



# Cargo Packaging Requirements for Refrigerated Less than Container Load Cargo

## Frequently Asked Questions

## FAQs

### What changes are being implemented?

These requirements are being introduced to enhance safety, improve operational efficiency, and ensure the integrity of refrigerated cargo throughout transit. Standardizing preparation and labeling helps minimize handling errors, reduce delays, and support consistent service across all shipments.

### How do these requirements support cold chain safety?

Proper labeling and preparation are critical to maintaining cold chain integrity. Clear identification of "Freeze" and "Chill" cargo ensures that shipments are handled, stored, and transported at the correct temperature, reducing the risk of spoilage, contamination, or temperature abuse.

### What is the purpose of requiring only clear shrink wrap?

Clear shrink wrap is required to ensure the contents and labels remain visible, allowing for quick and accurate identification of what is being shipped.

### How many labels are required on each pallet?

Each pallet must have two types of labels: one including the temperature requirement ("FREEZE" or "CHILL") and one indicating the Port of Destination (POD). Both labels must be applied on all four sides of the cargo to ensure clear visibility and proper handling throughout transit.

### How do labeling requirements help prevent errors?

Standardized labeling on all four sides of each pallet ensures visibility from any angle during handling. This reduces the risk of cargo being placed in an incorrect environment.

### Are these requirements applicable to all refrigerated LCL shipments?

Yes. These standards apply to all refrigerated cargo moving through Less than Container (LCL) operations to ensure consistency and reliability across all shipments.

### Will these changes help reduce cargo claims?

Yes. Proper preparation, adequate securement, and clear labeling significantly reduce the likelihood of damage, temperature excursions, and misrouting, key factors that contribute to cargo claims.

### What happens if my cargo does not meet these requirements?

Cargo that does not comply with the outlined preparation and labeling standards may be refused at the time of delivery. This is necessary to support safe handling and maintain operational consistency. Customers remain responsible for ensuring their shipments are properly prepared, and Young Brothers will not be responsible for dry run fees resulting from non-compliant cargo.

### Who is responsible for ensuring compliance?

The shipper is responsible for proper cargo preparation, securement, and labeling in accordance with these requirements prior to delivery.

### How do these changes improve overall service?

By reducing handling errors, improving inspection processes, and maintaining cold chain integrity, these requirements help ensure faster processing, fewer disruptions, and more reliable delivery outcomes.

### Where can I get a temperature (Freeze/Chill) label?

Customers may obtain temperature labels through one of the following options:

- Print your own labels using the official downloadable template provided by Young Brothers.
- If printing in-house, labels must be printed on durable, weather-proof labels to ensure legibility and adhesion throughout handling and transit

### Where can I find the standard temperature (Freeze/Chill) label templates?

Approved temperature label templates are available here for customer use. The template can also be accessed on our website at [www.YoungBrothersHawaii.com/goods-process/](http://www.YoungBrothersHawaii.com/goods-process/)