

TRACKING DEVICES

In partnership with **Cargo Signal**

Frequently Asked Questions

IAGCargo

CARGO  SIGNAL™





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FAQ

Service Level

Q: What is included in each standard service level?

	 <p>Visibility</p> <p>When eyes on your shipment is essential at every step</p> <p>US\$175</p>	 <p>Quality</p> <p>When condition cannot be compromised</p> <p>US\$250</p>	 <p>Security & Quality</p> <p>For high-value and sensitive shipments</p> <p>US\$385</p>
Features			
Use of GPS tracking device	✓	✓	✓
Access to the Cargo Signal Operating System and mobile app	✓	✓	✓
Notifications at departure and arrival	✓	✓	✓
Live sensor readings during transit when in cell range		✓	✓
Summary data sent post shipment		✓	✓
Enhanced condition monitoring and notifications		✓	✓
Notifications in case of route deviation			✓
Notifications in case of alarm or theft			✓
Law enforcement notification in case of theft			✓

All service levels are subject to standard Terms and Conditions, and include the use of a GPS tracking device, reverse logistics, and access to the Cargo Signal operating system. The Quality and Security & Quality service levels include 24/7 support and monitoring from the Cargo Signal Command Centre, and live sensor readings (e.g. in temperature, humidity, shock/tilt).

Q: How do I get started if I'm interested in this service?

If you are interested in Cargo Signal services as a part of your future shipments, please complete the enquiry form for the service level you are requesting. A Cargo Signal representative will be in touch to confirm any additional details needed to qualify your request.

Q: What can I expect during the transition phase before services can commence?

Once your request has been qualified, Cargo Signal will work with you to on-board your business. Our full-service on-boarding process includes execution of the standard Terms and Conditions, a pool analysis to estimate your device inventory needs, a service-level discussion to define required business rules and alerts (if any) for the Command Centre to monitor on your behalf, credit/billing procedures, and training tools/videos to ensure proper device placement.

Q: Can I request additional features beyond what is included in standard services?

Yes. Cargo Signal works closely with you to understand your current needs while accounting for future growth within your supply chain. Please contact Cargo Signal through commandcenter@cargosignal.com and a Cargo Signal representative will be in touch to discuss customised services.

Q: What happens if I notice a deviation (e.g. in temperature, location, humidity) during the shipment journey?

Cargo Signal completes a detailed on-boarding process to ensure all parties are aware of the specifics within your program by outlining roles, responsibilities and discussing possible escalation paths before the first shipment is sent out.

Once pre-program start-up is complete and services commence, if there are concerns that come up during transit, Cargo Signal's Command Centre is available 24 hours a day to support you. You can contact the Command Centre through commandcenter@cargosignal.com or +001-206-834-8000.

Q: What happens if my device isn't working correctly?

Devices must be checked before being installed on the shipment. This is done by contacting Cargo Signal's Command Centre at commandcenter@cargosignal.com or +001-206-834-8000 and requesting a review of the device.

Devices

Q: How do I get a device?

Complete the [enquiry form](#) for the service level you are requesting. A Cargo Signal representative will be in touch to confirm any additional details needed to qualify your request.

Once pre-program start-up arrangements have been made (including signed Terms and Conditions), Cargo Signal will arrange to fulfil the devices you need for your program, and will confirm when the devices have been sent.

In the event that additional devices are needed to support your business, you can contact Cargo Signal's Command Centre directly (Commandcenter@cargosignal.com) and request additional devices.

Once pre-program start-up arrangements have been made (including signed Terms and Conditions), please allow at least 48 hours to receive new devices. Additional time may be needed depending on the location the device needs to be sent to.

Q: Can I book a tracking device online?

No. Due to specific program requirements for each customer Cargo Signal will have to understand the specific details of each lane before transportation begins. All Cargo Signal services are subject to pre-program start-up arrangements (including signed Terms and Conditions).

To enquire about using Cargo Signal services on future shipments, please complete the [enquiry form](#) for the service level you are requesting, and a Cargo Signal representative will be in touch to start with the pre-program start-up process.

Q: How do I book a shipment containing a tracking device?

All tracking devices must be declared at the time of booking. Please inform your sales agent of the fact that you will be using a device, as well as the make and model of the device. Guidance on online bookings can be found below.

The device ID along with the make and model of the device must be declared on the Air Waybill under 'Handling information'. In addition, the 'Tracking Device Checklist' must be completed and accompany your shipment with the rest of your documents. This checklist can be found [here](#).

For IAG Cargo bookings made online, please ensure you select the option 'I want to use a tracking device' and select the make and model of the device you will be using. Follow the same Air Waybill and document checklist requirements as detailed above.

It is your responsibility to follow the IATA regulations on Dangerous Goods. This also applies if shipments contain tracking devices with a lithium battery content higher than the minimum permitted.

If your shipment falls under the category of Dangerous Goods, only intact shipments will be accepted (no loose bookings).

Q: What do I do with the devices once received?

After receiving the device, please keep the devices charging until the time of loading. Devices charge most quickly when plugged into a wall outlet.

Q: My shipment is not leaving for a few days. Do I still need to plug it in now?

Yes. Devices must remain charging when not in use to maintain visibility and ensure the battery is full when the shipment begins.

Q: Where do I find the device ID number?

The device ID number is located on the back of the device.

Q: Where/How do I place a device for transit?

The placement of a device will vary depending on the mode and type of cargo. During the pre-program start-up phase, Cargo Signal will review the requirements of the assigned device and explain how best to install it within or affix it to your shipment. Cargo Signal's Command Centre is always available to discuss device placement for your specific shipment at any time of day. Below are some best practices to follow.

- *Device should be secured to the cargo to keep devices from shifting during transit.*
- *A clear document pouch can be used to contain the device.*

It is your responsibility to follow the IATA regulations on Dangerous Goods. Please refer to the FAQ, "How do I book a shipment containing a tracking device?"

Q: How are returns of devices managed?

Cargo Signal will provide a FedEx return label with the device. Once the consignment arrives at the delivery address, promptly remove it, package it in a box or return envelope, and apply the return label, then tender it to FedEx. All devices should be returned no more than 5 days after delivery.

Please note there is a charge of US\$500 for any GPS device lost or damaged and not returned within 30 days after shipment delivers. We recommend you keep a record of the FedEx return label details.

Q: What is the process for lost devices?

If you cannot locate your device, please contact Cargo Signal as soon as possible post-shipment. Cargo Signal will do its best to help you locate your device so that you can return it as required. Please note there is a charge of US\$500 for any GPS device that is lost or damaged and not returned within 30 days after shipment delivers.

Q: How are the devices powered? How long do the batteries last?

The devices we currently use are powered by lithium ion batteries.

Battery life varies depending on reporting frequency, signal strength or network connectivity, and other factors. We have batteries capable of lasting throughout standard and extended shipment durations on all modes of transit.

Q: What sensors are available for environmental monitoring?

- *Shock*
- *Tilt*
- *Temperature*
- *Humidity*
- *Light*
- *Pressure*

Q: How far in advance can I request a Cargo Signal tracking device?

It needs to be booked minimum 48 hours prior to departure, once pre-program start-up arrangements have been made (including signed Terms and Conditions). Time required may vary depending on location and requested service level.

Q: What airline carriers' metals can I request tracking devices on?

Tracking devices will be available on British Airways, Iberia, Aer Lingus, Vueling and Level.

Q: Which products is the Cargo Signal tracking device available to book on?

Cargo Signal tracking devices are available to book on Prioritise, Constant Climate, Critical and Secure shipments, subject to pre-program start-up arrangements (including signed Terms and Conditions), if booked minimum 48 hours prior to departure.

Q: Will my device be handled by IAG Cargo operations?

No. Your device must be appropriately packaged inside or affixed to your shipment and will not be handled by our Operations team. Your shipment will not receive extra handling time or additional checks.

Systems and Technology

Q: How will I have visibility of shipments?

Once services commence, shipments instrumented with a Cargo Signal tracking device will be visible through Cargo Signal's Operating System. You will be provided with a login that can be accessed via the web or using a mobile app.

Q: Is monitoring available in all countries?

No. Cargo Signal will not provide products or services to Customers in Sanctioned Countries (please see Table 1 and Table 2 below), as such lists are updated from time to time by Cargo Signal in its sole discretion, or in countries where such services are prohibited or impractical due to customs or other regulatory restrictions.

Certain countries require additional customs permits and/or procedures. These countries can be discussed with Cargo Signal during the pre-program start-up process on a lane-by-lane basis. It is up to each customer's nominated customs broker to handle the addition of a tracking device on the cargo upon import based on knowledge of local clearance requirements.

Table 1 is a list of countries subject to wide-ranging sanctions that greatly limit, and in some instances prohibit, any business activity taking place:

Table 1: Sanctioned Countries	
Cuba	South Sudan
Iran	Syria
North Korea	Crimea Region of Ukraine
North Sudan	

Table 2 is a list of countries with a significant number of sanctioned entities and individuals:

Table 2: Countries with Sanctioned Entities and Individuals			
Afghanistan	Democratic Republic of Congo	Iraq	Tunisia
Belarus	Egypt	Lebanon	Ukraine
Bosnia and Herzegovina	Eritrea	Libya	Venezuela
Burundi	Republic of Guinea	Russia	Yemen
Central African Republic	Guinea-Bissau	Somalia	Zimbabwe

Q: Do the devices continue to report while in the air?

The devices switch to airplane mode once the flight departs, so as not to interfere with the avionics, and will not transmit again until the flight descends for landing. During flight, the device continues to capture sensor data such as temperature (if that monitoring level is requested) and transmits the stored data when it reconnects to a network.

Q: How will I be billed for Cargo Signal monitoring?

Cargo Signal will be responsible for invoicing for the service provided based on the Standard Terms and Conditions.

Q: Will Cargo Signal be monitoring all of IAG Cargo shipments?

No. Cargo Signal will only monitor shipments with one of their devices.

Q: Will my booking data be shared with third parties?

Your booking data is subject to confidentiality in accordance with the standard Terms and Conditions and will only be held by IAG Cargo, our freighting partners and Cargo Signal and will not be shared with any third parties.

Contact

Q: Contact

Should you have any questions that are not answered in these FAQ's, or require further information, please contact Cargo Signal at contact@cargosignal.com. For account questions please contact your sales representative.