



Cold Chain Monitoring Program

**SensiWatch Tracks | TempTale GEO LTE
User Guide**

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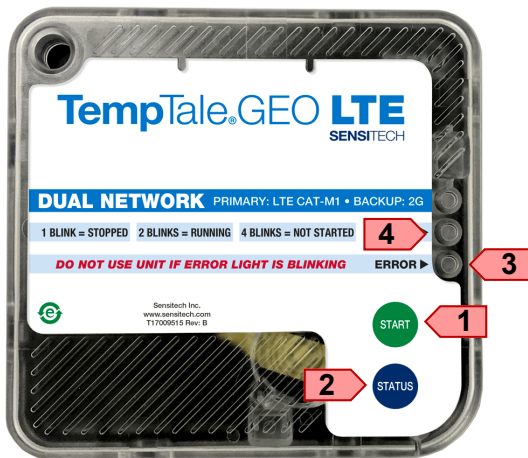
Supplier Start & Placement Instructions

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

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

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.



Questions? Contact Jeff McCann
+1 508-479-2085 or jmccann@carrier.com

LTE Ordering Information

To order monitors contact a Sensitech Client Services Representative.

Client Services

sensitech.clientservices@carrier.com

+1 800-843-8367

+1 978-927-7033

Wendy's LTE Custom Catalog Numbers

| Supplier Part Number | Description | Low | High | Low Alarm Cumulative | High Alarm Cumulative | Graph Length | Start Delay |
|---|--------------------------------------|-------|------|----------------------|-----------------------|--------------|----------------|
| TGLA01-01-135* <small>*Order this CCN for all fresh and refrigerated product.</small> | Fresh beef | 20 F | 40 F | 240 Min | 240 Min | 7 Days | Upon Departure |
| | Fresh bacon | 20 F | 42 F | 240 Min | 240 Min | 7 Days | Upon Departure |
| | Refrigerated produce | 30 F | 43 F | 240 Min | 240 Min | 7 Days | Upon Departure |
| | Refrigerated dairy | 32 F | 45 F | N/A | 240 Min | 7 Days | Upon Departure |
| | Refrigerated dressings, sauce | 32 F | 55 F | 240 Min | 240 Min | 7 Days | Upon Departure |
| | Refrigerated coffee | 30 F | 41 F | 240 Min | 240 Min | 7 Days | Upon Departure |
| | Refrigerated frosty | 30 F | 45 F | 240 Min | 240 Min | 7 Days | Upon Departure |
| TGL01-02-135 | Frozen fries, poultry, sauce, | -10 F | 15 F | N/A | 240 Min | 17 Days | Upon Departure |

TempTale GEO

No minimum order quantity, 6 month shelf life.



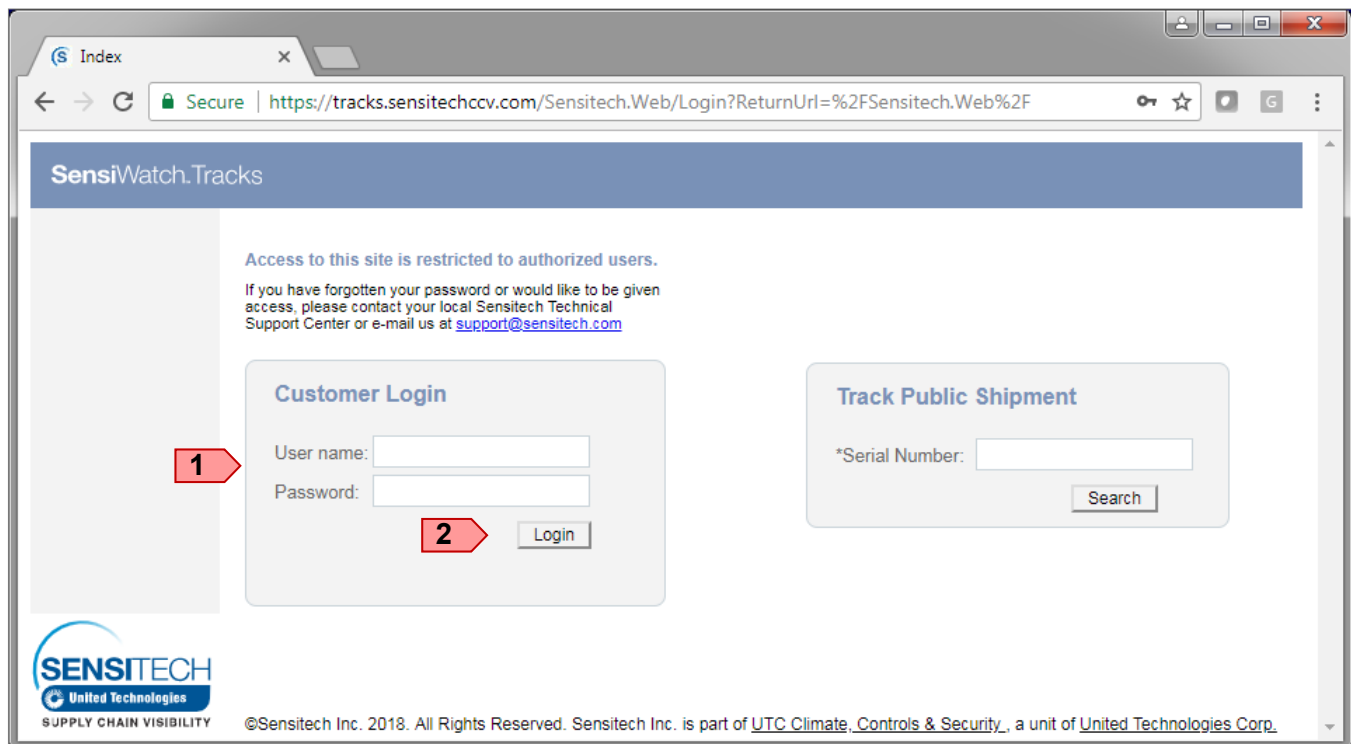
SensiWatch Tracks Software Login and Logout

Login

Click the link to launch SensiWatch Tracks:

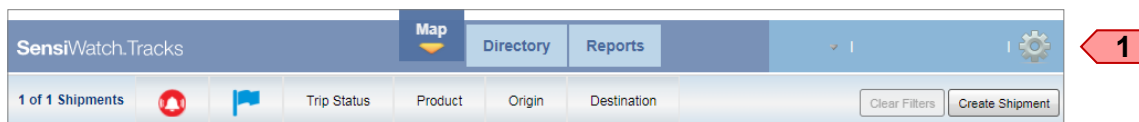
<https://tracks.sensitechccv.com/>

Enter your User Name and Password (1), click Login (2).



Logout

Click the icon (1), click logout.



Questions? Contact Jeff McCann
+1 508-479-2085 or jmccann@carrier.com

Create Shipment

From the Map view, click the **Create Shipment** button (2).



Enter Shipment Attributes

Note: It is important for the shipment details to be entered PRIOR to the monitor being started and placed on the load.

2 *Serial Number: Type, or scan, the serial number (10 alphanumeric characters).

3 *Program: Click the down arrow to view and select a program. The program is the company that requested the monitor.

4 *Product: Click the down arrow to view and select a product.

5 *Origin: Click the down arrow to view and select an origin.

6 *Destination: Click the down arrow to view and select a destination.

7 *DC PO Number: Type the DC's PO number for this shipment.

8 Carrier: Type the Carrier name for this shipment.

9 Planned Departure Time: Optional field.

10 Planned Arrival Time: Optional field.

11 *Freight Arranged By: Click the down arrow to view and select the name of the company responsible for arranging this shipment.

12 Trailer ID: Type the Trailer ID for this shipment.

13 Shipment Notes: Optional field.

14 Save: Click Save.

15 Exit: Click icon to exit



* Indicates a required field.

The screenshot shows the 'Create Shipment' form with the following fields and callouts:

- 1**: 'Create Shipment' button in the top right corner.
- 2**: '*Serial Number' field.
- 3**: '*Program' dropdown menu, currently showing 'Wendys'.
- 4**: '*Product' dropdown menu.
- 5**: '*Origin' dropdown menu.
- 6**: '*Destination' dropdown menu.
- 7**: '*DC PO Number' text input field.
- 8**: 'Carrier' text input field.
- 9**: 'Planned Departure Time' text input field.
- 10**: 'Planned Arrival Time' text input field.
- 11**: '*Freight Arranged By' dropdown menu.
- 12**: 'Trailer ID' text input field.
- 13**: 'Shipment Notes' text area.
- 14**: 'Save' button.
- 15**: 'Exit' icon (a small square with an 'X') in the top right corner of the form.

At the bottom of the form, there are three buttons: 'Save', 'Save + Create New', and 'Clear All'.

Alarm / Arrival Notifications & Return Instructions

TempTale GEO LTE monitors do not need to be stopped or downloaded however, upon receipt, please store the monitors in a bright location as the monitors have light sensors and light is required to "arrive" the monitors.

TempTale GEO LTE monitors do not have visible alarms. Email notifications will be sent to the Supplier and Distribution Center contacts. The DC, supplier, serial number, order number and status is displayed within the Subject line (1).

The shipment detail may be accessed directly from the link at the top of the notification (2) and allows for corrective actions to be logged quickly.

If an arrival notification has not been received and the trip detail is not available from a Search, this indicates the shipment was not created in SensiWatch Tracks prior to starting/placing the monitor.

Alarmed Notification Email

Alarmed

1 [External] DC: Destination B, Supplier: Origin A, FNHTW00AK0, 1234, Alarmed [30min Continuous (41F)]

2 <https://tracks.sensitechccv.com/Sensitech.Web/Shipment/TripDetail/E51E1AB2-A1AF-E911-80DB-B49691245780>

| | |
|-------------------------------------|---|
| Serial Number | FNHTW00AK0 |
| Product | Product A Refrigerated |
| Origin | Origin A |
| Destination | Destination B |
| DC PO Number | 1234 |
| Carrier | Express Freight |
| Freight Arranged By | Supplier |
| Trailer ID | 51 |
| Departure (Eastern Time) | 7/26/2019 8:37:17 AM |
| Planned Arrival Time (Eastern Time) | |
| Actual Arrival (Eastern Time) | |
| Notes | |
| Current Lat / Long | 42.56232, -70.88743 |
| Fix Type | CELL_NETWORK |
| Address | 843 Cummings Center, Beverly, MA 01915, USA |
| Most Recent Time (Eastern Time) | 7/26/2019 2:23:06 PM |

| Most Recent Temp °F | Mean °F | Std Deviation | Min °F | Max °F | Hours <31.0°F | Hours >41.0°F | Length (Hours) |
|---------------------|---------|---------------|--------|--------|---------------|---------------|----------------|
| 73.2 | 74.7 | 0.7 | 73.7 | 76.1 | 0.0 | 5.3 | 5.0 |

Arrived Notification Email

Arrived

[External] DC: Destination B, Supplier: Origin A, FNHTW00AK0, 1234, Arrived

<https://tracks.sensitechccv.com/Sensitech.Web/Shipment/TripDetail/E51E1AB2-A1AF-E911-80DB-B49691245780>

| | |
|-------------------------------------|---|
| Serial Number | FNHTW00AK0 |
| Product | Product A Refrigerated |
| Origin | Origin A |
| Destination | Destination B |
| DC PO Number | 1234 |
| Carrier | Express Freight |
| Freight Arranged By | Supplier |
| Trailer ID | 51 |
| Departure (Eastern Time) | 7/26/2019 8:37:17 AM |
| Planned Arrival Time (Eastern Time) | |
| Actual Arrival (Eastern Time) | 7/26/2019 5:38:00 PM |
| Notes | |
| Current Lat / Long | 42.56228, -70.88741 |
| Fix Type | CELL_NETWORK |
| Address | 843 Cummings Center, Beverly, MA 01915, USA |
| Most Recent Time (Eastern Time) | 7/26/2019 5:52:16 PM |

| Most Recent Temp °F | Mean °F | Std Deviation | Min °F | Max °F | Hours <31.0°F | Hours >41.0°F | Length (Hours) |
|---------------------|---------|---------------|--------|--------|---------------|---------------|----------------|
| 74.1 | 74.4 | 0.7 | 73.2 | 76.1 | 0.0 | 9.0 | 8.8 |

Return The TempTale Monitors

All TempTale GEO LTEs must be returned using the prepaid return boxes from Sensitech. Return to Sensitech when full or at the end of each month.

To order additional return boxes please contact a Sensitech Client Services Representative at: +1-800-843-8367 or send an email to clientservices@sensitech.com.

sensitech.com



A Carrier Company

Alarm Actions - Who Is Responsible?

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.

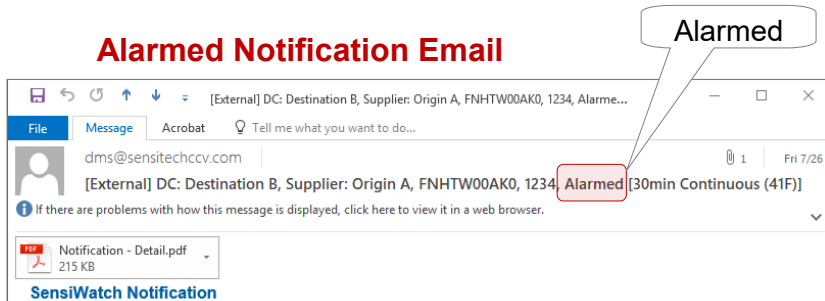
Third Party Managing Carrier: If a Third Party Managing Carrier arranged the freight, they will be copied on the alarm notification and will be responsible for acknowledging the alarm in SensiWatch Tracks.

Acknowledge an Alarm

To acknowledge an alarm click on the link (1) within the alarm notification email. This will launch the trip detail view within SensiWatch Tracks.

Scroll down to the Alarm Definitions and Alarms (2) section to view/access the alarm (s). Click the alarm bell (3) icon to access the note section for that alarm, type the corrective action taken (4), click Save (5). This creates a log of corrective actions.

Alarmed Notification Email



Trip Detail

1

<https://tracks.sensitechccv.com/Sensitech.Web/Shipments/TripDetail/F51E1AB2...>

| | |
|-------------------------------------|---|
| Serial Number | FNHTW00AK0 |
| Product | Product A Refrigerated |
| Origin | Origin A |
| Destination | Destination B |
| DC PO Number | 1234 |
| Carrier | Express Freight |
| Freight Arranged By | Supplier |
| Trailer ID | 51 |
| Departure (Eastern Time) | 7/26/2019 8:37:17 AM |
| Planned Arrival Time (Eastern Time) | |
| Actual Arrival (Eastern Time) | |
| Notes | |
| Current Lat / Long | 42.56232, -70.88743 |
| Fix Type | CELL_NETWORK |
| Address | 843 Cummings Center, Beverly, MA 01915, USA |
| Most Recent Time (Eastern Time) | 7/26/2019 2:23:06 PM |

| Most Recent Temp °F | Mean °F | Std Deviation | Min °F | Max °F | Hours <3 |
|---------------------|---------|---------------|--------|--------|----------|
| 73.2 | 74.7 | 0.7 | 73.7 | 76.1 | 0.0 |

SensiWatch Tracks

Trip Detail

Shipment Attributes

| | |
|-------------------------|-------------------------------|
| Serial Number: | FNHTW00AK0 |
| Product: | Product A Refrigerated |
| Origin: | Origin A |
| Destination: | Destination B |
| DC PO Number: | 1234 |
| Carrier: | Express Freight |
| Freight Arranged By: | Supplier |
| Trailer ID: | 51 |
| Planned Departure Time: | |
| Actual Departure Time: | 08:37 AM 26 Jul 2019 (EST) |
| Planned Arrival Time: | |
| Actual Arrival Time: | 05:38 PM 26 Jul 2019 (EST) |
| Public/Private: | Private |
| Shipment Notes: | |

Sensor Statistics

| Alarm Name | Alarm Type | Alarm Limit | Threshold | Acknowledgement Required |
|------------------------|------------|-------------|------------|--------------------------|
| 30min Continuous (41F) | TIME | 41.00 °F | 30 Minutes | Yes |
| 30min Continuous (31F) | TIME | 31.00 °F | 30 Minutes | Yes |

Alarms

| Alarm Name | Alarm ID | Date/Time | Latitude / Longitude | Location | Acknowledged Alarms | Status |
|------------------------|----------|-------------------------------|--------------------------------------|---|---------------------|--------|
| 30min Continuous (41F) | 1105690 | 09:21 AM 26 Jul 2019 (EST) | 42.5621845257353 / -70.8889334963235 | 843 Cummings Center Beverly MA 01915 USA | 3 | |

4

Reefer set point changed to 31F

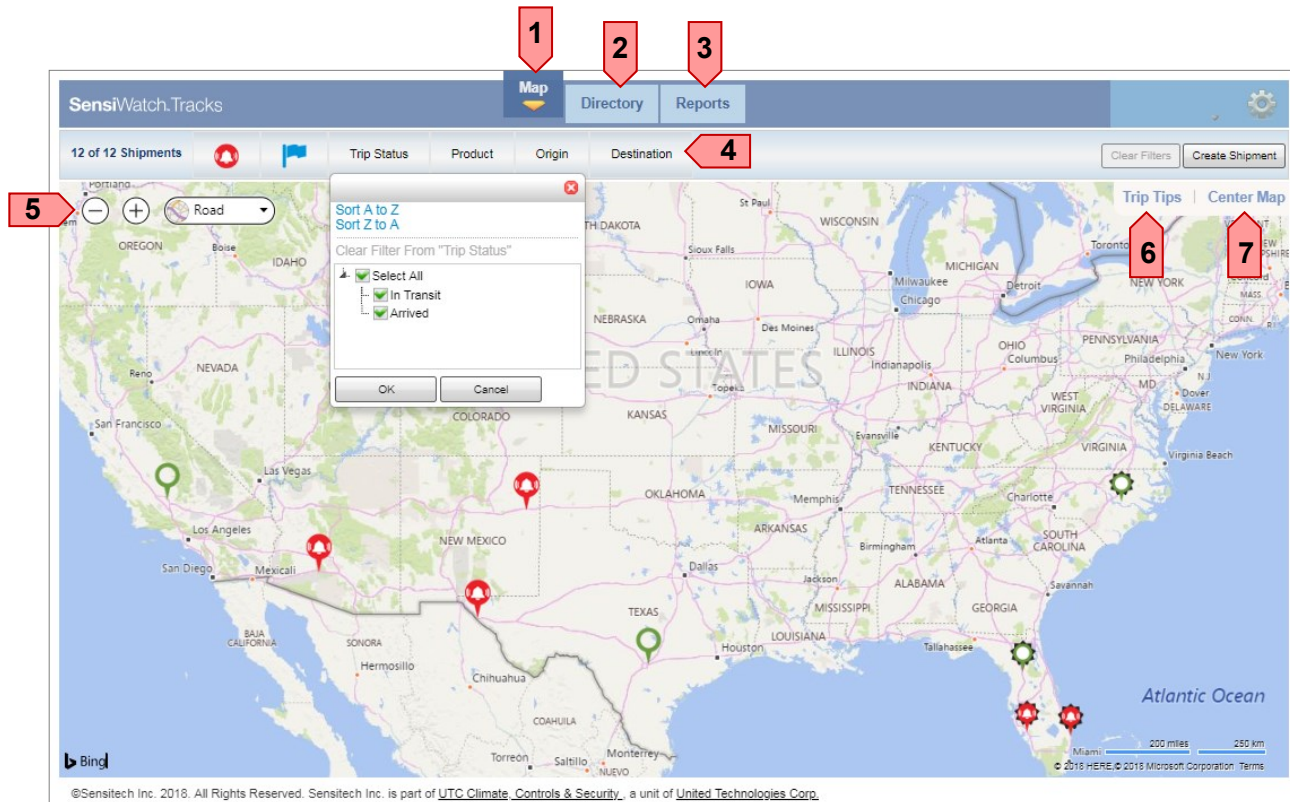
5

Save Cancel

Tab Views - Basic Navigation

The Initial or Map view is visible after login and displays the location of monitors that are in transit or have recently arrived at their destination. The navigation bar provides access to the following views:

- Map Tab **(1)** - Provides a map view of shipments.
- Directory Tab **(2)** - Provides a table or tabular view of shipments.
- Reports Tab **(3)** - Provides access to reports and training videos.



Filtering Data

Execute A Filter

(4). To set a filter click the box next to the data field to select or de-select an item. Selecting an item (green check visible) includes that item in the results. De-selecting an item (no green check visible) omits that item from the results. A filter icon indicates a filter is in place for that category.

View Map Options

Use the map tools **(5)** to move, zoom or change the map view settings.



Trip Tips

Click the text link Trip Tips **(6)** to show the Trip Tip boxes for all shipments on the map.

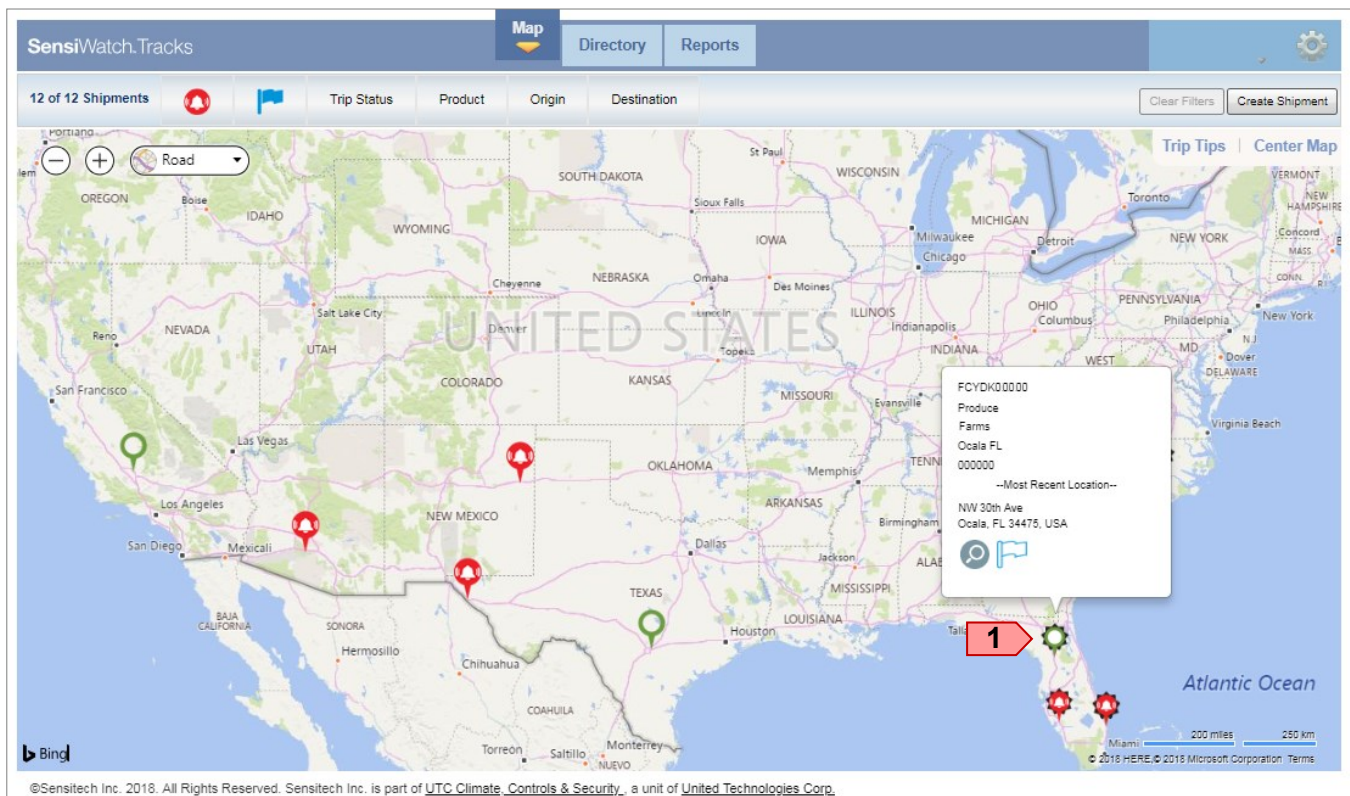
Center Map

Click the text link Center Map **(7)** to rescale the view and center the map so all shipments are visible.

Filters applied while viewing the Map view the same filtered results will apply when viewing the Directory

Map Tab View

A geographical view of active or recently arrived shipments represented by Pins on the map. Click on a Pin to view its Trip Tip box (1) which contains the Serial Number, Optional data fields and the Most Recent Location information. Click the magnifying glass icon or alarm icon, if visible, to access the Trip Detail view. Click the flag icon to set the trip as flagged or un-flagged.



Pin Legend

- | | | | |
|--|---|--|--|
| | Shipment location, no alarm (s) triggered. | | Current shipment location, arrived, alarm (s) triggered, acknowledged, flag set. |
| | Shipment location, arrived, no alarm (s) triggered. | | Current shipment location, alarm (s) triggered, not acknowledged. |
| | Current shipment location, no alarm (s) triggered, flag set. | | Current shipment location, alarm (s) triggered, not acknowledged, flag set. |
| | Current shipment location, arrived, alarm (s), triggered, not acknowledged. | | Current shipment location, alarm (s) triggered, acknowledged. |
| | Current shipment location, arrived, alarms (s) triggered, acknowledged. | | Current shipment location, alarm (s) triggered, acknowledged, flag set. |

Questions? Contact Jeff McCann
+1 508-479-2085 or jmccann@carrier.com

Directory Tab View

The Directory view reflects the Trip Status, Monitor Status, Serial Number, Product, Origin, Destination, Order Number, Carrier, Actual Departure Time, Planned Arrival Time, Actual Arrival Time and Actions for each trip/monitor in a table format.

All but the Actions column may sorted and filters applied by clicking on the column title.

SensiWatch.Tracks

Map

Directory

Reports

1

FCYDK00000

1/1

^

v

x

2 of 2 Shipments

Clear Filters

Create Shipment

| | | Trip Status | Monitor Status | Serial Number | Product | Origin | Destination | Order Number | Carrier | Actual Departure Time | Planned Arrival Time | Actual Arrival Time | Actions |
|--|--|-------------|-------------------------------|---------------|---------|--------|-------------|--------------|---------|-------------------------------|----------------------|-------------------------------|---------|
| | | Arrived | 04:13 PM 21 May 2018 (EDT) | FCYDK01111 | Produce | Farms | Ocala FL | 88888 | Riviera | 10:12 PM 16 May 2018 (PST) | | 01:29 PM 21 May 2018 (EST) | |
| | | Arrived | 08:05 PM 23 May 2018 (EDT) | FCYDK00000 | Produce | Farms | Ocala FL | 000000 | Riviera | 10:47 PM 16 May 2018 (PST) | | 05:33 AM 21 May 2018 (EST) | |

Note: Shipments will remain in the Directory for 3 days after arriving at the DC.

Search Option

To initiate a search press “Ctrl F” to access the search window (1), type in the Serial Number, PO number, or other search criteria, click Enter.



No icon indicates the trip arrived with no alarm (s) or notifications.



The alarm icon indicates an alarm (s) triggered and has not been acknowledged.



The alarm icon with a black star indicates the trip arrived, alarm (s) triggered and has not been acknowledged.



The alarm icon indicates an alarm (s) triggered and has been acknowledged.



The solid flag icon indicates the shipment has been flagged.



The outline flag icon indicates the shipment has not been flagged.



The magnifying glass icon provides access to the Trip Detail.

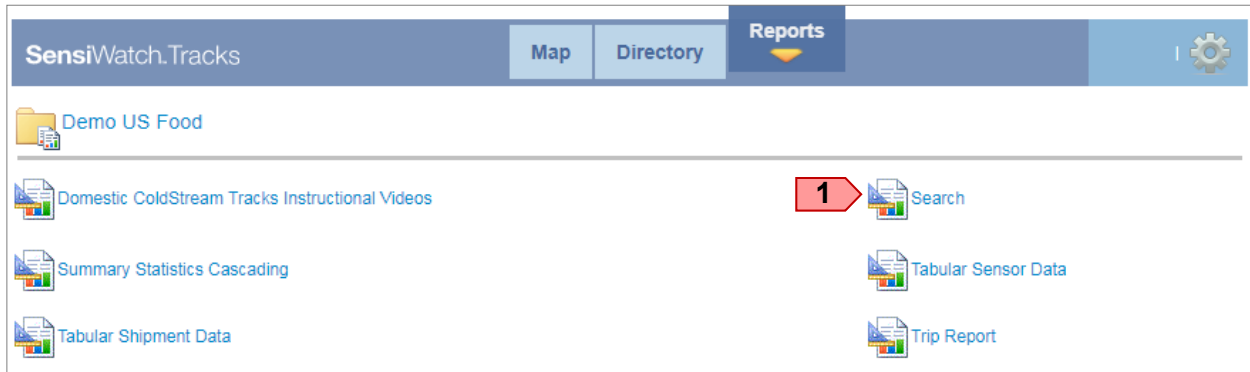


The map view icon provides access to the Map view of the trip.

Reports Tab View - Search

The Report tab view provides access to active and trips/reports that have been removed from the Directory. The default is set to remove trips from the Directory 3 days after arrival at the destination (the number of days may vary depending on your company's settings). Trips removed from the Directory may be obtained by executing a Search.

Note: Your reports view may be different than shown.



Note: Shipments that are no longer accessible from the Directory may be accessed from Reports.

Search Options

To search for a record, click the Search (1) icon to access the Search criteria. Enter the Order, Serial Number, Origin, Destination, Product or Carrier, click View Report (2).

You may enter a portion of the information preceded by, or followed by, an asterisk to execute a wild card search.

Search Criteria

Search Results

| Order or Serial Number (* is wild card) FCYDK00000 | | | | | | | | | | View Report |
|---|--------------|---------------|--------------------------|-------------------------|--------|-------------|---------|---------|-------------|---|
| <div> < < 1 of 1 > > ↺ ↻ Whole Page 📄 🖨 Find Next </div> | | | | | | | | | | |
| Search | | | | | | | | | | |
| Row | Order Number | Serial Number | Departure | Arrival | Origin | Destination | Product | Carrier | Trip Detail | |
| 1 | 000000 | FCYDK00000 | 5/16/2018 10:47:03 PM | 5/21/2018 5:33:12 AM | Farms | Ocala FL | Produce | Riviera | 🔍 | |
| © Sensitech Inc. 2013-2014. v140729 | | | | | | | | | | Report executed 5/24/2018 2:53 PM UTC/GMT |

Click the magnifying glass icon in the Trip Detail column to launch the Trip Detail view.

Search Results - Trip Detail View

SensiWatch.Tracks

Trip Detail

charone@sensitech.com

2 Training Tutorial

Serial Number:

FNHTW00AK0

Product:

Product A Refrigerated

Origin:

Origin A

Destination:

Destination B

DC PO Number:

1234

Carrier:

Express Freight

Freight Arranged By:

Supplier

Trailer ID:

51

Planned Departure Time:

Actual Departure Time:

08:37 AM
26 Jul 2019 (EST)

Planned Arrival Time:

Actual Arrival Time:

05:38 PM
26 Jul 2019 (EST)

Public/Private:

Private

Shipment Notes:

Most Recent Information

Latitude/Longitude:

42.5620914536082 / -70.888379814433

Address:

West Dr
Beverly
MA 01915
USA

Time:

02:52 PM
30 Jul 2019 (EST)

Temperature:

72.60 °F

Light:

6.826 LUX

Statistics

Low Extreme:

73.20 °F

High Extreme:

76.10 °F

Mean +/- Standard Deviation:

74.38 °F +/- 0.71 °F

Duration:

9 Hours

Time Above 41.00 °F:

9 Hours

Time Within Range
31.00 °F to 41.00 °F:

Time Below 31.00 °F:

Origin Location Time Zone (EST)

Destination Location Time Zone (EST)

Sensor Graph

Alarm Definitions and Alarms

Alarm Name

Alarm Type

Alarm Limit

Threshold

Acknowledgement Required

30min Continuous (41F)

TIME

41.00 °F

30 Minutes

Yes

30min Continuous (31F)

TIME

31.00 °F

30 Minutes

Yes

Alarms

Alarm Name

Alarm ID

Date/Time

Latitude / Longitude

Location

Acknowledged Alarms

Status

30min Continuous (41F)

1105690

09:21 AM
26 Jul 2019 (EST)

42.5621845257353 / -70.8889334963235

843 Cummings Center
Beverly
MA 01915
USA

Reefer set point changed to 31F

Save

Cancel

Notifications Definitions and Notifications

Notification Name

Definition

Arrived

Shipment has arrived at set Destination.

Alarmed

Shipment has alarmed based on product specifications.

Notifications

Notification Name

Notification Date/Time

Latitude / Longitude

Location

Acknowledged Notifications

Status

Alarmed

02:32 PM
26 Jul 2019 (EST)

42.5623163198091 / -70.8874255871122

843 Cummings Center
Beverly
MA 01915
USA

Arrived

05:51 PM
26 Jul 2019 (EST)

42.5622766542923 / -70.8874090788863

843 Cummings Center
Beverly
MA 01915
USA

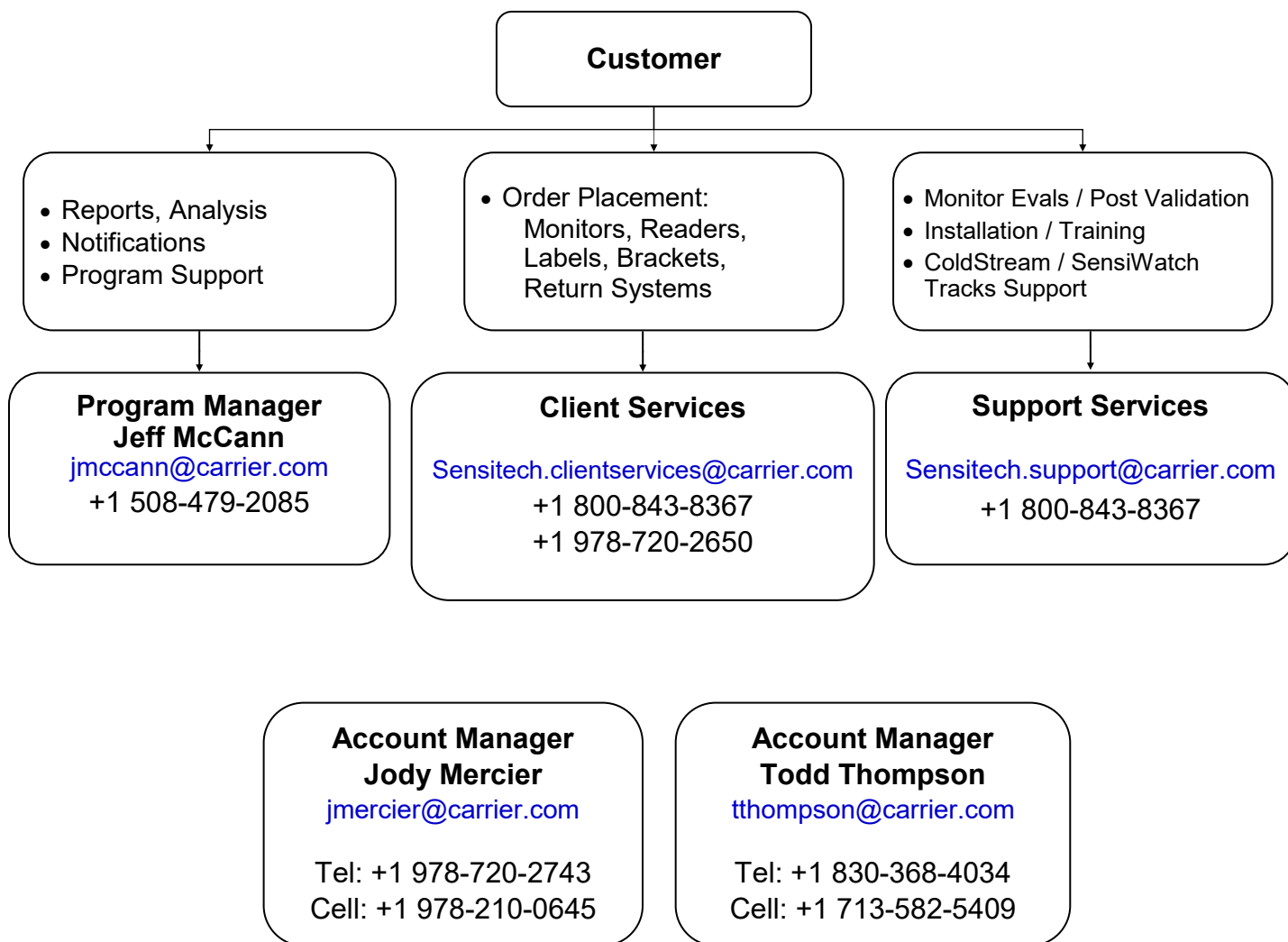
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A Carrier Company

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Sensitech Contact Information



Standard Operating Procedure

GEO TRACKERS

Purpose:

How to handle communications, corrections and dispositions within Wendy's Cold Chain through GEO Tracker Implementation at Wendys

Scope:

Required temperature monitoring and appropriate actions from Approved Wendy's Suppliers to Approved Wendy's Distribution Centers

Prerequisites

Trained Supplier loaders
Trained Freight Arrangers
Trained Distribution Center receiving
Trained QSCC Logistics
Trained Wendy's QA Product Managers
Sensitech GEO Tracker
Internet Connectivity, Computers,
Training provided by *Sensitech

It is imperative when the devices are being prepared for shipment that all information be completed in the SensiWatch[®] Tracks system.

DO NOT leave the carrier information blank.

Responsibilities

Arranger of freight (Supplier, DC or QSCC) is responsible for notifying the carrier of any alarm received (email alert) including implementing the **immediate corrective action required**

Supplier – Receives e-mail notices for information of all alarms.

QSCC – Receives notices and steps in as necessary.

DC – Receives notice via email for all alarms in transit and follows Wendy's disposition protocol upon arrival.

Wendy's QA Product Managers – Receives email (alert) notices on all alarmed arrival loads. Responsible to accept/reject alarmed loads as needed (based on the information provided by the Distribution Center following Wendy's Disposition Flow Chart protocols).

Procedures

Supplier- places GEO Tracker on load (top of pallet). Following Sensitech's procedures.

Alarms gets triggered.

1.0 ALARMS COMMUNICATIONS & EXPECTED ACTIONS. Temperature alarm recipients are as follows:

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.

Wendy's 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 Wendy's Disposition Flow Chart (PAL form, pictures, etc.)

1.1 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.

1.1.1 The arranger of the freight (Supplier, DC or QSCC) will be responsible for notifying the carrier of any alarm for immediate correction

1.1.2 When notice of an alarm is received select the link in the notification to go to SensiWatch® Tracks to see the trip details

1.1.3 Click on the alarm icon and enter a note indicating the follow up action they performed, then click Save.



| Alarm Name | Alarm ID | Date/Time | Latitude / Longitude | Location | Acknowledged Alarms | Status |
|---------------------------|----------|----------------------------------|---------------------------|--|---------------------|---|
| Below 26F 4 hr Cumulative | 122408 | 05:43 AM 17 Aug 2016 (EST) | 37.697515 / -77.451213 | 10432-10436 Wilden Dr Ashland VA 23005 USA | |  |

Notified carrier. - John Doe

Save Cancel

Status

Acknowledged Alarm

1.1.4 The alarm icon will now have a blue check on it to indicate that it has been acknowl-

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

The device will begin recording information in SensiWatch Tracks immediately upon activation and will stop recording when the GEO tracker detects both a light spike and destination ping for 30 minutes. In addition, if a monitor remains at the DC (geographic final destination) for 48 hours and does not register light, it will automatically arrive the shipment.

2.0 SHIPMENT ACCEPTANCE / 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 in transit, the following steps must occur:

Follow the Wendy's Disposition Flow Chart

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 Wendy's QA & 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 Wendy's QA.