



# SUBWAY® Loads Receiving SOP Guide



This process must be followed at all times when receiving SUBWAY® products.

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## 1 Inspect Trailer Condition:



- All inbound loads must have a seal
- Verify seal number matches number documented in Bill of Lading
- If trailer seal is missing or broken, or seal number does not match shipper documentation:
  - If driver had previous stops/deliveries, request documentation
  - If not, then: 1) Pull away from dock 2) Refer to **Exception A**

If any contaminants: excessive dirt, off odors, wetness, or infestations are found, immediately pull away from the dock & notify shipper & IPC Quality Group [qualitygroup@ipcoop.com](mailto:qualitygroup@ipcoop.com)

Other problems identified at time of receiving: damaged, shifted loads, dating issues, etc. refer to **Exception A**. File DILE report, section 2.

Temperature controlled load: proceed to **Section 2**

## 2 Validate Trailer and Product Temperature:



Use a calibrated and sanitized temperature measuring device (SUBWAY® Gold Standards): Digital rapid response thermometer or thermocouple

Verify and record trailer reefer unit settings and return air temperature

If temperature monitor is present, **expose to light for 1 minute**



Check for arrival email notification from Sensitech:

ALARMED	NOT ALARMED	NO MONITOR*
<ul style="list-style-type: none"> <li>Review alarms</li> <li>Proceed to <b>Exception B</b></li> </ul>	<ul style="list-style-type: none"> <li>Proceed to temp the load: 3 temperatures (nose, middle and tail)</li> </ul>	<ul style="list-style-type: none"> <li>Proceed to temp the load: 3 temperatures (nose, middle and tail)</li> <li>Report lack of monitor to IPC</li> </ul>

\* If protein or frozen dough load, please report lack of monitor to [qualitygroup@ipcoop.com](mailto:qualitygroup@ipcoop.com)

Place temperature monitor inside box to be returned.

If at any time during receiving, product is found to be outside of SUBWAY® Gold Standard temperatures, refer to **Exception B**

If all temperatures are within SUBWAY® Gold Standards proceed with standard receiving procedures

### SUBWAY® Gold Standard Receiving Product Temperatures

Frozen:	-10°F to +5°F	-23°C to -15°C
Refrigerated Proteins:	28°F to 38°F	-2°C to +3°C
Refrigerated:	33°F to 41°F	1°C to 5°C
Tomatoes:	52°F to 60°F	11°C to 16°C
Peppers, Cucumbers, Lemons, Red Onions:	45°F to 60°F	7°C to 16°C
Fresh Avocados:	38°F to 50°F	3°C to 10°C