

REEFER OPERATIONS QUICK REFERENCE GUIDE

Reefer Loads vs. Standard Relay Loads

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| Same as standard loads: | <ul style="list-style-type: none"> Performance standards Load booking process <ul style="list-style-type: none"> Communication tools Payment process |
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| Different from standard loads | Reefer Specific |
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| Pre-Trip Timing | Pre-cool reefer unit to load temperature at least 1.5 hours before pickup; trailer must arrive at specified temperature. |
| Fuel Management | Reefer unit has separate fuel tank; must be full for entire trip distance; carrier responsible for monitoring and refueling during transit. |
| Round Trip Expectations | Most grocery loads are round trips; drivers must stay with truck; return legs may include dunnage, empty pallets, or food waste. |

| Additional requirements | What's Required for Reefer beyond standard process |
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| Equipment Standards | Must be food-grade compliant, clean and dry, pest-free, allergen-free, chemical-free, odor-free; rejection possible if standards not met. |
| Temp Monitoring | Amazon tracks temperature in real-time to ensure compliance; temperature must remain constant throughout transit regardless of weather. |
| Insurance Requirements | Standard Relay insurance requirement plus reefer breakdown coverage required. |
| Compliance Certifications | FDA Sanitary Transportation Rule compliance required; food safety protocols. |
| Trailer Drops | No trailer drops at Amazon Fresh Stores (buildings starting with "M") or Sub Same Day Delivery Stations (SSDDs). |