Supply Chain Monitoring (SCM) Data availability guide

Shipments with analysis issues will appear in the **Shipments view – Active tab** under the *Shipment Analysis Issues* section. The shipment will be marked with 'Action Required.'
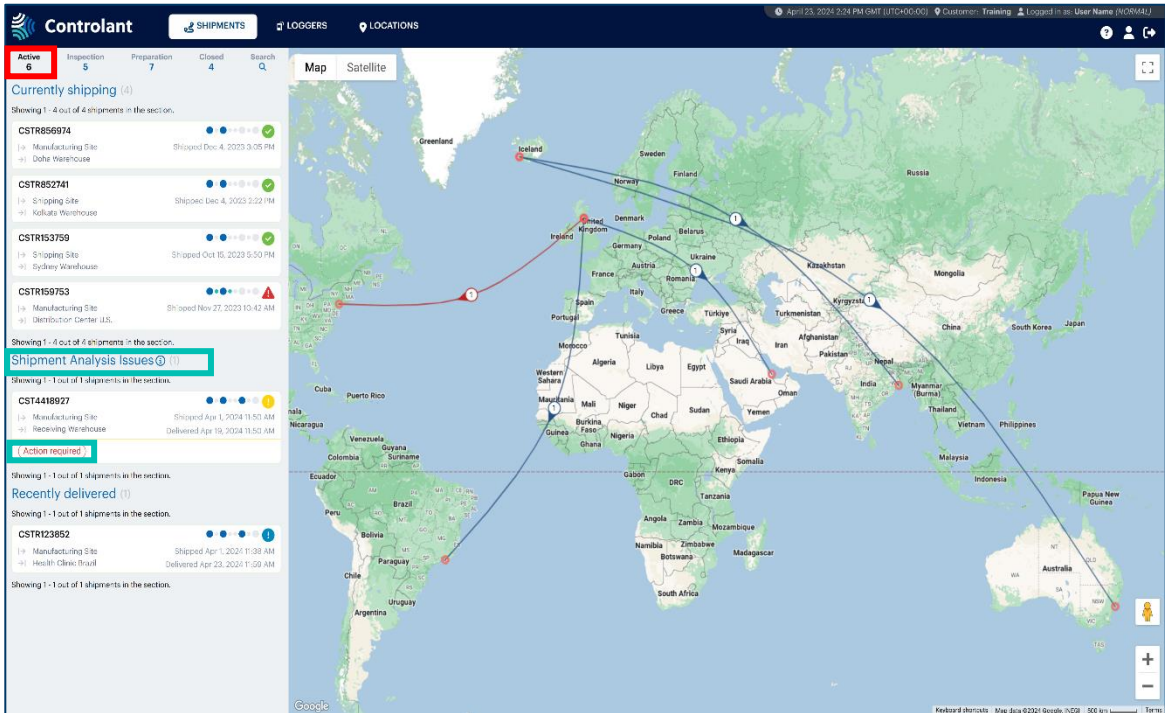

When selecting the relevant shipment and opening the **Single shipment view – Info tab**, a data alert banner will display at the top of the page:

- *Data issue*: This alert is visible if one or more loggers in the shipment have data availability issues.

  > ⚠ **Data issue**
  > Logger(s) require your attention, please check the Loggers table below.
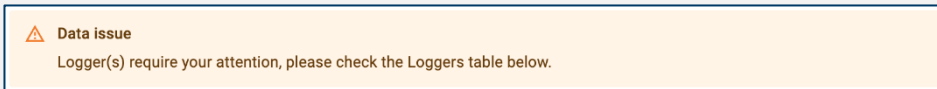
- *Your shipment has been delivered*: This alert is visible if the shipment is delivered but the platform is still waiting for one or more of the loggers to wake up and upload data.

  > ⓘ **Your shipment has been delivered.**
  > Logger(s) are waiting for sync, please check the Loggers table below.
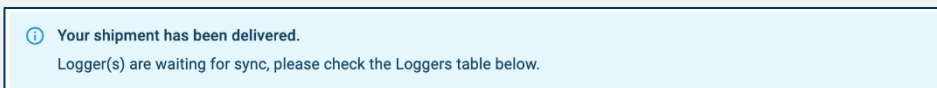
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In the **Single Shipment view – Info tab,** the *Data status* column is within the Loggers table. It features the relevant data status for loggers in the *Shipping* and *Delivered* states. In the *Action* column, select 'Resolve' to find the tasks that must be performed.

ID	Status	Data status	Last sync	Wake up interval ⓘ	Reference	Description	Action
3017BC00	Delivered	Pending	3 hours ago	1 hour	Pallet two		

🗐	Resolve
📋	More information

For shipments in the *Delivered* state, the following data statuses are possible:

Data status	Definition	Action
Received ✓	The platform has all the temperature data points from the logger.	No action.
Syncing	The logger is delivered and is waiting for the next wake-up to upload data.	Wait for logger communication. Press the logger stop button to accelerate this process, if needed.
Pending	Some data points are not yet on the platform, but they might be in the logger's internal memory.	1. Charge the logger, if needed. 2. Bring logger in cellular connectivity and press stop button again. 3. Alternatively, perform manual upload at upload.controlant.com
Missing	The logger has uploaded all available temperature data, but there are still data availability issues.	Logger has missing data. Contact **Controlant Support - support@controlant.com** for further assistance.

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For shipments in the *Shipping* state, the following data statuses are possible (no action is required):

Data status	Definition
Last comm. ok	The logger successfully communicated during the last scheduled logger wake-up.
Overdue	The logger did not communicate during the last scheduled wake-up. This could be due to insufficient cellular network coverage or because the logger is in low-power mode and needs recharging.

Note:

- If the battery level was low at the time of the last communication, a battery icon with a tooltip appears in the *Wake up interval* column. 🔋

- In the *Action* column, click the 'More information' button to view information about the logger including the number of data points missing, represented as data points (pts).

More information ✕
#3536675

Missing data period   4 pts
Apr 11, 2024 06:00 AM - Apr 11, 2024 06:00 PM

Last sync   🔋 78%   📶 78%   🌡 4 °C
Apr 11, 2024 03:00 AM

Close   View on chart

Shipments with Pending / Missing data can be located in the:

- Shipments view – Active tab, under the *Shipment Analysis Issues* section. The shipment will be labelled with 'Action Required.'

- Search tab, using the Data status filter.

Pending / Missing data is marked in the:

- Single shipment view – Info, Chart, and Data sub tabs.

- Quality report showing a Pending / Missing data banner (if enabled).