



PARCELIVE USER GUIDE

MAXIMISE VISIBILITY | MINIMISE RISK | UNLOCK SMARTER SUPPLY CHAINS

Trusted by global leaders in Logistics, Medical, Aerospace, Perishables & Luxury Goods - Real-time insights into condition, location & security of your shipments worldwide.

Powering smarter, transparent, and efficient supply chains.



REAL-TIME INSIGHTS | PROVEN PERFORMANCE | GLOBAL CONFIDENCE

WHY TRACKING MATTERS

In today's fast-moving global supply chains, real-time tracking is no longer a luxury — it's essential. Since 2015, Hanhaa has been transforming how businesses monitor shipments, helping reduce risk, improve efficiency, authenticate deliveries, and provide real-time visibility across supply chains worldwide.

ParcelLive: The Benchmark in Supply Chain Visibility

ParcelLive sets the standard for shipment tracking solutions. Its combination of a slim, lightweight design, airline approval, sustainable return mechanism, extended battery life, and a world-class portal has made it a trusted tool for global brands.

ABOUT HANHAA & PARCELIVE

10+ YEARS OF INNOVATION | TRUSTED BY GLOBAL BRANDS | PROVEN TRACK RECORD IN CRITICAL INDUSTRIES

ParcelLive Advantages:

- Airline-approved
- Long battery life
- Sustainable return solution
- Tamper-proof & secure

Our Credentials:

- Only European-designed & manufactured real-time tracking solution
- Devices approved by postal, aviation & customs authorities
- UK-based innovator in supply chain visibility
- Ability to deliver custom solutions through in-house expertise

HOW TO USE THIS GUIDE

This guide will show you how to get the most from your ParcelLive devices — step-by-step. ParcelLive is simple, consistent, reliable, and transparent — providing data insights that are affordable, accurate, and secure.



TRUTH AT SCALE

BILLIONS ARE LOST EVERY YEAR DUE TO SUPPLY CHAIN BLIND SPOTS. PARCELIVE ELIMINATES THESE RISKS WITH REAL-TIME, TAMPER-PROOF, AND ACTIONABLE SHIPMENT DATA.

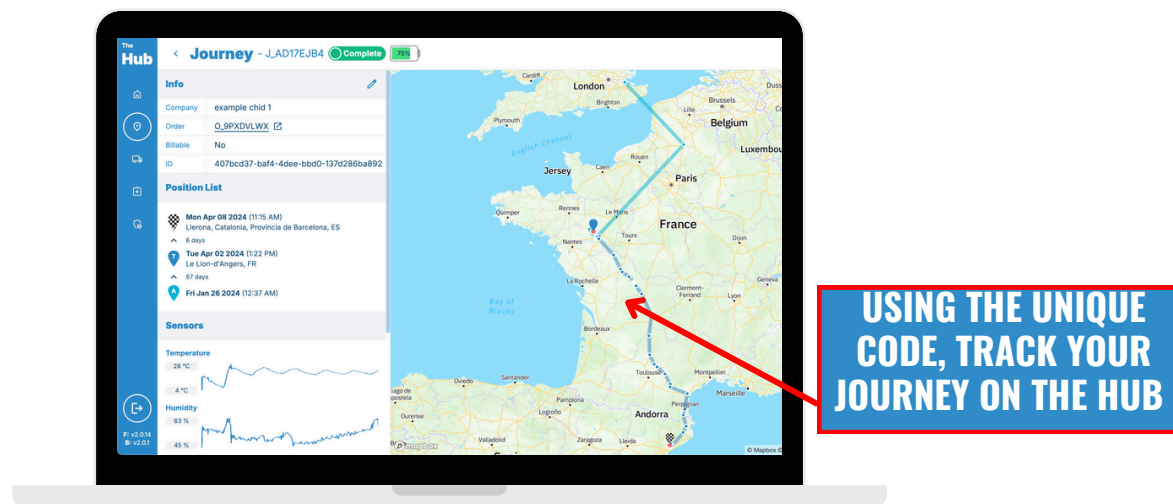
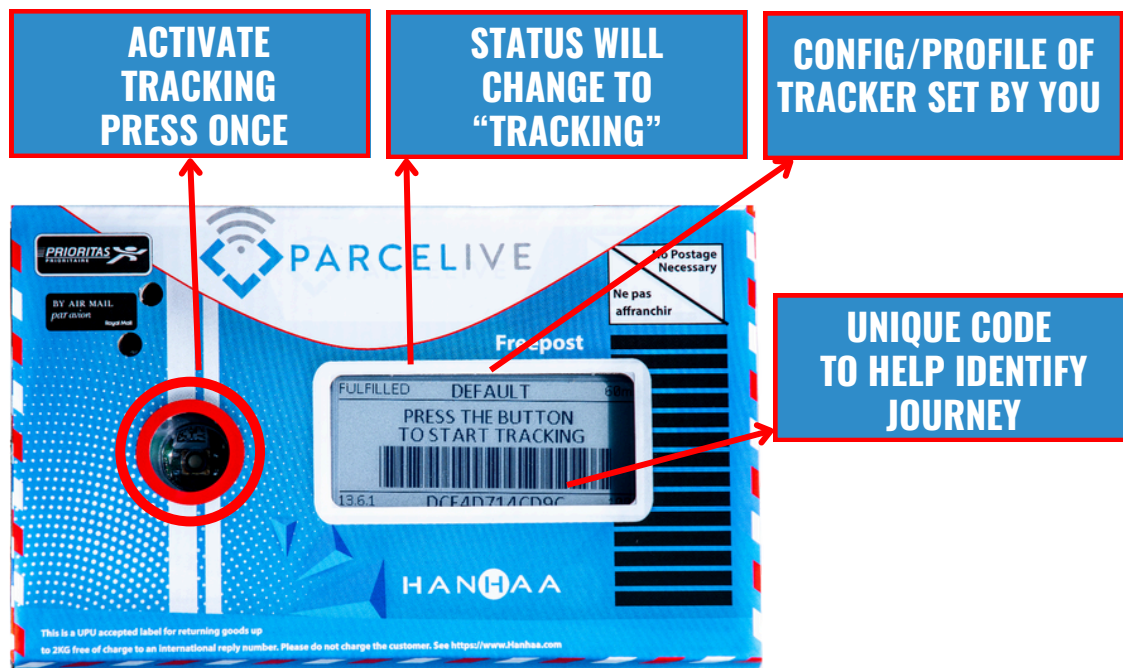
KEY BENEFITS OF PARCELIVE:

- PREVENTS DISPUTES THROUGH VERIFIED SHIPMENT DATA
- REDUCES LOSSES AND SHRINKAGE
- INCREASES ACCOUNTABILITY AT EVERY SUPPLY CHAIN STAGE
- IMPROVES OPERATIONAL EFFICIENCY
- REDUCES WASTE AND ENVIRONMENTAL IMPACT



QUICK GUIDE:

Follow these simple steps to ensure accurate tracking and efficient device return.



Activate Tracking

Press the Button ONCE. Do not press multiple times — a second press (after 12 hours) will irreversibly switch the device to return mode.

- **Confirm Device Status:** A “T” (Tracking) icon will appear in the bottom right corner of the screen. The top left of the screen will display “Tracking”
- **Check & Log in The Hub:** Confirm activation status in The Hub portal. Log the device’s unique serial number. Rename the device in The Hub for easier shipment management (Optional) Set up a profile of alerts tailored to your shipment needs

Deploy the device

- **Secure Placement:** Place the activated tracker securely inside your shipment — box, crate, or pallet — following the recommended placement guidelines
- Ship as Usual. You have now completed tracking setup!

Monitor Your Shipment

- All journey data and environmental conditions (location, temperature, humidity, etc.) are available in real time via The Hub
- You can adjust alert profiles mid-journey or set up notifications for unusual activity (e.g., geofence breach, shock event)

End Tracking & Activate Return

- **Press the Button AGAIN.** At the **end** of the shipment journey, press the same button once to activate Return Mode. The screen will display the return address of the nearest Hanhaa fulfilment centre. The “T” will change to “R” (Return) on the screen

Return the Tracker

- **Postal Return (Sustainable Solution).** Place the device directly into your national postal system for return to Hanhaa — no additional packaging required
- **Courier Return (For Bulk Returns).** If returning a large quantity of devices, book a return collection through our Courier Service

ALWAYS VERIFY THE DEVICE STATUS ON BOTH THE SCREEN AND THE HUB BEFORE SHIPPING OR RETURNING THE DEVICE.

1
PRESS BUTTON
START DEVICE
PLACE SECURELY INTO
SHIPMENT

2
LOG IN TO FOLLOW
SHIPMENT ON THE HUB

3
END TRACKING
PRESS BUTTON AGAIN TO
ENABLE RETURN MODE

4
RETURN DEVICE TO
HANHAA VIA POSTBOX
OR COURIER

SECURING THE DEVICE INSIDE YOUR SHIPMENT

Proper placement of the Parcelive tracker is crucial to ensure accurate and reliable shipment data. Follow these guidelines to secure the device correctly and avoid false readings during transit.

Key Placement Rules

- Secure the device firmly
- The device must be tightly secured so it cannot move inside the parcel during transport. Loose placement can lead to inaccurate sensor readings

Recommended Fixing Points

- Attach the tracker to the inside side flap or the inside, side of the box
- Ensure the screen faces inward, towards the contents of the parcel
- Use strong adhesive tape or Velcro to keep the device in place if needed

Ensure Clear Sensor Exposure

- Do not cover the front of the device with packaging materials.
- The light sensor (top left corner) must remain unobstructed to accurately detect light changes (e.g., parcel opening)

Why Secure Placement Matters

- Accurate Light, Shock, and Environmental Readings
- Prevents false alerts caused by device movement
- Ensures reliable data throughout the shipment journey

Example of Correct Packing
The tracker is tightly secured in place within the box facing inwards,
with sensors exposed and free to gather environmental data

HOW TO SECURE PARCELIVE INSIDE A BOX



SECURING YOUR DEVICE

Proper placement of the Parcelive tracker ensures accurate data collection and device protection during transit. Follow these best practices based on your shipment type:

RECOMMENDED FIXING METHODS

- **Velcro or Double-Sided Tape**
(Simple & Fast – Image 1)
 - Secure the tracker directly onto a stable surface of the pallet or crate using adhesive solutions
- **Embedded in Pallet Wrap**
(Discreet – Image 3)
 - Place the device within the stretch wrap layers of palletized goods for protection and security
- **Cable Ties or Bracket + Screws**
(Robust – Image 2)
 - Use cable ties to secure the tracker firmly to crate struts (avoiding tying over the screen)
 - For reusable wooden crates, brackets and screws provide the most stable, long-term solution
- **Inside a Box on the Pallet**
 - You can also securely place the tracker inside one of the shipment boxes on the pallet, ensuring it remains immobile

PLACEMENT GUIDELINE

Place the tracker where it will not be crushed or damaged during handling or transit. Avoid vulnerable corners or outer edges.

- **Pallet Stacking**
 - Stacked pallets: Avoid placing on top – risk of compression
 - Unstacked pallets: The top center area can be a safe option
- **Truck Shipments**
Avoid attaching near exposed corners or pallet edges where goods may shift and impact the device
- **Wooden Crates**
Secure the tracker on interior struts rather than exterior surfaces to protect from external impacts – especially important if crates are reusable and return to base
- **Sensor Considerations**
Ensure the sensor openings (top left of device) are not covered if monitoring light, humidity, or shock is critical for your shipment

IMAGE 1



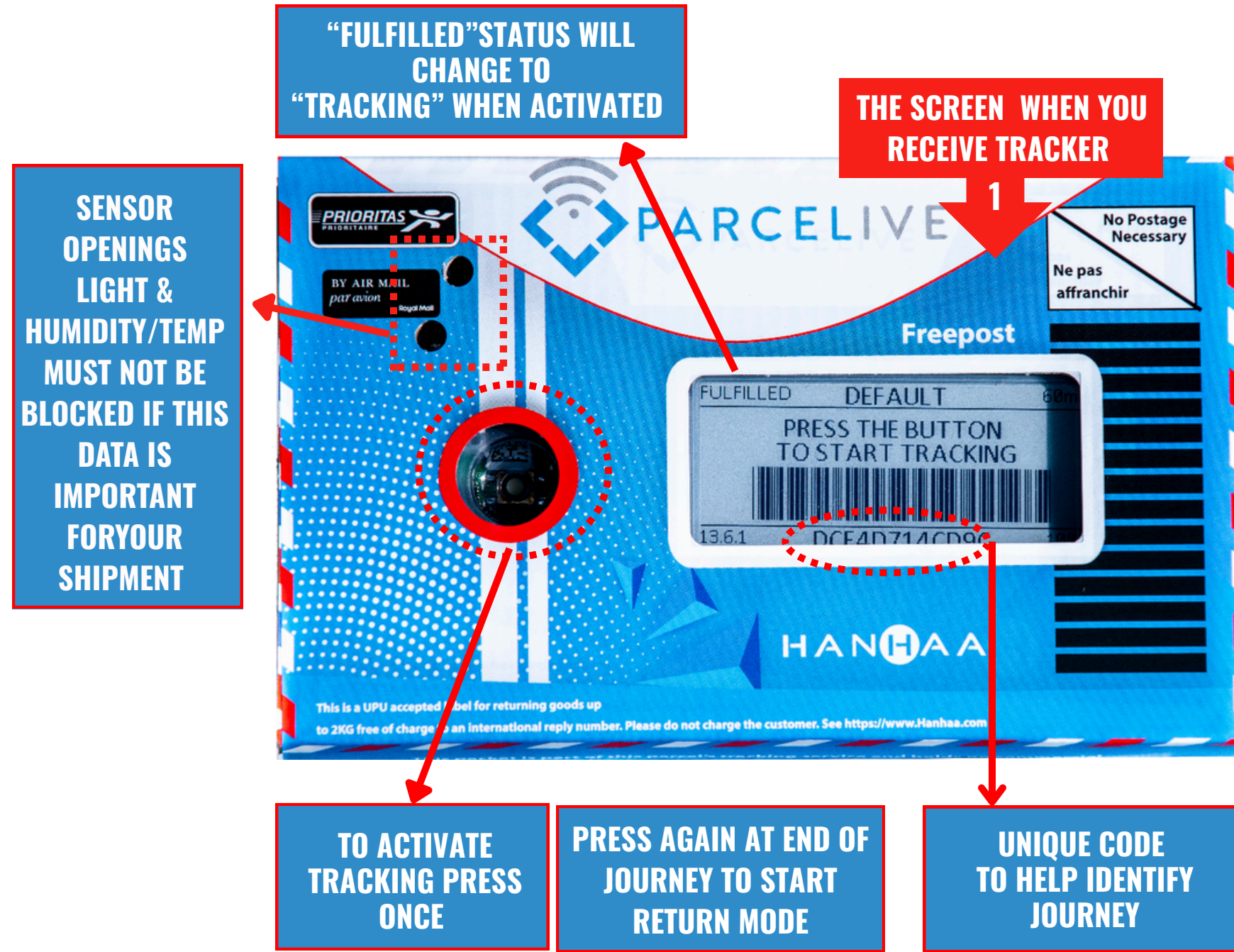
IMAGE 3



IMAGE 2

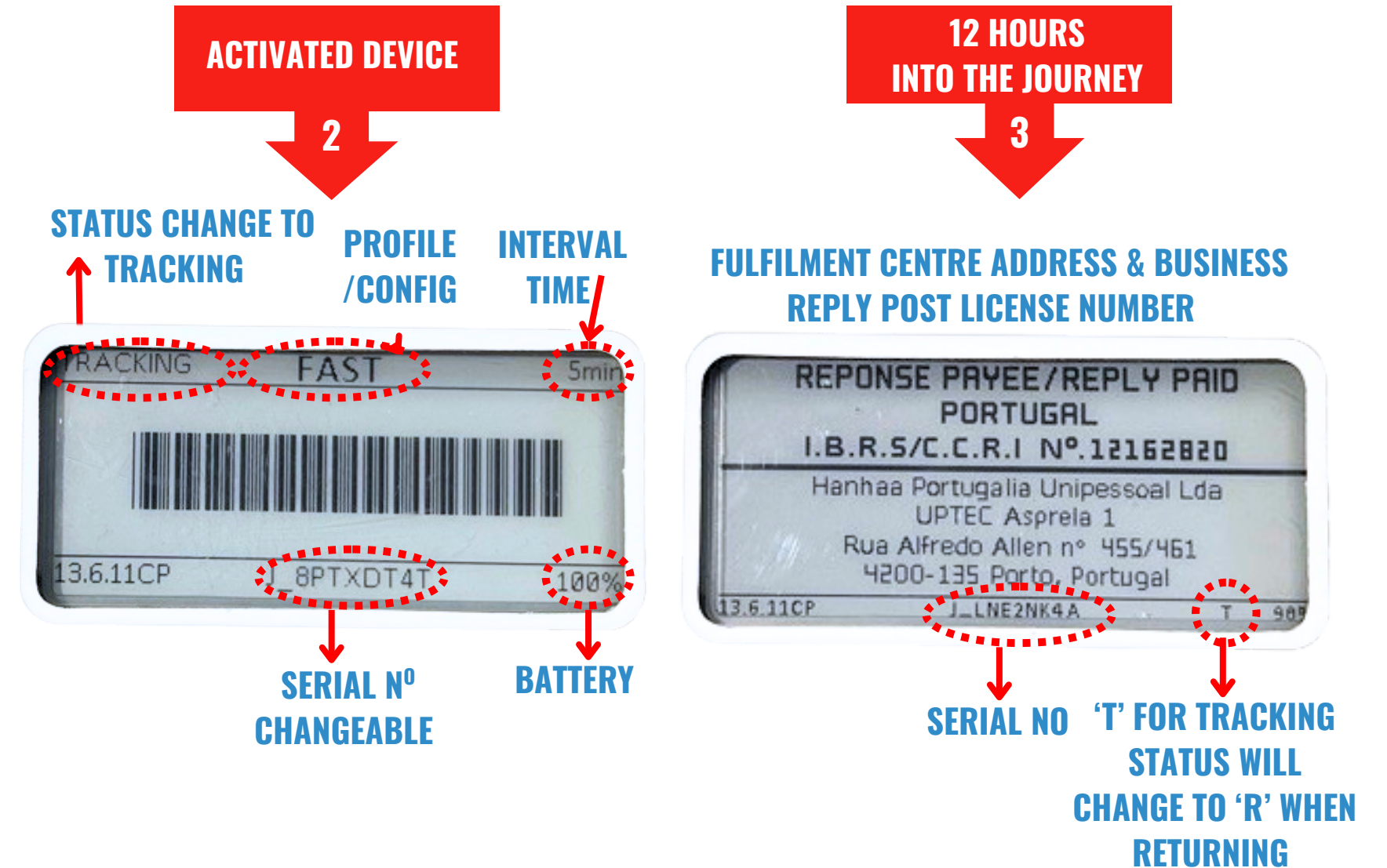


UNDERSTANDING YOUR PARCELIVE DEVICE:



This page outlines the key screen changes as your device tracks your shipments:

- **Fulfilled:** When the device arrives, it displays a Fulfilled status — indicating it is ready for activation
- **Tracking:** Once activated, the status changes to Tracking. The device will operate according to the settings in your profile on The Hub. You can change these mid journey
- **Return Screen:** Three hours after activation, the device automatically switches to a failsafe screen displaying the return address. This ensures that, even if the battery runs out, the tracker can still be returned safely.



MANAGING SHIPMENTS IN THE HUB:

The Hub is your centralized platform for monitoring all shipments, returns, and device usage. Key features include:

REAL-TIME SHIPMENT VISIBILITY

- **Interactive Map View**
 - Visualise your shipment's route with precise location updates (ping points) throughout its journey
- **Comprehensive Sensor Data:** Monitor key environmental conditions in real time:
 - Temperature, Humidity, Shock, Light, Pressure, Battery

ADVANCED CONTROL FEATURES

- **Geofence Alerts**

Define geographical zones (e.g., country entry points, warehouses) and automatically trigger notifications (e.g., email alerts to customers upon arrival)

- **Customizable Data Transmission**

Optimize battery life on long shipments by adjusting the frequency of location pings.

- Minimum of 1600 pings per journey
- Flexibility to modify ping rate mid-journey

USER & DATA MANAGEMENT

- **Flexible User Permissions:**

Assign up to three user roles with tailored access levels. You can also share data on a per-journey basis with external stakeholders

- **Organisational Hierarchy Setup:**

Structure your business data clearly by creating divisions, customer accounts, or regions as “child accounts” under a main parent company. This enables streamlined reporting, clear usage accounting, and precise cost allocation

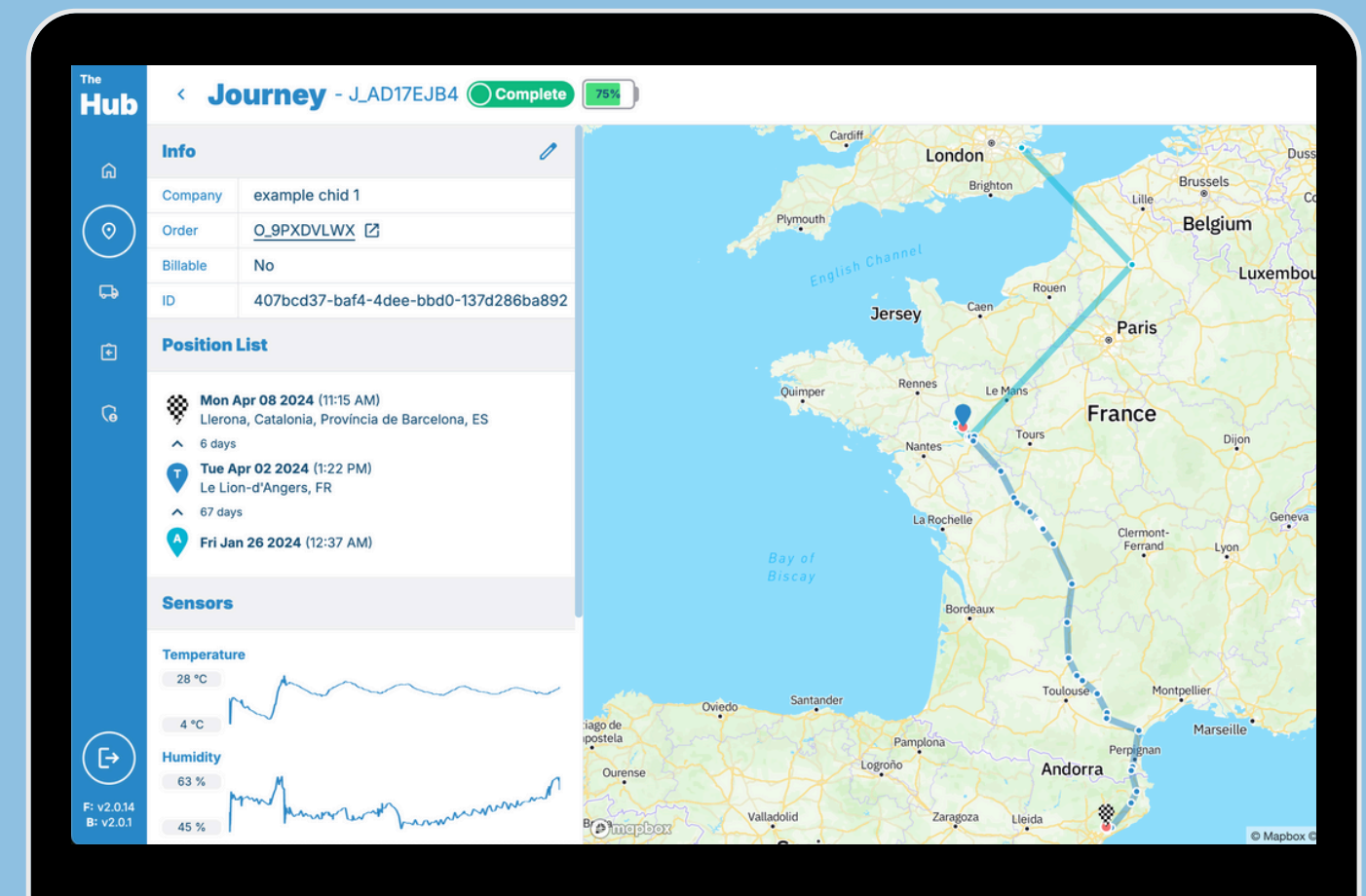


JOURNEY NAME - OPTION TO CHANGE

HOME
SCREEN
JOURNEYS
ORDERS
RETURNS
COMPANY

DATA
GATHERED

EXIT



TROUBLESHOOTING

Ensure accurate tracking and seamless operations by following these key checks and solutions:

Sensor Functionality

- Light Sensor (Front of Device) To detect parcel opening, ensure the tracker is placed inside the sealed box with the light sensor exposed to the interior environment. Avoid blocking the sensor with packaging material
- Shock Detection: The tracker must be securely fixed within the shipment. Loose placement can trigger false shock alerts due to unnecessary movement
- Humidity Measurement: Do not enclose the tracker in a separate bag or sealed pouch, as this will prevent accurate humidity readings
- Shock Direction Tracking: If directional shock data is required, ensure the tracker's orientation is consistent across all shipments. Record the orientation during packing

Device Status Verification

- Before shipping, confirm the device status:
 - On-screen indicators status: tracking or "T" for Tracking or "R" for Return
 - Real-time status in The Hub

Common Issues & Solutions

- Screen Damage: If the screen is unresponsive due to transit damage:
 - The tracker continues reporting to The Hub normally
 - Contact support@hanhaasc.com for a printable return label
 - Affix the label to the device and return as usual
 - No tracking data will be lost



ANY PROBLEMS OR REMAINING QUESTIONS? PLEASE EMAIL [SUPPORT@HANHAASCS.COM](mailto:support@hanhaasc.com)
WE ARE ALWAYS HAPPY TO HELP

Connectivity Loss

- The tracker stores data locally if no network is available and uploads it once it regains connectivity – similar to mobile phone behavior

DEVICE ACTIVATION & RETURN MODE

- **Button Usage**
 - Press ONCE to activate tracking
 - Press ONCE again to end tracking and start return mode
 - Do not press repeatedly – after 12 hours, a second press will irreversibly place the device into return mode
- **Default Return Label (After Activation)**
 - Twelve hours after activation, a default address label appears on the screen
 - This is normal and ensures the device can return to Hanhaa even if the battery is depleted
 - The screen will display either:
 - Nearest Hanhaa Fulfilment Centre address
 - "BOOK A RETURN" message
 - You can check if you are still tracking by observing the "T"



AVERAGE LIFE CYCLE OF A PARCELIVE DEVICE



HANHAA

DELIVERING TRUTH@SCALE

WWW.HANHAA.COM

support@hanhaasc.com
support.hanhaa.com

Hanhaa SCS is a company registered in England and Wales (13840659)
Hanhaa Portugalia is a company registered In Portugal (516818848)

www.hanhaa.com



SOLARLIVE

PARCELIVE