



Cold Chain Monitoring Program

SensiWatch Platform | TempTale GEO LTE User Guide

Table of Content

| | |
|---|--------------------|
| LTE Ordering Information | 3 |
| Registration - One Time Action | 4 |
| SensiWatch Platform Log In and Log Out | 5 |
| Start a Trip | 6 |
| Set Up Search Results Columns | 7 |
| Search and Edit a Trip | 8 |
| Create a New Trip | 10 |
| Supplier Start & Placement Instructions | 11 |
| Alarm Notifications and Acknowledgement | 12 |
| Other SensiWatch Platform Functions | 15 |
| The Overview Page | 16 |
| The Trips Page | 17 |
| The Trips Details Page | 18 |
| SensiWatch Platform Mobile App | 22 |
| Procedures | 24 |
| Contact Us | 27 |

TempTale GEO LTE Ordering Information

To order monitors, please contact a Sensitech Client Services representative.

Email: sensitech.clientservices@carrier.com. Phone: +1 800-843-8367

Wendy's LTE Custom Catalog Numbers



TempTale GEO LTE

No minimum order quantity, 6 month shelf life.

Supplier Part Number: TGLA01-01-135

Order this part number for all fresh and refrigerated products.

| Description | Low | High | Low Alarm | High Alarm | Graph Length | Monitor Start Delay |
|--|-----|------|-----------|------------|--------------|---------------------|
| Fresh beef | 20 | 40 | 240 min | 240 min | 7 days | Upon Monitor Start |
| Fresh bacon | 20 | 42 | 240 min | 240 min | 7 days | Upon Monitor Start |
| Refrigerated produce, fresh cut produce, fruit, lettuce | 30 | 43 | 240 min | 240min | 7 days | Upon Monitor Start |
| Refrigerated dairy, creamer | 32 | 45 | N/A | 240 min | 7 days | Upon Monitor Start |
| Refrigerated dressings, sauce | 32 | 55 | 240 min | 240 min | 7 days | Upon Monitor Start |
| Refrigerated frosty, cheese | 30 | 45 | 240 min | 240 min | 7 days | Upon Monitor Start |
| Refrigerated fresh and Dry Sauces | 32 | 55 | 240 min | 240 min | 7 days | Upon Monitor Start |
| Refrigerated Sauces Temperature Protect | 35 | 80 | 240 min | 240 min | 7 days | Upon Monitor Start |
| Refrigerated Maritime | 32 | 36 | 120 min | 120 min | 7 days | Upon Monitor Start |

Supplier Part Number: TGL01-02-135

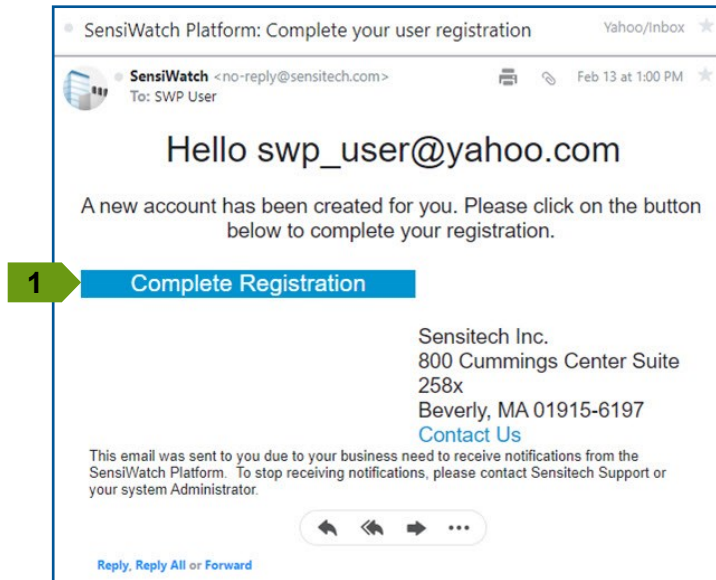
Order this part number for all frozen products.

| Description | Low | High | Low Alarm Cumulative | High Alarm Cumulative | Graph Length | Monitor Start Delay |
|--|-----|------|----------------------|-----------------------|--------------|---------------------|
| Frozen fries, poultry, sauce, bakery, produce, chili, sausage, fish, eggs, eggs bakery mix, frozen cheese, frozen bacon | -10 | 15 | N/A | 240 min | 17 days | Upon Monitor Start |

Registration - One Time Action

Registration Email

A new user added to the SensiWatch Platform will be sent an activation email. Click the **Complete Registration (1)** bar to initiate the registration process.



Create Password

Complete the **New Password (2)** and **Confirm Password (3)** fields.

Password Requirements:

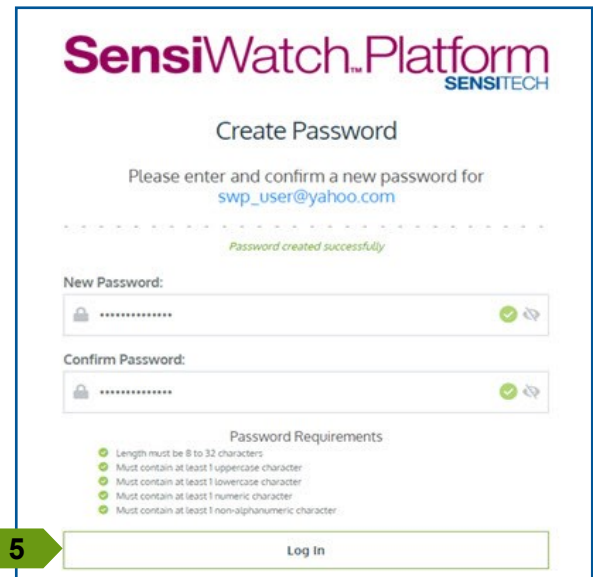
- 8 to 32 characters,
- 1 uppercase letter,
- 1 lowercase letter,
- 1 numeric character,
- 1 non-alphanumeric character.

Password Successful | Login

When the password requirement is met, the **Password created successfully** message displays.

Click **Create Password (4)**.

Click **Log In (5)** to access SensiWatch Platform.

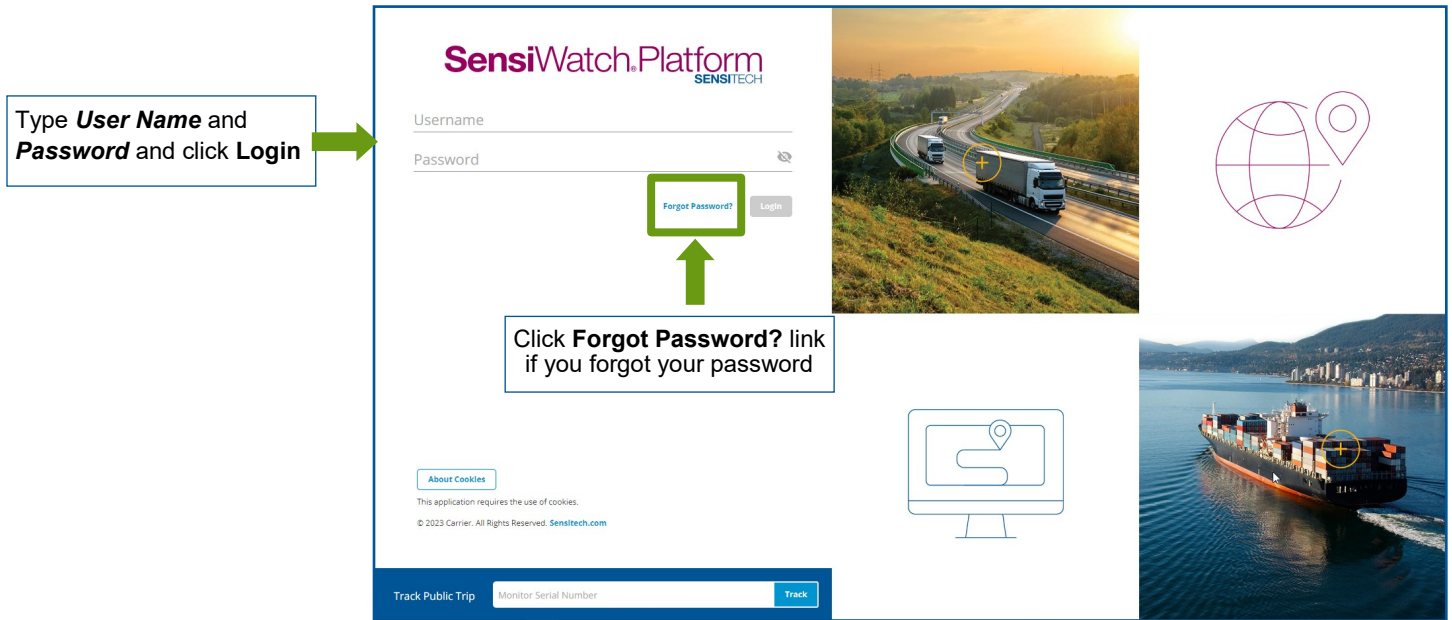



When prompted, click **Accept and Continue** to accept the **End User License Agreement** and **Privacy Notice**.

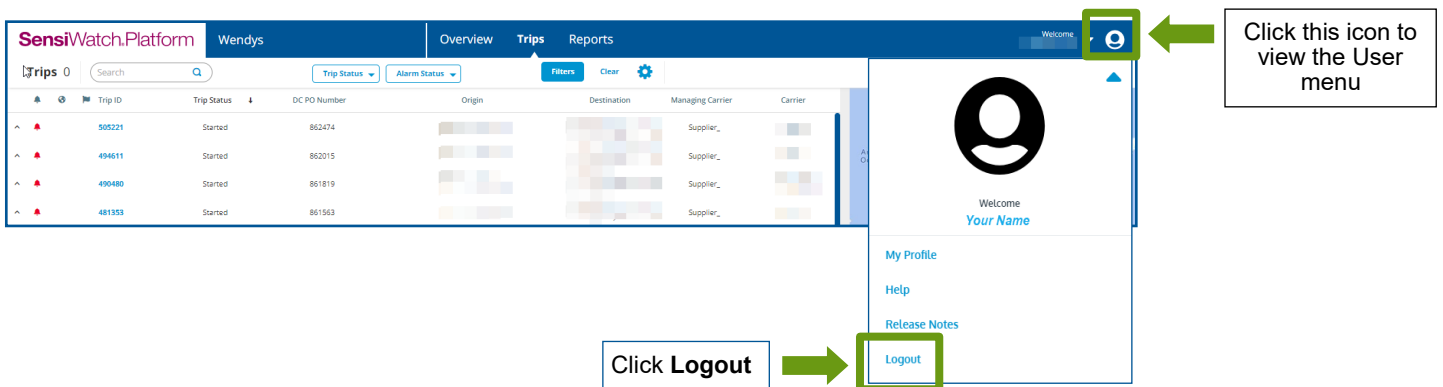
SensiWatch Platform Log In and Log Out

Login

Launch SensiWatch Platform: <https://sensiwatch.com/>



Log out



Start a Trip

- **Set Up Search Results Columns**
- **Search and Edit a Trip**
- **Create a New Trip**
- **Supplier Start & Placement Instructions**

Set Up Search Results Columns —First Time Users Only

If this is your first time working with the SensiWatch platform Search, please set up your search results columns so that it is easier for you to find trips. Make sure you select **Wendy's** program from the list of programs. Follow the instructions:

1. Select **Wendy's** program

2. Click **Trips**

3. Click here to order columns in the search results table

Select and Order Fields in Column Manager

4. In the **Primary Columns** tab, select and drag these columns up/down to organize them in the following order:

- Trip ID
- Trip Status
- DC PO Number
- Origin
- Destination
- Managing Carrier
- Carrier

3b. Click **Save**.

5. (Optional) Switch to the **Secondary Columns** tab.

- Select and drag the field up/down to order secondary columns
- Click **Save**.

Trip List with Modified Primary and Secondary Columns

The trip results table is reloaded with the primary and secondary columns as configured in the Column Manager. The System remembers your selection and displays the Trip page with these columns every time you log in.

Primary Columns

Secondary Columns

Search and Edit a Trip

Note: Most of the trips are pre-populated from an external system. These trips are saved in SensiWatch Platform as drafts and show **Trip Status = Draft**.

To initiate a trip, first select **Wendy's** program from the list of programs. Then, search for a trip by the trip's **DC PO number**. After you find the trip, select to view the Trip Details page from where you can edit the trip and add the correct **Monitor ID** number. Then proceed to the [Supplier Start and Placement Instructions](#) to start and place your monitor.

Search for a Trip by the DC PO Number

1. Select **Wendy's** program

2. Enter the DC PO Number value

Optional) Set the Trip Status=Draft

Optional) Click **Filters** to select trips with specific DC PO Numbers

3. Click the **Trip ID** to view the trip details

4. Select **Actions > Edit Trip**

The trip that you find with the search must have the **Trip Status** field set to **Draft**.

If you cannot find the trip follow the instructions to [create a new trip](#).

Create a New Trip (Only if Trip not Found)

Note: Before you create a new trip, search for a trip by its **DC PO Number**. Create a new trip **only if the trip is not found**.

1. Select **Wendy's** program

2. Click **Create Trip**

Create Trip *Draft*

Trip Template: **Wendys**

My Time Zone | Location Time Zone

Origin (Required) *

Define Origin * **Select Origin**

Planned Departure Time
MM/DD/YYYY HH:MM (EST) **Select Planned Departure Time**

Trip Note

Managing Carrier * **Select Managing Carrier** | Carrier **Select Carrier**

Trailer ID **Type the Trailer ID**

Stops (Minimum one Destination or Pickup stop required)

1 ☐ **Define First Stop***

Add Stop +

Location Name * **Select Location**

Type of Stop **Stop Type = Final Destination**

DC PO Number **Type the DC PO Number**

Available Products * **Select Product**

Monitors (Minimum one monitor required)

☐ **Define Monitors ***

Add Monitor +

Monitor ID * **Type the Monitor ID**

Monitor Name

Cancel | Save as Draft | **Create Trip**

* Fields with a **red** asterisk are mandatory.



Monitor ID
10-digit alphanumeric number

Click Create Trip

Note: while you type the Monitor ID number, the system verifies and displays the correct Monitor ID number next to the field. After the trip is created, follow the [Supplier Start and Placement Instructions](#).

Supplier Start and Placement Instructions

Note: It is important that you enter trips details **PRIOR** to the monitor being started and placed on the load. After you have a trip in the SensiWatch Platform with the correct Monitor ID, follow the instructions to start and place the monitor.

1. Fill Out The TempTale® GEO LTE's Label

Write the PO Number on the TempTale LTE label with a permanent marker.

2. Start The TempTale GEO LTE Monitor

Press and **hold** the **green** Start (1) button until the Status LED (2) blinks rapidly for 30 to 60 seconds.



Status Check

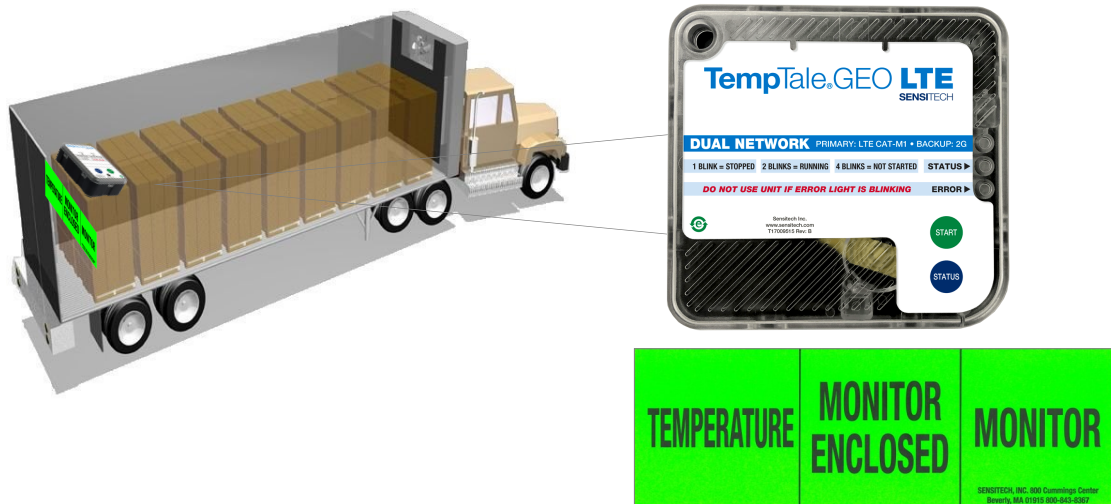
Press the **blue** Status (4) button to view the status of the TempTale GEO LTE.

Note: You may press the Status button at anytime to view the status.

| LED EXPLANATION | | |
|-----------------|--------------------------------|--|
| BLINK PATTERN | STATUS LED (2) GREEN | ERROR LED (3) RED |
| 4 Blinks | Not Started | DO NOT USE THE TEMPTALE GEO LTE |
| 2 Blinks | Started | |
| 1 Blink | Stopped | |

3. Place The TempTale GEO LTE Monitor

Remove the protective paper from the adhesive strip on the back of the monitor and place it on the TOP of the last pallet loaded on the passenger side of the trailer. Place a green “**Monitor Enclosed**” label on the FRONT of the same pallet, facing the trailer door.



Alarm Notification and Acknowledgement

Alarm Notification Email

All alarms must be acknowledged and corrective actions logged.

Supplier: If the supplier arranged the freight, the supplier is responsible for acknowledging the alarm in SensiWatch Tracks.

Distribution Center (DC): If the DC arranged the freight, the DC is responsible for acknowledging the alarm in SensiWatch Tracks.

Third Party Managing Carrier: If a Third Party Managing Carrier arranged the freight, they will be copied on the alarm notification and will be responsible for acknowledging the alarm in SensiWatch Tracks.

To acknowledge an alarm click the **Open Details** link within the alarm notification email.

This will launch the Trip Detail page for the trip. View and Acknowledge alarms in the Trip Details page (next).

SensiWatch Platform Notification

Trip 478518 From DTF Foods raised event Alarmed Product

[Open Details](#)

| | | | |
|------------------|---|------------------------|--|
| Trip ID | 478518 | Stop 1 | On Tai Fung Santa Clara |
| Origin name | DTF Foods | Type | Destination |
| Origin address | 15323 Proctor Ave, City of Industry, CA 91745, US | Address | 2855 Stevens Creek Blvd, Santa Clara, CA 95050, US |
| Carrier | | PO Number | VAL-110023 |
| Managing Carrier | | Order Number | Vegetarian Bun |
| Parent Supplier | | Planned Arrival Time | |
| Driver Name | | Actual Arrival Time | |
| Driver Cell | | Planned Departure Time | |
| Trailer ID | | Actual Departure Time | |
| Trip Note | Vegetarian Bun (prod 11003) | Products | Frozen Protein |
| Address | I-5 S, Last Hills, CA 95240, United States | | |
| Current Lat/Long | 35.681685, -119.78262 | | |
| Most Recent Time | 11/21/2023 08:54:59 AM (UTC) | | |
| Temperature | 12.6 °F | | |
| Light | 0 % | | |
| Humidity | 81.4 % | | |
| CO2 | | | |

| | |
|------------|------------|
| Containers | |
| Monitors | MH4PC001X1 |

Click Open Details

Statistics

Monitor ID MH4PC001X1

| Product | Sensor | Mean | Standard Deviation | Min | Max | BKCT | | |
|----------------|-------------|----------|--------------------|------------|-------------|------------|----------------------|----------------------|
| Frozen Protein | Temperature | 10.67 °F | 2.28 °F | 7.1 °F | 14.6 °F | 10.66 | | |
| | Limits | Low Spec | High Spec | Time Below | Time Within | Time Above | Degree Minutes Below | Degree Minutes Above |
| | Limit 1 | -10 °F | 10 °F | 0m | 2h 30m | 3h 45m | 0 °F min | 504 °F min |
| Frozen Protein | Light | 0 % | 0 % | 0 % | 0 % | 0 % | n/a | n/a |
| | Limits | Low Spec | High Spec | Time Below | Time Within | Time Above | Degree Minutes Below | Degree Minutes Above |
| | Limit 1 | -- | 1 % | -- | -- | 0m | | |
| Frozen Protein | Humidity | 81.62 % | 1.24 % | 78.1 % | 84.3 % | n/a | | |
| | Limits | Low Spec | High Spec | Time Below | Time Within | Time Above | Degree Minutes Below | Degree Minutes Above |
| | Limit 1 | -- | -- | -- | -- | -- | | |

| Severity | Event Name | Zone Type | Triggered On | Description | Location | Ack Date/Time | Ack By |
|----------|-----------------|-----------|------------------------------|--|--|---------------|--------|
| Warning | Alarmed Product | | 11/21/2023 08:54:51 AM (UTC) | Temperature Continuous High 3h above 10 °F | I-5 S, Last Hills, CA 95240, United States | | |

Latest Graph Monitor

Legend: MH4PC001X1-Temperature (blue), MH4PC001X1-Light (orange), MH4PC001X1-Humidity (green)

Sensitech Inc.
 800 Cummings Center Suite 250x
 Beverly, MA 01915-8197
sensitech.support@carrier.com

Alarm Acknowledgement

Alarm Count

Actual Arrival Time:
11/18/2023
12:07:18 AM

2 Departed from Stop 2
Sigtuna, SE
Actual Departure Time:
11/18/2023
12:07:18 AM

Alarmed
Sweden
11/17/2023
11:52:10 PM

59.86% | KAD99001H4_34
Product: *Product 1*
Light - Continuous - High 1 - 15m **above** 3%

Your Comments here
Add your comment here

Acknowledge

Add a comment and then click **Acknowledge** to acknowledge the alarm

When alarm is acknowledged:

- Alarm is marked as **acknowledged**;
- Alarm message and icons color changes to **blue**
- In the **Toolbar** section, **Active** and **Acknowledged** alarm counts update.

163821 Arrived
Trip Duration 2d 6h 46m Time Zone Displayed (EST) - America/Thunder_Bay

1 Active
1 Acknowledged

Most Recent
11/20/2023
1:08:39 AM

Actual Arrival Time:
11/18/2023
12:07:18 AM

2 Departed from Stop 2
Sigtuna, SE
Actual Departure Time:
11/18/2023
12:07:18 AM

Alarmed
11/17/2023
11:52:10 PM

59.86% | KAD99001H4_34
Product: *Product 1*
Light - Continuous - High 1 - 15m **above** 3%

Acknowledged | **X** | **Edit**
Add your comment here
Acknowledged By: Training Sensitech
11/30/2023
1:40:20 PM

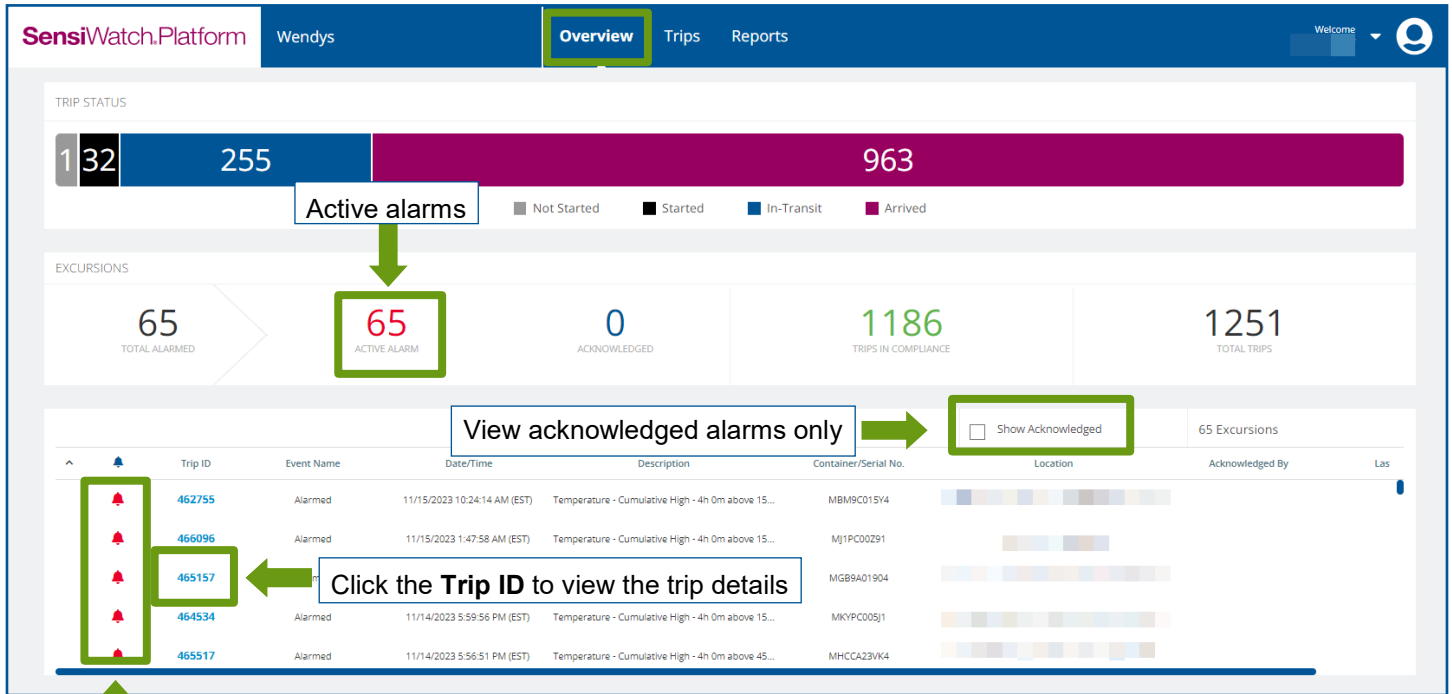
2 Arrived at Stop 2
Sigtuna, SE
Actual Arrival Time:
11/17/2023
11:23:19 PM

1 Departed from Stop 1

Other Functions in SensiWatch Platform

The Overview Page

Click **Overview** to see the trips dashboard



Click the **Trip ID** to view the trip details

Alarms

The Trips Page

Click **Trips** to see the a list of trips

Click Create Trip

Click to flag / unflag a trip

Click the Trip ID to view the trip details

Scroll through pages

Click on an icon to flag or un-flag a trip

Flagging a trip changes an icon to dark blue. This allows to find the trip faster.

Alarm Unacknowledged

Alarm Acknowledged

Click **Trips to see the a list of trips**

Click **Create Trip**

Zoom In and Out or switch the map type

Hover over the trip cluster number to view trip status

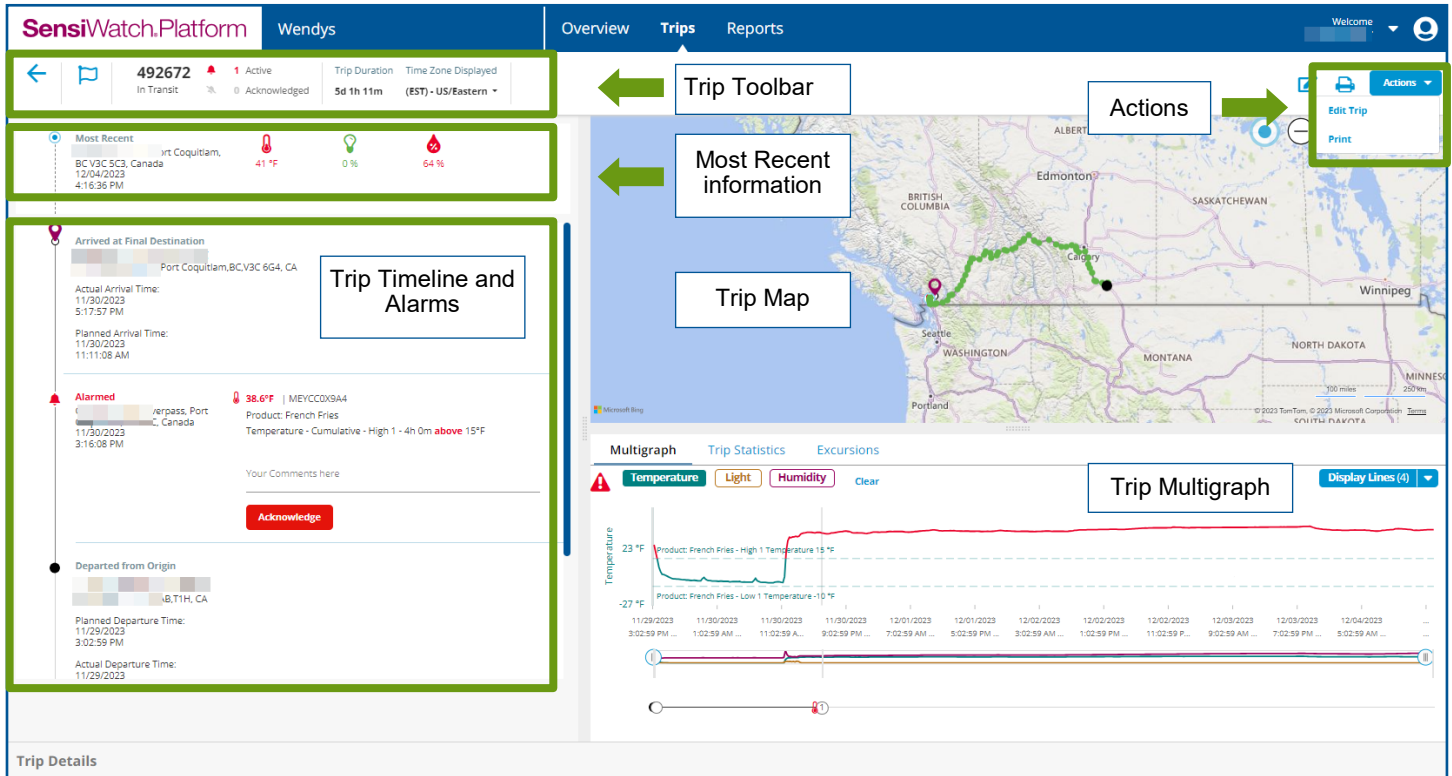
Click on the trip cluster on the map to see more details

3 Trips: 3 In Transit

5500 South Fwy, Fort Worth, TX 76115, United States

| Total Trips 3 | | In-Transit 3 | |
|---------------|--------|--------------|--------------------|
| ▼ | 515185 | In Transit | 72.2 °F 0 % |
| ▼ | 515059 | In Transit | 64.2 °F 0 % 45.3 % |
| ▼ | 514800 | In Transit | -9.4 °F 0 % 40.5 % |

The Trip Details Page



- Trip Actions could vary depending on the user role.
- Each action requires appropriate permissions assigned to your role by the Administrator.

The Trip Details Page —Toolbar, Timeline, and Alarms

Trip Toolbar

Flag

Trip ID

Alarm Count

Trip Duration

Time Zone displayed

576997
In Transit

1 Active
0 Acknowledged

Trip Duration
9h 11m

Time Zone Displayed
(EST) - US/Eastern

Click on an icon to flag or un-flag a Trip
 Flagging a trip changes an icon to dark blue. This allows to find the trip faster.

Public trip that can be accessed by a user without SensiWatch Platform account. Not available.

Alarm Unacknowledged

Alarm Acknowledged

Trip Timeline and Alarms

Sensor information and icons

↓

Most Recent
 location information and icons

Trip timeline with arrival/departure times and **alarms** are displayed for each stop

Most Recent
 72916, United States
 01/18/2024 7:36:48 AM

-4.5 °F
 0 %
 34 %

Arrived Alarmed
 72916, United States
 01/18/2024 2:09:08 AM

Your Comments here

Acknowledge

Unacknowledged alarm.

Arrived at Final Destination

Actual Arrival Time:
01/18/2024 2:09:08 AM

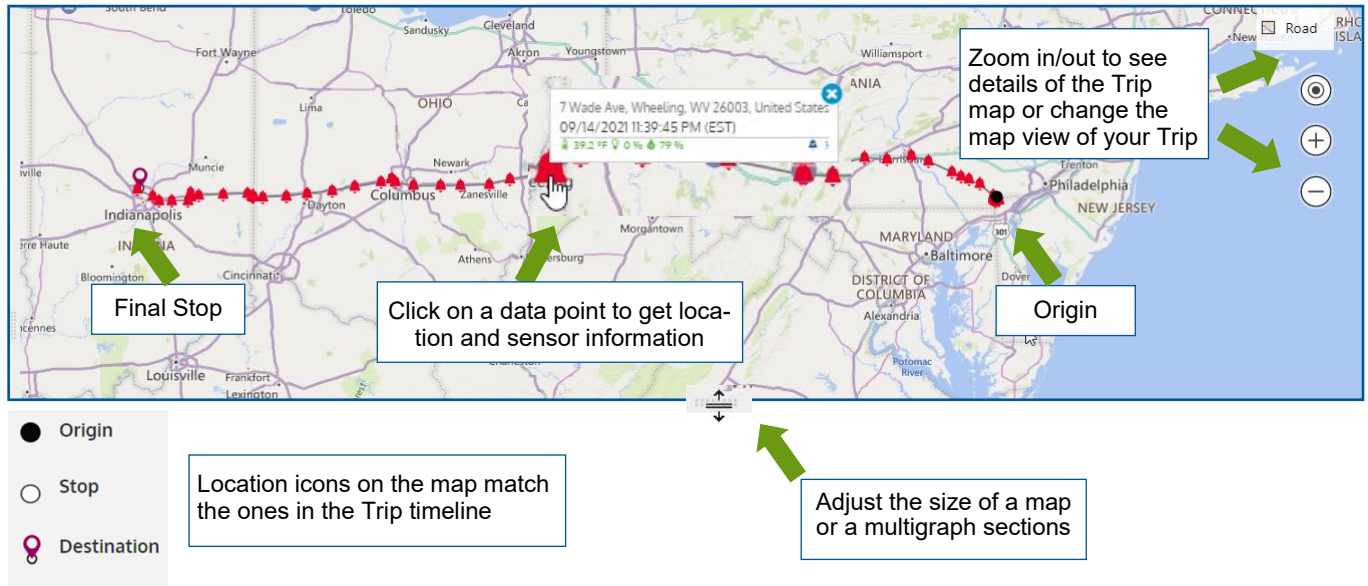
Departed from Origin

Planned Departure Time:
01/18/2024 1:06:49 AM

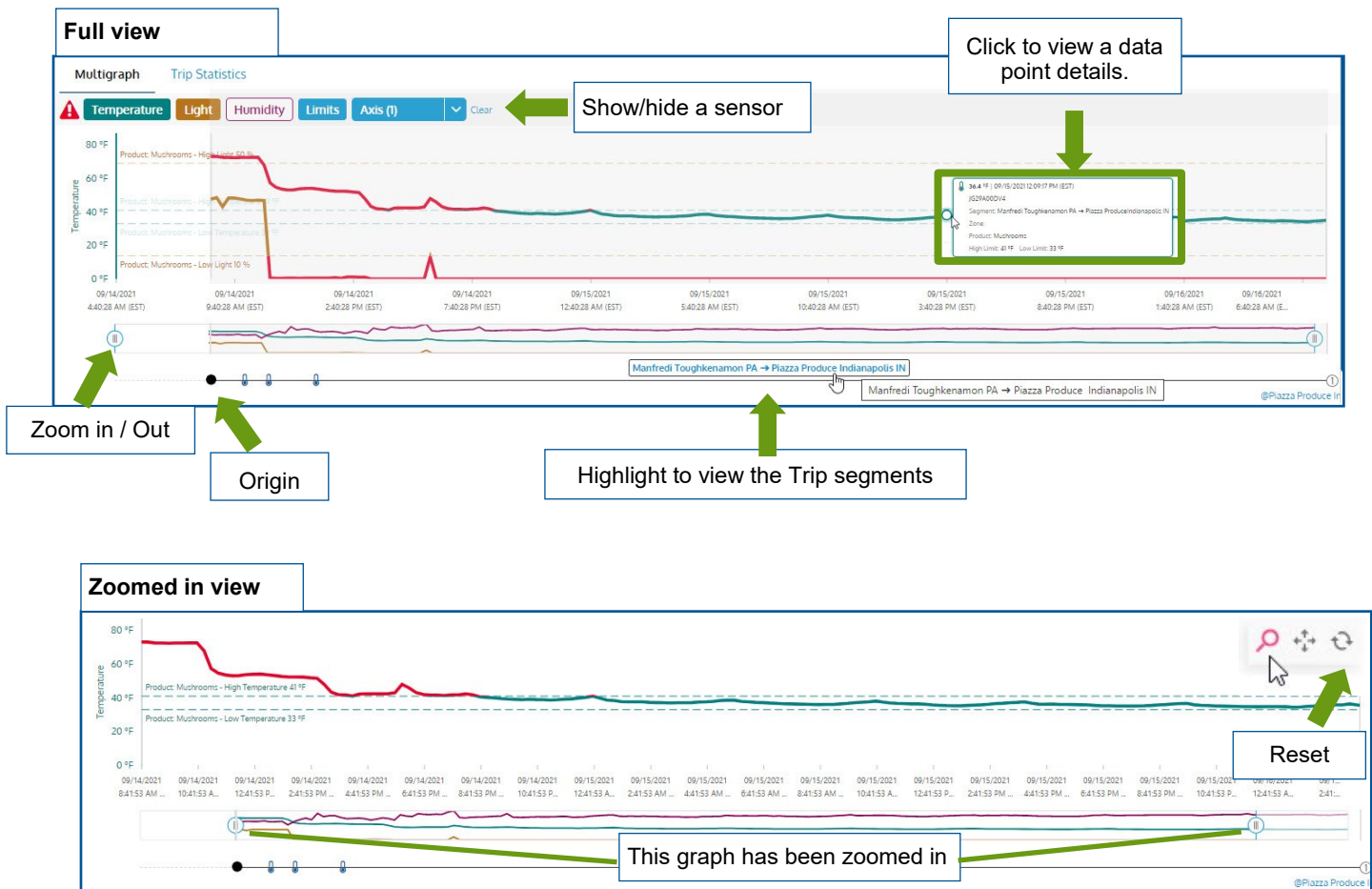
Actual Departure Time:
01/18/2024 1:06:49 AM

The Trip Details Page — Map and Multigraph

Map Section



Trip Multigraph



The Trip Details Page —Trip Statistics and Trip Details Sections

Trip Statistics section

Expand monitor and sensor information

Multigraph
Trip Statistics
Excursions

| Monitor ID | Sensor | Mean | Std Deviation | Min | Max |
|------------|--------|----------------|---------------|-----------------|-----------------|
| MM1PC00E21 | | 26.3 °F 0 % | 21.02 0.03 | -10.7 °F 0 % | 46 °F 0.48 % |

Sensor Information displays here for all products the device monitors

| Product | Sensor | Low 2 | Low 1 | High 1 | High 2 | Below | Within | Above | ° Min Below | ° Min Above | MKT |
|------------------------------|--------|-------|--------|--------|--------|-------|-----------|-----------|-------------|------------------|-----|
| Product: <i>Product Name</i> | | -- | -15 °F | 10 °F | -- | 0m | 3d 0h 30m | 9d 2h 45m | 0 °F min | 372,493.5 °F min | -- |

Trip Details Section

Trip Details

Trip Information

| | | | | | | | |
|-----------------|--------|--------------|------------|-----------------------|--|---------------------|------------------------|
| Trip ID | 554159 | Status | In Transit | Internal Trip ID | | Actual Arrival Time | MM/DD/YYYY HH:MM (EST) |
| Trip Template | Subway | Trip Type | None | Driver Name | | Driver Cell | |
| TMC Load Number | | Carrier | | Managing Carrier | | Parent Supplier | |
| | | Carrier Name | | Managing Carrier Name | | | |

View Trip information such as Trip Status, Carrier, Actual Arrival Time, and more

Trip Details

Origin and Stops

| | | |
|------------------------------|-----------------------------|------------------------------|
| Origin Name and Full Address | Planned Departure Time | Actual Departure Time |
| Origin Name and Address | 01/05/2024 7:06:47 AM (EST) | 01/05/2024 07:06:47 AM (EST) |

View Origin and all Stops

Trip Details

Monitors

| |
|--------------------------------------|
| Associated Monitors |
| MM1PC00E21 TempTale GEO LTE Extended |

Monitor ID and Type

Trip Details

Monitor Readings

| Monitor Time | Received | Monitors | Sensor Type | Reading | Location | Latitude | Longitude |
|-----------------------------|-----------------------------|------------|-------------|---------|----------|----------|-----------|
| 01/05/2024 7:21:39 AM (EST) | 01/05/2024 7:22:15 AM (EST) | MM1PC00E21 | Light | 0% | | | |
| 01/05/2024 7:21:39 AM (EST) | 01/05/2024 7:22:15 AM (EST) | MM1PC00E21 | Temperature | -8.2°F | | | |
| 01/05/2024 7:36:39 AM (EST) | 01/05/2024 7:37:15 AM (EST) | MM1PC00E21 | Light | 0% | | | |
| 01/05/2024 7:36:39 AM (EST) | 01/05/2024 7:37:15 AM (EST) | MM1PC00E21 | Temperature | -8.2°F | | | |
| 01/05/2024 7:51:39 AM (EST) | 01/05/2024 7:52:15 AM (EST) | MM1PC00E21 | Light | 0% | | | |
| 01/05/2024 7:51:39 AM (EST) | 01/05/2024 7:52:15 AM (EST) | MM1PC00E21 | Temperature | -8.2°F | | | |
| 01/05/2024 8:06:39 AM (EST) | 01/05/2024 8:07:15 AM (EST) | MM1PC00E21 | Light | 0% | | | |

Review Monitor readings

Trip Details

Trip History

| Time | Reason | Description | Item Type | Item Name | Username |
|-----------------------------|---------|---|-----------|--------------------------------------|---------------|
| 01/08/2024 8:23:47 AM (EST) | Updated | Destination Updated: 113019 Planned Arrival Time: (BLANK) → 01/08/2024 7:40:39 AM (EST) | Trip | ba222acc-0051-4c86-a791-0158a492b71e | SVIT_Migrator |
| 01/08/2024 7:37:37 AM (EST) | Updated | Destination Updated: 113019 Actual Arrival Time: (BLANK) → 01/08/2024 7:36:47 AM (EST) | Trip | ba222acc-0051-4c86-a791-0158a492b71e | System |
| 01/05/2024 7:40:15 AM (EST) | Updated | Status: NotStarted → InTransit | Trip | ba222acc-0051-4c86-a791-0158a492b71e | System |
| 01/05/2024 7:40:15 AM (EST) | Updated | Actual Departure Time: (BLANK) → 01/05/2024 7:40:47 AM (EST) | Trip | ba222acc-0051-4c86-a791-0158a492b71e | System |
| 01/05/2024 7:40:12 AM (EST) | Created | Trip Created Origin: (BLANK) → 113786 Planned Departure Time: (BLANK) → 01/05/2024 7:06:47 AM (EST) Destination Address: 113019 (BLANK) → Final Destination Order Number: (BLANK) → 31032984 PO Number: (BLANK) → 31032984 Products: (BLANK) → 8136 Container Added: N/A Zone Not Added Monitors: (BLANK) → MM1PC00E21 Products: (BLANK) → 8136 Trip Files: (BLANK) → created from SiviTracks shipment 49928386-744B-EE11-8116-B49891240762 Status: (BLANK) → NotStarted Carrier: (BLANK) → 22778 Managing Carrier: (BLANK) → 22821 Validity changed: (BLANK) → Off Trip Flag: (BLANK) → Off | Trip | ba222acc-0051-4c86-a791-0158a492b71e | SVIT_Migrator |

Review Trip History

SensiWatch Platform Mobile App

SensiWatch Platform Mobile App

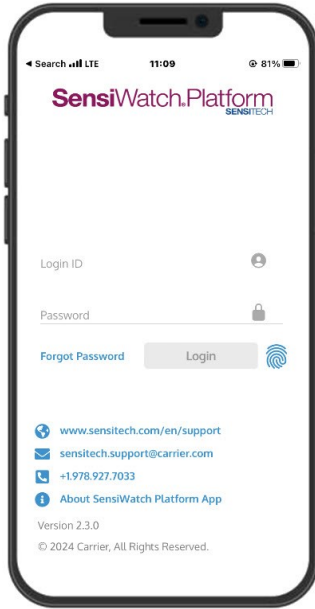


SensiWatch Platform
SENSITECH

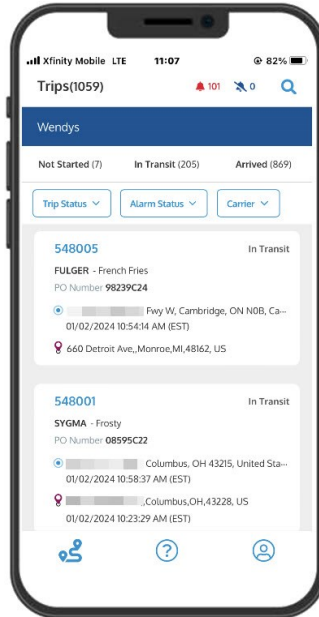
SensiWatch Platform App is the companion mobile application to the core, desktop version of the SensiWatch Platform. Download SensiWatch Platform app from the Apple Store or Google Play.



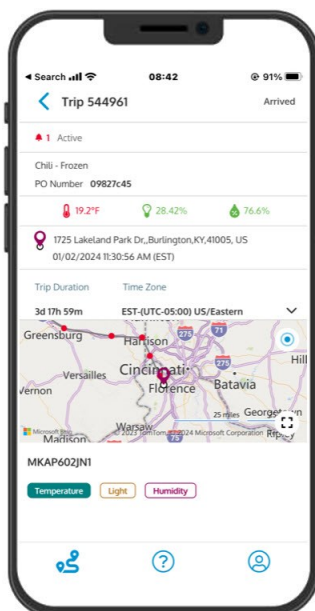
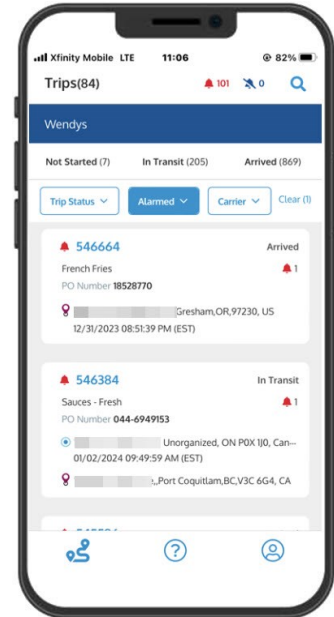
Users can view trip list and a trip details page in the SensiWatch Platform Mobile App.



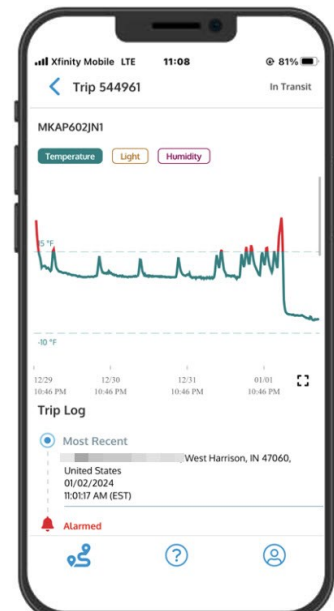
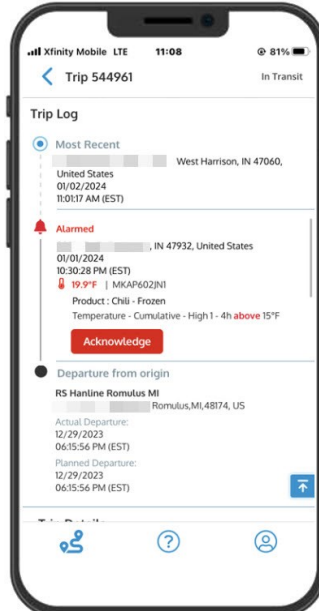
Login page uses the same login credentials as the web application.



The **Trips** page is where users can view a list of trips, filter the list by trip and alarm status, and find a specific trip.



Trip Details is a page from where users can view the map, graph, and other details of the trip such as trip status, origin, stops, and final destination. Users can also acknowledge alarms here.



Procedures

Data Processing and Communication with SensiWatch Platform

Following the Sensitech's procedures, the Supplier starts and places the TempTale GEO device on the trip load.

The TempTale GEO device begins recording information upon its activation and will pass this information to SensiWatch Platform. SensiWatch Platform can display the trip as it progresses with the data received from the device. At any time, user can view Trip Details for the trip in SensiWatch Platform.

SensiWatch Platform will mark the trip as arrived when the device detects both a light spike and the trip's final destination, as configured for this trip. In addition, if the device remains at the trip's final destination for 48 hours, the System will automatically mark the trip as arrived, even if the light spike has not been detected. The TempTale GEO will stop recording data if you manually stop the device.

Alarm Communication and Expected Actions

If alarm triggers, the following communication takes place:

Supplier – Receives notice via e-mail for all alarms in transit and arrived shipments. If Supplier arranged the load - responsible for corrective action or disposition.

DC – Receives notice via e-mail for all alarms in transit and arrived shipments. If DC arranged the load - responsible for corrective action or disposition.

QSCC – Receives notice via e-mail for all alarms in transit and arrived shipments. If QSCC arranged load - responsible for corrective action or disposition.

QA Product Managers – Receives notice via e-mail for all alarms on arrived shipments only. Makes FINAL decision of product acceptance or disposition considering Geo Tracker data and completion of Disposition Flow Chart (PAL form, pictures, etc.)

Alarm Acknowledgement

The alarm notification must be acknowledged by arranger of load or it will not get triggered again and send out a notification. However, it will continue to record location and temperature data throughout the trip.

- The arranger of the freight (Supplier, DC or QSCC) will be responsible for notifying the carrier of any alarm for immediate correction
- When notice of an alarm is received select the link in the notification to go to SensiWatch® Platform to see the trip details.
- Follow the instructions in the Alarm Notifications and Acknowledgement section to acknowledge the alarm. The alarm icon color will not change to blue and the alarm count will also change to reflect the acknowledgement.

Note: All notifications for actions on alarms must be documented in e-mail between the supplier, QSCC, QA Product Managers, and Distribution Center.

Trip Acceptance and Rejection Criteria

Note: All refrigerated and frozen products must be inspected by DC and have the product temperature taken upon receipt.

When a load of product is received at the distribution center and that load has had one or more alarms, the following steps must occur:

Step 1 – Inspect: Review and validate all alarms and perform all required non-destructive product temperature checks while product is on the truck.

Step 2 – Evaluate & Investigate: Review alarm data, graph, packaging/product temperature abuse signs and non-destructive temperatures to determine if there are any concerns:

- No concerns are present – **accept Load.**
- Concerns are present - **advance to step 3.**

Step 3 – Confirm: Take destructive temperatures of the product at 6 different locations of the trailer to include front, middle and back locations.

Take photos of the thermometer in product while taking the temperatures.

- If the internal (destructive) temperatures are with-in the acceptable temperature range and/or the product or packaging shows no signs of temperature abuse – **accept the load.**
- If the internal (destructive) temperatures are outside the acceptable temperature range and/or the product or packaging shows any signs of temperature abuse - **advance to step 4.**

Step 4 – Notify: Send all information (listed below) to the product's corresponding QA Product Managers & QSCC representative for disposition instructions.

- 1) Potentially Abused Load Information Sheet.
- 2) Pictures of internal product temperatures (showing both probe and product together in the same picture).
- 3) Pictures of signs of temperature abuse on product and/or packaging.

Step 5 – Rejection / Acceptance approval: At this step, the decision to reject or accept the load will be made by QA Product Managers.

Contact Us

Sensitech Contact Information

| Request Category | Who to Contact? |
|--|--|
| <ul style="list-style-type: none"> Order Placement for Monitors, Readers, Labels, Brackets, Return Systems | Sensitech Client Services Sensitech.clientservices@carrier.com +1 800-843-8367 +1 978-720-2650 |
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