

Enhanced shipment monitoring when you need it

Want extra oversight for a specific shipment? Get all the monitoring capabilities of our ShipAware Program—plus setup support and proactive monitoring—with no contract or commitment.

We will program the journey for you and monitor your shipment's end-to-end integrity, location, and/or security in real time—all for a flat fee per one-way trip.

Single Journey features and benefits

For one flat fee, you'll get:

- Coverage to 90+ airlines and 30+ countries and territories
- Device shipping to the origin location
- Journey and device programming
- Online access to view the journey
- 24/7 shipment monitoring
- Real-time alerts if the shipment is compromised
- A prepaid shipping box for returning the device, or a prepaid return label and international paperwork for global journeys
- Automatic archiving of data to a customer portal
- Access to data and downloadable reports for three months

What's not included:

- Transportation cost for the shipment (your responsibility)
- International duties and taxes (your responsibility)
- Use of temperature probe (available for a fee); required for temperatures between -20° C and -200° C
- National Institute of Standards and Technology (NIST) validation (available for a fee)

Pricing

Domestic journey: \$225 USD (One-way journey within 50 U.S. states)

International journey: \$275 USD (One-way journey to/from an approved country)

Start the journey



How Single Journey works

We ship the device

We also ship a prelabeled return box to the origin point.

You activate the service

When you receive the monitoring device, follow the provided instructions. If this is your first time using Single Journey, you'll get a link to set up your login.

You turn on the device

Put it in the return box, seal the box, and place it inside the shipping container.

You monitor the shipment

You and other journey participants can view location and environmental indicators of your shipment in real time.

You return the device

When the shipment arrives at its final destination, the designated contact retrieves the device. They take the unopened return box to a FedEx drop off location within 24 hours. (For international returns, put the device in a FedEx® Small Box and use the provided prepaid label and paperwork.)

We monitor the shipment 24/7

Law enforcement will be alerted per the agreement terms if security parameters of the shipment become compromised.

Ready to start your Single Journey?

Device usage

1. Devices must be properly packaged and labeled as set forth herein. Customer is responsible for any fines or penalties resulting from improper packaging or labeling.
2. Customer is responsible for ensuring that the devices are adequately charged before a journey. Kubox LLC, Trünk, Trunkmoves.com, FedEx will not be liable for any diminution of service resulting from inadequate battery power.
3. Equipped shipments must be packaged in appropriate boxes or tubes. Devices may not be shipped in envelopes of any kind (this includes FedEx® Envelopes or FedEx® Paks) because such materials cannot ensure adequate device protection.
4. Customer is responsible for proper placement of the device within the package. FedEx will not be liable for any diminution of service resulting from improper device placement, including without limitation obstruction of device sensors. See User Guide for more information on packaging recommendations.
5. Shipments containing devices must be labeled to indicate that the shipment contains a GPS tracking device. A FedEx-provided packaging label on the outside of the package in the upper left corner satisfies this requirement.
6. Due to the lithium battery present in the device, placing more than two devices in a single FedEx Express® package without properly classifying the shipment under the appropriate IATA Dangerous Goods Regulations is prohibited.
7. Devices and secure monitoring site may not be used for or in the furtherance of any illegal or improper activity.
8. Devices and secure site are intended only to be used for tracking shipments and assets, and they are not to be used for tracking individuals.

Availability of service

1. Kubox LLC, Trünk, Trunkmoves.com, FedEx shall use commercially reasonable efforts to make the ShipAware Program available 24 hours a day, 7 days a week, except for: (a) planned downtime (which FedEx shall schedule from time to time to the extent practicable during the weekend hours from 6:00 p.m. Central time Friday to 3:00 a.m. Central time Monday) or (b) any unavailability caused by circumstances beyond FedEx's reasonable control, including without limitation, acts of God, acts of government, flood, fire, earthquakes, or other natural disasters, civil unrest, acts of terror, strikes or other labor problems, or Internet, satellite, or wireless network service provider failures or delays, or lack of cellular coverage or cellular interference caused by Customer's operational activities.
2. All parties will be required to provide the Program only in accordance with applicable laws and government regulation.
3. Kubox LLC, Trünk, Trunkmoves.com, FedEx is not responsible for delays, interruptions in service, or data errors or inaccuracies due to governmental action, including without limitation inspections or detainment by customs officials, law enforcement, or any other government agency.

Hardware & software maintenance

1. Provided equipment, including but not limited to devices, charging racks, and temperature probes, must be properly cleaned and maintained. FedEx will not be liable for any diminution of service resulting from improper cleaning or maintenance.
2. Devices require firmware and software updates from sensor to run properly; these updates may occur automatically and without notice. If devices cannot receive automatic updates, Customer is responsible for making devices available for updating. Devices that do not receive updates may stop working. Kubox LLC, Trünk, Trunkmoves.com, FedEx will not be liable for any diminution of service resulting from failed updates if the failure was due to Customer's action or inaction.

Return of hardware

1. Customer is responsible for returning all devices and charging racks in the same condition in which they were received (reasonable wear and tear accepted).
2. Customer is responsible for returning any damaged devices, because they contain materials that must be disposed of properly.

Damage limitation

1. Use of the secured site, provided equipment, the program and all content and information appearing on or made available through the site or provided by FedEx is at customer's and its consignee's and third-parties' sole risk. Kubox LLC, Trünk, FedEx and its licensors will in no event be liable to customer or any person or entity claiming by, through or under customer for any indirect, consequential, incidental or other damages under any theory of law for any errors in or the use of or inability to use secured site, the provided equipment, and all content and information appearing on or made available through site or provided by or through Kubox LLC, Trünk, Trunkmoves.com, FedEx including without limitation, damages for lost profits, loss of business, loss or damage to data, product or other materials, failure to achieve expected savings or compliance objectives, restoration or recovery of data or software, failure of interoperability, or damage to any computer systems, even if customer has advised of the possibility of such damages. Kubox LLC, Trünk, Trunkmoves.com, FedEx's and its licensors' liability for direct damages under this agreement shall be limited to an amount not to exceed, in the aggregate, the amount of program fees actually paid by customer during the twelve (12) months preceding the breach under the order to which the breach relates.
2. Nothing in the Program Agreement, User Guides, or these Terms of Use alters the cargo liability under any contract of carriage applicable to the shipment in which a device is contained.

Disclaimer of warranties

1. Except for any warranty set out in customer's program agreement, provided equipment, the program and all content and information appearing on or made available online or provided by FedEx pursuant to the program are provided "as is." Except for any warranty set out in customer's program agreement, FedEx and its licensors disclaim any and all warranties, express or implied, including without limitation, the implied warranties of merchantability, fitness for a particular purpose, title and non-infringement, regarding any such item and customer's or any consignee or third-party's ability or inability to use provided equipment, the program or any content or information appearing on or made available through secured site or provided by FedEx pursuant to the program. FedEx does not warrant that the program will meet all of customer's requirements or that its operations will be uninterrupted or error free, or that any defect within the secured site provided equipment will be corrected. Furthermore, FedEx does not warrant nor make any representation regarding the results of customer's use of the secured site or provided equipment or use of the program in terms of capability, correctness, accuracy, reliability or otherwise. No oral or written information, representation or advice given by FedEx or an authorized representative of FedEx shall create a warranty.

Force majeure

1. We shall not be responsible for delays or failures in performance resulting from acts beyond the control of our partners and service providers. Such acts shall include but not be limited to acts of God, strikes, lockouts, riots, acts of war, epidemics, governmental regulations superimposed after the fact, fire, communication line failures, power failures, earthquakes, or other disasters.

Controlling law

1. Unless otherwise set forth in Customer's Program Agreement, the interpretation of these Terms of Use shall be governed by and construed in accordance with the laws of the United States and the State of Tennessee, without reference to its conflicts of law provisions.
2. If for any reason a court of competent jurisdiction finds any provision of these Terms of Use, or a portion thereof, to be unenforceable, that provision shall be enforced to the maximum extent permissible so as to effect the intent of the parties and the remainder shall remain in full force and effect.
3. Unless otherwise set forth in Customer's Program Agreement, any cause of action relating to the Program must be instituted within one year after the claim or cause of action has arisen or be barred and must be brought in a court of competent jurisdiction in Shelby County, Tennessee.

Information about service journey fees

When you sign up for ShipAware Single Journey, your Terms of Use will require you to agree to the following fees.

Late Fee

If Customer fails to return the Device(s) within 24 hours after delivery to the shipment destination, the following late fees will be assessed by FedEx and paid by Customer:

\$20.00 per day per device, up to a maximum of 14 days. Late fees will begin if no return shipment scan is shown on the device as of 24 (twenty-four) hours after the shipment delivery, or the 7th day of service, whichever is sooner.

After 14 days, the device(s) will be considered lost, at which time any late fees incurred will be applied to the device replacement fee.

Device Replacement Fee

If a Device is not returned to FedEx within 14 days, or if the Device is returned damaged or functionally impaired, FedEx will charge Customer's account, and Customer agrees to pay \$230.00 per Device as the full replacement value. The 14-day clause does not apply if the Device is tendered to FedEx in the first 7 days following the shipment delivery.

Probe Replacement Fee

If the probe for a refrigerated, dry ice, or cryogenic shipment is not returned to FedEx within 14 days, or if the probe is returned damaged or functionally impaired, Customer's account will be charged. Customer agrees to pay the following replacement fee based on the type of probe supplied:

Refrigerated probe, \$180

Dry ice probe, \$190

Cryogenic probe, \$275

Journey Date Change Fee

Once the Device is programmed, Customer agrees to pay the following Journey Change Fee(s) if Customer requests a change to the originally scheduled origin departure date.

If the revised departure date is scheduled for:

No later than 2 days from original departure date: Journey Change Fee is waived.

Later than 2 days from the original departure date: Journey Change Fee is \$20.00 per day, up to a maximum of 14 days.

If the revised departure date is scheduled for later than 16 days from the original departure date: Customer agrees to return the Device and arrange a new Journey for any Services to be provided.

Country List

Countries	PT 300D	SA 3000	M4	Countries	PT 300D	SA 3000	M4	Countries	PT 300D	SA 3000	M4
American Samoa	X	X		Japan	X	X	X	Tunisia	X	X	
Anguilla			X	Jordan	X	X		Turkey	X	X	
Argentina	X			Kuwait	X	X		UAE	X	X	X
Australia	X	X	X	Kyrgyzstan	X	X		United Kingdom	X	X	X
Austria	X	X	X	Latvia	X	X		United States			X
Bahrain	X	X		Lebanon	X	X		US Virgin Island	X	X	X
Bangladesh	X	X		Libya	X	X		Uzbekistan	X	X	
Belgium	X	X	X	Lithuania	X	X	X	Vietnam	X	X	X
Benin	X	X		Madagascar	X	X					
British Virgin Islands	X	X		Malawi	X	X					
Bulgaria	X	X		Malaysia	X						
Burkina Faso	X	X		Maldives	X	X					
Cameroon	X	X		Mali	X	X					
Canada	X	X	X	Mexico	X	X					
Chile	X	X		Micronesia	X	X					
Colombia	X	X	X	Morocco	X	X					
Cook Islands	X	X		Netherlands	X	X	X				
Czech Republic	X	X	X	New Zealand	X	X					
Denmark	X	X	X	N Mariana Island	X	X					
Djibouti	X	X		Norway	X	X	X				
East Timor	X	X		Oman	X	X					
Egypt	X	X	X	Pakistan	X	X					
El Salvador			X	Palau	X	X					
Estonia	X	X		Philippines (Intl Only)	X	X	X				
Faroe Islands	X	X		Poland	X	X	X				
Fiji	X	X		Portugal	X	X	X				
Finland	X	X	X	Puerto Rico	X	X	X				
France	X	X	X	Qatar	X	X	X				
Gabon	X	X		Romania	X	X					
Germany	X	X	X	Saudi Arabia		X	X				
Ghana	X	X		Senegal	X	X					
Greece	X	X	X	Seychelles	X	X					
Guam	X	X		Singapore	X	X	X				
Guyana			X	Slovenia	X	X					
Hong Kong, China	X	X		South Africa	X						
Hungary	X	X	X	South Korea	X	X					
Iceland	X	X		Spain	X	X	X				
India		X	X	Sri Lanka	X	X					
Ireland	X	X	X	Sweden	X	X	X				
Isle of Man	X	X		Switzerland	X	X	X				
Israel	X	X	X	Taiwan, China	X						
Italy	X	X	X	Thailand	X	X	X				

M4: The latest and most versatile in the portfolio, this LTE device has an array of sensors. It features a FedEx proprietary airplane mode and has the ability to operate inside and outside of FedEx transportation networks.

3000: The 3000 series has advanced monitoring abilities and communicates with a robust application via a 3G cellular network. It also supports dry ice and a cryogenic probe to help monitor integrity of your product at temperatures as low as -195 degrees Celsius.

Devices may only be used in shipments on approved methods of transportation and services as set forth herein. Customer is responsible for any fines or penalties for non-approved use.

Devices may only be used in the following shipments:

- a. **Ground:** Shipments traveling entirely over ground via FedEx, on vehicles directly owned or leased by Customer ("Private Fleet"), or via any third-party carrier in accordance with that carrier's rules and regulations.
- b. **Air:** Shipments traveling via aircraft on the carriers listed below.*

AIRLINES

Airline	SA 3000	M4
AerCaribe	→	
AeroLogic	→	
Aeromás	→	→
Aeroméxico	→	
Aeroméxico Connect	→	
Aeroméxico Contigo	→	
Aero Ruta Maya	→	→
AeroUnion	→	→
Air Albania	→	
airBaltic	→	
AirBridgeCargo Airlines	→	
Air Canada	→	→
Air Canada Cargo	→	→
Air Canada Express	→	→
Air Canada Jetz	→	→
Air Canada Rouge	→	→
Air Cargo Carriers	→	→
Air China Cargo	→	→
Air Dolomiti	→	→
Air France	→	→
Air France Cargo	→	→
Air France Hop	→	→
Air Iceland Connect	→	
AirNet Express	→	→
Air New Zealand	→	→
Air North		→
Air Transport International	→	
Air Transport Service Group	→	
Airwork	→	→
Alaska Airlines	→	→
Alitalia	→	
Alitalia CityLiner	→	
Alkan Air		→
All Nippon Airways	→	→
Aloha Air Cargo	→	→
Alpine Air Express		→
American Airlines	→	→
American Eagle	→	
Ameriflight	→	→
Amerijet	→	→
AndaluJet	→	
ASL Belgium	→	→
ASL France	→	→
ASL Hungary	→	
ASL Ireland	→	

ASL Spain	→	
ASL Switzerland	→	
Atlas Air	→	→
Atran	→	
Austrian Airlines	→	→
Avianca	→	→
Aztec Airways		→
Baron Aviation Services	→	→
Boliviana de Aviación	→	
British Airways	→	
Brussels Airlines	→	→
Buffalo Air Express		→
Canadian North		→
Cargojet	→	→
Cargolux		→
Cargolux Italia		→
Carson Air	→	→
Cathay Pacific	→	→
China Airlines	→	→
Compass Airlines	→	
Consorcio Helitec, S.A	→	
COPA	→	
Corporate Air	→	→
CSA Air		→
Delta Air Lines	→	→
Edelweiss Air	→	
Emirates		→
Empire Airlines	→	→
Endeavor Air		→
Envoy Air	→	→
Etihad Airways		→
Eurowings	→	
EVA Air*	→	→
ExpressJet	→	
FedEx Express Corporation	→	→
Frontier Airlines	→	
Gol Linhas Aéreas Inteligentes S.A.		→
Hawaiian Airlines	→	→
Helicol	→	
Horizon Air	→	
IAG Cargo	→	
IBC Airways	→	
Iberia	→	
Icelandair	→	→
Icelandair Cargo	→	→
IFL Group	→	→
Japan Airlines	→	→
Kalitta Air	→	→
Kalitta Charters	→	→
Kenya Airways	→	
KLM Airlines	→	→

KLM Cargo	→	→
KLM Cityhopper	→	
Korean Air*	→	→
Kreos Aviation		→
LATAM Airlines	→	→
LATAM Argentina	→	
LATAM Brasil	→	→
LATAM Cargo Brasil	→	→
LATAM Cargo Chile	→	→
LATAM Cargo Colombia	→	→
LATAM Cargo Mexico	→	
LATAM Chile Airlines	→	→
LATAM Chile Express	→	→
LATAM Colombia	→	→
LATAM Ecuador	→	→
LATAM Express	→	→
LATAM Paraguay	→	→
LATAM Peru	→	→
Level	→	
Lufthansa	→	→
Lufthansa Cargo	→	→
Lufthansa CityLine	→	→
Martinair	→	→
MasAir	→	
Mediterranean Air Freight		→
Mesa Airlines	→	→
MorningStar Express	→	→
Mountain Air Cargo	→	→
Nippon Cargo Airlines	→	→
Northern Air Cargo	→	→
Ohana Airlines	→	
PacificAir Cargo	→	→
Pegasus Airlines		→
Perimeter Aviation	→	→
Piedmont Airlines		→
Polar Air Cargo	→	→
Qatar Airways	→	→
Roraima Airways	→	→
Ryan Air		→
Sansa Airlines	→	
Scoot Pte. Ltd.		→
Silk Way Airlines	→	
Singapore Airlines	→	→
Singapore Airlines Cargo	→	→
SkyWay Enterprises	→	→
SkyWest Airlines	→	→
Southern Air	→	
Southwest Airlines Cargo	→	→
Spicejet	→	
Sri Lankan Airlines	→	
StratAir	→	

SunExpress Cargo	→	
Swiftair Hellas		→
Swiftair Spain		→
Swiss Global Airlines	→	
Swiss International Airlines	→	
Texel Air		→
Transair		→
Trans Anguilla Airways	→	→
Transavia	→	→
Transavia France	→	→
Transportes Aéreos Bolivianos	→	
Turkish Airlines	→	→
United Airlines	→	→
United Express	→	
Volga-Dnepr Airlines	→	
West Air		→
West Atlantic		→
West Atlantic Sweden		→
West Atlantic UK		→
WestJet	→	→
Wiggins Airways	→	→