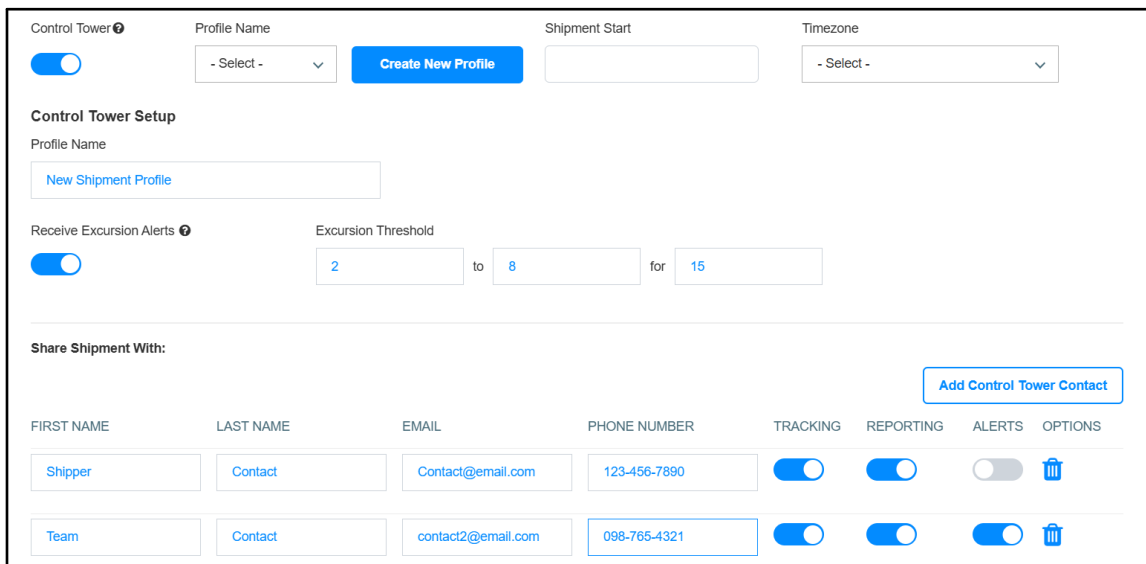


Control Tower User Guide

How to Add Control Tower to a Lease

1. Control Tower will default to selected for all leases, but can be disabled.



The screenshot shows the 'Control Tower Setup' interface. At the top, there is a 'Control Tower' toggle switch (checked), a 'Profile Name' dropdown menu (showing '- Select -'), a 'Create New Profile' button, a 'Shipment Start' text input field, and a 'Timezone' dropdown menu (showing '- Select -'). Below this, the 'Control Tower Setup' section includes a 'Profile Name' text input field (containing 'New Shipment Profile'), a 'Receive Excursion Alerts' toggle switch (checked), and an 'Excursion Threshold' section with three input fields: '2', '8', and '15'. Below the threshold fields is a 'Share Shipment With:' section. This section contains a table with columns: FIRST NAME, LAST NAME, EMAIL, PHONE NUMBER, TRACKING, REPORTING, ALERTS, and OPTIONS. There are two rows of contact information. The first row has 'Shipper' as the first name, 'Contact' as the last name, 'Contact@email.com' as the email, '123-456-7890' as the phone number, and all three notification toggles (Tracking, Reporting, Alerts) are checked. The second row has 'Team' as the first name, 'Contact' as the last name, 'contact2@email.com' as the email, '098-765-4321' as the phone number, and all three notification toggles are checked. An 'Add Control Tower Contact' button is located to the right of the table.

- a. If not disabled, you can either select an existing Shipment Profile or create a new profile.
- b. To create a new profile:
 - i. Add a **Profile Name**
 - ii. Specify whether you would like to receive excursion alerts by enabling the **Receive Excursion Alerts** toggle
 1. If opting into Excursion alerts, set a threshold by entering a range or just a minimum or maximum in the **Excursion Threshold** fields
 2. If you only want to receive an alert after a certain time limit is exceeded, add a **Duration** in minutes
 - iii. Add the **Name**, **Email**, and **Phone Number** for each contact you would like to share the Shipment Details with; contacts can be added even if they do not have a login to the system or are outside your organization
 - iv. Specify whether each contact should receive Tracking, Reporting, or Alert notifications:
 - **Tracking** — Receives a read-only tracking link for the shipment and all location-based updates
 - **Reporting** — Receives the Daily Control Tower Summary Report and a download link for the final PDF report
 - **Alerts** — Receives alerts for temperature excursions and if the excursion is resolved

- v. Select the save icon (shown below) to create and save the new profile.



- c. Select a Shipment Start Date/Time and Time Zone for when tracking of the shipment and alert monitoring should begin.
2. The Confirmation screen and email will both display the Control Tower setting and the profile information applied:

SHIPMENT PROFILE						
SHIPMENT START 09/26/2026 15:00:00		SHIPMENT TIMEZONE (UTC-08:00) Pacific Time (US & Canada)		RECEIVE EXCURSION ALERTS ☒ Enabled		
PROFILE NAME New Shipper Profile		Excursion Threshold Minimum 2 To Maximum 8 For 15 Minutes				
SHARE SHIPMENT WITH						
FIRST NAME	LAST NAME	EMAIL ADDRESS	PHONE NUMBER	TRACKING	REPORTING	ALERTS
Shipper	Contact	contact@email.com	123-456-7890	Enabled	Enabled	Disabled
Team	Contact	contact1@email.com	098-765-4321	Enabled	Enabled	Enabled

Control Tower: Enabled

Shipment Profile Info :

Profile Name: New Shipper Profile

Shipment Start Date: 9/26/2026 12:00:00 AM

TimeZone: Pacific Standard Time

Min: 2

Max: 8

Duration: 15

Escalation Contacts:

Name: Shipper Contact, Email: contact@email.com, Phone: 123-456-7890,

Tracking: Enabled, Reporting: Enabled, Alerts: Disabled.

Enabling Control Tower After a Lease Was Submitted

- Under Request Summary, Control Tower can be added to any Pending lease using the Enable Control Tower action button.

LEASE NUMBER	STATUS	START DATE	END DATE	REQUESTED DATE	Enable Control Tower	NS	QUANTITY
L74TCXD	Pending	05/05/2026	05/18/2026	04/26/2026			3
L77PTWF	Pending	05/04/2026	05/17/2026	04/27/2026			9

- You will be required to either select an existing profile or create a new profile for the shipment and specify the shipment start date/time and time zone.

Request Control Tower

Profile Name

- Select -

Create New Profile

Shipment Start

Timezone

- Select -

Control Tower Setup

Profile Name

Receive Excursion Alerts

Excursion Threshold

Minimum

to

Maximum

for

Minutes

Share Shipment With:

FIRST NAME

LAST NAME

EMAIL

PHONE NUMBER

TRACKING

REPORTING

ALERTS

OPTIONS

Add Control Tower Contact

Request

FAQs

What does the Control Tower Service include?

- Shipment setup (from release to return point)
- Read-only tracking link shared to Control Tower contacts
- Email alerts if the cargo temperature goes out of range or comes back to temperature
- Daily shipment report sent via email giving container condition details and last location information
- Complete shipment report, including a shipment summary and individual comprehensive reports for each container, sent via email at the end of the lease

Who can I add as a Control Tower contact?

Any individual can be added as a Control Tower contact, even if they do not have a login to the system or are a contact outside of your organization. Contacts without a login will be able to access the shipment tracking details via the read-only tracking link and will receive all reporting associated with the specified shipment if enabled for notifications. They cannot access additional financial data, lease information, or other shipments outside of the shipment they were designated to.