



Next Generation Transponder (NGT)-II

User Guide

Updated as of 3 October 2025

For questions contact the
NGT-II 24/7 Service Desk
servicedesk@logc2.com
(855) 824-8005



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CONNECTED LOGISTICS NEXT GENERATION TRANSPONDER

User Guide (NGT II)

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OVERVIEW

The Connected Logistics Portal website and user interface are under construction to be operational on or about 4 November 2025. This guide will be updated once the Portal is available.

The Connected Logistics Portal for NGTII is a unit management portal designed to give visibility and provisioning control over your NGTII units. You can perform the following actions.

- View and download a list of units
- View Airtime Begin Date, Airtime End Date, and Remaining Airtime for each unit
- Activate prior to magnet removal, Deactivate, and Reactivate units.

Note: Refer to the individual device guides for device activation, installation, and hardware details.

This guide includes the following:

- Ordering procedures with necessary information for users to order NGT II products.
- Contact information, such as POCs, phone numbers, Service Desk details, and addresses
- Price Matrix that lists the CLIN/SLIN prices, which will be updated within 5 days of any additions or deletions to the contract.

ORDERING PROCEDURES

All orders placed by the Buyer shall be subject to the following procedures: (1) A written purchase request must be submitted for approval by the Buyer's authorized representative. (2) Upon approval, a purchase order will be issued and emailed to Connected Logistics at servicedesk@logc2.com (3) The Supplier shall deliver goods within the terms of the agreement (i.e. order of 80 units will be delivered with 30 days; order of 120 units will be delivered in 60 days). (4) The Buyer will verify the goods upon delivery and submit payment in accordance with the agreed payment terms.

CONTACT INFORMATION

Website TBD. ***Under construction. Will be operational NLT 4 November 2025.***

Email servicedesk@logc2.com

Phone (855) 824-8005

The purpose of the Connected Logistics Service Desk is to assist Buyers with Asset Tag Ordering Procedures, or to provide Asset Tag configuration, operation, and issue troubleshooting assistance. Service Desk Agents will operate remotely from various locations and will provide customers with around-the-clock support. Customers will contact Service Desk Agents via phone or email. Urgent calls or email messages will receive higher priorities and shorter response times. Routine non-urgent calls or email messages will be processed in order of receipt by Service Desk Agents. The scope of the Service Desk support actions include assistance with the above-mentioned Ordering Procedures, technical assistance (e.g., troubleshooting connectivity issues), shipment tracking assistance, and warranty repair/replacement assistance.

PRICE MATRIX

Contact the Connected Logistics NGT-II Service Desk at ServiceDesk@logc2.com or the Connected Logistics Program Office at 703-835-4409 for pricing information.