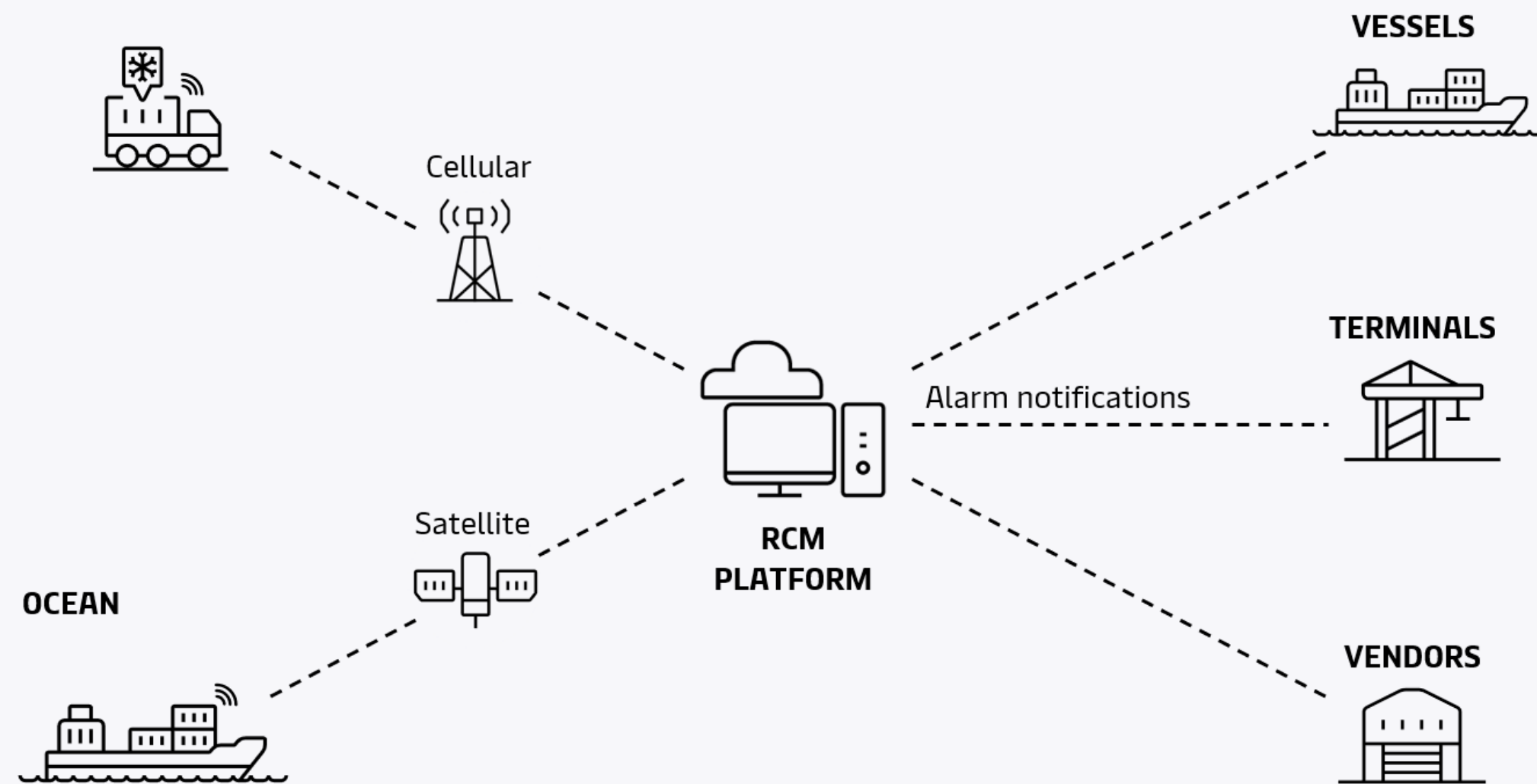# CAPTAIN PETER

⚓ http://captainpeter.com/ ⚓

Remote Container Management

Maersk has invested in technology which enables a remote flow of data from our reefer containers – the system is called Remote Container Management (RCM).

INLAND

VESSELS

Cellular

TERMINALS

Alarm notifications

Satellite

RCM PLATFORM

OCEAN

VENDORS

HOURLY DATA POINTS

⚠ Reefer controller status
- ❖ Reefer settings
- ❖ Open alarms
- ❖ Power status

🌡 Sensor readings
- ❖ Temperature
- ❖ Humidity
- ❖ Atmosphere (O2/CO2)
- ❖ Cargo Probes

📍 GPS Location

400+ vessels with RCM satellite connection
Connectivity on all of our own and long-term chartered vessels

380,000+ reefer containers RCM-enabled
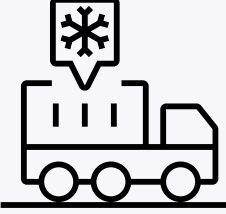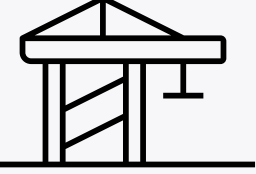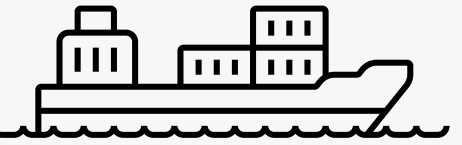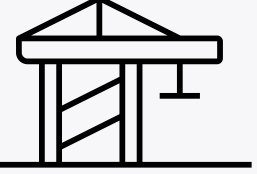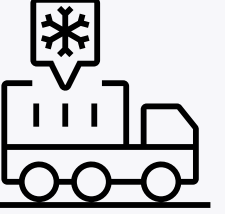corresponding to 99% of the entire reefer fleet

The data enables Maersk and brands to take better care of customer cargo by sending automated commands to the containers and by letting operational teams act as soon as the system detects any deviations. Operational process examples:

- ❖ Automatic corrections of setpoint discrepancy (actual vs. booked) of temperature, humidity and CO2/O2 setpoints
- ❖ Container alarm notifications to depot, terminal or vessel crew for immediate attention
- ❖ On/off-power monitoring with alarm notifications to location based on threshold defined at commodity level

This is the standard process for all reefers shipped with Maersk and brands and comes with no additional charge to customers.

Data flow from reefer container to RCM Platform

	INLAND	EXPORT TERMINAL	AT SEA	IMPORT TERMINAL	INLAND
Data Recorded	✓	✓	✓	✓	✓
Connectivity	✓ *	✓	✓ **	✓	✓ *

* Provided the reefer is powered on (with genset)

** We do not have satellite coverage when the reefer container is onboard partner vessels, foreign feeders and short-term charter vessels

Data is recorded even though the reefer container is not communicating and can be retrieved when the reefer is communicating again.
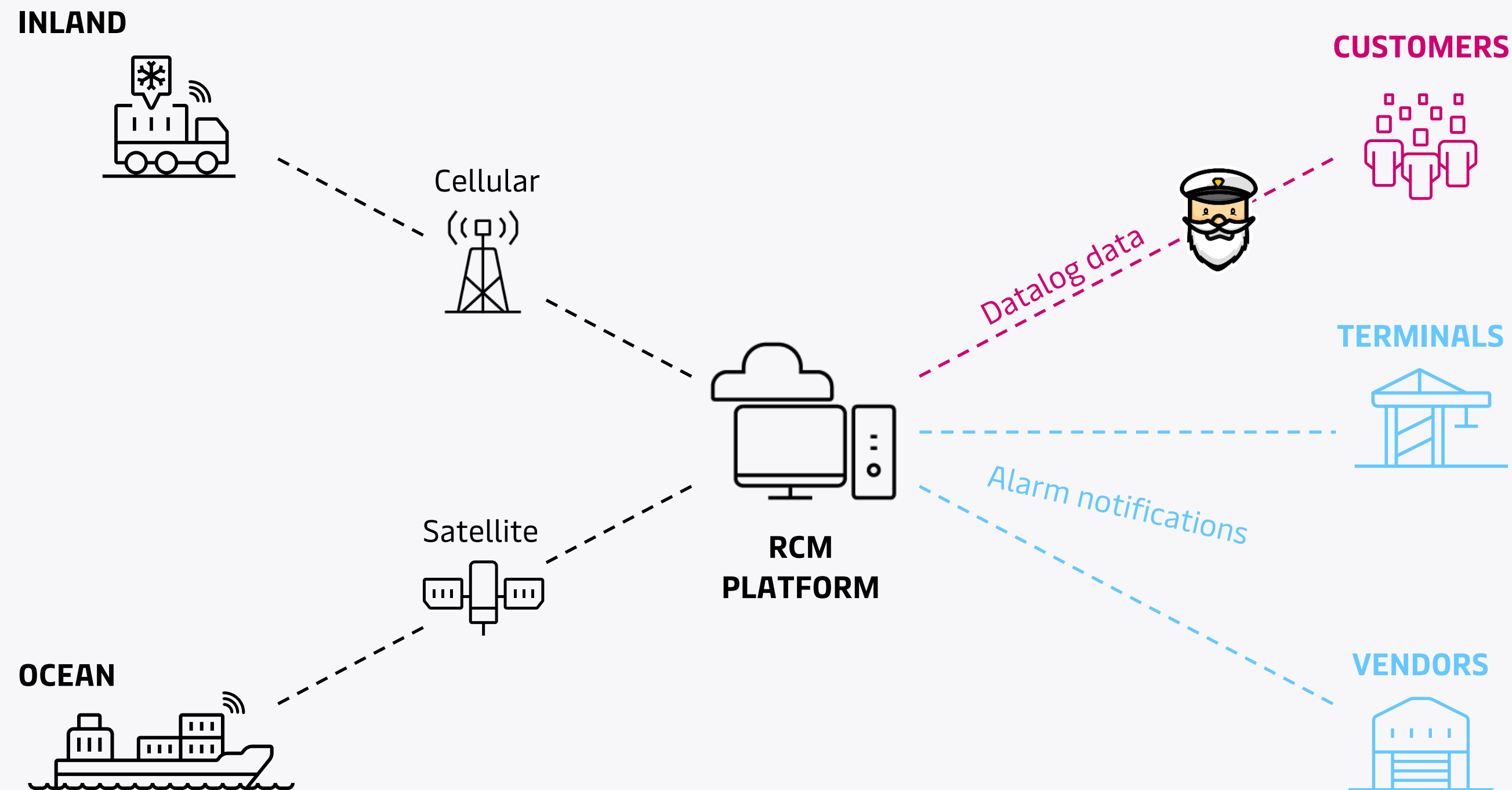
When the reefer container is off power, data may still be recorded and can then be retrieved when the reefer is powered on.

Due to this, delay in the data flow or data gaps should be expected from time to time. Captain Peter users can always reach out to the support@captainpeter.com and ask for retrieval of missing data (for Premium/Integrated containers) or get the latest status of the shipment.

Captain Peter vs. RCM

Captain Peter is providing customers visilibity to the datalog data received from reefer containers.

INLAND

Cellular

OCEAN

Satellite

RCM PLATFORM

Datalog data

Alarm notifications

CUSTOMERS

TERMINALS

VENDORS

CUSTOMER VISIBILITY
The Captain Peter graphs are populated with the industry standard **datalog data** which has hourly averaged data points.

More than 80%* of our reefer fleet transmit datalog data every hour, the rest will transmit an update with 24 data points once per day.

*90% by end 2023
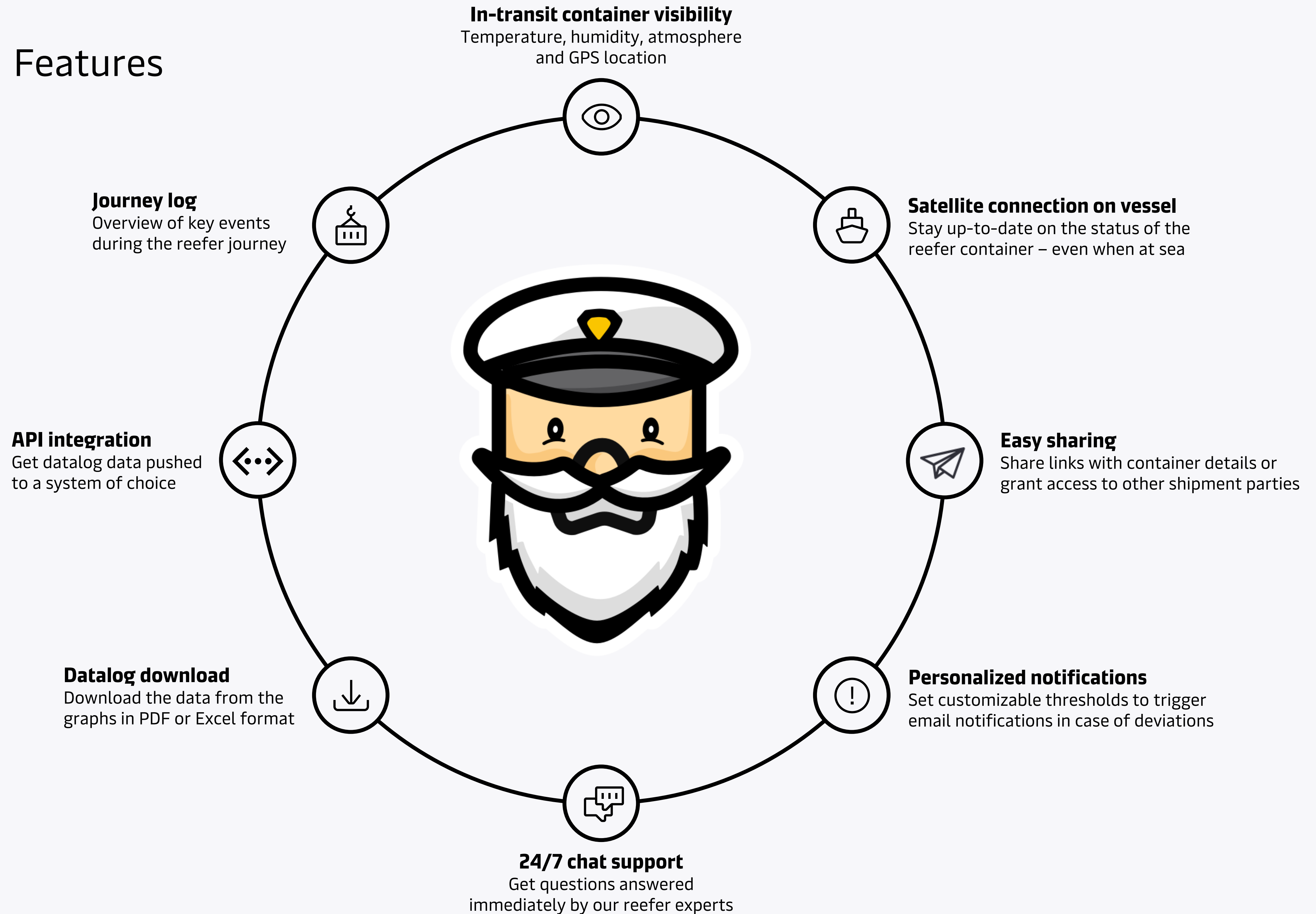
OPERATIONAL MONITORING
We have a separate, internal system for RCM monitoring, Captain Peter is not used by our operations teams as a monitoring tool.

Our operational monitoring processes are running 24/7 based on **hourly snapshot data** and actions are taken by the relevant location upon receiving immediate alarm notifications.

It is the **price owner/contractual customer who has access** to the Captain Peter data.
The price owner can use the sharing features to share data with other shipment parties.

Features

In-transit container visibility
Temperature, humidity, atmosphere and GPS location

Journey log
Overview of key events during the reefer journey

Satellite connection on vessel
Stay up-to-date on the status of the reefer container – even when at sea

API integration
Get datalog data pushed to a system of choice

Easy sharing
Share links with container details or grant access to other shipment parties

Datalog download
Download the data from the graphs in PDF or Excel format

Personalized notifications
Set customizable thresholds to trigger email notifications in case of deviations

24/7 chat support
Get questions answered immediately by our reefer experts

Captain Peter packages

What you get	Basic	Premium	Integrated
Unlimited users	✔	✔	✔
Container overview and predicted vessel ETA	✔	✔	✔
Container journey log and graphs	✔	✔	✔
Container GPS location	✘	✔	✔
Unlimited datalog downloads	✘	✔	✔
Arrival summary	✘	✔	✔
Data integration with API*	✘	✘	✔
Easy sharing with stakeholders	✘	Shared container links	Access to other shipment parties
Receive email notifications	Pre-set	Customizable	Customizable
Support	Email	24/7 chat	24/7 chat
Price per container	$ 0	Starting from $50	Starting from $100

*Application Programming Interface. Push-based API enabling datalog data to flow directly into customer system of choice when received from the reefer container.

Premium/Integrated package vs. single datalog download

Option	What?	Invoicing	How to purchase?	Price
Premium/Integrated on the service contract	All Premium/Integrated features enabled for all bookings under a contract filed with the respective charge	Captain Peter Premium/Integrated charge included on the freight invoice	Agreed as part of contract negotiations – respective charge filed as mandatory on the service contract	Premium: $50 Integrated: $100 per container
Single datalog download	Only the datalog download feature enabled for one specific container	'Captain Peter Single Datalog Download' charge added to the invoice of respective booking	Customer can purchase directly on the Captain Peter website at any time during – or after ended – journey	$250 per datalog download

How to access?

Go to http://captainpeter.com/. Customers can immediately access via their existing user account from one of our brand websites. New user accounts can be created via the below links.

https://www.maersk.com/portaluser/register/

https://www.sealandmaersk.com/portaluser/register/

❖ After registration, an email with a verification link will be sent to the email provided. Click on the link in the email to verify the same.
❖ You can then Login with your credentials and proceed to 'Complete My Account' to link your account with your company:
1. If your email domain is recognized by Maersk, you will be presented with details we have about you your company.
   You can then select your local Maersk office and submit.
2. If your email domain is not known to Maersk, you will get an option to Search for your Company Name in your Country.
   From the Search results you can select your Company and then your local Maersk office and submit.

https://www.hamburgsud.com/en/ecommerce/login/registration/

❖ After registration, an email with a verification link will be sent to the email provided. Click on the link in the email to verify the same.
❖ You can then proceed to add further details about your company including Tax number.
❖ Once submitted, the backend team will match the Tax number to any existing company (or create a new company entity).

Frequently **A**sked **Q**uestions – Customers

Question	Answer
Who has access to the data on Captain Peter?	It is the Price Owner of a shipment who has access to the data in Captain Peter. Price Owners who have purchased one of the paid packages can use the Shared Link or Shared Access (Integrated package only) features when logged in to Captain Peter to easily share details with other parties.
How do I purchase one of the paid Captain Peter packages?	Please reach out to your sales or customer service contact to get the Premium or Integrated package included in your logistics service contract. Alternatively fill in the contact form on https://www.maersk.com/digital-solutions/captain-peter/contact-us.
Where can I get help on the Captain Peter product?	Customers who have purchased the Premium or Integrated package can use the 24/7 chat support available when logged in to Captain Peter for the fastest level of response. In addition, all Captain Peter users can contact the Captain Peter support team via email at support@captainpeter.com.
I have questions or concerns about the data I see in the Captain Peter graph or the notifications I have received – who should I reach out to?	Please rest assured that our operations teams and vessel crews have access to the same information via our Remote Container Management system and will act on any open alarms causing temperature deviations. The Captain Peter support team can answer basic questions related to the data and product features while more detailed questions related to data interpretation and reefer functionality may be forwarded to our global network of Reefer Specialists for further review and feedback.
I have purchased the Captain Peter Integrated package, how do I start integration with the API?	Please go to either https://developer.maersk.com/api-catalogue (Maersk and Sealand customers) or https://developer.hamburgsud.com/api-catalogue (Hamburg Süd and Alianca customers) to find the relevant Captain Peter API and information about how to start integration.

More product questions can be found in the online customer FAQ.

Screenshot – container overview

Screenshot – container details
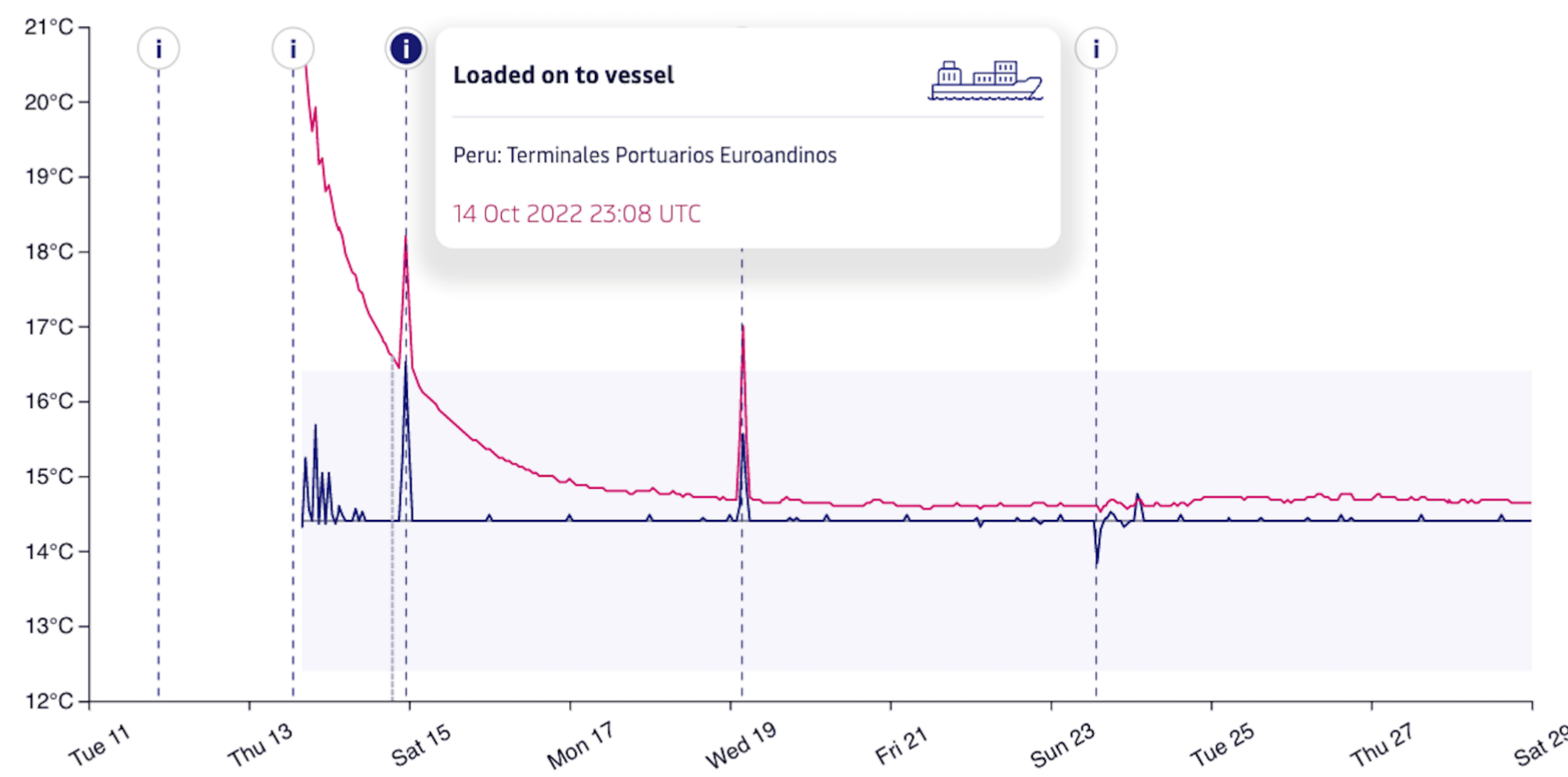
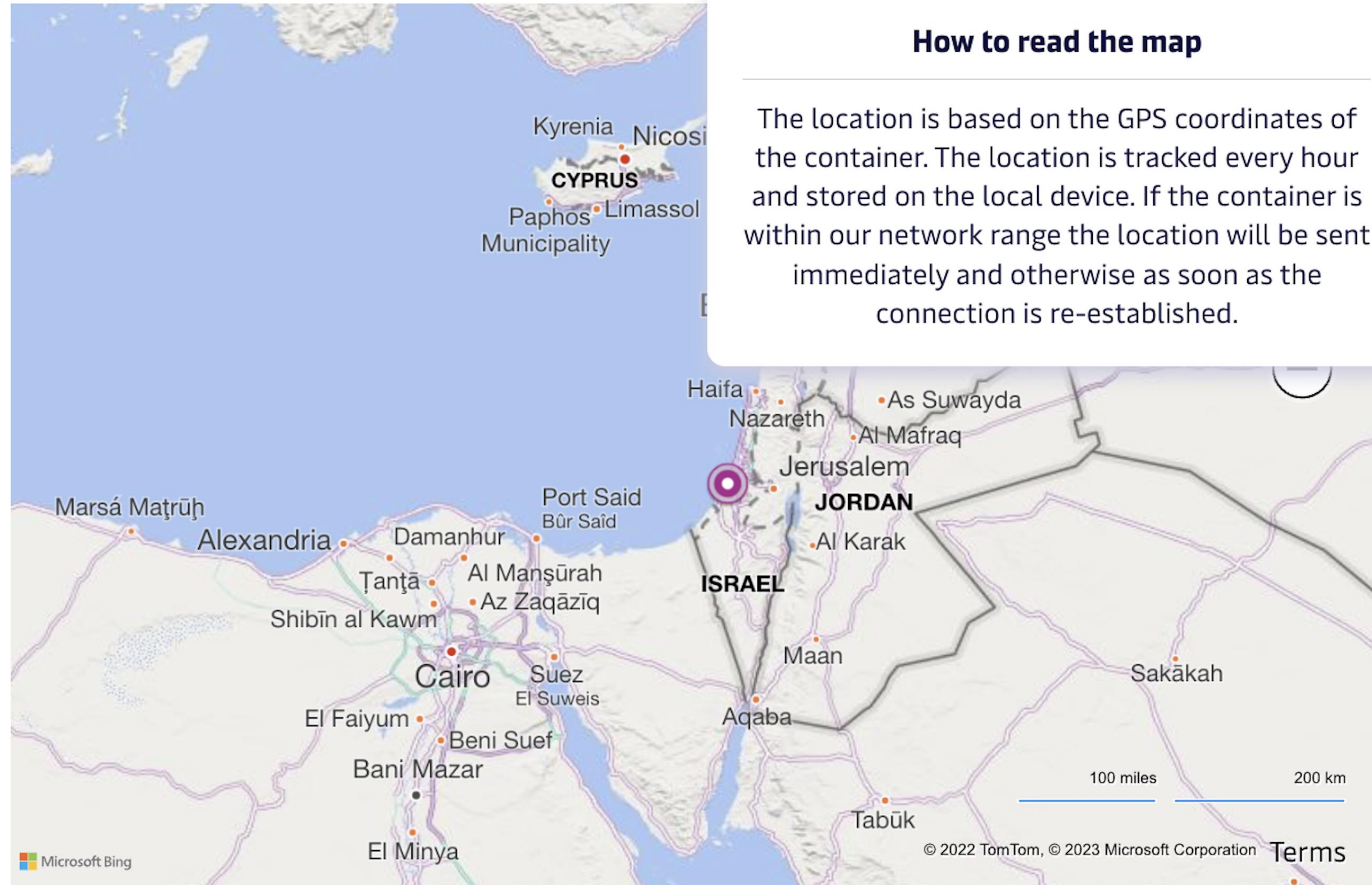# Screenshot – container location

Container Location

Last location update: 16 Jan 2023 18:57 UTC ⓘ

How to read the map

The location is based on the GPS coordinates of the container. The location is tracked every hour and stored on the local device. If the container is within our network range the location will be sent immediately and otherwise as soon as the connection is re-established.

Find my container on the map

Screenshot – personalized notifications

Search

Menu ☰

Temperature deviation notification for 🥑

Daily digest, supply, ±2.5°C, 6 hours
Avocado, non-frozen, fruit

Hide settings ▲

The frequency that you will receive your email notifications

Daily digest

Select the temperature deviation from set point that triggers the email (from ± 0.5°C to ± 10.0°C)

| **Supply** ✓ | **Return** | | **± 2.5°C** |

± 0.0 °C   ± 5.0 °C   ± 10.0 °C

Select the time duration that the temperature has been out of range (from 3 hours to 36 hours)

6 hours

0 hours   18 hours   36 hours

Select the type of commodity to be notified about.

🔍

🥑   **Avocado, non-frozen, fruit**

Apply notification setting

Screenshot – share access

Search

Access Management

Guidelines to access Captain Peter

john.decker@maersk.com   **Send**

You can send guidelines to access Captain Peter to yourself for review and forward them to your consignees or shippers, or directly send them from here.

Shared Access   How does it work? ⓘ

You can grant access to Captain Peter's information to your customers. The granted access party (e.g., shipper, consignee) can log in to Captain Peter and view container information for all associated bookings. The access can be turned On/Off whenever needed.

Price owner code	Company name	Customer code	Party	Status	
987654321	TomatoCompany	555555555	shipper	Access ON	⬤
987654321	Bananarama XYZ	576849493	shipper	Access OFF	○
987654321	OrangeJuice	69875458937	consignee	Access OFF	○
987654321	CarrotFactory	689975924	consignee	Access OFF	○
987654321	BlueberryWorld	5453566353	consignee	Access OFF	○