



Third-Party Tracking Capabilities

Overview

Atlas Canada is excited to offer cutting-edge shipment tracking solutions to ensure our clients a seamless and stress-free moving experience. It is crucial to thoroughly explain the tracking process to your clients, enabling them to select the most suitable product, seamlessly navigate through the setup process, and implement best practices for efficient tracking.

Let's get started.

Shipment Tracking: Choosing the Right Tracker

1. Apple AirTag (\$39.00)

- Compatible with all Apple devices.
- High-precision tracking capabilities for accurate location information.
- Apple AirTags sends a secure Bluetooth signal that nearby devices can detect in the 'Find My' app.

2. Samsung Galaxy SmartTag (\$24.99- \$89.99):

- Compatible with all Samsung and Galaxy devices.
- Offers an extended Bluetooth range for reliable tracking.
- The device utilizes Bluetooth with a wide range of reliable tracking for the user to locate any object attached to the SmartThings mobile app.



Setting Up a Third-Party Tracker

Purchase and Registration:

- Select the preferred tracker based on individual needs.
- Register the device through the respective app on the client's smartphone.

NOTE: Each agent must purchase the tracking devices and incorporate the cost into the client's overall moving expense.

Real-time Tracking:

- Download the appropriate app based on the tracker and monitor the shipment's location.
- Receive instant notifications and updates throughout the move.

Best Practices for Placing Trackers:

- 1. Purchase:** Each agent must purchase the tracking devices and incorporate the cost into the overall moving expense for the client.
- 2. Placement:** Place the tracker in a central location within the shipment, preferably the "set-up carton," to ensure optimal signal transmission.
- 3. Secure Attachment:** Attach the tracker securely to an interior part of the shipment using zip ties or other secure methods.
- 4. Protect from Extreme Conditions:** Shield the tracker from extreme temperatures, direct sunlight, and moisture. Note: The Apple AirTag and the Samsung Galaxy Smart tag are water resistant – see manufacturer information for more details.
- 5. Communication:** Inform the Professional Van Operator and helpers about the tracker's presence and location during the shipment. This will help ensure they handle the tagged items appropriately, avoiding unintentional damage.
- 6. Test Before Departure:** Conduct a brief test of the tracker's functionality before the shipment departs. Identifying any issues in advance allows for troubleshooting and resolution, preventing potential tracking disruptions during transit.



Key Product Limitations: Apple Air Tag

Tracking a product via an Apple AirTag has several benefits, but there are notable limitations as well. Here are the top three limitations:

Apple AirTag Limitations:

(Please inform the client to visit the manufacturer's website for full details and information on this product)

1. Dependence on Apple Devices and Network:

- **Limited Coverage:** AirTags rely on the Find My network, which consists of Apple devices. In areas with few Apple devices, such as rural locations or less populated regions, tracking accuracy and reliability decrease significantly.
- **Apple Ecosystem Requirement:** To use AirTags, you need an Apple device (iPhone, iPad, or Mac). This limits accessibility for users who do not own Apple Products.

2. Privacy and Security Concerns:

- **Stalking and Unwanted Tracking:** AirTags can be misused for tracking individuals without their consent. Apple has implemented alerts and notifications to mitigate this risk, but these measures may not be foolproof.
- **Notification Delays:** If someone unknowingly carries an AirTag that does not belong to them, they might not receive an alert immediately. This delay can vary, providing a window of time during which unwanted tracking could occur without detection.

3. Battery Life and Maintenance:

- **Battery Replacement:** AirTags have a user-replaceable battery that typically lasts about a year. However, users need to remember to replace the battery, or the AirTag will become inactive.
- **Maintenance:** Regular maintenance and checks are necessary to ensure the AirTag is functioning correctly. If the battery dies or if the device malfunctions, the tracking capability is lost until the issue is resolved.



Key Product Limitations: Samsung Galaxy SmartTag

Tracking a product via a Samsung Galaxy SmartTag has several benefits, but there are notable limitations as well. Here are the top three limitations:

Samsung Galaxy SmartTag Limitations:

(Please inform the client to visit the manufacturer's website for full details and information on this product)

1. Dependence on Samsung Devices and Network:

- **Limited Coverage:** Galaxy SmartTags rely on Samsung's SmartThings Find network. Similar to AirTags, in areas with fewer Samsung devices, tracking accuracy and reliability can suffer.
- **Apple Ecosystem Requirement:** To use SmartTags, you need a Samsung device. This restricts the utility for users who do not own Samsung products.

2. Privacy and Security Concerns:

- **Stalking and Unwanted Tracking:** SmartTags also have potential for misuse in tracking individuals without their consent. While Samsung provides measures to detect unauthorized tracking, these may not always be immediate or effective.
- **Notification Delays:** Delays in notifying someone that they are being tracked by an unauthorized SmartTag can occur, similar to the AirTag, allowing potential misuse.

3. Battery Life and Maintenance:

- **Battery Replacement:** Like AirTags, SmartTags have a replaceable battery that lasts several months to a year, depending on usage. Users must remember to replace the battery to maintain functionality.
- **Maintenance:** Ensuring the SmartTag is operational requires periodic checks. If the battery depletes or if there is a malfunction, the tracking capability is compromised until the issue is addressed.



FAQ's

Tracking Shipments with Apple AirTag and Samsung Galaxy SmartTag

1. Can I track my furniture shipment with Atlas Canada using an Apple AirTag or Samsung Galaxy SmartTag?

Answer: Yes, you can use both Apple AirTag and Samsung Galaxy SmartTag to track your furniture shipment with Atlas Canada. Simply attach the AirTag or SmartTag securely to your furniture or shipment container. The tracking device will utilize the respective networks (Apple's Find My network for AirTag and Samsung's SmartThings Find network for SmartTag) to provide location updates. However, coverage and accuracy depend on the presence of compatible devices within the vicinity of the shipment during transit.

2. How accurate is the tracking, and what are the limitations I should be aware of?

Answer: The accuracy of tracking largely depends on the density of Apple or Samsung devices around the shipment. In urban areas with a high concentration of these devices, the tracking accuracy is usually quite good. However, in rural or less populated areas, the accuracy may decrease due to fewer devices available to relay the location. Additionally, both devices rely on periodic pings from nearby compatible devices to update their location, which might not be realtime but generally provides a reasonable approximation of the shipment's location.

3. What do I need to do to ensure continuous tracking throughout the shipment process?

Answer:

- **For Apple AirTag:** Ensure that the AirTag is properly activated and linked to your Apple ID before attaching it to your shipment. Regularly check the battery status and replace it if needed, as the battery typically lasts about a year. You can monitor the AirTag's location through the Find My app on your Apple device.
- **For Samsung Galaxy SmartTag:** Similarly, activate the SmartTag and link it to your Samsung account before attaching it. Monitor the battery life, which lasts several months to a year depending on usage, and replace it when necessary. Use the SmartThings app on your Samsung device to track the SmartTag.

In both cases, maintaining the devices and ensuring they are operational before shipping is crucial. If the shipment moves through areas with fewer compatible devices, tracking may be less frequent but should resume when the shipment reaches more populated areas.