COLD CHAIN ON THE DELIVERY DAY

The load was fine at 4 AM.

A warm load is rarely one big failure. It's a trailer loaded before it was cold, a reefer drifting a few degrees, a door left open at the wrong stop. Here is how to catch each one while the truck is still moving, and keep the proof when a customer pushes back.

For distributors that run their own trucks.

SCOTI™

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THE PROBLEM

You find out about a warm load at the customer's door.

The reefer reported its temperature all morning. The trailer reported when its door opened. None of it reached anyone in time to act. The first person to notice is the receiver with a probe thermometer, and by then the choice is a rejected load or an argument.

A rejected load costs more than the product. There's disposal, a redelivery, a credit or a chargeback, and the hours your team spends on the claim. And when you can't show the temperature at the stop, you usually lose the dispute.

> **Four moments decide most warm loads.** Before the trailer is loaded, on the road, when a door opens away from a stop, and at the stop. Each one already shows up in the truck and trailer data you have. The gap is that nobody is watching it on every load.

FOUR MOMENTS

Where a cold load goes warm

Moment	What goes wrong	What SCOTI does today
Before release	Product goes on a trailer that isn't at setpoint yet.	Flags the trailer before the load is released, so the pre cool finishes first.
On the road	The reefer drifts warm a few degrees at a time.	Control Tower alerts while it's drifting and Dispatch opens the exception.
Away from a stop	A trailer door opens where there's no delivery.	Control Tower flags it with the time and location.
At the stop	The customer says it arrived warm.	Proof of delivery ties temperature and time to the stop.

ONE LOAD

Catch it on the road, not at the dock

EXAMPLE An illustrative day for one frozen and chilled load. Driver 14, Trailer 3307, Route RT214 and Load 48213 are made up. This is not a customer event.

4:10 AM	**BEFORE RELEASE** Trailer 3307 is still above setpoint. Dispatch holds Load 48213 and the yard lead lets the pre cool finish before product goes on.
4:40 AM	**RELEASED** The trailer is at setpoint. The load is released and the temperature at loading is on the load's record.
9:50 AM	**DRIFTING** The reefer starts drifting warm between stops. Control Tower alerts, and Dispatch opens the exception with the trailer, the load and the next stop.
10:05 AM	**THE CALL** The dispatcher calls Driver 14, who checks the unit at the next stop and finds the setpoint was bumped. The fix and the dispatcher's name go on the record.
11:30 AM	**DOOR** The trailer door opens at a fuel stop. Control Tower flags it with the time and location, and the driver confirms it was closed in under a minute.
1:05 PM	**PROOF** Delivered. Signature, photo, temperature and time are tied to the stop.
3 days later	**THE DISPUTE** The customer claims a warm delivery. Your team sends the record: temperature at loading, the alert and the fix on the road, and the temperature at the stop.

THE COST

What one warm load costs you

Every distributor's number is different, so we built a calculator instead of quoting one. Put in your own figures for:

1. Product value on the load
2. Disposal and handling
3. Replacement freight or redelivery
4. Customer credits, penalties or chargebacks
5. Staff hours on the claim and cleanup, at your loaded hourly cost
6. How many incidents like this you see in a year

It shows what warm loads and unplugged trailers cost your fleet in a year. Find it on the Resources page at scoti.io.

HOW IT WORKS

Your rules, your team's call

1. **It reads the data you already have.** Temperature, door and location from the truck, trailer and reefer data you connect.
2. **You set the limits.** Setpoints and ranges by product, and who gets the alert.
3. **Agents raise it, people decide.** SCOTI flags the trailer or the drift and opens the exception. Your dispatcher or yard lead makes the call.
4. **One record from PO to proof.** Temperature at loading, every alert and fix, and the temperature at the stop sit on the same record for each load.

You set the rules SCOTI works within. Every alert and action stays on the record. Your QA team still makes the food safety calls.

See where your loads go warm.
Start with a free 14 day Execution Gap Report on your own data, read only, or book a 30 minute walkthrough at scoti.io. Email connect@scoti.io.

The load shown is an illustrative example with made up IDs. It is not a real customer, event or result. Temperature alerts depend on the reefer and sensor data you connect.