

USER MANUAL

CSafe Connect Mobile App

Version 1.0
23 July 2026



Document History

Document Version	Connect Release	Change Reason	Effective Date	Change Summary	Affected Section
1.0	2026-23-07	Initial Content	2026-03-08	Original Document	—

Contents

Purpose and Scope	4
Supported Devices	5
1. Welcome to the CSafe Connect Mobile App	6
2. Access the CSafe Connect Mobile App	7
3. CSafe Connect Mobile App – Dashboard	8
4. Shipment Details	9
4.1. View and Search Shipments	9
4.2. View Shipment Details	10
4.3. View Container Details	11
5. Lease History	12
5.1. View and Search Leases	12
5.2. View Lease Details	14
6. Placing a Lease Request	16
6.1. New Lease Request	16
A. Appendix: Reference Documents	27

Purpose and Scope

The purpose of this document, the User Manual for the CSafe Connect Mobile App, is to provide clear and concise instructions on how to use the application effectively and efficiently. It is designed to help users understand the features and functionality of the application.

The user manual includes the following features:

- Downloading the CSafe Connect Mobile App
- Accessing the app and user credentials
- Viewing shipment details
- Viewing historical lease details
- Creating lease requests

Supported Devices

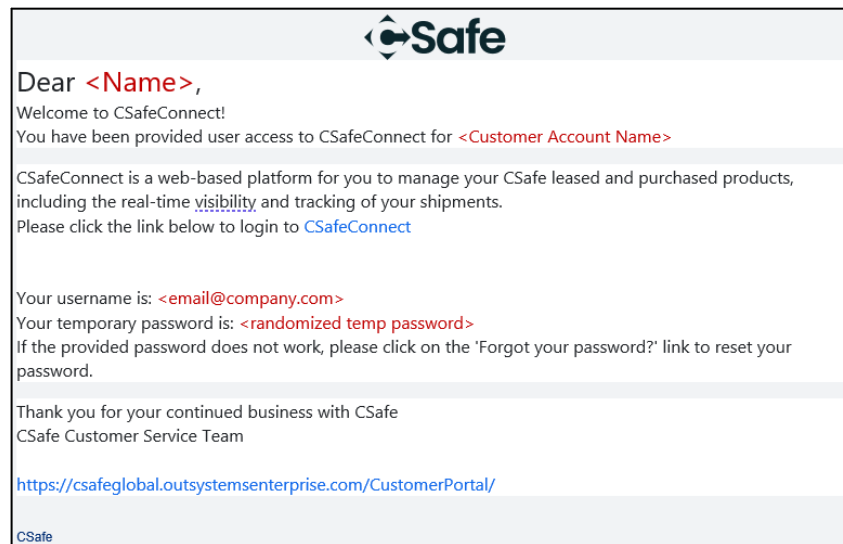
The CSafe Connect mobile app is available for all Apple and Android devices. To download:

- Apple: available for download on the App Store as CSafe Connect Mobile App
- Android: available as a downloadable APK file on the [CSafe Website](#)

1. Welcome to the CSafe Connect Mobile App

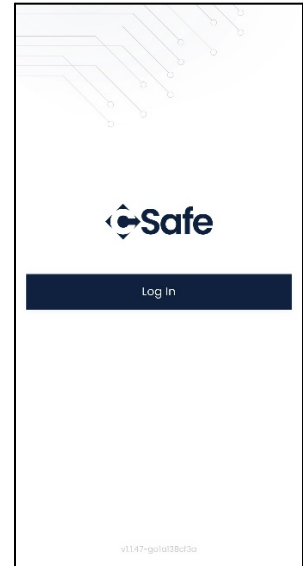
New users who would like access to the CSafe Connect mobile app must first request access to the CSafe Connect portal. For users with existing access, see **Section 2: Access the CSafe Connect Mobile App**.

1. The user requests access to CSafe Connect via customersupport@csafeglobal.com
2. The CSafe Connect Admin approves the request and creates a new account for the user.
3. The user receives a "Welcome Email" from noreply@csafeglobal.com (sample below) containing the login credentials (username and temporary password) for the new account.

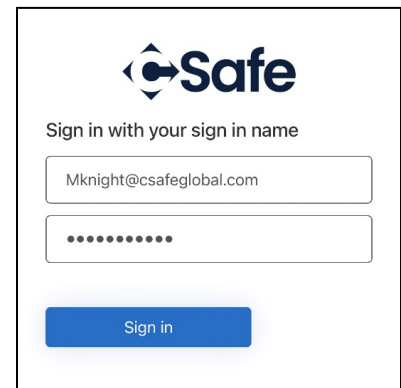


2. Access the CSafe Connect Mobile App

1. On your mobile device, open the CSafe Connect mobile app.



2. **Login:** Enter your **email** address and **password**, then select **Sign in**.

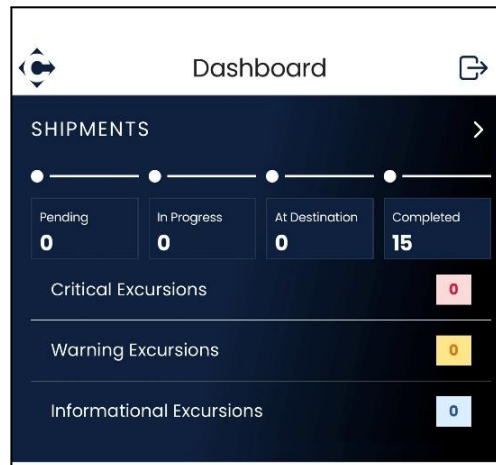


A. If login is unsuccessful:

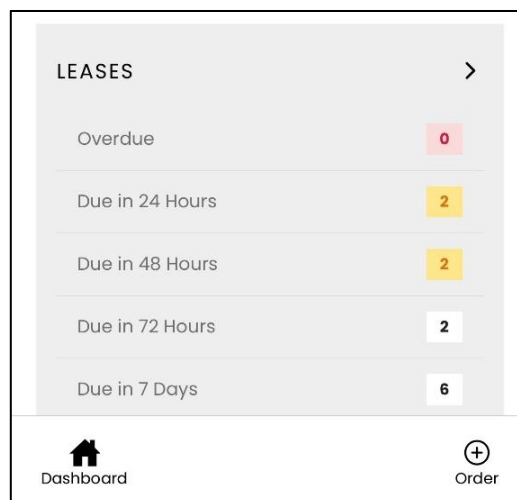
- i. If the username is wrong, the system will show the prompt "**We can't seem to find your account.**"
- ii. If the password is wrong, the system will show the prompt "**Your password is incorrect.**"

3. CSafe Connect Mobile App – Dashboard

1. After successfully logging in, users will be redirected to the **Dashboard**.
2. The **Dashboard** displays the following information:
 - **Shipments**
 - The number of shipments sorted by current status (Pending, In Progress, At Destination, Completed)
 - Number of shipments with excursion sorted by excursion type (Critical, Warning, Informational)



- **Leases**
 - The number of leases sorted by ending timeframe (Overdue, Due in 24 Hours, Due in 48 Hours, Due in 72 Hours, Due in 7 Days)



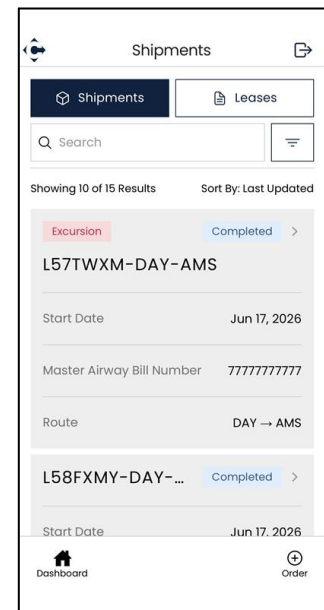
4. Shipment Details

4.1. View and Search Shipments

- From the **Dashboard** screen, select the **Shipments** tile.

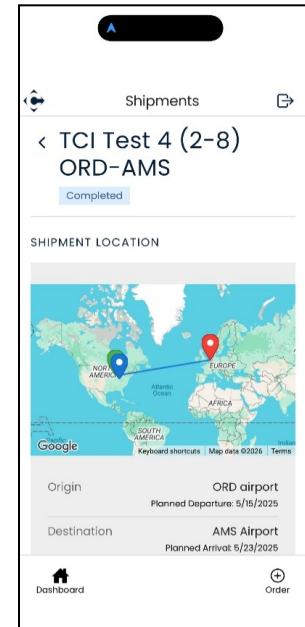


- The **Shipments List** will display. Each shipment will list:
 - Shipment Name
 - Excursion Status, if applicable
 - Shipment Status
 - Start Date
 - Master Air Waybill Number
 - Route
- Use the **Search** option to narrow results by Shipment ID.
- Filter results using the filter button. Filter options include:
 - Status – In Progress, At Origin, At Destination, Pending, Completed
 - Shipment Start Date
 - Origin Location
 - Destination Location

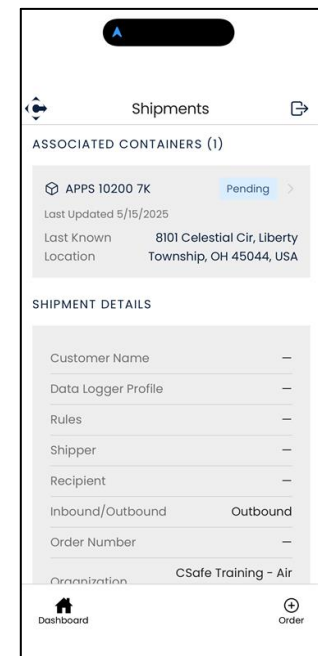


4.2. View Shipment Details

1. Select a shipment from the **Shipments List**.
2. The **Shipment Details** screen will open.
3. Use the map to view and zoom in on the route and last location for the container.
4. The origin/destination and planned departure and arrival will display below the map.

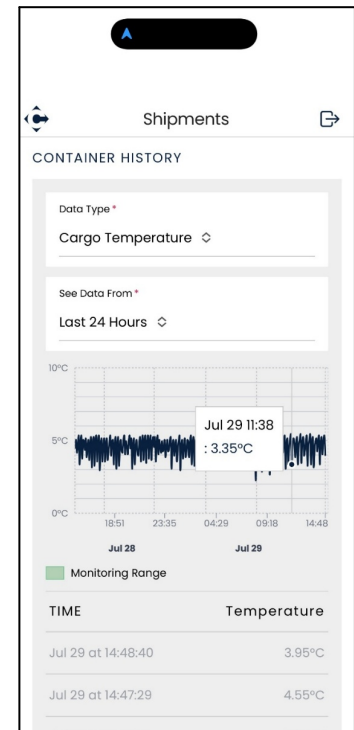
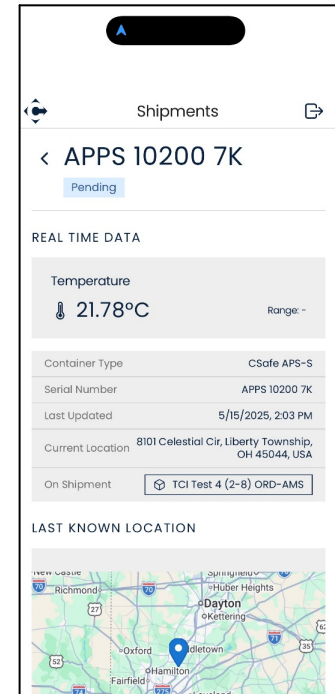


5. Scrolling will display the associated containers with their last location, status, and last update information.
6. View the details for the shipment setup, including:
 - Customer Name
 - Data Logger Profile
 - Rules
 - Shipper
 - Recipient
 - Inbound/Outbound
 - Organization
 - Carrier
 - Lease
 - Control Tower status
 - Emails to receive notifications



4.3. View Container Details

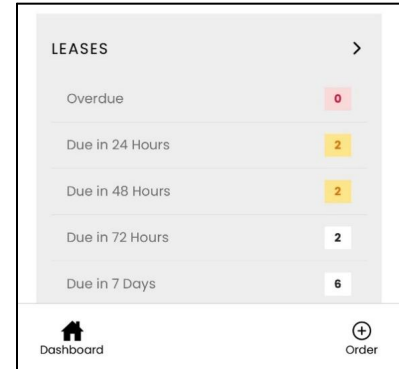
1. Select a container from the **Associated Container** section to view its details.
2. The last cargo temperature reading and the associated range for the shipment will display at the top.
3. View the following container details:
 - Container Type
 - Serial Number
 - Last Updated
 - Current Location
 - Shipment
4. The last location will display on the map. Zoom in to see more detail.
5. In the **Container History** section, select the data type to view its readings graphed over time and select the time range.
6. Select a point on the graph to see its reading and time stamp.
7. Each reading and time stamp will display in a scrollable list below the graph.



5. Lease History

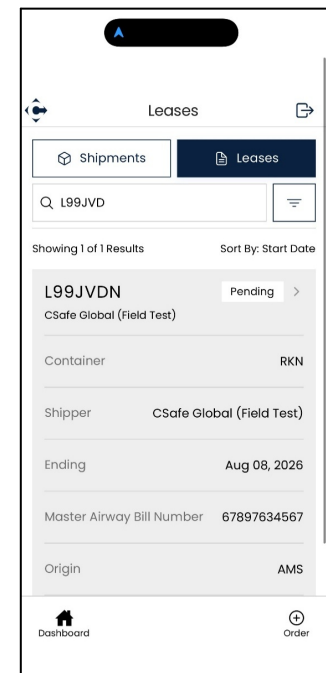
5.1. View and Search Leases

- From the **Dashboard** screen, select the **Leases** tile.



- The **Leases List** will display leases with the following information:

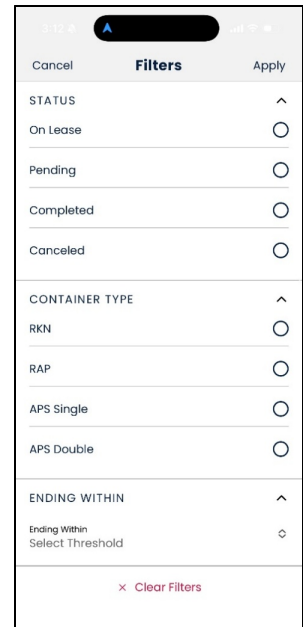
- Lease number
- Status
- Shipper
- Container type
- End date
- Master Air Waybill Number
- Origin
- Route



- Use the **Search** option to narrow results by lease number.

4. Filter results using the filter button. Filter options include:

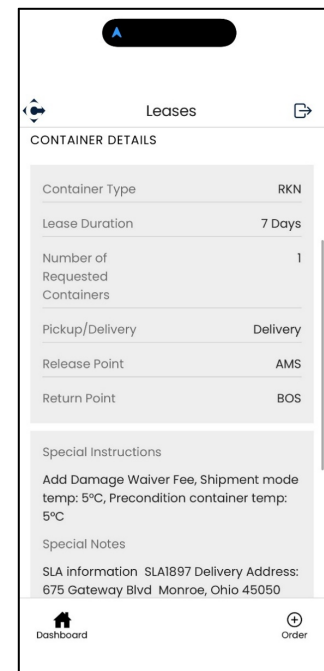
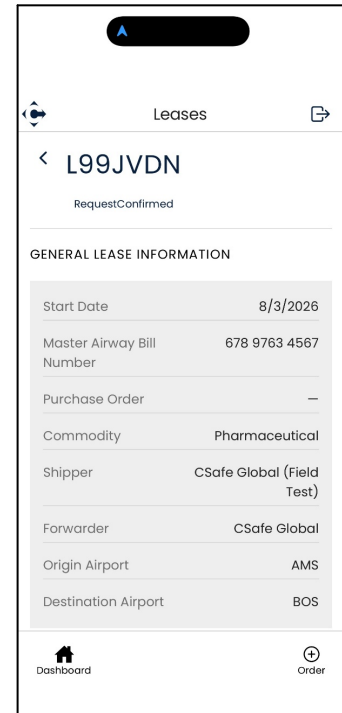
- Status
- Container Type
- Ending Within timeframe
- Start and End of Lease dates
- Shipper
- Origin/Destination



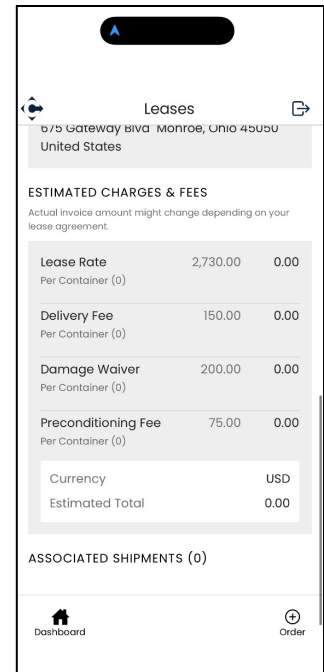
Cancel	Filters	Apply
STATUS ^		
On Lease		☐
Pending		☐
Completed		☐
Canceled		☐
CONTAINER TYPE ^		
RKN		☐
RAP		☐
APS Single		☐
APS Double		☐
ENDING WITHIN ^		
Ending Within		☐
Select Threshold		☐
x Clear Filters		

5.2. View Lease Details

1. Select a lease to view its details. The lease number and status will display at the top.
2. The **General Lease Information** section will display:
 - Start Date
 - Master Air Waybill Number
 - Purchase Order
 - Commodity
 - Shipper
 - Forwarder
 - Origin/Destination Airport
 - Control Tower status
3. The **Container Details** section will display:
 - Container Type
 - Lease Duration
 - Number of Requested Containers
 - Pickup/Delivery selection
 - Release/Return Point
 - Special Instructions



4. The **Estimated Charges & Fees** section will display fees currently applied to the lease and the calculation for estimated totals, based on currency, container count, fee amount, and any applicable waivers.
5. The **Associated Shipments** section will display all shipments associated with the lease.



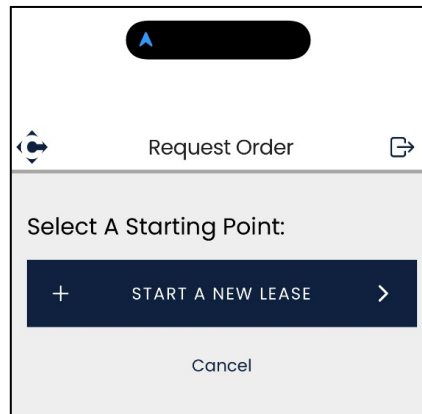
6. Placing a Lease Request

6.1. New Lease Request

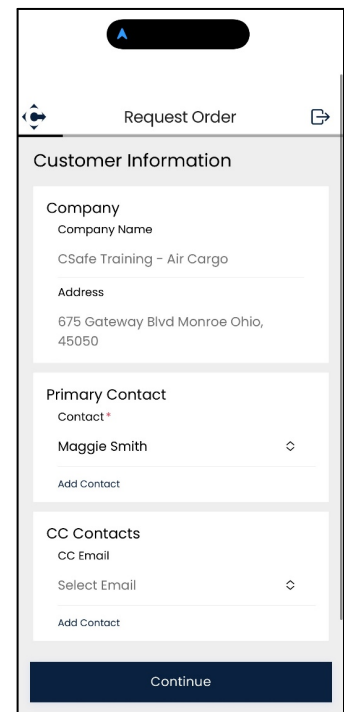
1. On the **Dashboard** screen, select the **Order** button in the bottom right.



2. Select **Start a New Lease**.



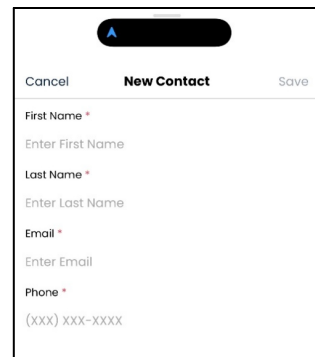
3. On the **Customer Information** screen, the Company and billing address will display at the top.
4. Enter a primary lease contact and any CC contacts by selecting from the associated dropdown lists.



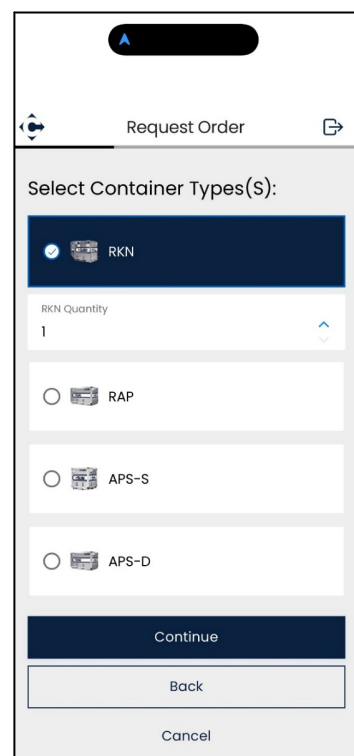
5. To add a new contact, select **Add Contact** for the contact type you wish to create, and the **New Contact** screen will display.

Enter the following for the new contact and select **Save**:

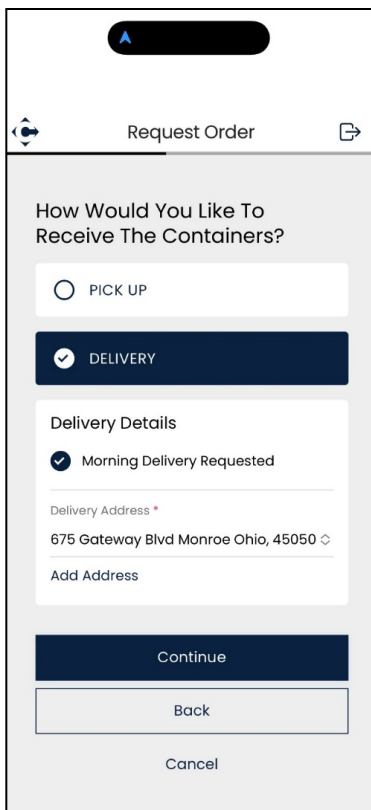
- First Name
- Last Name
- Email
- Phone Number



6. Select **Continue**.
7. On the **Select Container Types** screen, choose each container type to create a lease for and select **Continue**.



8. On the next screen, specify how to receive the containers by choosing Pick up or Delivery.
 - A. If delivery is selected, the option to request a Morning Delivery will display.
 - B. Select an existing delivery address, or choose **Add Address** and enter the following to create a new address:
 - Address
 - City
 - State
 - Postal Code
 - Country
 - Delivery Contact first and last name
 - Email
 - Phone Number



Request Order

How Would You Like To Receive The Containers?

☐ PICK UP

☒ DELIVERY

Delivery Details

☒ Morning Delivery Requested

Delivery Address *

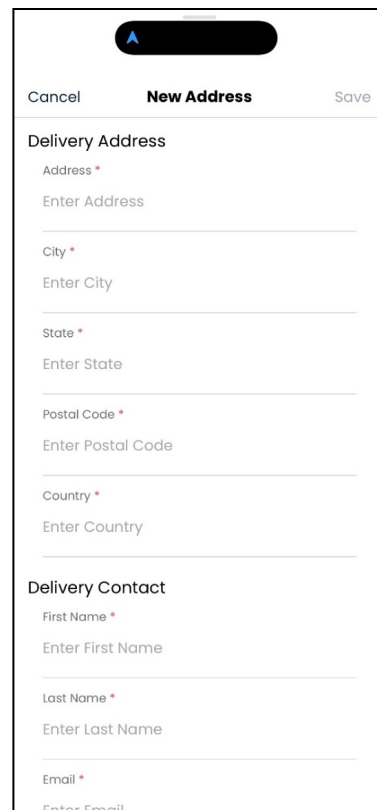
675 Gateway Blvd Monroe Ohio, 45050

Add Address

Continue

Back

Cancel



Cancel New Address Save

Delivery Address

Address *

Enter Address

City *

Enter City

State *

Enter State

Postal Code *

Enter Postal Code

Country *

Enter Country

Delivery Contact

First Name *

Enter First Name

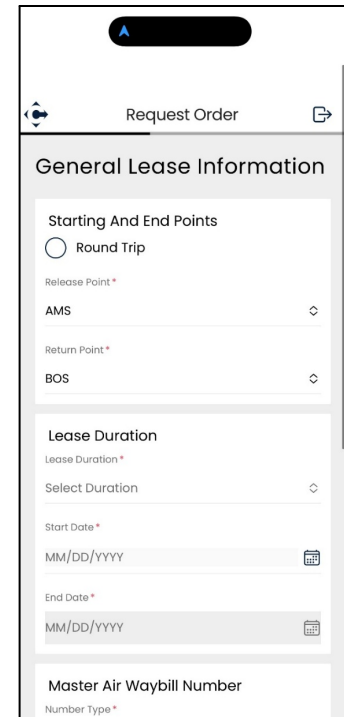
Last Name *

Enter Last Name

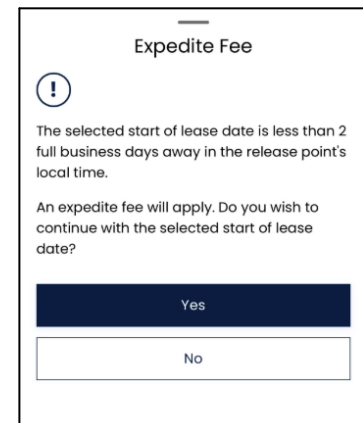
Email *

Enter Email

9. Select **Continue**.
10. The **General Lease Information** screen will display.
11. In the **Starting and End Points** section, select Round Trip if the Release and Return points will be the same, and choose the Release/Return points from the list.
12. In the **Lease Duration** section, select the duration and the lease start date.



- A. If the start date is less than two full business days away in the release point's time zone, the expedite fee message will display.



- B.** If the Release Point is closed on the start of the lease date, the early courtesy release message will display to select the courtesy release date.

Early Release



The selected release location is closed on your start date.

Please select a date for your container(s) to be released, or chose a new start date for your lease.

Early Courtesy Release *

07/31/2026 

Set Release Date

Change Start Date

- C.** If the Return Point is closed on the lease end date, the courtesy return date message will display.

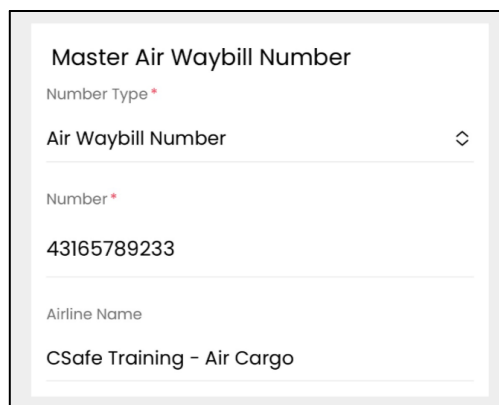
Return Date



The selected return location is closed on the lease end date. Containers may be returned the next business day, 09/08/2026 at no additional cost.

Okay

13. In the **Master Air Waybill Number** section, enter the air waybill number or select No Air Waybill Number/Inland Trucking to bypass.
14. The Airline Name field will populate with the airline coordinating with the airline code.
 - A. For airline accounts, the airline name will auto-populate with the account name.



Master Air Waybill Number

Number Type *

Air Waybill Number

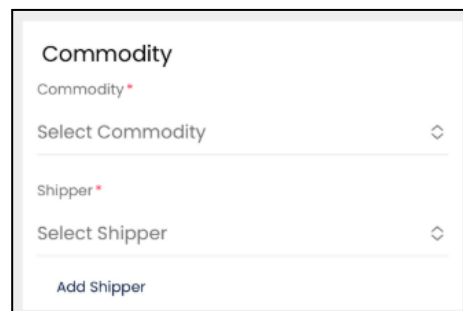
Number *

43165789233

Airline Name

CSafe Training - Air Cargo

15. Select **Continue**.
16. In the **Commodity** section, select what is being shipped and the shipper.
 - A. To add a new shipper, select Add Shipper and enter the shipper name.



Commodity

Commodity *

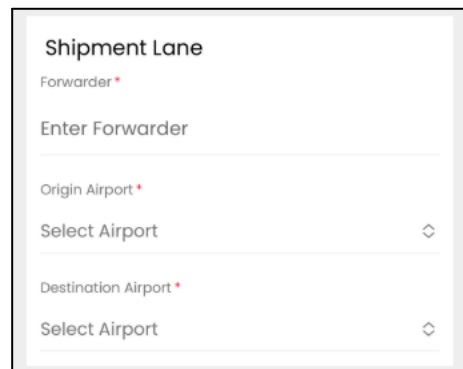
Select Commodity

Shipper *

Select Shipper

Add Shipper

17. In the **Shipment Lane** section, enter the Forwarder and select the Origin and Destination airports.



Shipment Lane

Forwarder *

Enter Forwarder

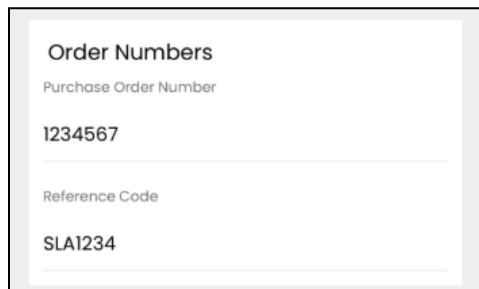
Origin Airport *

Select Airport

Destination Airport *

Select Airport

18. In the **Order Numbers** section, enter the purchase order number and SLA reference code, if applicable.



Order Numbers

Purchase Order Number

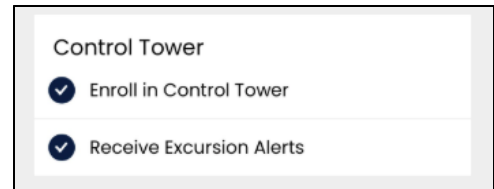
1234567

Reference Code

SLA1234

19. In the **Control Tower** section, opt in or out of the Control Tower service.

- A. If selected, users may choose to opt in or out of excursion alerts. Opting out will create a shipment for tracking purposes and generate all reports, but excursion alerts will not be sent via email.



20. The estimated cost will display at the bottom of the screen.

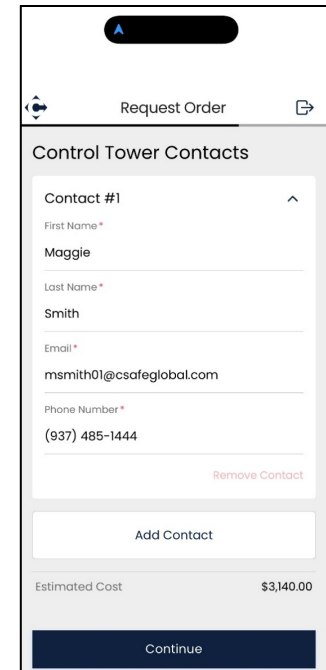


21. Select **Continue**.

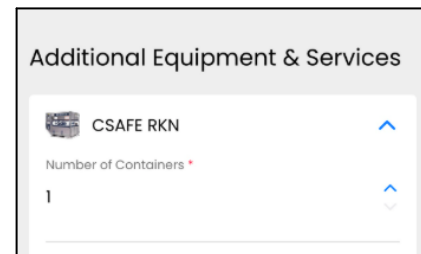
22. If Control Tower is selected, enter the Control Tower contact. Otherwise, proceed to Step 23.

A. Enter the following:

- First Name
- Last Name
- Email
- Phone Number



23. On the **Additional Equipment & Services** screen, specify the number of containers.



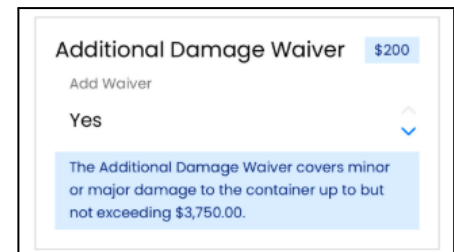
24. Select the temperature range.

- A. This field will be required for all APS shipments, and for RKN and RAP shipments where Control Tower with excursion alerts is selected.



25. In the **Additional Damage Waiver** section, selecting Yes will display the additional damage waiver coverage amount.

- A. If No is selected, the included damage waiver amount will display.



26. Select the number of straps.

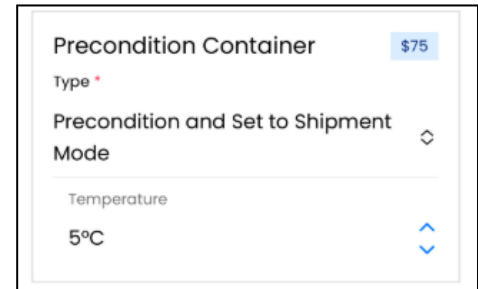


27. Select the number of seals.



28. Select the preconditioning option.

- A. If either Precondition Only or Precondition and Set to Shipment mode are selected, enter the set point temperature.



29. Any fees or special notes related to previous selections will display at the bottom of the screen.

Delivery Fee

\$150

Special Notes

Early Courtesy Release is requested for date of 2026-07-31
Morning Delivery required for this lease
SLA Information: SLA1234

30. Enter any additional special notes, if applicable.
31. Select **Continue**.
32. All previously entered information will display for review, along with a summary of estimated fees.

Request Order

Please Review

CUSTOMER INFORMATION

Company Name
CSafe Training - Air Cargo

Address
675 Gateway Blvd Monroe Ohio, 45050

Primary Contact
Maggie Smith
mknight@csafeglobal.com

CC Emails
None

GENERAL LEASE INFORMATION

Receiving Method
Delivery

Release Point
AMS

Return Point
BOS

Lease Duration
7 days

ESTIMATED CHARGES AND FEES

CSAFE RKN

Qty: 1

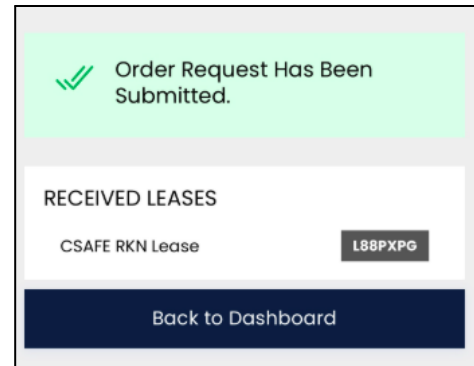
Lease Rate	\$2,730.00	\$2,730.00
Per Container (1)		
Damage Waiver	\$200.00	\$200.00
Per Container (1)		
Delivery	\$150.00	\$150.00
Per Container (1)		
Precondition	\$75.00	\$75.00
Per Container (1)		

Currency
USD

Estimated Total
\$3,155.00

33. Select **Back** to make any changes, or **Submit** to proceed with the lease request.

34. A confirmation will display on screen with lease numbers for each container type selected.



35. Select **Back to Dashboard** to return to the main screen.

A. Appendix: Reference Documents

Document Name
CSafe – User Manual (Back Office) v1
CSafe – User Manual (CATS) v2