FAQ

C□NTAINER+

Which shipment party has access to the chart?

The contract party with a valid ONE ECOM user ID will be able to view the data. The contract party would also be able to nominate other parties like their shipper or consignee to view the data.

Where can I see multiple shipments?

You can see multiple shipments in Shipment Overview with Reefer IoT Containers filter, or in the CONTAINER+ sub menu.

When is the data available?

Data is available whenever there is connection with a GSM network.

What information is available in the temperature chart?

The coloured lines in the chart represents the set point, supply air temperature, return air temperature and the ambient temperature. It also shows the date and location of the reefer across the x-axis.

How do I read the reefer temperature chart?

The temperature chart displays time on the x-axis (horizontal) and temperature on the y-axis (vertical). To read the chart, observe the trend of the temperature lines. Each point on the chart represents a temperature reading at a specific time.

What is the actual cargo temperature?

The estimated cargo temperature would be nested between the supply air and return air readings. A narrow gap between supply and return air readings is usually an indication that your cargo is at set point.

How to zoom in and out on the chart?

You can zoom in and out by scrolling your mouse in the chart area. After zooming in, hold your left mouse cursor to move back and forth.

Can I download my data?

You can click on Download button on the top right corner of the chart to receive all data available for the selected container in the excel or PDF format.

Why is the data not showing in my dashboard?

Data can be absent due to power-off or no connectivity of cellular network. In some cases, there might be a delay in synchronizing data due to network latency or other technical factor.

Will I receive a notification on the temperature deviations?

Currently this feature is not available. We will be progressively rolling out such features in the future.

How can I get support in case I have any inquiries or issues?

Please send your inquiries to **containerplus.support@one-line.com.**

Your Number ONE Shipping Partner
to monitor your reefer cargo.

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