



# Receiving SOP Guide: Exception A Missing or Improper Seal

IPC Quality Group ([qualitygroup@ipcoop.com](mailto:qualitygroup@ipcoop.com)) must be notified within **1 hour**

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## 1 Report issue:




 Notify supplier and IPC Quality Group of the issue & wait for instructions

 Notify driver of issue & direct to wait for further instructions

## 2 If supplier or IPC Quality Group requests further inspection of the load or conditional acceptance:




 Pictures will be requested, especially any that might show signs of tampering

Evidence of tampering may include things such as:

- ✔ Shrink wrap missing or torn
- ✔ Presence of foreign substances/contaminants
- ✔ Cases that appear to be restacked, upside down, opened and resealed or the configuration of the layers is different from other pallets in the trailer

## 3 After completing the inspection, respond to the supplier and IPC Quality Group with your findings including pictures & DILE report, if required, within 2 hours



 IPC Quality Group will give final direction on how to proceed

# Receiving SOP Guide: Exception B Temperatures Outside of Gold Standards



## 1 Take temperatures between cases of each SKU Top, middle, & bottom of each pallet



Multiproduct = 1 pallet per SKU      Single product = 3 pallets (nose, middle, tail)

If temperature readings between cases are within spec:

- ✔ Proceed with normal receiving procedures for that SKU
- ✔ Repeat step 1 for each SKU

## 2 If temperature readings are outside of specification: open a case and take non-destructive temperature readings

Take pictures as you probe between inner packs or pouches, capturing the temperature reading on the thermometer



Take additional pictures of product inside the cases, or inside pouches, showing any evidence of thawing, condensation, etc.

If temperature readings between inner packs or pouches are within spec:

- ✔ Proceed with normal receiving procedures for that SKU
- ✔ Go back to step 1 until each SKU has been evaluated

## 3 If product temperatures are outside of SUBWAY® Gold Standard: Complete Distribution Inbound Load Exception report (DILE)

Email DILE report and TempTale download to [qualitygroup@ipcoop.com](mailto:qualitygroup@ipcoop.com)



Send separate email(s), less than 10MB total, with pictures to [qualitygroup@ipcoop.com](mailto:qualitygroup@ipcoop.com)

All emails must be sent within one hour of receiving load

## 4 Unload product(s) from trailer:

 Place product(s) on **hold** in the correct temperature zone. Mark the BOL "Accepted on hold awaiting disposition. Load delivered out of temp". Driver can be released. Do not return product(s) unless instructed.



Await for final disposition from IPC