

liveSensor – FAQ.

Frequently asked questions about the new Add-On Service liveSensor

- **How can I order the liveSensor device?**

Sign up on [Lufthansa-cargo.com](https://lufthansa-cargo.com) with your eServices login data. If you should not have login data yet, you can easily register for eServices on our website. To order the liveSensor devices visit eServices → Advanced Tracking → Order Forms. Enter your email address and a password and order the tracking devices to your desired address. As soon as you receive the devices you can activate them online. Thereafter you can configure your device completely according to your requirements.

- **What is the price for a liveSensor device?**

One tracking device costs 135€/ \$155 (prices may vary due to local tax and custom regulations) for a lending period of 100 days. One order includes at least 10 devices that have to be commissioned for return within these 100 days. If Lufthansa Cargo does not receive the devices within this period of time, you will be charged with a penalty in height of the replacement value which correspond to 350€/ \$370. It is not possible to get a refund, as it is a loan device and there were already incurred expenses for Lufthansa Cargo. You are obligated to commission the free of charge pick-up by a forwarder company via the online return me form.

- **What happens if I lose a device under my charge?**

In case of loss or late commission for the pick-up of the device after the lending period of 100 days, we will charge you with a penalty, worth the replacement value of 350€/ \$370 per device.

- **Is it possible to extend the lending period of 100 days?**

No it is not possible to extend the lending period of 100 days, as we cannot guarantee you tracking through the entire transport chain after 100 days due to the gradual partial discharge of the batteries. Therefore please utilize the tracking devices in time, so that we can assure you the promised battery performance.

- **How do I place the tracking device with the shipment?**

The full scope of service is only guaranteed, if you include the activated tracking device in the shipment that should be tracked. Due to the light sensor, you will know immediately if and when your shipment is opened, even if that happens in the dark thanks to the integrated infrared sensor. If you attach the device on the outside of your shipment, the battery performance is heavily affected, as the light sensor receives permanent data. Furthermore there is a increased risk of loss, if you attach the device on the outside of your shipment for example with tape.

- **I have got a device, what do I have to do to track a shipment?**

You will receive the login data for the liveSensor tracking portal from Lufthansa Cargo. After receipt of the login data, login to Findum.Sendum.com. The next step is to connect the liveSensor with the tracking portal and then you can configure your device after your specific requirements. Please note that you are obligated, due to the transport conditions, to declare in your booking that you have one or more shipments that are tracked. For this purpose tick the Real Time Tracking Checkbox in your booking. If you should not inform us in your booking, a dark alarm can be triggered while transit because of your device, which involves high costs and great effort. So if you should attach a device to your shipment without informing Lufthansa Cargo and a dark alarm is triggered because of your device, we will charge you with a flat charge for the damages of 10,000€/ \$10,000.

- **Why am I obligated to declare in my booking that the shipment is tracked?**

In accordance with the transport conditions of Lufthansa Cargo you are obligated to inform us about the shipments which you attached a liveSensor tracking device. You only have to tick the die Real Time Tracking Checkbox in the relevant booking. If you should not inform us and your shipment triggers a dark alarm while transit because of your device, which involves a lot of effort and costs, you will be charged with a flat charge for the damages of 10,000€/ \$10,000. So make sure you ticked the Real Time Tracking Checkbox in your tracked shipments booking.

- **How can I activate a tracking device or rather how can I connect it with the tracking portal?**

In the first place you have to sign in to Findum.Sendum.com. Then click on the "Add a Device" button in the left field. Activate the device that you want to connect with the portal, by easily sticking the sensor with the command module together. The device sends a signal and connects automatically with the portal, you only have to click on accept.

- **How can I track a certain shipment?**

Activate the liveSensor by easily sticking the sensor with the command module together, connect it with the tracking portal and put it into the shipment. So in case of goods that are for example temperature sensitive, the temperature of the goods can be measured directly inside the shipment. In that way you can make sure that the goods are transported under appropriate conditions.

- **Where can I track my shipment with the liveSensor?**

You can track your shipment worldwide with our liveSensor service.

- **Which internet browsers are supported by the tracking portal?**

Windows: Chrome 9+ Firefox 12+ IE 11+

Mac: Safari 6+ Chrome 22+ Firefox 14+

- **Can I track several devices with one account?**

Yes you can track several devices with one account. The devices are displayed separately, they can be configured individually and furthermore you can name them.

- **Which configurations can I make with the device?**

There are a lot of configurations that you can make with the device. Determine for example

- in which intervals the location as well as the sensor data should be tracked,
- whether the so called GPS jamming should be tracked,
- when and how long the device should go to “Deep Sleep Mode” and
- under which pressure an alarm message should be initiated.

To import the configurations to your device, do not forget to click the “Send to Device” button in the upper right corner. Moreover, by clicking on the button “Rules”, you can define ranges in which you want to receive an alert, so if the shipment exceeds or falls below a defined temperature, humidity degree, and so on.

- **What is a geofence?**

A geofence is a virtual geographic boundary of an area that you defined. You can set for example a geofence around the warehouse in which your shipment is and you will receive an alarm message right in the moment it leaves this virtual boundary or when it enters this area again.

- **What is the Sensor Report scale for?**

If you only want to track the sensor data of your shipment but not the location, you can define the intervals in which the sensor data should be extracted from your device, with the Sensor Report scale.

- **What does the yellow alarm triangle mean?**

If a device has one or more uncleared alarms associated with it, this will be indicated with a yellow alarm triangle.

- **Which duration has a fully loaded battery?**

A fully loaded battery has approximately a duration of 21 days under the following conditions: the device is in average-to-good cellular coverage, the device is on 24 hours a day, sensor data are tracked every 30 seconds, location and status messages are transmitted every 2 hours and the device operates in non-freezing temperature conditions. Please note that the battery duration may vary due to the configurations you defined.

- **What is the difference between Assisted Location and Autonomous Location?**

The Assisted Location Method is more reliable and precise in locating the current position than the Autonomous Location Method. However the power as well as the data consumption is higher with this more precise method. The autonomous Location Method does not receive a signal in case of GPS signal impairment, what can be triggered/initiated by a so called GPS jammer.

- **What is the Deep Sleep Mode?**

If you want to reduce the power consumption of your tracking device, you can set the device into the "Deep Sleep Mode". This mode starts when the device is inactive for a time span that you defined before // does not receive a signal within a time span that you defined. You can also define the duration of the "Deep Sleep Mode".

- **Can I download the tracked data of my tracking device?**

Yes you can download the data of your tracking device. You can choose between a PDF or an Excel sheet. Easily click in the menu of your device on the tab "Report". There you enter the desired/required period of time and that's all it needs to decide whether you want to have a PDF or Excel output file. // you can decide straight away whether you want to have a PDF or Excel output file.

- **What should I do if I do not use the ordered tracking devices?**

You rent the tracking devices for 100 days. Within this time span you can commission the return of the devices online via the Lufthansa Cargo return me form and they will be picked up by a forwarding company worldwide and for free. By excess of the 100 days, you will be charged with a penalty, worth the replacement value of 350€/ \$370.

- **How can I delete my account?**

You can delete your account by contacting the help desk via email or by phone call.

For further and more detailed information please visit the help site on Findum.Sendum.com.