



***User Conference 2009
Agenda
Bellagio Las Vegas***

Monday, September 14th

7:00-8:00am (Grand Ballrooms 7 & 9) Breakfast

8:00-8:15am (Da Vinci Rooms 1 & 2) Conference Kickoff!

8:15-9:15am (Da Vinci Rooms 1 & 2) The Economy as a Catalyst for Change: The Role of TMS Adrian Gonzalez, ARC Advisory Group

9:15-10:45am (Da Vinci Rooms 1 & 2) The Art of Mojo

While Mojo provides a fast and easy way to optimize a large number of shipments, significant planning and preparation is required to run the tool effectively. This session will discuss the process for preparing to optimize. Customers will describe the steps they took and the issues they overcame to effectively and efficiently build loads. You will see that, while the process takes work, the rewards are bountiful.

11:00-noon (Da Vinci Rooms 1 & 2) Contract Management Process

From procurement to KPI's, this session will show how customers are managing carrier contracts. From creating and analyzing bids to rating loads to determine the right carrier, this session will address the methods and best practices used. Base period rates, rating profiles, accessorial profiles, and other best practices for contract management will be reviewed.

Noon-1:00pm (Grand Ballrooms 7 & 9) Lunch

Two breakout sessions – please choose one

1:00-2:00pm (Da Vinci Rooms 1 & 2) Schedule rating

Ocean, air, rail, and intermodal shipments all utilize schedules to determine rating for movements. This session will look at the implications of managing those schedules and how the MercuryGate TMS manages the complications that arise from the complexity of these movements. Several customers will discuss their processes and how they manage the data that feeds them.

OR

1:00-2:00pm (Grand Ballroom 6) Monitoring & Architecture

Enjoy a behind-the-scenes technical look at running and maintaining the MercuryGate TMS. Witness the magic of system monitoring, logging, backup strategies and network architecture.

Two breakout sessions – please choose one

2:15-3:15pm (Grand Ballroom 6) Systems Integration

Systems integration is the backbone for getting data into and out of the MercuryGate TMS. This discussion will focus on data file formats, data transmission options, and the best processes for developing and testing communications with the TMS.

OR

2:15-3:15pm (Da Vinci Rooms 1 & 2) Rating Profiles

There are several ways in the MercuryGate TMS to manage different levels of pricing for customers and carriers. One of the easiest and most effective ways is to use Rating Profiles. This session will focus on the use of rating profiles to uplift rates, apply management fees or even measure against a base period rate. Rating profiles are by far the most effective and efficient way to manage customer rates. If you are a shipper, rating profiles can be created to measure current costs against base period rates and to demonstrate how effective your transportation department is at executing shipments. Rating profiles rock!

3:30-5:00pm (Da Vinci Rooms 1 & 2) Inbound/Vendor Compliance

More and more customers are looking to control inbound freight. This session will address how carrier and vendor compliance is being enforced by many of MercuryGate's customers. This process not only covers compliance but also addresses the complexity of cost allocation to cost centers.

5:00-5:30pm (Da Vinci Rooms 1 & 2) Russian Doll and Golden Thread

MercuryGate supports two key concepts while tracking freight. The Russian Doll concept helps users see where a particular item can be found. The Golden Thread shows where in the shipping process the shipment is located. The combination of these two concepts provides the necessary visibility allowing companies to make time-critical decisions.

7:15pm Meet in Bellagio Lobby to walk across the strip to the Paris Hotel.

8:00pm Dinner at Mom Ami Gabi in the Paris Hotel

Tuesday, September 15th

7:00-8:00am (Grand Ballrooms 7 & 9) Breakfast

8:00-9:00am (Da Vinci Rooms 1 & 2)

Ian Hobkirk, Commonwealth Supply Chain Advisors

Controlling Inbound Freight – Reaping Direct and Indirect Benefits across the Entire Supply Chain Benefits include:

- Reduced freight spend:
 - Eliminating supplier's markup on freight
 - Using lower cost carriers with better reliability records
 - Ability to optimize inbound loads
- Improved visibility of in-transit goods
- Ability to allocate in-transit goods to orders, improving fill rate (connection to technologies like Distributed Order Management)
- Ability to reduce safety stock as inbound reliability improves
- Better ability to plan warehouse labor as inbound lead time reliability improves

9:15-10:45am (Da Vinci Rooms 1 & 2) Managing carriers without negotiated rates Whether you are trying to reduce costs in times of high truck capacity or trying to find carriers in times of limited capacity, MercuryGate has several tools to help. This session explores how to incorporate those tools into a robust brokerage operation. We will feature our new Carrier Management System (CMS) that allows tracking of key information around financials, safety, authorities, and certifications, facilitating the vetting and management of carriers. Several MercuryGate customers will demonstrate how they are using the TMS to manage carriers without contracted rates.

10:45am-12:00pm (Da Vinci Rooms 1 & 2) KPI's/Scorecards and Reporting So how do you know how effective your supply chain is? MercuryGate's reporting tools provide the ability to monitor performance across a broad spectrum of functional areas. These measurements may then be used to identify areas that need improvement and set key performance targets to improve your overall supply chain. Providing feedback is critical to improving the overall process. MercuryGate makes it simple through the use of online tools and MercuryEdge. This session will highlight the use of macros and how the ability to schedule reports using MercuryEdge can automate things that most people can only dream of (ok, maybe they're nightmares): a balanced scorecard. This session is a must see!

Noon-1:00pm (Grand Ballrooms 7 & 9) Lunch

Two breakout sessions – please choose one

1:00-2:00pm (Grand Ballroom 6) Document Development

Documents play an important role in customer implementations. This presentation will explain document development from a technical perspective. Topics will include general document development guidelines, dynamic document configuration, and a brief introduction to developing your own documents using Jasper reports.

OR

1:00-2:00pm (Da Vinci Rooms 1 & 2) Accounting processes

Financials tie all the information together. This session will focus on how different customers use the TMS to support their accounting processes. From accruals to duplicate invoices, we will examine some best practices. We'll look at the way the MercuryGate TMS feeds data to systems like SAP, MAS90, Great Plains, and QuickBooks. We will review General Ledger coding routines and how they can best be set up and maintained.

Two Breakout sessions – please choose one

2:15-3:00pm (Da Vinci Rooms 1 & 2) Freight Audit and Payment

Freight audit has always been one of the most visible areas of transportation, often causing delays in payment to carriers for months. This session will discuss different approaches to the audit process. From exception management to feeding data to a 3rd party audit company such as US Bank. MercuryGate customers use a variety of processes to ensure the freight amount is paid correctly and in a timely manner. We'll look at ways to audit all modes of transportation, including parcel shipments, and we'll even talk about the practice of forward pay.

OR

2:15-3:00pm (Grand Ballroom 6) Technical Panel with Lorne Berman, Brian Armieri and Scott Johnson

3:15-4:00pm (Da Vinci Rooms 1 & 2) International

More and more customers are using MercuryGate to execute their international shipments. This session will discuss localization, integration to customs for imports and exports, and how the MercuryGate TMS handles taxes and landed cost calculations.

4:00-4:30pm (Da Vinci Rooms 1 & 2) Parcel Shipping

MercuryGate's TMS has taken the complexity out of parcel rating. It allows the rate shopping of parcel carriers along with every other mode of transportation. Whether you are using BAX, FedEx, Purolator, or UPS, the process is the same. This session will look at the best practices for parcel usage within the MercuryGate TMS; from data entry and label printing to invoicing and data analysis. We will also look at how MercuryGate's Mojo optimizer can be used to optimize parcel shipments.

4:30-6:00pm (Da Vinci Rooms 1 & 2) Customer Support and Product

Direction We will discuss a significant product support improvement project that is underway and most importantly a summary of what we accomplished last year and the production direction for the next 12 months based upon your input.

7:30pm Meet in Bellagio Lobby to walk down the strip to Forum Shops just past Caesars Palace.

8:30pm Dinner Joe's Seafood Prime Rib & Stone Crab at Forum Shops.

THANK YOU

**for taking time out of your busy schedule
to learn more about your TMS.**

Your business and support is very much appreciated!