



Cold Chain Monitoring Program

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

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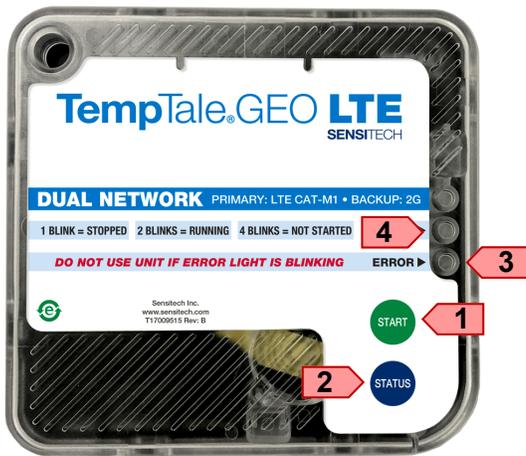
Supplier Start & Placement Instructions

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.



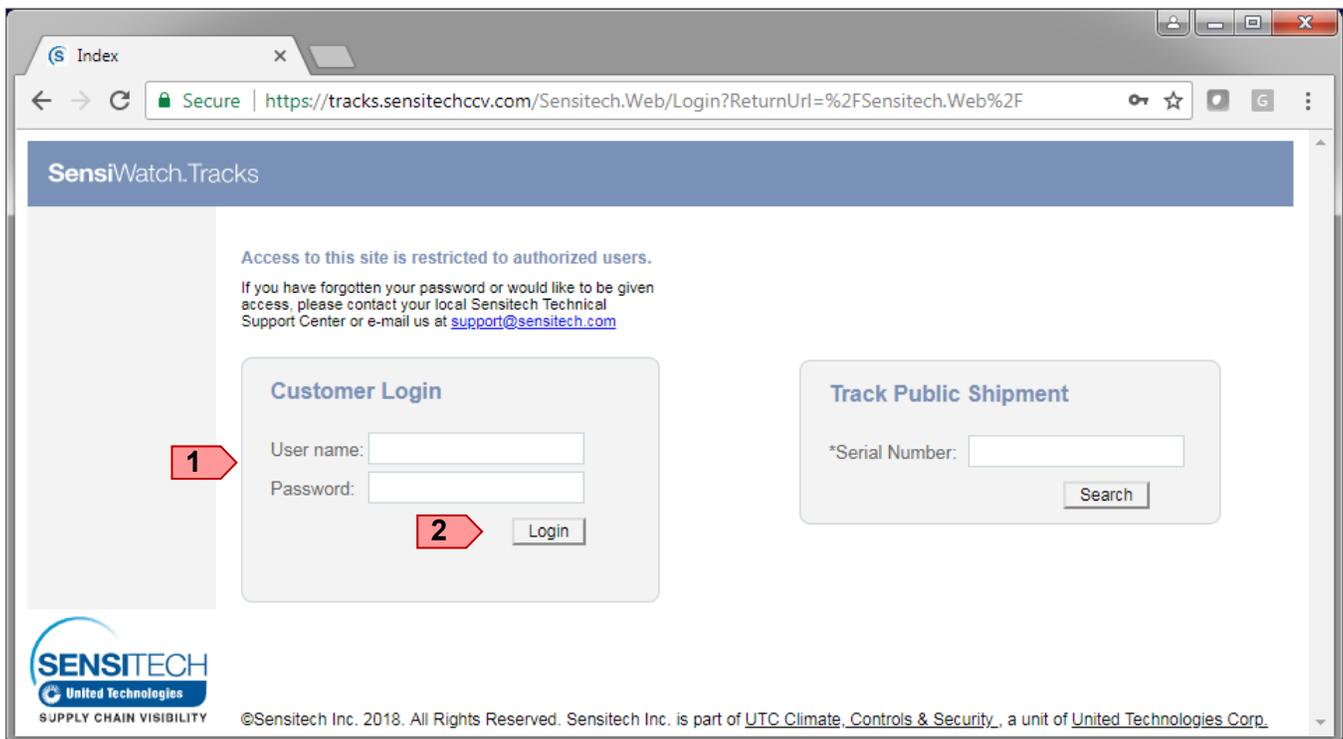
SensiWatch Tracks Software Login and Logout

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:

- 2** points to the *Serial Number input field.
- 3** points to the *Program dropdown menu (selected: Wendys).
- 4** points to the *Product dropdown menu.
- 5** points to the *Origin dropdown menu.
- 6** points to the *Destination dropdown menu.
- 7** points to the *DC PO Number input field.
- 8** points to the Carrier input field.
- 9** points to the Planned Departure Time input field.
- 10** points to the Planned Arrival Time input field.
- 11** points to the *Freight Arranged By dropdown menu.
- 12** points to the Trailer ID input field.
- 13** points to the Shipment Notes text area.
- 14** points to the Save button.
- 15** points to the exit icon in the top right corner.

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

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

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.

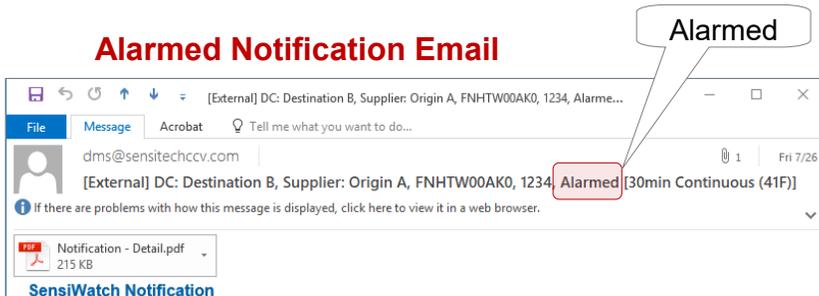
Third Party Managing Carrier: If a Third Party Managing Carrier arranged the freight, they will be copied on the alarm notification and will be responsible for acknowledging the alarm in SensiWatch Tracks.

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

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

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

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	

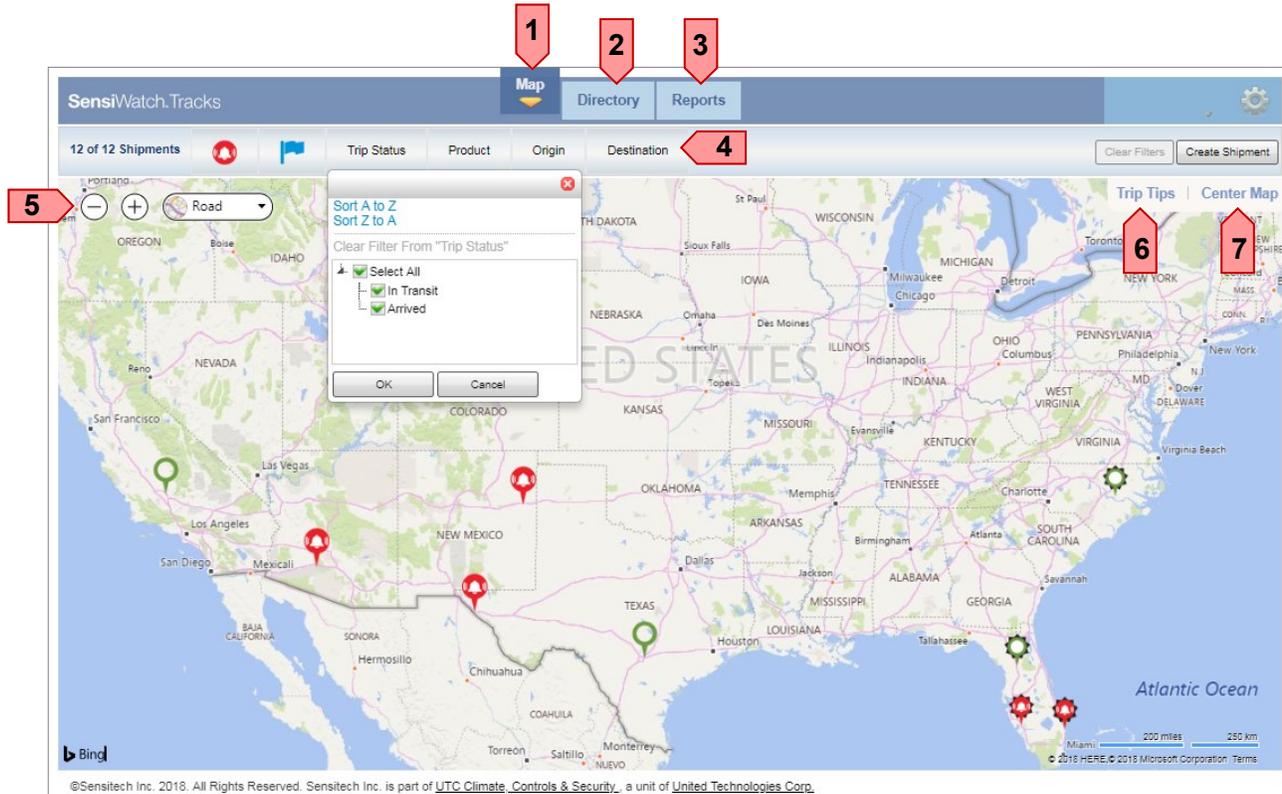
Reeter set point changed to 31F

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.

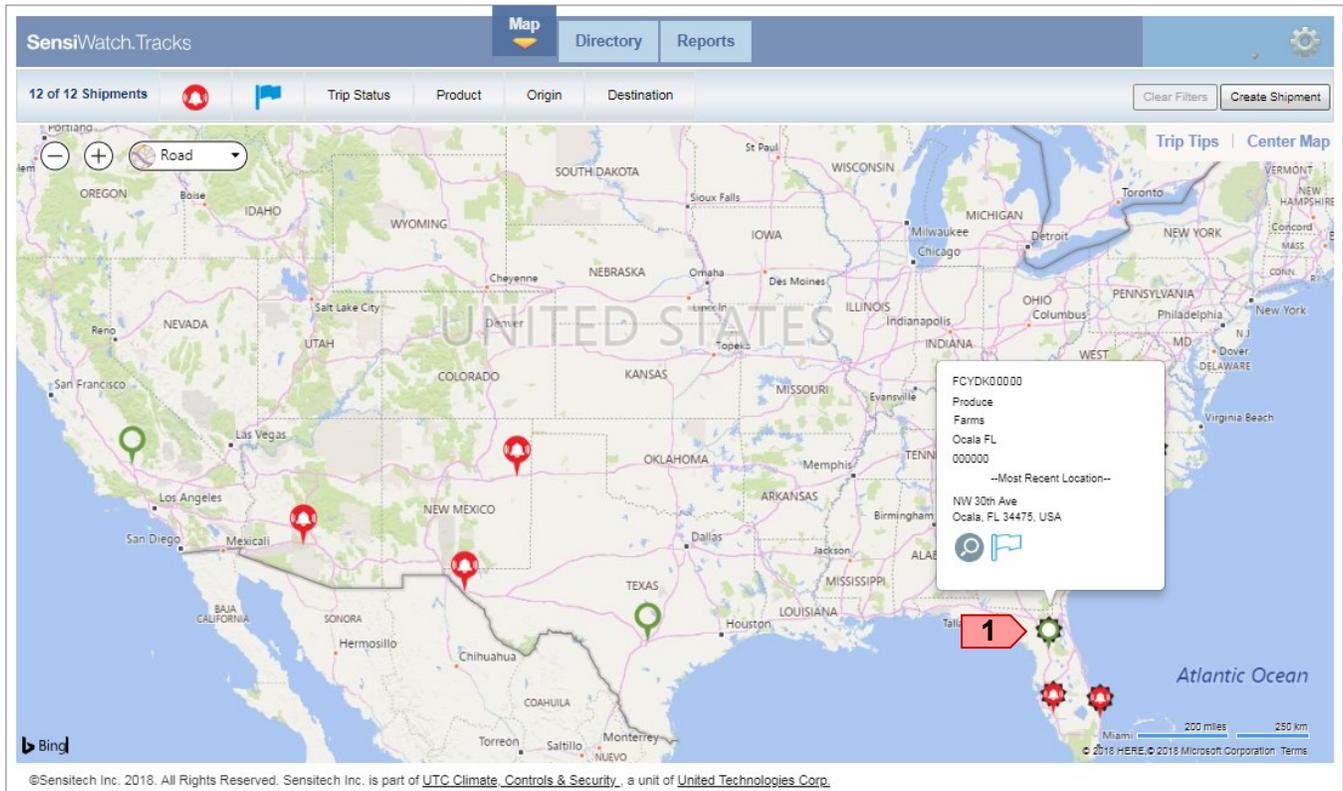
Center Map

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 be sorted and filters applied by clicking on the column title.

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

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
zTraining Tutorial

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

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

Sensor Graph

Alarm Definitions and Alarms

Alarm Definitions

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

Notifications Definitions and Notifications

Notification Definitions

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)	42.5622796542923 / -70.8874090788863	843 Cummings Center Beverly MA 01915 USA		

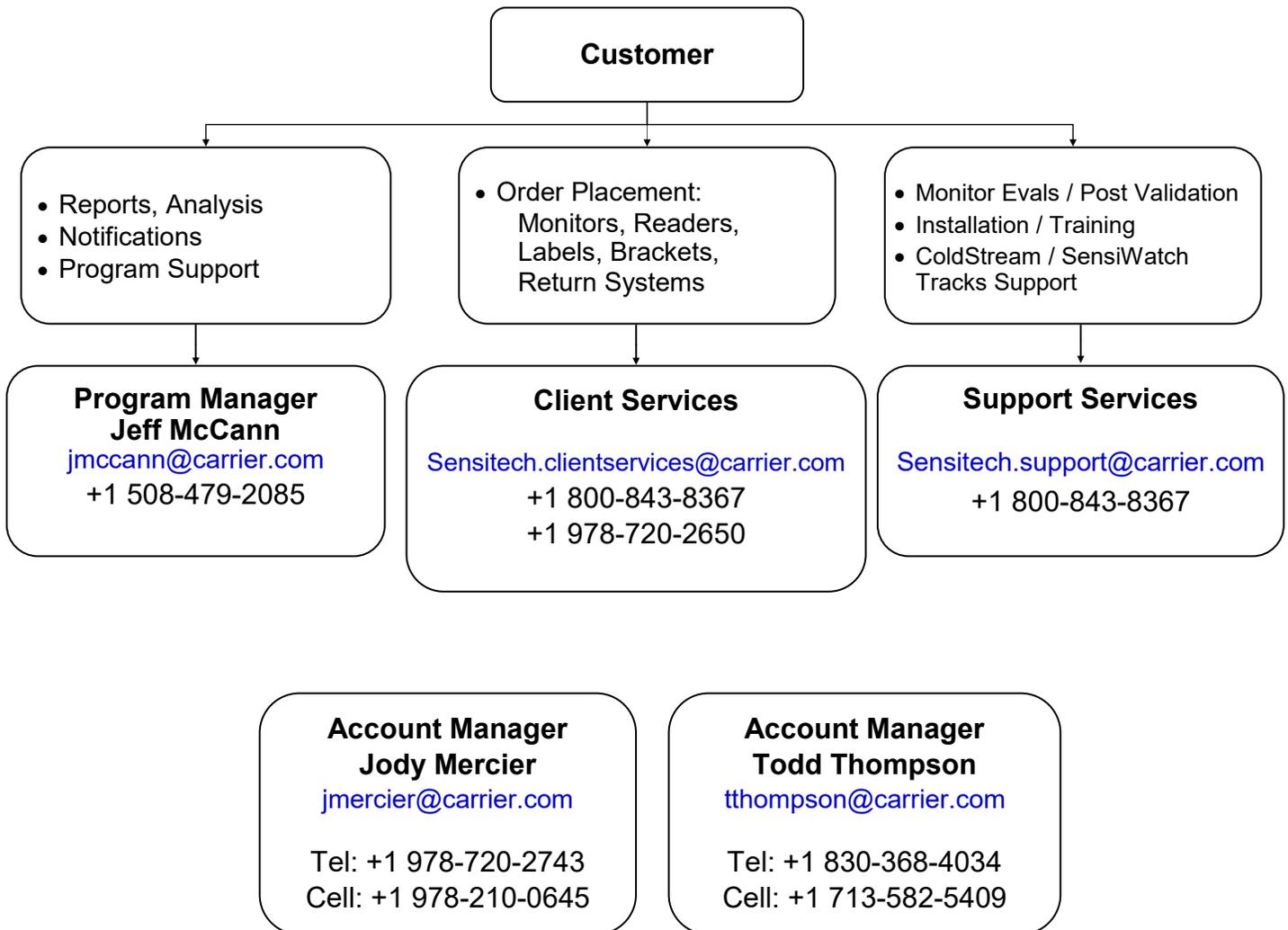
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Sensitech Contact Information



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.



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.