DESCARTES™

Performing Effective and Comprehensive Denied Party Screening Within Salesforce CRM

How to Reduce Sanctions Risk Without Disrupting Sales Operations

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Introduction

Do you actually know the sanctioned party risk already inside your Salesforce Customer Relationship Management (CRM) system?

Or, just as importantly, how confident are you in the process you're using to find it?

Every day, new customers, vendors, and contacts are added, updated, and reused across the business. These interactions move quickly, often without any immediate signal that something might be wrong. Over time, risk accumulates quietly within that data—unseen, unflagged, and often unknowable—inside Salesforce.

When organizations attempt to uncover this risk, they regularly encounter a second, unexpected problem: screening for denied parties at scale can disrupt core business operations. Sales processes may slow or stall, records can be flagged or locked mid-cycle, and teams can become overwhelmed with false matches.

This operational friction creates a critical paradox for growth-focused teams: if you don't look, you carry unknown risk. If you do—without the right approach—you risk disrupting the business itself. Regulators don't accept that tradeoff; they expect continuous, documented, and systematic due diligence.

So, how do you effectively screen for denied parties hiding in your CRM, without breaking the system that runs your business?

This white paper explores how to address this challenge by easily embedding automated, comprehensive denied party screening directly into Salesforce, changing compliance from a reactive process into a scalable operational capability. It covers key topics such as the core features required to address modern trade compliance risks and practical implementation best practices.

Spot unseen CRM risk early and delight your customers with simple, automated screening built directly into Salesforce.

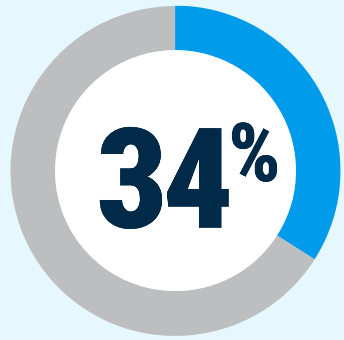
Section 1: **The Evolving Trade Compliance Screening Challenge**

Denied party, sanctions, and third-party screening is fundamental to ensuring that your organization does not conduct business with restricted entities globally. However, compliance expectations have expanded significantly in recent years.

Today's trade compliance requirements include:

- Screening across hundreds of global sanctions lists (including forced labor lists, U.S. Office of Foreign Assets Control (OFAC) lists, Bureau of Industry and Security (BIS) Entity list, and EU consolidated sanctions lists)
- Monitoring geopolitical risk by country or region
- Identifying indirect ownership relationships (e.g., OFAC 50% rule)
- Maintaining continuous compliance against rapidly changing sanctions regimes
- Demonstrating audit-ready documentation of due diligence.

In this landscape of heightened security, ever-changing trade restrictions, rising fines, and complex sanctions obligations, proper due diligence is a must.



Percent of companies that reported sanctions and denied party screening as a top global trade compliance challenge.

Source: Descartes/SAPIO Research

At its core, compliance screening is about continuously reviewing the flow of information into and out of the business. Every new customer, vendor, or partner represents a potential risk that must be evaluated.

As Salesforce and other CRM systems have become the central engines of business activity, managing both transaction data and workflows, they have also become a focal point of risk exposure. When denied party screening processes remain disconnected from this flow, a gap emerges between how data moves through the business and how compliance is enforced.

By contrast, screening data directly within CRMs like Salesforce enables you to align compliance with business operations—uncovering risk at the point of data entry, continuously monitoring existing records, and ensuring that compliance enforcement happens in real time.

At its core, compliance screening is about continuously reviewing the flow of information into and out of the business.

Section 2: **What Matters for Effective Denied Party Screening**

Sanctions compliance has evolved far beyond simple denied party list matching. The term denied party list is broad and can include watchlists, sanctions lists, concern lists, restricted party lists, and embargoed countries, among others.

In the past, organizations often relied on screening transactions, employees, partners, contractors, subcontractors, prospects, and other third parties against government-issued denied, debarred, or sanctioned party lists. Today, organizations are also increasingly required to demonstrate "reasonable care" by expanding screening processes to identify restricted entities that may not appear directly on sanctions lists.

For example, under OFAC's 50 Percent Rule and BIS 50% Affiliates guidance, entities owned 50% or more—directly or indirectly—by sanctioned or restricted parties may themselves be considered blocked, even if they are not explicitly listed.

Companies that conduct business with listed persons or entities, whether directly or indirectly, may face civil and/or criminal penalties, including fines, denial of export or import privileges, and restrictions on financial operations.

As trade compliance risks become more complex and opaque, the need to detect both obvious and hidden risks requires a comprehensive denied party screening process embedded within relevant business workflows.

What's Driving the Urgency for Automation in Denied Party Screening

Traditional screening models are highly limited, especially at the scale of modern transaction volumes. If you rely on manual website searches, spreadsheet-based tracking, disconnected compliance tools, one-time screening during onboarding, and decentralized reviews across departments, the risk of compliance failure grows alongside the business. Common problems created by these approaches include:

- Delayed identification of sanctioned parties
- Inconsistent screening practices
- Lack of auditability
- Human error and oversight
- Unwillingness to perform due diligence tasks
- Excessive manual review effort from false positives
- Inability to track ownership-related risk
- Missed sanctions list updates

Together, these limitations lead to compliance breakdowns and operational inefficiency in a modern CRM-driven environment.

Figure 1: Top Reasons Companies Screen for Denied Parties in Salesforce CRM

Continuous Changes
Watch lists can change daily. It is essential for businesses to keep pace with frequent updates to minimize risk.

Number of lists
With the scope of compliance spanning beyond of traditional sanctions, being able to automatically review multiple lists simultaneously is required.

Historical screening
The need to periodically review previous sanctions compliance is critical to minimize the potential of fines.

Amount of data
The volume of information and records that must be screened calls for an automated solution.

Large penalties
Average penalties are on the rise, and recent fines have been the largest on record.

Audit trail
To help prove their due diligence, leading businesses need solutions that include an audit trail.

Hidden Ownership Risk
Records that appear clean in Salesforce may still be subject to sanctioned party ownership rules like OFAC 50% and BIS 50%.

Ecommerce
With the growth in ecommerce, it is critical to screen online transactions and shipments.

Model of a Modern Denied Party Screening Program

Leading compliance teams are adopting an embedded denied party screening model, where processes are integrated into Salesforce and other business systems. In this model, they can move compliance activities early into the sales lifecycle rather than leaving compliance as a final checkpoint. Key design principles include:

1. **Support End-to-End Compliance Workflow**
    a. Screening triggers automatically when records are created or updated
    b. Existing records are rescreened continuously
    c. Alerts are generated in real time when risk is detected
    d. Compliance decisions are enforced on CRM records (flagged, blocked, or cleared)
2. **Screening Invisible to the Business but Visible to Compliance**
    a. Sales teams do not need to initiate screening manually
    b. Screening runs in the background
    c. Alerts surface only when action is required
    d. Compliance teams retain full oversight via a centralized system
3. **Extensive Coverage and Auditability**
    a. Multi-jurisdictional denied party lists are supported
    b. Specialized screening data from third-party providers for hidden risks
    c. Reporting system is automated and records every screening activity
    d. Compliance documentation is easy to assemble and export
4. **AI-Driven Accuracy and Case Management**
    a. Advanced search tuning to help balance risk detection
    b. Easy to prioritize alerts to reduce manual intervention
    c. Scalable decision-making supports growth without adding headcount
    d. Escalation workflows help strengthen governance

Empower your team with real-time background screening that flags real risks automatically.

Section 3: **The Cost of Inadequate Denied Party Screening**

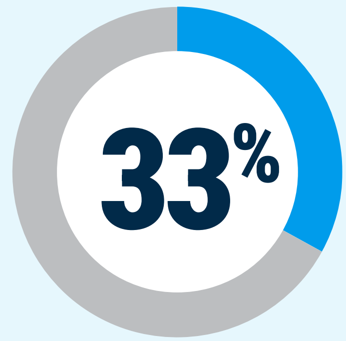
Regulatory enforcement continues to intensify, with penalties reaching billions of dollars across multiple industries. Companies that employ inadequate compliance screening procedures place themselves at serious risk.

Recent enforcement actions demonstrate that the root cause of violations is often process failure.

Lack of Integrated Screening Processes

U.S. regulators **announced a $3.1 million settlement** in December 2025, after determining that an American FinTech company provided customer support services including technical assistance to users located in Iran, a comprehensively sanctioned jurisdiction. Customer support staff responded to hundreds of inquiries from Iranian users via their CRM.

Similarly, in April 2019, a British firm agreed to pay $1.1 billion for sanctions violations. In this case, U.S. and British authorities discovered that the business transacted with sanctioned parties in Cuba, Iran, Sudan, and Syria. The scope of the violations was substantial, with transactions flowing into and out of the company's ERP systems.



Percent of companies surveyed that have a defined compliance and third-party screening program in place.

Source: Descartes

Inability to Detect Indirect Ownership Risk

In May 2026, an Indian-based multinational energy company agreed to pay **$275 million to settle 32 apparent violations of OFAC sanctions on Iran.** The compliance violation stemmed from weak compliance screening unable to identify ownership chains and origin risk, as well as the inability to enforce holds on transactions in its CRM even when red flags were identified.

Total Absence of Denied Party Screening Program

A Florida-based school was **fined $1.7 million in February 2026** for accepting tuition payments tied to two individuals listed on the OFAC Specially Designated Nationals (SDNs) list. The violations resulted in 89 apparent breaches of U.S. counternarcotics sanctions. Notably, both individuals used their real names during enrollment, and those names directly matched entries on the SDN list. Despite this, no screening was performed at any stage. There was no automated solution in place, and not even basic manual checks were conducted.

Missed Updates to Sanctions Lists and Inconsistent Compliance Workflows

A $140 million penalty was imposed on a leading U.S. technology company in October 2025 by BIS and the U.S. Department of Justice (DOJ) for insufficient compliance controls. The violations included weak end-use checks without ongoing rescreening, gaps in entity identification and corporate chain analysis, poor transaction level controls, escalation breakdown, and oversight issues. This case shows how manual checks, fragmented data, and reactive processes lead to enforcement risk and substantial fines.

Overreliance on Manual Processes

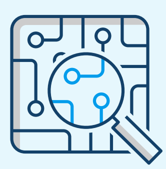
A $1.3 billion landmark fine was issued in 2024 by the Financial Crimes Enforcement Network (FinCEN) on a major U.S. bank for **failures in transaction monitoring and customer due diligence**. The root cause was a compliance program heavily dependent on manual processes, with insufficient staffing and inadequate internal controls. As volumes grew, review backlogs accumulated, oversight weakened, and delays led to the release of funds to restricted accounts. These issues were further compounded by deficient risk-based customer screening and poor training in compliance procedures.

Incomplete or Missing Compliance Reports

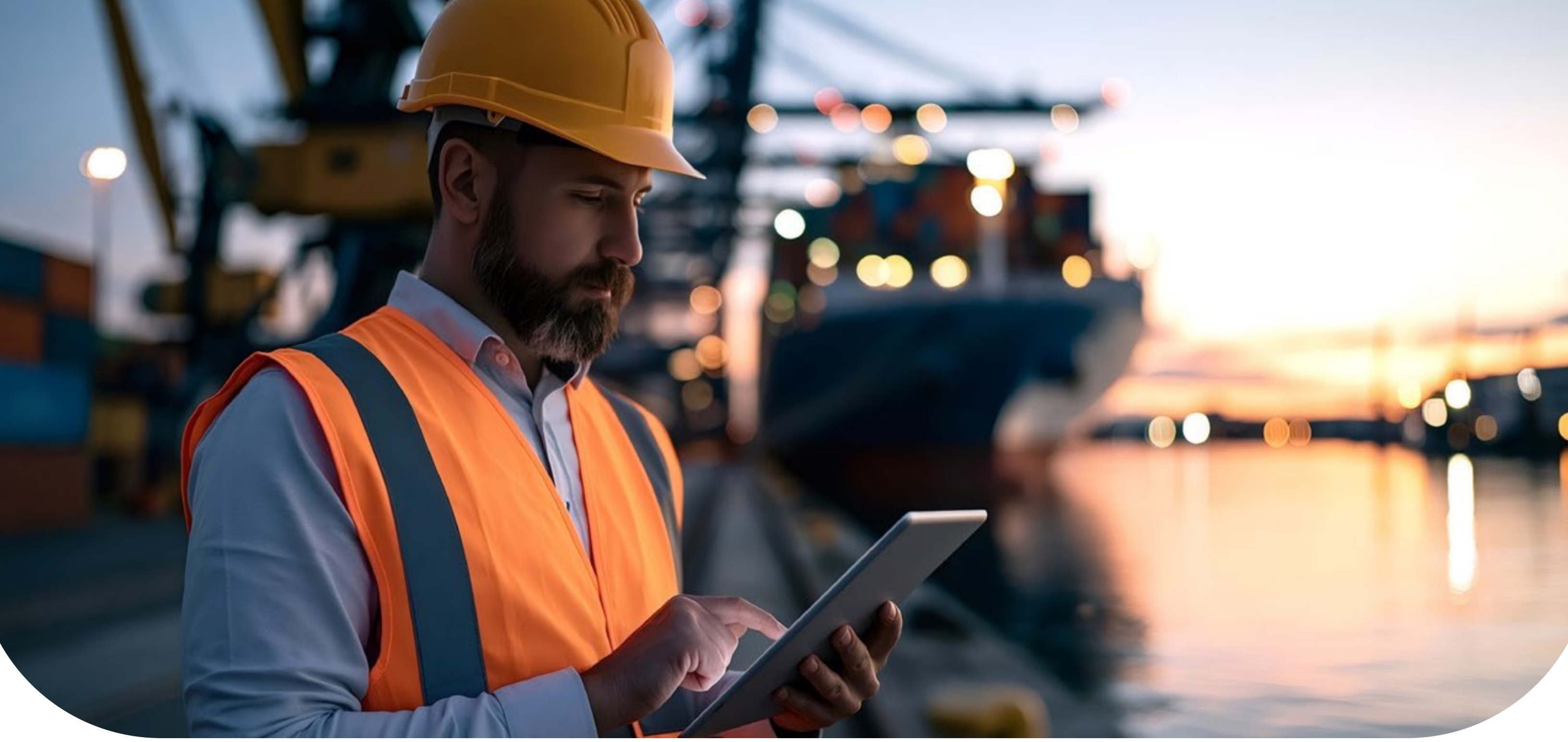
In 2025, a New York–based property management company **failed to report blocked property for more than 45 months**, resulting in a $7.1 million penalty. Maintaining accurate and complete records has moved from a secondary compliance requirement to a primary enforcement focus.

These types of cases are becoming increasingly common. In 2024 alone, BIS issued over $200 million in penalties tied to licensing and recordkeeping errors. Multi-million-dollar fines for reporting and documentation gaps—once rare—now occur regularly across industries.

Beyond financial penalties to the company, you could face disrupted operations, loss of market access, delayed or canceled business, and reputational damage to both your organization and your compliance function when gaps lead to headline violations.



Safeguard your reputation and revenue by embedding automated, audit-ready compliance controls.



Key Questions Trade Compliance Leaders Must Answer

Before adopting any denied party screening solution, organizations must resolve several critical questions:

- How do we ensure screening happens consistently without relying on manual effort?
- How do we embed compliance into Salesforce without disrupting sales workflows?
- How do we find bad actors given the complex ownership structures of sanctioned entities?
- How do we reduce false positives without missing real risk?
- If a denied party “hit” is identified, how do we enforce controls to mitigate risk?
- How can a sanctions screening audit trail be created without adding labor?
- How do we scale screening across global operations, multiple departments, and various business units without increasing headcount?

These questions define what an effective Salesforce screening program must deliver to reduce the risk of compliance violations.

Enforce smart risk controls instantly without adding extra headcount or disrupting daily workflows.

Section 4: **Denied Party Screening in Salesforce**

Screening in Salesforce automatically brings trade compliance into RevOps, procurement, customer onboarding, and vendor management processes which are areas where opportunities are shaped and decisions are made, often before formal onboarding or contract execution begins. Below are the essential features needed to prevent gaps in sanctions compliance.

Key Capabilities and Features

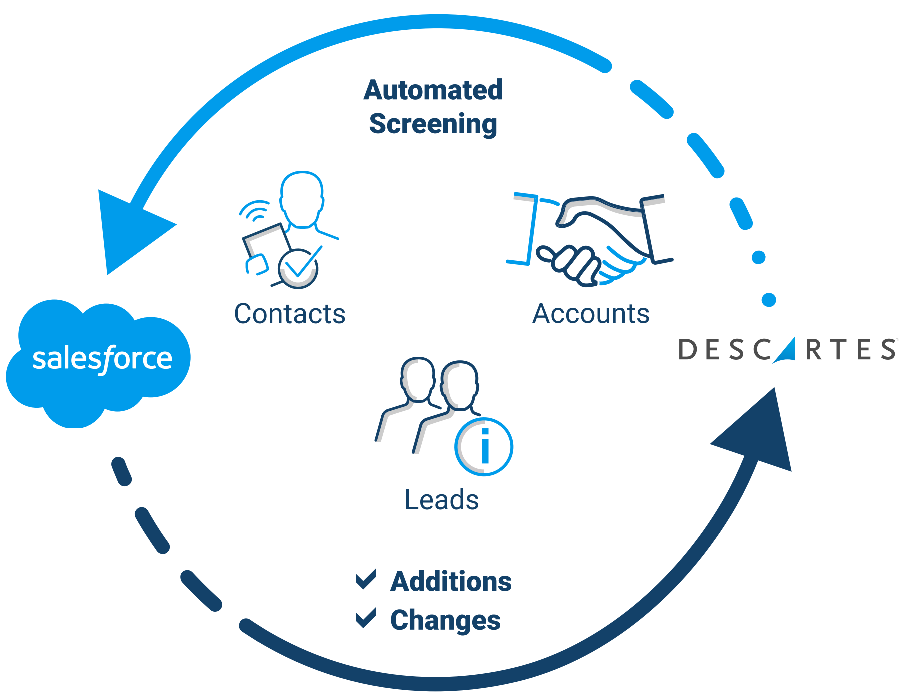
A robust denied party screening solution integrated with Salesforce includes:

1. **Ensuring Sanctions Screening Happens Consistently Across the Full Entity Lifecycle**

   In a typical workflow, sales teams are constantly adding and updating records with limited initial information. Asking users to manually screen each entry is impractical and inconsistent. Automated and integrated screening provides full sanctions screening coverage—from initial engagement to long-term customer relationships. It can be configured to trigger screening as soon as:

   - Leads, contacts, and accounts are created
   - Updates are made to key data, such as name or location
   - Changes are made to global watchlists

Figure 2: How Salesforce Screening Works



Continuous rescreening of existing records happens automatically. No additional steps are required from sales or marketing teams. They do not need to leave Salesforce or run manual reviews as the act of entering data initiates compliance checks.

A Practical Example

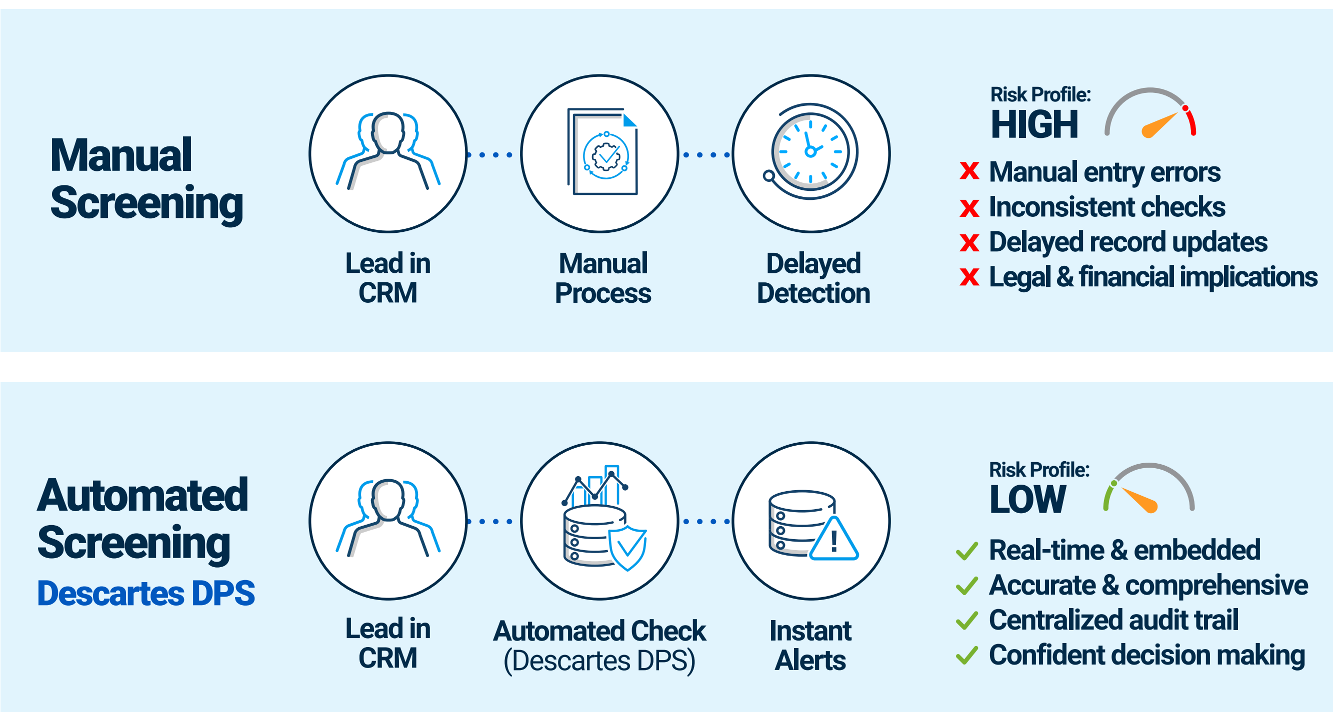
Consider a sales representative engaging with a new prospect: they invest time in outreach, qualification, and early negotiations. As the opportunity progresses, more effort is committed; meetings are scheduled, proposals are drafted, and travel may even be involved. If a compliance risk is identified at a late stage, that investment is lost.

Now consider the same scenario with embedded screening in Salesforce:

- The prospect is entered into Salesforce
- Screening occurs instantly in the background
- A potential match is flagged immediately

At that point, the sales team has clear guidance to pause engagement until the risk is reviewed.

Figure 3: Risk Detection Before and After Integrated Salesforce Screening



2. Maintaining Up-to-Date Global Sanctions List Coverage

An effective sanctions screening solution for Salesforce aggregates, standardizes, and continuously updates multi-jurisdictional denied party lists without adding operational complexity. Updates to regulatory content are applied automatically, and existing records can be rescreened against newly updated lists to ensure new risks are identified as soon as they emerge. True coverage also requires consistently applied, searchable data so teams, regardless of location, make the same defensible decisions. This removes gaps in screening across overlapping sanctions regimes and reduces the risk of inconsistent outcomes.

Common global sanctions and watchlists include:

- U.S. Department of Treasury's OFAC and FinCEN: SDN, Consolidated Sanctions List, AML Lists
- European Union Consolidated Sanctions Lists
- United Nations Security Council Sanctions programs
- U.S. Department of State (DOS): Debarred Parties Lists, Chemical Biological Weapons Concerns, Cuba Restricted List etc.
- U.S. Department of Commerce's BIS: Entity List and Military End-User (MEU) lists, Aircraft Subject to General Prohibition List
- UK Sanctions and Anti-Money Laundering Act
- Department of Homeland Security: Uyghur Forced Labor Prevention Act (UFLPA) Entity List
- Australian Consolidated List
- Japanese Proliferations Concerns
- China Export Control List
- U.S. Coast Guard List of Prohibited Vessels
- U.S. Department of Health and Human Services: Office of Inspector General (OIG) List of Excluded Individuals/Entities, State Medical Exclusion Lists

3. Facilitating the Detection of Hidden, Indirect, or Ownership-Based Risk

A Salesforce account that returns no match against official government watchlists may still pose compliance risk. Narrative sanctions framework such as the OFAC 50% rule, BIS Affiliates guidance, and EU ownership controls, do not rely on explicitly published lists. To address this, denied party screening in Salesforce needs to look beyond standard watchlists and incorporate additional, high-quality third-party data that reveals indirect and layered risk.

This capability enables organizations to address hidden exposure that may lie in:

- **Complex Ownership Structures:** Risk often exists across layered ownership structures, including entities with minority ownership (e.g., 10%) up to majority control (50% or greater), as well as those indirectly controlled by sanctioned parties. Advanced systems integrate:
  - Pre-researched ownership data
  - Automated ownership mapping
  - Aggregate ownership percentages
  - Real-time evaluation of ownership thresholds
- **Politically Exposed Persons (PEP):** Screening against curated datasets of government officials helps identify elevated corruption and reputational risk. Often includes additional relationships like direct family members and associates.
- **State-Owned or State-Controlled Entities:** Organizations owned by governments in sanctioned or high-risk regions (e.g. Russia, Belarus, Venezuela, China) may present indirect compliance exposure.
- **High-Risk Address Intelligence:** "Address-only" screening identifies locations frequently associated with sanctions evasion activity, even when entity names themselves do not trigger matches.

When embedded within Salesforce workflows, these additional layers of intelligence allow organizations to identify indirect risk at the same point decisions are made, without requiring manual investigation or external research.

The most critical compliance risks are often not the entities you can see, but the ones connected behind them.

4. Improving Accuracy and Reducing Unnecessary Alert Review with AI Assist

Managing false positives is one of the biggest challenges in compliance operations. Robust Salesforce screening solutions address this using AI Assist / machine learning tools combined with search tuning best practices to improve screening accuracy and reduce alert burden.

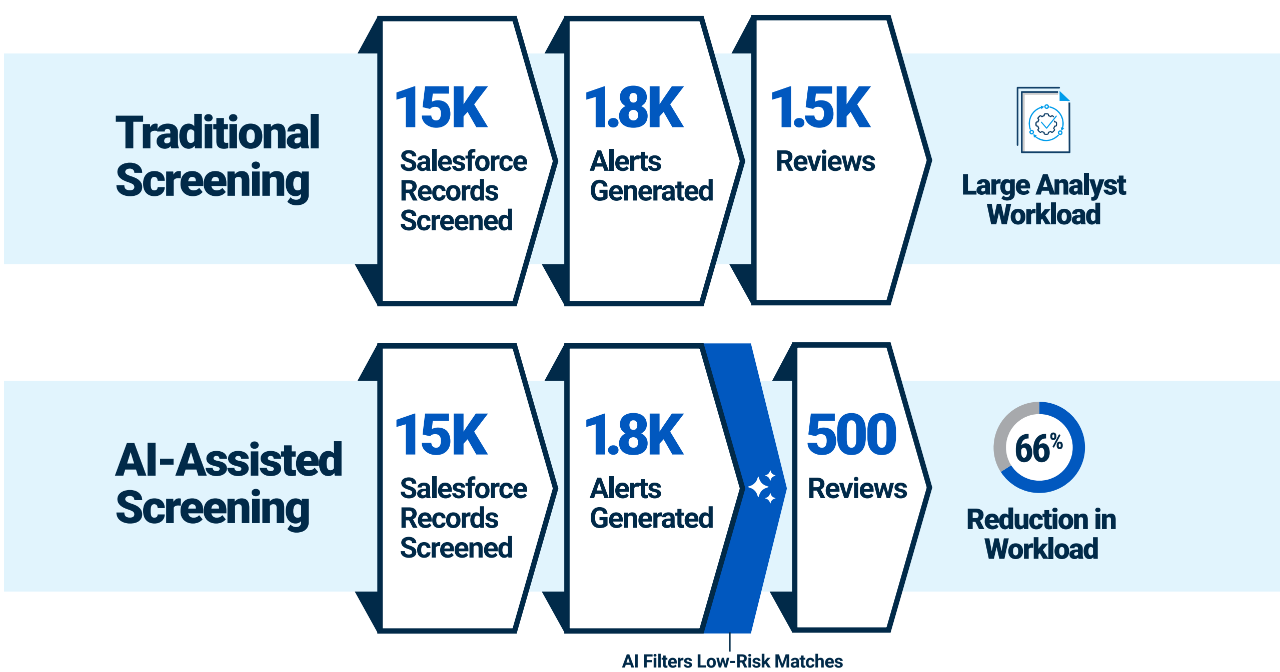
Search tuning ensures risk detection and alert generation is balanced such that the screening engine is not overly narrow that it misses legitimate risks or configured to be overly aggressive that it overwhelms teams with excessive alerts.

Once matches are generated, intelligent post-screening triage capabilities like Descartes Visual Compliance™ AI Assist help compliance teams manage alerts more efficiently by automatically assigning a Confidence Score to every match, organizing high-priority matches, and isolating lower-quality results.

Optimizing match accuracy and alert reviews typically involves:

- Match threshold adjustments
- Fuzzy logic configuration
- Alias handling
- Geographic considerations
- Entity versus individual screening logic
- List selection optimization
- Assigning confidence scores to matches
- Prioritizing alerts by confidence rating
- Filtering out low-probability results and automatically clearing low-risk matches

Figure 4: How AI-Assisted Resolution Management Reduces Review Workload



Reduction results depend on your organization's specific data and configurations.

Impact of these features:

- Reduced manual review volume by automatically prioritizing high-confidence matches and deprioritizing low-quality alerts.
- Better analyst efficiency by allowing teams to focus investigations on the highest-risk entities instead of reviewing every alert equally.
- Faster resolution times, agreements, amendments, and correspondence in one record.
- Better user adoption of compliance processes inside Salesforce by reducing alert fatigue and minimizing friction.
- Improved usability across teams.

5. Streamlining Adjudication and Workflow Management

Effective compliance requires structured decision-making. With a structured compliance workflow, all screening alerts are managed in a centralized dashboard where users can:

- Review match details
- Investigate risk and add notes
- Escalate cases to other users
- Collaborate on outcomes with stakeholders
- Clear false positives or block true matches
- Document decisions and supporting evidence

This ensures consistency and accountability.

6. Enhancing Audit Readiness and Defensible Recordkeeping

A comprehensive Salesforce screening system gives you audit readiness on demand. For every entity screened or match reviewed, you should be able to reconstruct the full compliance story: who reviewed the alert, when a decision was made, what data or evidence was considered, which regulation applied, and how the provisions of the rule were operationalized.

Important built-in audit capabilities:

- Full record of all screening activity
- Exportable reports for regulatory review automation
- Role-based access and immutable records that preserve data integrity
- Configurable retention of compliance records in line with regulatory mandates

Robust audit trail capabilities reduce risk and ensure that every compliance decision your organization makes is fully defensible, no matter when or how regulators ask for proof. In the unlikely event that business is inadvertently executed with a sanctioned party, the risk may be minimized or the fine may be reduced if a company can clearly demonstrate reasonable care.

Section 5: **Why Salesforce? Because Compliance Is Ultimately a Productivity Challenge**

Productivity is about finding how best to direct your time, expertise, and attention where they create the most value. That definition applies as much to trade compliance as it does to business operations.

Every manual review, every disconnected screening process, every spreadsheet and email chain consumes time and attention that could be spent moving business forward. This is where Salesforce becomes a powerful compliance productivity platform.

As the system where customer relationships, sales opportunities, suppliers, and transactions are managed, Salesforce sits at the center of day-to-day decision making. It is where work happens and where compliance can operate most effectively.

Because Salesforce is already widely deployed across organizations, its extensible architecture and ecosystem of integrations make it straightforward to incorporate advanced screening capabilities.

Why Salesforce Is Uniquely Suited to Be a Compliance-Driven CRM

1. **Wide Scope for Trigger Design:** Given the broad user adoption of Salesforce within organizations, the ability to set up screening triggers at multiple points in the sales, marketing, and procurement stages makes Salesforce stand out. Screening triggers can be configured for the creation of accounts, contacts, or leads. They can also be set for changes to key fields and lifecycle events, such as opportunity changes. Additionally, a compliance program can easily set up periodic rescreening to catch sanctions lists changes. Since it happens automatically, you don't have to rely on employees to remember compliance procedures.
2. **Configurable Enforcement Controls:** Alerts alone don't prevent compliance failures. There must be an enforcement mechanism to stop risk from propagating. Organizations can tailor how compliance decisions affect operations within Salesforce. For example, controls can:
   a. Flag records without blocking activity
   b. Require approvals for higher-risk scenarios
   c. Fully restrict records until cleared
3. **Scalability to Support Transaction Volume and Data Complexity:** Salesforce is designed to maintain strong performance under higher user, data, and transaction volumes. Combined with a trade compliance solution that also supports multi-site and multi-subsidiary operations, runs seamlessly across business units and languages, you can easily scale screening activities as your business evolution requires—without disruption, reimplementation, or runaway spend.
4. **Modern Integration Advantages:** Integration can be completed quickly, enabling you to enhance compliance without delaying operations. Modern denied party screening solutions offer prebuilt Salesforce integrations that:
   a. **Install as managed packages,** as easy as setting up an app with short time-to-value
   b. **Require Low IT involvement,** often with only the company's Salesforce Administrator
   c. **Enable rapid deployment,** as most installations can be completed in under 72 hours

Transform Salesforce into a compliance powerhouse with smart background triggers and flexible controls.

Section 6: **Why Integrate with Descartes Denied Party Screening?**

Choosing a denied party screening solution is ultimately about confidence that your processes will hold up under scrutiny, scale with your operations, support how your teams already work, and keep your business moving as regulations become more complex. At Descartes, the focus is on helping you achieve that confidence without adding unnecessary complexity. Our goal is to implement a screening system that works reliably, consistently, and efficiently in real-world conditions.

Reasons why Descartes Denied Party Screening stands out:

Built on Proven Expertise and Trusted by Compliance Professionals for 40+ Years

Descartes has over four decades of experience supporting global trade compliance, with solutions trusted across industries and geographies. More importantly, that expertise is validated by customers.

For three consecutive years, Descartes has been recognized as a top-rated denied party screening solution on G2, based on direct user feedback. Customers repeatedly cite the reliability of the platform, the responsiveness of the support team, and the expertise available throughout implementation and ongoing operations.

Customers Love us

This reflects consistent performance, usability, and customer satisfaction in real-world environments.

Designed to De-Risk Operations Without Creating Friction

Descartes solutions are designed to help you:

- Identify and manage compliance risk proactively
- Apply controls at the right points in your workflows
- Keep sales and operational processes moving without unnecessary interruption

With prebuilt Salesforce integration, screening can be embedded directly into your existing environment, without requiring new systems or complex deployments.

AI-Powered Efficiency with Human Expertise Behind Every Decision

AI automation optimizes performance, but every Descartes solution is backed by people who understand trust, collaboration, and real-world trade compliance. Customers benefit from both advanced technology and access to experts who help ensure screening programs remain effective as regulations evolve. How this works:

- Machine learning and AI Assist help reduce false positives and prioritize meaningful alerts
- Automated workflows ensure consistent, repeatable processes
- Human-backed expertise keeps decisions grounded in trade compliance realities

The balance achieved by combining automation with human expertise ensures accuracy, context, and trust so you can respond faster to more alerts while maintaining confidence in your decisions.

Comprehensive Coverage Across Multiple Trade Compliance Domains

We provide broad and reliable coverage across global regulatory requirements. We have an internal team of global trade data experts that maintain our own regulatory content. Key differentiators:

- Aggregation of major global sanctions lists
- Continuous updates to reflect regulatory changes
- Ownership intelligence to uncover indirect and hidden risk
- Address-only and specialized datasets for emerging threats

This coverage is also designed to remain usable and easily searchable by our advanced screening engine. Screening rules are applied consistently, and false alerts are reduced through intelligent filtering. Customers don't have to choose between completeness and usability—they get both.

“

Descartes Denied Party Screening is one of the most important tools in support of our Global Trade Compliance policy.

– Verified G2 User in Animation.

→ **READ MORE**

“

Descartes screens hundreds of global watchlists efficiently. The AI feature, which is quite new to me, reduces false positives.

– Connie J., Procurement Specialist, Government Administration.

Optimized for Control, Transparency, and Audit Readiness

Descartes Denied Party Screening helps you maintain visibility, control, and a defensible record of due diligence through:

- Centralized compliance workflows for review and decision-making
- Full audit trails capturing every screening activity
- Documented outcomes aligned with regulatory expectations

Our team is made up of trade compliance professionals who are familiar with enforcement patterns, audits, and regulator expectations as such compliance controls are intentionally designed.

Engineered to Grow with You

At Descartes, we understand that compliance requirements rarely get simpler. Our ongoing investment in product innovation, regulatory content, and customer-driven enhancements help organizations stay ahead of changing requirements without having to rebuild their compliance processes. Our solutions are structured for modularity and ease of implementation with minimal IT involvement. Rather than having to stitch together multiple tools, Descartes supports the entire trade compliance lifecycle in a single ecosystem. If your operations require additional capabilities like export classification, license management, and even import operations, we have the breadth of solutions to meet those needs.

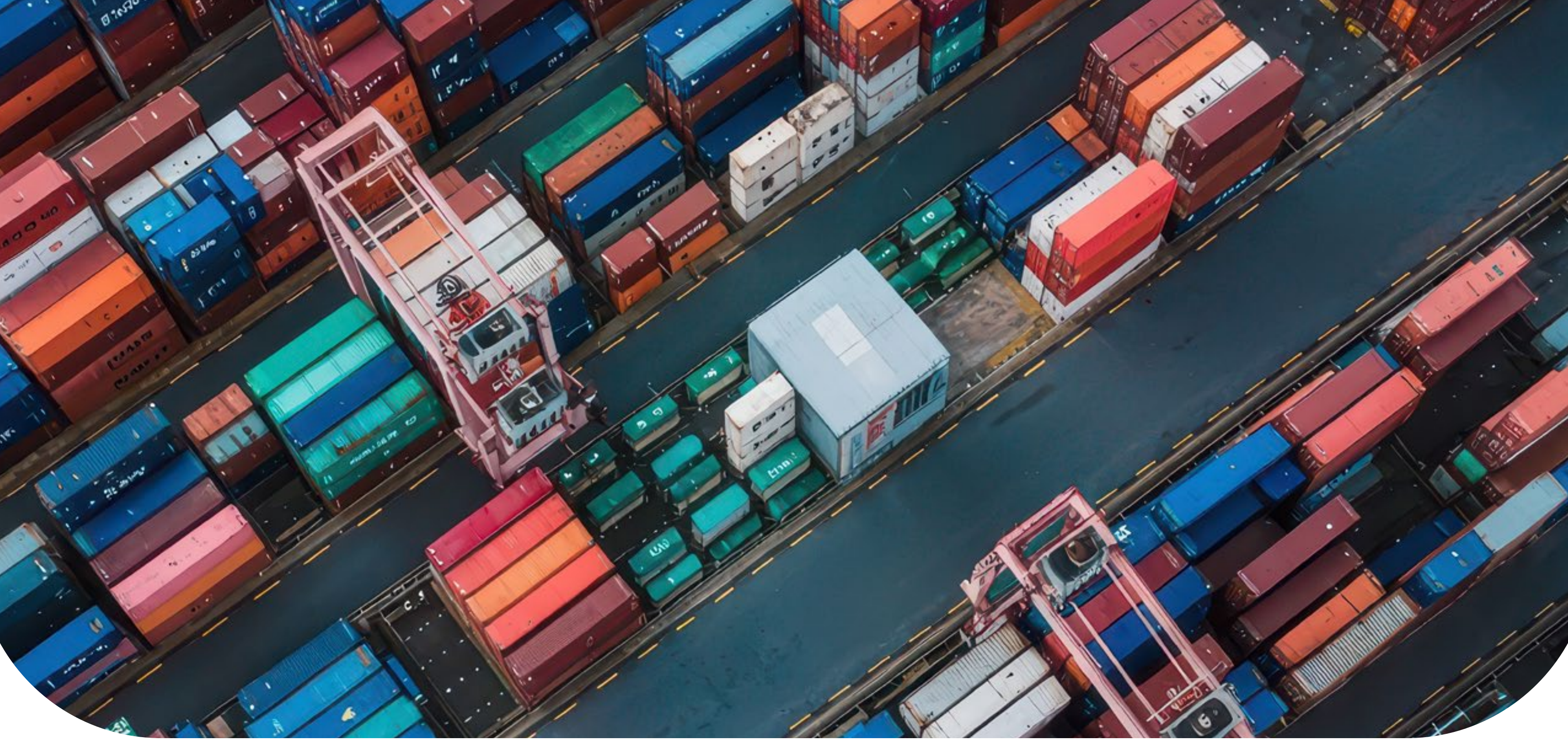
Implementation and Change Management at Scale

Descartes' professional services teams regularly support implementation projects of varying complexity. We ensure your success by bringing deep expertise in managing large-scale change, including structured onboarding with role-based training, module-specific enablement, and tailored support for compliance, operations, and engineering teams. We treat real-world workflows, organizational alignment, and long-term usability as critical as the software itself. Structured training programs and knowledge resources are provided beyond implementation to ensure you get the most out of your solution.

Continuous Value, Delivered with Care

Every customer relationship is viewed as a partnership. We are focused on providing solutions that continue to deliver value over time, emphasizing ongoing product improvements, dedicated support and customer care, and a commitment to helping you adapt as your needs change. Our credibility is reinforced by:

- **Global coverage with local nuance,** supporting deployment at scale, including multinational enterprises with complex footprints
- **Long-standing relationships** across the legal, consulting, and trade advisory ecosystem
- **Regular use and recommendation** by export control consultants, systems integrators, and law firms
- **Proven in high-risk, high-complexity environments** where audits, provisos, and defense controls are the norm
- **Recognition and positive mentions in analyst reports** and reputable trade publications for industry leadership and strong business outcomes.



Conclusion: **Integrated Screening in Salesforce is Critical for Compliance**

Leading companies are moving from reactive, manual compliance processes to embedded, automated compliance operations in Salesforce. As systems expand and processes spread across tools, compliance fatigue increases. With integrated screening, organizations improve adoption of due diligence processes by aligning them directly with how work is already performed.

Placing denied party screening where work happens produces measurable business outcomes as seen in the previous section. From higher compliance coverage and reduced costs to faster and more efficient sales cycles, integrated screening is a strategic advantage.

If Salesforce is already in use across your organization, the foundation is already in place to extend compliance into existing workflows and strengthen how screening is applied. And where Salesforce is not the system of record, Descartes provides the same flexible integration approach across other CRM and ERP platforms, including legacy and homegrown environments.

Ready to see how automated denied party screening works directly inside Salesforce? **Request a demo** and a compliance expert will show you how Descartes Salesforce-integrated screening can reduce risk, streamline operations, and support compliant global growth.

About Descartes

Descartes powers more responsive, efficient, secure and sustainable international and domestic supply chains by uniting logistics-intensive businesses on its Global Logistics Network (GLN). Shippers, carriers, and logistics service providers connect and collaborate on the GLN leveraging technology, data and AI to manage last mile deliveries, domestic and international shipments, transportation rating and payment, global trade research, customs compliance and a variety of regulatory processes. Learn more about Descartes (Nasdaq:DSGX) (TSX:DSG) at www.descartes.com and connect with us on LinkedIn and X

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Uniting the People & Technology That Move the World.

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