



# **Cold Chain Monitoring Program**

## SensiWatch Platform | TempTale GEO APX User Guide





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#### **Monitor Ordering Instructions**



To order monitors, please contact a **Sensitech Client Services** representative. Email: sensitech.clientservices@carrier.com. Phone: +1 800-843-8367

Choose one of the monitors below and order the part number that reflects the approximate length of your shipment(s).

#### Supplier Part Number: APX01-01-003 7 Days (Fresh)

Order this part number for all fresh and refrigerated products.

Description	Low	High	Low Alarm <sup>Cumulative</sup>	High Alarm <sup>Cumulative</sup>	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
<b>Refrigerated</b> 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
<b>Refrigerated</b> fresh and Dry Sauces	32	55	240 min	240 min	7 days	Upon Monitor Start
<b>Refrigerated</b> Sauces Temper- ature 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: APXE01-02-003 14 day (Frozen)

Order this part number for all frozen products.

Description	Low	High	Low Alarm Cumulative	High Alarm <sup>Cumulative</sup>	Graph Length	Monitor Start Delay
<b>Frozen</b> fries, poultry, sauce, bakery, produce, chili, sau- sage, fish, eggs, eggs bakery mix, frozen cheese, frozen ba- con	-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.

SensiWatch.	Platforn
Create Passwo	ord
Please enter and confirm a new swp_user@yahoo.cc	w password for
New Password:	
<b>≙</b>	0
Confirm Password:	
≙	0
Password Requiremen	nts
Length must be 8 to 32 characters	
Must contain at least 1 uppercase character	
<ul> <li>Must contain at least 1 lowercase character</li> </ul>	
<ul> <li>Must contain at least I lowercase character</li> <li>Must contain at least I numeric character</li> <li>Must contain at least I non-alphanumeric character</li> </ul>	

### 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.

Se	ensiWatch.Pla	SENSITECH
	Create Password	
	Please enter and confirm a new pass swp_user@yahoo.com	word for
	Password created successfully	
New Pa	assword:	
		Ø Ø
Confirm	n Password:	
<b>≙</b> ••		0 00
	Password Requirements	
0	Length must be 8 to 32 characters	
0	Must contain at least 1 uppercase character	
0		
0	Must contain at least 1 numeric character Must contain at least 1 non-alphanumeric character	

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

Sensi	iWatch.Plat	form Wendys		Overview Trip	s Reports				Welcome	Click this icon to
( <b>Trips</b> (	Search	٩	Trip Status 👻	Alarm Status 👻	Filters Clear 🔅					menu
A 0	🍽 Trip ID	Trip Status 🕴	DC PO Number	Origin	Destination	Managing Carrier	Carrier			
^ <b>*</b>	505221	Started	862474			Supplier_				
^ <b>A</b>	494611	Started	862015			Supplier_		A1 O1	$\mathbf{\nabla}$	
^ <b>A</b>	490480	Started	861819			Supplier_				
^ <b>A</b>	481353	Started	861563			Supplier_			Welcome Your Name	
								My Profile		
								Help		
								Release No	otes	
					Click	Logout		Logout		





## **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 your to find trips. Make sure you select **Wendy's** program from the list of programs. Follow the instructions:

	1. Select We	<b>ndy's</b> program	2. Click <b>T</b>	rips					
		L							
<b>Sensi</b> Wato	h.Platform Wen	ıdys	Overview Trips	Reports					Welcome - Q
Grips 0 Sea	rch Q	Trip Status 👻	Alarm Status 👻	Filters Clear 🔅	3. 0	Click here search re	to order o	olumns in e	Create Trip
🜲 🥝 🍽 Trip	ID Trip Status	↓ DC PO Number	Origin	Destination Ma	anaging Carrie				🕀 🕂 🖸 Road
^ <b>4</b> 505	221 Started	862474			Supplier_				States and
^ <b>4</b> 94	511 Started	862015			Supplier_		Arctic Ocean	NR	1
^ <b>4</b> 490	180 Started	861819			Supplier_			12.02	
^ <b>4</b> 481	353 Started	861563			Supplier_			Paul 17 (8)	

Select and Order Fields in Column Manager

	Column Manag	ger Reorder the rows to arrange the table columns as shown.	×	
4. In the <b>Primary Columns</b> tab, select and drag these columns	Primary Columns	Secondary Columns		5. (Optional) Switch to the Sec-
up/down to organize them in the following order:	Columns	~ _		<ul> <li>Select and drag the field up/</li> </ul>
Trip ID	Trip Status	-		down to order secondary columns
Trip Status     DC PO Number	DC PO Num	ıber 🗸 🗸		Click Save.
Origin	Origin			
Destination	Destination			
Managing Carrier	Managing C	Tarrier 🗸		
3b. Click <b>Save</b> .	Carrier	<ul> <li></li> </ul>		
		Cancel	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.

	S	<b>ensi</b> Watcl	n.Platform	Wendys		Overview Trips	Reports		
	1	<b>Trips</b> 279	iearch	٩	In Transit 👻	Alarm Status 👻	Filters Clear	0	
rimary Columns 📕		🐥 🞯 🍽 Trip	ID 🖡 Trip	o Status	DC PO Number	Origin	Destination	Managing Carrier	Carrier
	^	5157	1 <b>27</b> In	Transit	86122	Birchwood Norcross GA	100	Managing Carrier 1	Carrier 1
	۲	5157	124 In	Transit	31759	Birchwood Norcross GA		Managing Carrier 1	Carrier 1
econdary		Type of Stop			Stops	DC PO	Number		Order Number
olumns		Final Destination			Sygma Orlando FL	31759			31759
	^	5156	i88 In	Transit	1309812	Cavendish Kelcold Moncton NB		Managing Carrier 2	Carrier 2
	^	5156	i87 In	Transit	31092C27	Pioneer Lineage Dallas TX			Carrier 3





## 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 <u>Supplier Start and Placement Instructions</u> to start and place your monitor.

#### Search for a Trip by the DC PO Number





If you cannot find the trip follow the instructions to create a new trip.





### Edit the Trip

Edit Trip	In-Transit					×
				My Time Zone	Location Tin	ne Zone
Origin (Required)	×					
ifine Origin *						- 0
langer Name						
1/29/2023 03:02:59 F	PM (EST)	曲				
rip Note 1162343 - created fro	m SwTracks shipmer	nt BB2656D9-F28E-EE11	-8116-B49691	245782		
anaging Carrier * Wanaging Carrier Name		× 🕶 🛛 🔾	Carrier Carrier Name			× ▼   Q
Trailer ID R632						
Stops (Minimum one	Destination or Pickup stop uitlam BC × Add Stop	required) Location Name * Type of Stop * Final Destination DC PO Number * 044-6909608 Products * Product 1	] ←	Trip <b>DC PO Num</b> matching your se	× • Q ber arch	Second Se
					10-	<b>Monitor IE</b> digit alphanu number
Monitors (Minimum	one monitor required)	Monitor ID *				
Monitor : M	Add Monitor	MEYCC0X9A4		5. Type the <b>Moni</b>	tor ID	0
		Monitor Name				
						Cancel Save

**Note**: while you type the Monitor ID number, the system verifies and displays the correct Monitor ID number next to the field. Now that the trip has the correct Monitor ID, save the trip and then follow the <u>Supplier Start</u> and <u>Placement Instructions</u>.





## 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.

SensiWatch,Platfo	Orm Wendys		Overview Trip	os Reports			Welcome 🔻
Search		Trip Status 👻 🗛	llarm Status 👻	Filters Clear		2.	Click Create Trip
🌲 😵 🏲 Trip ID	Trip Status	DC PO Number	Origin	Destination	Managing Carrier	Carrier	
▲ 50 1. S	Select Wendy'	<b>s</b> program			Supplier_		The second second
▲ 4 <u>9</u>					Supplier_		Arctic Ocean
490480	Started	861819			Supplier_		ALL LAND
• • • • • • • • • • • • • • • • • • •	Started	801303			and hues -		
Create Trip	Draft					×	* Fields with a <b>red</b>
in Template							asterisk are mandatory.
/endys	<b>▼</b>   Q			My Time Zone	ocation Time Zone		actorient alle mandatory.
Origin (Required) *							
efine Origin *	Select	Origin				- Q	
anned Departure Time							_
M/DD/YYYY HH:MM (EST)		<b>#</b>	•	Select Plann	ned Departi	ure Time	
in Note							
IP NOTE						/_	
	Select Ma	naging Carrie	r	Select Carri	or		
lanaging carrier			Carrier		•••		
	Tupe the						
railer ID	Type the						
							APX
Stops (Minimum one Des	tination or Pickup stop re	quired)					
1 O Define First Stop*			<b></b>	Select Loca	tion		
	Add Stop 🕂	Location Name *					•
		Turne of Steep		Stop Type =	= Final Des	tination	SENSITECH
							A Carrier Company
		DC PO Number		Type the DC	C PO Numb	er	
			•				sensitech.com sensitech.support@carrier.com
				Soloct Brod	luct		+1 978-927-7033 T17009931 Rev. A
		Available Products		Select Pitu	uci		
Monitors (Minimum one	monitor required)						
Define Monitors	*					Monit	
A.	dd Monitor 🕕	Monitor ID *	Type the	Monitor ID	10	digit alpl	hanumeric
	U	Monitor Name				num	ber
				Cancel Sa	ve as Draft 🛛 🖸 C	reate Trip	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 <u>Supplier Start and Placement Instructions</u>.





## **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<sup>®</sup> GEO APX's Label

Write the PO Number on the TempTale<sup>®</sup> GEO APX label with a permanent marker.

## 2. Start The TempTale<sup>®</sup> GEO APX Monitor

To start the monitor, press and hold the Power button for 3+ seconds. To confirm the status of the unit press the Power button for less than 5 seconds and check the blinking pattern on the unit:



BLINK PATTERN	Device STATUS	USER ACTION
2 <b>Green</b> blinks	Running	Put the device on shipment
No blinks	Device malfunction	DO NOT USE
Any <b>Red</b> , 3 sec.	ERROR	DO NOT USE

## 3. Place The TempTale<sup>®</sup> GEO APX 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).

Tr	- <u>478518</u>	From DTF Fu	fatch Platf	orm Notif armed Product	ication		and the second sec	and the second s			
T	rip ID		T.	476518							
Origi	in name	5	15323 Pr Industry	TF Poods actor Ave.,City of ;CA,91745, US		St T	/pe	Din Tai Pu De	ng Santa Clara stination		
CI	icł	Or	oen D	etail	s	Ad PO f	tress lumber	2855 Stevens Clara,C VAL	Creek Blvd, Santa A,95050, US -11/20/23		
	amier					Order	Number	Vege	tarlan Bun		
Manag Parer	ing Carri t Supplie	er r				Actual Arrival Time					
Driv	er Name					Planned Departure Time Actual Departure Time					
Tr	aller ID					Pro	ducts	Frazi	en Protein		
Tri	p Note Idress		Vegetarian	Bun (prod 11/03) CA 93249, United	States						
Currer Most R	ecent Tir	ne	35.681	85, -119.70262 06:54:59 AM (UT)	2)						
Tem	perature Light			12.6 °F							
H	midity			81.4 %							
Cor	ntainers onitors		MH	4PC001X1							
				м	Statistics	001X1					
traduct Sr	aror		Moon	Sta	indard	Min	Max		INT		
Frozen P rotein	🔒 Ter	nperature	10.67	°F	2.28 °F	7.1 °F	max	14.6 °F	10.66		
	L	imits	Low Spec	High Spec	Time	Time	Time	Degree Minutes	Degree Minutes		
		Limit 1	-10 °F	10 °F	Om	2h 30m	3h 45m	0 °F min	504 °F min		
Frozen P	Ŷ	Light	0.9		0%	0%		0%	nía		
100511	L	imits	Low Spec	High Spec	Time Below	Time Within	Time	Degree Minutes Below	Degree Minutes		
		Limit 1	-	1%	-		Ûm				
Frozen P rotein	۰.	lumidity	81.82	%	1.24 %	79.1 %		84.3%	n/a		
	L	imits	Low Spec	High Spec	Time Below	Time Within	Time Above	Degree Minutes Below	Degree Minutes Above		
		Limit 1	-		-		-				
Pauasite	E	ant Nama	7.000	Tune	Trianarad On		a cristic s	Logation	Ack Data Time Ack		
Seventy	EV	ent Name	Zone	iype		Te Te	mperature-	1-5 S, Lost Hills, CA	Ack Date/Time By		
85 Hu 80 Hu	midity - midity -	Light - HighFi	<u>A</u>		Latest Gr	a raph Monito	r 		>- 1 Ught		
		0	$\left( \right)$						~		
60 Hu	midity -	12 °F -				~					
Ŧ	Temper	atura - High P							>		
Imidity	midity -	peratu		~	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~				jht (%		
ý (%)	rudy	ہو مە							Lig		
20.00	midh	9									
20 Hu	maity -	315									
					Tem	perature - Ideal					
0 Hu	midity <sup>J</sup>	0 °F 11/21/20 12:39:51	23 II AM (UTC) 2	/21/2023 00:00 AM (UTC)		11/21/2023 4:00:00 AM (UTC		11/21/2023 1 6:00.00 AM (UTC) 6	+ 0 Light 1/21/2023 (54:51 AM (UTC)		
			MH4	PC00IX1-Tempera	ture 😑 MH4PC00	IIXI-Light 🕚 M	H4PC001XI-Humi	ity			
Se 800 Curr Bew sensite	ensi mings erly, M ch.sup	Center Su Center Su A 01915-6 port@carr	C. ite 258x i197 ier.com					SER	NSITECH		





## Alarm Acknowledgement







# **Other Functions in SensiWatch Platform**





## The Overview Page

ensiWatch,Platfo	Wendys		Overview	Trips	Reports				Welcome 👻
TRIP STATUS									
1 32	255					963			
	Active	e alarms	Not Started	Started	In-Transit	Arrived			
EXCURSIONS		•							
65		65	0			1186		1251	
TOTAL ALARMED	AC	TIVE ALARM	ACKNOWLEDGEI			TRIPS IN COMPLIANCE		TOTAL TRIPS	
		View a	acknowled	lged a	larms on	ly 📥	Show Acknowledged	65 Excursions	
A 🜲 Trip ID	Event Name	Date/Time	De	scription	Co	ontainer/Serial No.	Location	Acknowledged	By Las
462755	Alarmed	11/15/2023 10:24:14 AM (EST)	Temperature - Cumula	itive High - 4h On	n above 15	MBM9C015Y4			•
466096	Alarmed	11/15/2023 1:47:58 AM (EST)	Temperature - Cumula	itive High - 4h On	n above 15	MJ1PC00Z91			
465157	Clic	ck the <b>Trip ID</b>	to view the	e trip c	letails	MGB9A01904			
464534	Alarmed	11/14/2023 5:59:56 PM (EST)	Temperature - Cumula	itive High - 4h On	n above 15	MKYPC005J1			
465517	Alarmed	11/14/2023 5:56:51 PM (EST)	Temperature - Cumula	itive High - 4h On	n above 45	MHCCA23VK4			





## The Trips Page







## 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**



#### **Trip Timeline and Alarms**







## The Trip Details Page — Map and Multigraph

#### **Map Section**



#### **Trip Multigraph**









#### The Trip Details Page — Trip Statistics and Trip Details Sections

#### **Trip Statistics section**

	M	Multigraph Trip Statistics Excursions									Sensor Information displays here for all			
Expand monitor	^	Monitor ID	Sensor	Mean		Std Deviation		Min	Max	products the device monitors				
and sensor infor-		MM1PC00E21	<b>₽</b>	26.3 0	°F %	2	1.02 0.03	-10.7 °F 0 %	46 °F 0.48 %					
		Product	Sensor	Low 2	Low 1	High 1	High 2	Below	Within	Above	° Min Below	° Min Above	МКТ	
		Product: Product Name	8	-	-15 °F	10 °F		0m	3d 0h 30m	9d 2h 45m	0 °F min	372,493.5 °E min		

#### **Trip Details Section**







# SensiWatch Platform Mobile App





#### SensiWatch Platform Mobile App



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



#### SensiWatch\_Platform

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 APX device on the trip load.

The TempTale GEO APX 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 APX 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<sup>®</sup> 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.





## **Sensitech Contact Information**

Re	equest Category	Who to Contact?					
•	Order Placement for Monitors, Read- ers, Labels, Brackets, Return Systems	Sensitech Client Services Sensitech.clientservices@carrier.com +1 800-843-8367 +1 978-720-2650					
• •	Monitor Evals / Post Validation Installation / Training Software Support	Sensitech Support Services Sensitech.support@carrier.com +1 800-843-8367					
•	Reports, Analysis Notifications Program Support	Jeff McCann, Program Manager jmccann@carrier.com +1 508-479-2085 Genevieve Puccinelli, Account Manager genevieve.puccinelli@carrier.com +1 602-487-9371					