CUSTOMS COMPLIANCE & GLOBAL TRADE CONTENT

Descartes Customs Info™ Manager

Descartes Customs Info™ 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 are able to 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.

Innovation Center

Descartes Customs Info™ Reference

Descartes Customs Info™ 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 Descartes Datamyne solution includes one of the largest searchable resources of trade activity. With data from 50 countries, our warehouse of information continues to grow by 100 million records a year with data aggregated from global customs authorities and trade ministries. Manufacturers, shippers, wholesalers, transport and logistics service providers, management consultants, legal practitioners, industry analysts and more use our exceptionally accurate and granular data to initiate growth strategies, explore new markets, benchmark performance, monitor commodity volumes and values, simplify trade data research, discover buyer-seller relationships and refine sourcing strategies.

Descartes MK Denied Party Screening™

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

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Global Cargo Security Compliance Portfolio

ACE - Automated Commercial Environment:

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

AEI - Advance Electronic Information:

- Descartes Air Argentina 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. The solution features advanced data validation and seamless transmission of manifest data to the Argentine Tax and Customs Authority, or Administración Federal de Ingresos Públicos (AFIP) within the specified guidelines. Information entered or captured by the system is automatically mapped into the four message sets of the International Air Transport Association (IATA) Cargo-XML standards for air freight required for compliance with the regulation.
- Descartes Air Israel AEITM is a comprehensive, web-based solution that helps air carriers and freight forwarders submit the required information to the Israeli Customs Directorate. Descartes was among the first logistics and supply chain service providers to work with the Israeli Customs Directorate to consolidate the required data elements to help ensure compliance.
- Descartes Air Paraguay AEITM is a web-based solution that enables seamless transmission of advanced manifest information to Paraguay Customs. This solution helps air carriers and forwarders comply with the requirements for shipments into Paraguay or with a landing in Paraguay. 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.

Innovation Center

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 LOGISTICS NETWORK

Air Cargo Portfolio

Descartes e-Pouch™ is a web-based solution that enables forwarders and stakeholders to group air shipment interactions together in a unified fashion. Descartes e-Pouch integrates with solutions for bookings, shipment monitoring, quality performance reporting and customs filing to provide a central repository that enhances electronic document exchange connections between back office systems and trading partners.

Descartes webDocs™ is a web to EDI solution that transmits electronic air waybill (eAWB) information to airlines. With Descartes webDocs in place, freight forwarders, Ground Handling Agents (GHAs) and air carriers can automate the shipment process and easily capture relevant data for air shipment documentation.

Descartes Cargo iQ™ (formerly Cargo 2000™) fully supports the International Air Transport Association (IATA) initiative and is an authorized and fully-certified member of IATA's Cargo iQ program. Descartes Cargo iQ enables users to monitor shipments at a master air waybill level from airport to airport, assisting users in complying with Cargo iQ certification. Information provided by the system includes quality report compilation, shipment status, exception alerts, route map creation, and departure time reporting.

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Descartes B2B Integration™

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

Descartes Global Logistics Network™ (Descartes GLN™)

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

BROKER & FORWARDER ENTERPRISE SYSTEMS

Descartes ACI Forwarder eManifest™

Through an easy-to-navigate web interface, the *Descartes ACI Forwarder eManifest™* service submits cargo report information independently and can create, in one session, a complete manifest that is 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, prearrival viewing and release, permits, North American Free Trade Agreement (NAFTA) solicitations, outgoing fax/e-mails, transaction audits and more.

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Descartes Editrade™ Customs Link

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

Descartes ForwarderLogic™

Descartes ForwarderLogic™ is a comprehensive, modular, on-demand freight operations platform for managing the planning and execution of import and export shipments for all modes of domestic and international transportation. With Descartes ForwarderLogic, freight forwarders, importer/exporter traffic departments, carriers and 3PLs can realize all the benefits of real-time information exchange throughout the entire freight operations process—from purchase order, bookings, security filings and customs entries all the way through to warehousing and final delivery—using a single interface.

Descartes OneViewTM

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

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

Innovation Center

Descartes Forwarder Portal™

Descartes Forwarder 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.

PROFESSIONAL SERVICES, TRAINING AND CUSTOMER SUPPORT

Descartes Professional Services

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

Descartes Education and Training

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

Descartes Customer Support

Customer satisfaction is a primary measure of success. *Descartes Customer Support* is committed to providing dependable and timely resolution of customer inquiries regarding the use of Descartes' solutions and services. Technical Support is available to clients around the world via telephone or e-mail. 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.

Conference Charter

Description and Purpose

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

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

Membership Composition

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

General Membership

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

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

Conference Charter

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

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

Steering Committee

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

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

Elected Posts

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

Steering Committee Membership

Decision Making

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

Steering Committee Charter

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

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

Meetings

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

Steering Committee Membership

We would like to thank the User Group Steering Committee membership and acknowledge their participation and insight:

- Alberto Maldonado, Landstar Transportation Logistics, Inc.
- Andy Richardson, EMO Trans, Inc.
- Anna Vitasovic, Omnitrans
- Armin Frey, Fracht FWO Inc.
- David Jennings, Dunbar Armored
- Eldon Erickson, Carson International
- Howard Luftman, Omnitrans
- John Richard Yancigay, DiCarlo Distributors
- Michael Cascioli, Cory 1st Choice Home Delivery
- Richard Pierson, Core-Mark
- Rick Gibbons, RDI Logistics, Inc.
- Robert De Mars, GlobeRunners, Inc.
- Stephane Rouleau, Axxess International
- Theresa Cooper-Blackwood, TJX Canada
- Thomas Flynn, Medline Industries, Inc.
- Todd Strickler, Sanimax

Local Restaurant Guide

American

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

Asian & Sushi

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

Bakeries/Ice Cream

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

Bars/Lounges

Blue Martini \$\$

Italian

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

Latin American

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

Pizza

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

Sandwiches

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

Steakhouses

• Ruth's Chris Steak House \$\$\$

- Greg Jones, A Shred Ahead
- Julie Appel, A Shred Ahead
- Gary Randall, AB&R
- Alfonso Calderon, Abastible
- Angel Penaloza, Abastible
- Claudio Cubillos, Abastible
- Francisco Valverde, Abastible
- Rick Ardis, Abilene Machine
- Albert Saphir, ABS Consulting
- Adrian Gonzalez, Adelante SCM
- Jan Hoelterling, adi Consult
- Michael Miller, Albertsons Companies
- Michael Schertz, Albertsons Companies
- Gabriel Perez, ALK Technologies, Inc.
- Michael Schwartz, Amazon
- Don Bender, American Airlines
- Evan Bogar, American Airlines
- Katie Dewar, American Airlines
- Ronnie Alam, American Airlines
- Greg Henk, American Hotel Register
- Joanne Slapinski, American Hotel Register
- Lara Levine, American Hotel Register
- Steve Hall, American Hotel Register
- John Price, Americas Market Intelligence
- Chris Cunnane, ARC Advisory Group
- Mike Nitz, Art Van Furniture
- Rick Lopez, Art Van Furniture
- Paul Glodis, Associated Grocers of Florida
- Tracy Lord, Associated Grocers of Florida
- Ken Currie, Barcoding, Inc.
- Kyle Gold, Barcoding, Inc.
- Michael Stahl, Barcoding, Inc
- Peter Gao, BBH

- Mark Parsons, BC Sands Pty Lte
- Tlna Winkler, BC Sands Pty Lte
- Andrew Smith, Best Buy
- Kyle Davis, Best Buy
- Scott Hendrickson, Best Buy
- Stephanie Osterhaus, Best Buy
- Chris Mason, Bestrane
- David Sanders, Bestrane
- Scott Hancock, Bestrane
- Aaron Lalvani, BlackBerry
- Peter Logan, BlackBerry
- Hayes Howard, BlueWater Reporting
- William Cocks, BMO
- Blake Rosenbaum, Brenham Wholesale
- Bradley Trochta, Brenham Wholesale
- Becky Janicek, Buckle, Inc.
- Cassie McDonald, Buckle, Inc.
- Diane Applegate, Buckle, Inc.
- Joyce Petrick, Buckle, Inc.
- Cliff Dole, Cabela's
- Jan Grippo, Cabela's
- Wade Huber, CalAmp
- Carmen Cesari, Carson International
- Mike Sweeney, CFC Trucking/Class Produce
- Ann Grackin, ChainLink Research
- Bill McBeath, ChainLink Research
- Monica Sonntag, Cintas
- Alice Peres da Silva, CN Customs Brokerage
- Jean-Luc Deshaies, CN Customs Brokerage
- Mark Robertson, CN Customs Brokerage
- Mohamud Mohamed, CN Customs Brokerage
- Michael White, CNS (An IATA Company)

^{*} Attendee list current as of date of publication.

- David Neiderer, Conestoga Capital
- Michael Shafer, Core-Mark
- Richard Pierson, Core-Mark
- Al Mosco, CORT Business Services
- Jimish Kothari, CORT Business Services
- Michelle Bloomer, CORT Business Services
- Scott Johnson, CORT Business Services
- Patricia Fuguene, Costa Farms LLC
- Shinichi Hasegawa, CTC
- Shun Ando, CTC
- Gopal Krishna, CVS Health
- Michael Tavares, CVS Health
- Ron Daigneault, CVS Health
- Tom McHugh, CVS Health
- Marc Selter, Cyberchain
- Chris Davis, Day & Ross Freight
- Jamie Frizell, Day & Ross Freight
- Mitch Mac Donald, DC Velocity/ CSCMP's Supply Chain Quarterly
- Hector Rosas, DHL eCommerce
- Kevin Eggart, DHL eCommerce
- Scott Ashbaugh, DHL eCommerce
- Lucy Halgoa, DHL Global Forwarding
- David Bartelt, DHX-Dependable Hawaiian Express/DGX
- Jay Josephson, Dia-Foot
- Gus Monne, DiCarlo Distributors
- John McTique, DiCarlo Distributors
- John Yancigay, DiCarlo Distributors
- Amanda Sweeney, Dixon, Smith and Associates, Inc.
- John DeMichele, Dorsey Asset
- Michael Bruus, DSV
- Stephen Kleppe, DSV
- Dan Greif, Dunbar Armored, Inc.
- David Jennings, Dunbar Armored, Inc.

- Andy Richardson, EMO Trans
- Brian James, Estes Express Lines
- Steve Sproles, Estes Express Lines
- Stephane Alary, Eurofret Canada, Inc.
- Christopher Race, Ferguson Enterprises
- Matt Lowery, Ferguson Enterprises
- Ryan Reese, Ferguson Enterprises
- Stephanie Sabota, Ferguson Enterprises
- John Drogosz, Food Services of America
- Craig Fiander, FourKites
- Peter Yost, FourKites
- Armin Frey, Fracht FWO, Inc.
- Dora Saldana, Fracht FWO, Inc.
- Stefanie Roberts, Fracht FWO, Inc.
- Philana Chen, G7
- Xue-Hun Zhai, G7
- Bart De Muvnck, Gartner
- Matthew Cook, Gartner
- Patsy Schierlmann, Global Commerce Systems
- Robert De Mars, GlobeRunners, Inc.
- Deepak Kaushal, GMP Securities
- Patrick Young, GNC
- Mark Brouwer, Gordon Food Service
- Sean Lockhead, GS1
- Jason West, Hallmark Cards
- Nancy Webber, Hallmark Cards
- Johnny Jeong, Herbalife
- Victor Chavez, Herbalife
- Jim Hill, Hill Logistics, Inc.
- Melanie Bacchin, HOC Global Solutions
- Kazushige Yazawa, Home Logistics Co, Ltd
- Kota Fukasaku, Home Logistics Co, Ltd

- Manabu Matsuura, Home Logistics Co, LTD
- Tamon Eto, Home Logistics Co, LTD
- Jeff Batts, Honeywell
- Louis Rey, Honeywell
- James Wakelim, Ideal Supply Inc.
- Hunter Purnell, IMC Companies
- Terri Sanders, IMC Companies
- Faith Davis, IMC Global Solutions
- Carmen Aguirre, Infoway S.A.
- Bruno Grandguillotte, Ingram Micro Inc.
- Joseph Mylie, Integrated Logistics, Inc.
- Kara Nguyen, Intel Corporation
- Brent Pfeiffer, Iron Mountain
- Clint Lange, Iron Mountain
- Curt Stager, Iron Mountain
- Darron Lawson, Iron Mountain
- Jerry Becnel, J.W. Allen & Co., Inc.
- Kristiann App, J.W. Allen & Co., Inc.
- Michael Vannatta, Jaguar Freight Services
- Paul Foster, JAS Forwarding
- Sommer Sampson, JAS Forwarding
- Jill James, John S. James Co.
- Len James, John S. James Co.
- Myra Reynolds, John S. James Co.
- Pat Fosberry, John S. James Co.
- Jared Hyman, Joseph Cory Holdings
- Michael Cascioli, Joseph Cory Holdings
- Marie Staebell, K Carlton International
- Paul Tollefson, Key Technology Solutions
- Alberto Maldonado, Landstar Global Logistics
- Todd McKinnon, Livingston International

- Cathy Morrow Roberson, Logistics Trends & Insights LLC
- Robert Camozzo, Logistix Solutions
- Andrew Wimer, MacroPoint
- Stacv Kannawin, MacroPoint
- Bill Noonan, Marble and Granite, Inc.
- Harvey Goodwin, Marble and Granite, Inc.
- Ivar Raugstad, Marine Harvest Markets Norway AS
- Ole Alexander Nessa, Marine Harvest Markets Norway AS
- Ralph Castagno, Mark IV Transportation & Logistics
- Thomas Flynn, Medline Industries
- Kenneth Phillips, Miller Transporters Inc
- Daniel Clark, Mode Transportation
- Demetria Leakes, Mode Transportation
- John Reynolds, Mode Transportation
- Ray Knott, Mode Transportation
- John Garibaldi, MOL Logistics
- Scott Larson, MOL Logistics
- Tom Wilson, Mondelez
- Brian Ergle, NetSuite
- Jon Hanson, NetSuite
- Tom Buffo. NetSuite
- Ed Moore, NOD
- Marnie Kohler, North Bay Produce
- John Sega, Northrop Grumman Corporation
- Jason Gomez, Oceana Global Logistics, Llc
- Kathy Dep, Oceana Global Logistics,
- Mallory CAparimo, Oceana Global Logistics, Llc
- Howard Luftman, Omnitrans, Inc.
- John Delucilla, Omnitrans, Inc.

- Danielle Couch, OnTrac
- Mark Magill, OnTrac
- Daniel Schoerner, Oracle
- Jason Henshaw, Origin Energy
- Steven Nitz, Origin Energy
- Brett Feinne, P.C. Richard & Son
- John Kinney, P.C. Richard & Son
- Richard Gioia, P.C. Richard & Son
- Bradley Wall, Panasonic
- Matt McKinzie, Panasonic
- Rosie Dagley, Pegasus Shipping and Maritime, Inc.
- Anthony Damiani, Pepsi/Canada Dry
- Bob Sylvester, Pepsi/Canada Dry
- Dustin Phillips, Performance Food Group
- Jeremy Chambers, Performance Food Group
- Josh Tobias, Pine State Trading
- Dennis Forhart,
 PricewaterhouseCoopers Customs
 & Trade
- Jaime Seidner, PwC Canada LLP
- Ian Paterson, QRC Logistics Ldt
- James Drew, QRC Logistics Ldt
- Greg Canda, Quest Solution
- Richard Factor, Quest Solution
- Steven Li, Raymond James
- Mike Scarola, RBC Capital Markets
- Paul Treiber, RBC Capital Markets
- David Hirschi, RC Willey
- Karl Anderson, RC Willey
- Rick Gibbons, RDI Logistics
- Pankaj Pund, Restoration Hardware
- Jenny Vetter, Richards Building Supply
- Matt Challes, Richards Building Supply
- William (Bill) Swanson, Richards Building Supply

- Christian Riege, Riege Software International
- Tobias Riege, Riege Software International
- Lucas Alencar, Routing Systems Informatica Ltd
- Arne Carlson, Safety-Kleen
- Rajdeep Singh, Safeway
- Bianca Rübartsch, SAP
- Kevin Schock, SAP
- Tim Motter, SAP
- Koen Domen, Scandinavian Tobacco Group
- Sylvain Richard, Scandinavian Tobacco Group
- Becky Swanson, Schwan's
- David Gosmire, Schwan's
- Jeff Benjamin, Schwan's
- Paul Steep, Scotiabank
- Jorge Sanchez, Seaboard Solutions, Inc
- Dennis Heppner, Sedlak
- Drew Gant, Sedlak
- Nic Lowther, SGC Foodservice
- Forrest Carlyle, Smart & Final
- Kym Barrow, Smart & Final
- Michael Ouesada, Smart & Final
- Jane Griffith, SMC³
- Kendra Miller, SMC³
- Jay Hollingsworth, Southwest Airlines
- Kevin Russell, Southwest Airlines
- Claudia Hayden, SRS Distribution
- Kris Hignight, SRS Distribution
- Prathima Chittareddy, Steer Company
- Casey Crawford, Stericycle
- John Shalaby, Stericycle
- Matt Maziere, Stericycle
- Martin Strigac, Sygic
- Miroslav Remecky, Sygic

- Scott Penner, TD Securities, Inc.
- Brandon Fried, The Airforwarders Association
- Amit Bagade, The Home Depot
- Bill Nadeau, The Home Depot
- Dariush Agahi, The Home Depot
- Gerry Daniel, The Home Depot
- Isaiah Glaspie, The Home Depot
- Jackie Matassa, The Home Depot
- Anna Hall, Thunderbolt Global Logistics
- Candace Park, TJX Canada
- Donovan Valero, TJX Canada
- Doug Fox, TJX Canada
- Jeffrey Sampy, TJX Canada
- Matt Coombs, TJX Canada
- Theresa Cooper-Blackwood, TJX Canada
- Mark Dykstra, TomTom
- Axl Schneider, Toyota Motor Manufacturing Canada
- Brad Durrer, Toyota Motor Manufacturing Canada
- Rick Lamb, Toyota Motor Manufacturing Canada
- Tim Fusco, TrackAbout
- Mario Mazariegos, Transportes Terrestres y Aereos de C.A., S.A.
- Mauricio Oliva, Transportes Terrestres y Aereos de C.A., S.A.
- Paul Glionna, Universal Logistics, Inc.

- Bill Ansley, UPS Supply Chain Solutions
- Dan Reinmann, US Foods
- Michael Godin, US Foods
- Mike Lombardi, US LBM Holdings LLC
- Senthil Arumugam, US LBM Holdings LLC
- Dave Moore, Vigilant Global Trade Services
- Delayne Reamsbottom, Vigilant Global Trade Services
- Derek Abramovitch, Vigilant Global Trade Services
- Joel Soukup, Vistaprint/Cimpress
- Sabby Singh, Vistaprint/Cimpress
- Sonya Wynnyk, Vistaprint/Cimpress
- Derek Weaver, WEST Forwarding Services
- Destiny Workman, WEST Forwarding Services
- Matthew Pfau, William Blair
- Rai Patel, Williams-Sonoma
- Randy Tamayo, Williams-Sonoma
- Gavin Keelty, Woolworths
- Jason Marshall, Woolworths
- Len Lester, Worldpac
- Lysandrix Rasay, Worldpac
- Scott Pelton, Worldpac
- Tom Harding, Worldpac
- Luis Blanco, Zebra Technologies
- Richard Baker, Zebra Technologies

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