

## cover story

## USER CONFERENCE RECAP

In October, more than fifty CMS GlobalSoft's customers and partners from across the country descended on Las Vegas for two days of learning and networking at the 2011 WorldLink User Conference. This year's conference provided attendees with a chance to hear from all of the major carriers and get the first look at Generation Xi – the next generation of WorldLink. The conference was designed to fit the needs of every level of user, offered many opportunities for product feedback, idea exchanges, and hands-on help.

CMS GlobalSoft's first technical presentation was given by Director of Development, Majd Al-kassem. His presentation, called "The Future of CMS – Generation Xi," covered the next generation of WorldLink. The 2012 release of WorldLink Xi certainly doesn't disappoint. Improvements to the product & functions are sure to please everyone.

The second technical presentation was given by Vice President & COO, Richard Ortiz. His presentation "The Product Calendar" covered WorldLink's product roadmap and the product changes that took place in 2011.

On Monday afternoon David Zaleski, CMS's Support Manager, presented "What's New in Support" which included the improvements to customer support and the addition of online training offerings.

The last presentation by CMS GlobalSoft was given by Director of Projects, Josh Eubank. His presentation, called "Enhancements & SOW Process," reviewed the new structure of the enhancement protocol and the SOW Process.

In addition to CMS GlobalSoft speakers, we were fortunate to have various partners and carriers speak at this year's conference. Jim Thannuum with FedEx kicked off the Partner presentations by speaking about Emerging Technology.

CMS GlobalSoft's newest partner, SATO, had Rodger Morrison speak about "The Benefits of Double Sided Printing" – an excellent way to save both time and money.

Mike Rude, with FedEx, offered an excellent presentation on "Steering LTL in a new direction" and lastly, SCLogic presented "Inbound Logistics and Accountability" which discussed using all Carrier Data and your ERP system to deliver accountability in your inbound receiving operations.

**Thank you to everyone who attended the 2011 User Conference.**

## The 4-1-1

## WORLDLINK V 10.1.5 RELEASE

NEW and IMPROVED WorldLink functionality was released on Friday, October 21st 2011. This release offers customers a significant number of enhancements across all facets of the product. These enhancements include additional features and refinements to the user interface.

To learn more about WorldLink v10.1.5, please look at the Release Details located in the User Portal.

## SNEAK PEEK AT GENERATION XI

Worldlink is getting a complete makeover and the attendees of the 2011 WorldLink User Conference were the first to get preview of the WorldLink Xi design and architecture. Attendees learned that WorldLink Xi will improve stability and performance, provide better support response time, improve root cause analysis and require less downtime for upgrades.

The smaller codebase will result in development cycles with greater flexibility and reduced maintenance requirements.

## WorldLink Xi will be released in two phases...

- Phase 1 (2012 Q1) – small changes to the API, upgrade and conversion.
- Phase 2 (2012 Q3) – changes to GUI (Xi 2 will support legacy GUI) and Client Scripts will need to be revised.

## BENEFITS OF DOUBLE SIDED PRINTING

Looking to save time and money in 2012? Consider a SATO Double Sided Printer. Advanced "GREEN SOLUTION" technologies are applied to this direct thermal printer that simultaneously prints on specially designed labels using 2 thermal print heads. Much of the time spent folding and adding the packing slip to a shipment can be eliminated with the GY series printer and it removes the need for a second packing slip, packing pouch and the traditional second printer. All of *that* means less maintenance and ultimately reduced costs. Interested in learning more – please contact Tracy Burakowski at [tburakowski@cmsglobalsoft.com](mailto:tburakowski@cmsglobalsoft.com).

## "IDEAS" SECTION ADDED TO THE USER PORTAL

At last months User Conference we had several requests to create an area where customers could submit their ideas for product enhancements. We listened and created an "Ideas" section in the Customer Portal. Please use this section to add product enhancement ideas and "like" the ideas that are currently listed. These ideas will assist us CMS in creating the product roadmap and priority of enhancements.

## ANNOUNCEMENTS

## October 18, 2011

World's leading brand of luxury travel, business and lifestyle accessories selects CMS WorldLink Tumi selects CMS GlobalSoft TMS to improve shipping and logistical operations

[more »](#)

## October 9, 2011

CMS GlobalSoft Announces Partnership with SATO, Leader in Barcode Printing Transportation Management Solution (TMS) enhances its offerings with new partnership

[more »](#)

## TRAINING &amp; EVENTS

## December 1, 2011

Webinar Training CMS WorldLink & Engine Configuration Training 1 – 3:00 pm EST

[Register Now](#)

## December 6, 2011

Webinar Training WorldLink New Functionality/ Modules Training 1 – 2 pm EST

[Register Now](#)

## February 6 – 9, 2012

Tradeshow—Atlanta, GA [MODEX 2012 – Solutions That Move Supply Chains](#)

Visit us at booth #4128

## support

Dear Customers,

*As we approach peak season for many of our customers, I wanted to take a moment to talk about some basic steps that can be completed in order to reduce resolution times for issues during yours and our busiest time of year. When reporting an issue, providing the right details up front can drastically reduce the resolution times on many of the day to day tickets opened with the CMS Support Center. The WorldLink application provides a straightforward way to export common details, that will allow CMS Support to more quickly replicate and identify common elements between cases.*

*This information can be exported by navigating to the WorldLink application and then selecting Local Config | Session Information. In the bottom right hand corner, clicking the Export button will save this information to a local file which can be included as part of your ticket submission to CMS Support.*

*Providing this basic information on all tickets submitted can reduce the need for follow up questions, and provide faster resolution times to our customers.*

Regards,

David Zaleski  
Support Manager  
CMS GlobalSoft, Inc.

## upgrades

## END OF YEAR

It is coming up on that time of year again...rate change. To be eligible to receive the updated carrier rates and service offerings, customers must be on a supported version of WorldLink, FedEx and ConnectShip by year's end. The supported versions are:

- WorldLink – 10.1 and above
- FedEx – 10.0.6 and above
- ConnectShip – 6.3

Because WorldLink is a highly customizable enterprise shipping application, upgrades can be an intimidating experience for some customers. CMS GlobalSoft, Inc. understands this and has identified several best practices to be followed during the upgrade process that we believe will minimize disruptions. CMS recommended Best Practices include:

Sync the production database to the development/QA WorldLink environments. This ensures that any production-only code or configuration changes will be available in the testing environment(s). Additionally, the performance testing will be accurate, as the database sizes will be the same in each environment. Following this step ensures there will be no surprises during the production upgrade.

Configure the WorldLink application server to use the "CMS Version Swap" utility. This allows the customer to easily toggle between the previous and upgraded versions of WorldLink to test pre- and post-WorldLink functionality and customizations.

Customers should complete the WorldLink base test plan, and then test additional business rules that are specific to the organization.

As the end the year approaches, more and more customers are contacting CMS to initiate the upgrade process; not only to ensure they receive the updated rates and services, but to take advantage of the latest WorldLink functionality. Upgrades take time and must be scheduled on the CMS integration calendar at least 3-4 weeks in advance. Do not miss out, contact CMS support today to schedule your upgrade(s). CMS support can be reached at 703-455-8292 option #3 or at [support@cmsglobalsoft.com](mailto:support@cmsglobalsoft.com).

