ISO 31511:2024-11 (E)

Requirements for contactless delivery services in cold chain logistics

Contents

Page

Foreword iv

Introduction v

1 Scope 1

2 Normative references 1

3 Termsanddefinitions 1

4 Requirements for contactless refrigerated delivery service providers 3

5 Facilities and equipment for contactless refrigerated delivery 4
5.1 General requirements 4
5.2 Facilities and equipment at operation area 4
5.3 Delivery vehicle 5
5.4 Thermally insulated container 5
5.4.1 General requirements 5
5.4.2 Thermally insulated container without power source 5
5.5 Cooling materials 6
5.6 Self-service pick-up cabinet 6

6 Requirements for the operation of contactless refrigerated delivery 6
6.1 Handover 6
6.1.1 Handover when loading with delivery vehicle 6
6.1.2 Handover when unloading with delivery vehicle 7
6.1.3 Handover when loading with thermally insulated container 7
6.1.4 Handover when unloading with thermally insulated container 7
6.2 Receiving and storage at distribution centre 7
6.2.1 General requirements 7
6.2.2 Receiving of goods 8
6.2.3 Storage 8
6.3 Delivery 8
6.3.1 Preparation before delivery 8
6.3.2 Loading at distribution centre 9
6.3.3 Delivery process 9
6.4 Consign 9
6.4.1 Reception 9
6.4.2 Commissioned collection 9
6.4.3 Storage and taking by self-service pick-up cabinet 10
6.5 Failure of delivery 10
6.6 Return 11

7 Traceability 11

8 Handling of abnormal conditions 11

9 Service evaluation and quality management 11