



# SUBWAY® Mixed - Refrigerated & Frozen Products Shipper Truck Loading SOP Guide



This process must be followed at all times when loading SUBWAY® mixed refrigerated & frozen products.

V1.2 updated 05.15.2019

## 1

Validate product temperature and record on Bill of Lading



Product Temperatures must be between:

**Refrigerated**  
**+28°F & +36°F**  
**(-2°C & +2°C)**

**Frozen**  
**-5°F & +5°F**  
**(-21°C & -15°C)**

## 2

Inspect the trailer before loading:



Shipper must verify and document trailer condition

## 3

Verify trailer reefer unit settings before loading:



Reefer unit must be in **Continuous Run mode** & temperature set point at **19°F (-7°C) after May 01** and **23°F (-5°C) after November 01**



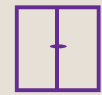
Verify trailer has been precooled



Check reefer unit return air temperature digital readout. It must be between: **19°F & 32°F (-7°C & 0°C)** prior to loading

## 4

Load trailer:



Mixed load trailers must carry an insulated bulk head to separate frozen and refrigerated products.



Verify reefer unit is OFF while loading. Open the trailer door only at time of loading.



Product **CANNOT** be on the loading dock for more than **30 minutes**.



Use center-line loading process. Wall loading and floor stack are not allowed.



Load frozen product in the front first.



Install bulk head and load refrigerated product last.



Start the temperature monitor. Place it on the top right corner of the last pallet loaded, facing the door.



Request trailer to be pulled from the dock, close doors immediately, and **TURN ON** refrigeration unit.

## 5

Shipper verify inside trailer temperature on reefer unit:



Load **CANNOT** be released until the reefer unit shows the return air temperature is **32°F (0°C) or lower**

If the reefer unit does not reach 32°F (0°C) and there is no indication of temperature going down within one hour of loading, product must be unloaded and put back in storage immediately.

## 6

Affix trailer seal(s) on each door, & record seal number(s) on the Bill of Lading. Carrier to provide padlock(s).



Take picture of Reefer Control Panel Screen settings & temps, & save with BOL

## 7

Have carrier's driver verify and sign copy of Bill of Lading



- ✓ Reefer unit temperature
- ✓ Unit setting/mode
- ✓ Product temperature recorded by shipper

## 8

Once steps 1 -7 are completed, release driver and provide copy of Bill of Lading.

