



November 11, 2025

Reefer Load Compliance & Accountability Agreement

Purpose:

Over 70% of reefer cargo claims occur due to:

- Temperature mismanagement
- Lack of communication / delayed updates
- Missing documentation (no POD or proof of set temperature)

This agreement ensures full visibility, proactive communication, and documentation to protect the freight.

1. Pre-Trip Requirements (Before Loading)

Carrier must:

- Pre-cool the reefer trailer to the shipper-required temperature minimum 1 hour before loading.
- Arrive at the shipper with reefer running at required set temperature.
- Ensure reefer unit has a full fuel tank.
- Ensure reefer maintenance / service logs are current (within last 60 days).

Required proof after loading (mandatory):

- Photo of reefer display (set temp + return air temp visible)
- Photo of BOL (showing freight is loaded)
- Photo of seal (seal number must be visible)

Penalty (applies only after the 2nd violation of the same issue):

- Incorrect temperature / not pre-cooled → \$150 deduction (from 2nd incident onward)
- Missing or outdated reefer maintenance logs → \$100 deduction (from 2nd incident onward)

2. GPS Tracking Link — LIVE VISIBILITY REQUIRED

Carrier must:

- Provide a live GPS tracking link (TMS / ELD / telematics) before departure.
- Ensure the link remains active from pickup to delivery.
- Share tracking immediately if/when it resets, expires, or becomes inactive.

This is mandatory for every shipment — no exceptions.

3. Communication & Responsiveness (Critical Requirement)

Carrier / driver must:

- Respond to Cleveland Bay Logistics messages or calls within 30 minutes while under load.
- Communicate immediately if any issue arises, including:
 - Delay / detention
 - Reefer alarm or temperature deviation
 - Mechanical issue, accident, missed appointment / missed pickup



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Zero tolerance for ghosting, non-communication, or missed pickup without notice.

Penalty:

- No response within 30 minutes → \$100 per incident
- Unreachable / failure to report issue within 1 hour → \$250 penalty
- Missed pickup without communication, or ghosting →
- \$250 penalty + load termination + removal from preferred carrier list

4. Loading / Unloading Discipline

Carrier must:

- Keep trailer doors closed at all times except when loading/unloading.
- Notify Cleveland Bay Logistics if detained over 2 hours.

Penalty (applies only after 2nd occurrence):

5. Proof of Delivery (POD Submission)

At delivery, the driver must:

- Send POD (signed BOL / POD) within 2 hours of delivery
- POD must be clear and legible (photo or scanned copy)

6. Compliance & Agreement

By signing below, Carrier agrees to comply with all requirements listed above.

Repeated violations (3 or more within 60 days) may result in suspension or permanent removal from Cleveland Bay Logistics Inc.'s carrier network.

Carrier Acknowledgement

Carrier Name: _____ MC# / DOT#: _____

Authorized Representative Name: _____

Title: _____

Signature: _____

Date: _____