"HOW TO" QUICK REFERENCE

HOW TO RING UP AN EMPLOYEE MEAL
- Ring up your regular 6 inch sandwich (footlong if you work 8 or more hours)
- Go to discounts and click the 99% off button
- Click done
- On the pay screen, click house account on the left and then click Employee Meal

HOW TO DO A REFUND BY ITEM
- Click on POS Tasks
- Click Refund by item button
- Choose the item you want to refund (sandwich or drink etc.)
- Hit Total and the drawer will open
- Refund the amount on the ticket and have the customer sign the receipt
- This is to only be done if there is a legitimate over charge, like they were charged for 2 drinks instead of 1. Any other use of this process will result in termination.

HOW TO DO A VOID
- Click on POS Tasks
- Click on Void Transaction button
- Choose the transaction you want to void from the list, click void reason button, select the reason for the void from the options given, hit done and say yes when it pops up to verify.
- This option is great for when you hit cash instead of credit. You can void the cash transaction and then ring it up as credit and they can pay with their credit card. You must put the original cash receipt, the void and the copy of the credit card receipt together to show why it was voided. Voids without documentation will result in a write up and possible termination.

HOW TO DO FINISHED WASTE
- Finished waste would be sandwiches that are made but the customer did not receive for any reason. (Call ins that are not picked up, credit card declined, drive offs).
- Go to POS Tasks
- Click Finished Waste
- Ring up items
- Hit Total
- Give reason
- Receipt prints

HOW TO RING UP A KID'S MEAL
A kids meal comes with a mini sub (turkey, ham, roast beef, veggie), a drink (juice box, milk, 21 oz cup) and a side (applesauce, 1 cookie or chips). You will ring up the mini sub, the drink, the side and then go to Non-Food and ring up the toy. Ringing up the toy is required in order to make the computer adjust the prices down. Without the toy, the system will charge full price and overcharge the customer.

HOW TO APPLY COUPONS

Most coupons have the barcode so we just scan them but occasionally we will need to enter one manually. Read the coupon so you know what it includes. Buy one get one free with purchase of a drink or a 6 inch for $2.99 etc... Ring up everything that is required. If the coupon is a BOGO with a drink, you must ring up both sandwiches and the drink, then hit the discount button and click the Buy One Get One button and find the coupon button that fits and click it. If it gives you an error, it usually means that you are missing a required item, check everything.

HOW TO APPLY % OFF

- Seniors get 10% an item, not the whole order
- Military and Police/Firefighters get 10% off an item
- If an officer is eating in the store, we give 50%
- Ring up the order and click discount, then click Percent Off on the right hand side and then click 10% or 50%
- Customer must sign receipt to acknowledge the discount

HOW TO DO A CASH DROP

If the computer forces you to do a cash drop, then click yes, the drawer will open. If you need to do a cash drop without the warning, Click Restaurant Functions, Click Cash Drop button. Take the $20 bills out, count them, type in the amount, click save, print, put in drop envelope and put in the safe immediately. Do not leave the drop in the safe. Someone could remove the money that was under your number or someone could do another drop with the same cash. Always spend the 3 seconds putting your drop in the safe.

HOW TO SEND DAILY NUMBERS TO AREA MANAGER

After all money and bread counts have been corrected in the morning, you will need to send numbers to your area manager (except Thursdays).
Restaurant Functions → Operations → WISR

Sales - $5625
Labor – 1405
Divide the labor by sales to get labor %
1405 / 5625 = 24.9%

- You will need to write down the net subway sales amount
- You will need to write down the labor and taxes amount
- Control sheet: Restaurant Functions → operations → control sheet
- Write down the weekly total for money +/-
- Write down the weekly total for bread +/-

Money $2.11
Bread -1.00
So your text should look like this example:
Store 12345
Sales $5625
Labor $1405
24.9%
Money $2.11
Bread -1.00

F	SALES SUMMARY	$	%
0.2	+ UNIT SALES	4533	81
2.7	+ CATERING SALES	0	0
0.8	+ DRINK SALES	617	11
1.0	+ MISC SALES	475	8
0.8	= NET SUBWAY SALES	5625	100
1.5	GAS	0	0
5.0	ELECTRIC	0	0
7.1	TELEPHONE	0	0
2.0	GARBAGE	0	0
4.6	INSURANCE	0	0
	RENT	0	0
	LAUNDRY	0	0
FF	MISC	-18	0
-0.2	REPAIR/MAINTENANCE	0	0
-0.6	= OPERATING EXPENSES	-18	0
0.6	+ LABOR & TAXES	1405	25
-0.2	+ COST OF GOODS	1626	29
-0.3	+ ROYALTY	449.99	8
-0.2	+ FAF	253.12	5
0.0	+ LOCAL ADVERTISING	0	0
0.0	= TOTAL EXPENSES	3716	66
0.0	= BALANCE	1908	34
0.0	FINANCIAL STRENGTH	19	

DRINK COST 36.7   MISC COST 36.7   CUS

CASH CONTROL	May 22 Wed	May 23 Thu	May 24 Fri	May 25 Sat	May 26 Sun	May 27 Mon	May 28 Tue	Totals	SALES ITEM
CLOSING GT	1908671.30	1909732.77	1910712.78	1911663.72	1912427.95	1913121.11	1914025.53		TOTAL SUB
- OPENING GT	1907559.65	1908671.30	1909732.77	1910712.78	1911663.72	1912427.95	1913121.11		Foot Long
- ADJUSTMENTS	46.80	52.85	59.77	30.76	36.44	80.05	58.74	343.41	6 Inch
= ADJ. PROCEEDS	1115.85	1008.62	920.24	920.18	727.79	633.11	847.68	6173.47	3 INCH
+ Opening Cash	400.00	400.00	400.00	400.00	400.00	400.00	400.00		MUFFIN ME
- PAID OUTS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Salad
- CREDIT SALES	603.48	422.40	429.00	685.58	434.99	397.31	366.18	3338.94	Pizza
= Required Cash	912.37	986.22	891.24	634.60	692.80	635.80	881.50		OTHER CAR
ACTUAL CASH	918.00	982.00	890.64	635.00	693.00	636.00	882.00		ADD ON
= OVER/SHORT	5.63	-4.22	-0.60	0.40	0.20	0.20	0.50	2.11	CATERING
CLOSING KEEP	400.00	400.00	400.00	400.00	400.00	400.00	400.00		- COUPONS
DEPOSIT IN BANK	518.00	582.00	490.64	235.00	293.00	236.00	482.00	2836.64	- REFUNDS
CASH CARDS	26.82	7.66	19.68	8.00	19.5	9.09	8.77	99.53	- VOIDS
DEBIT	0.00	0.00	0.00	0.00	0.0	0.00	0.00	0.00	TOTAL UNIT
VISA AND MASTER CARD	541.51	378.41	409.32	677.58	415.48	378.57	329.8	3120.25	FOUNTAIN
DISCOVER	21.04	16.73	0.00	0.00	0	9.65	0.00	47.42	BOTTLED BE
AMERICAN EXP	14.11	4.38	0.00	0.00	0.00	0.00	19.83	38.32	HOT BEVERA
CATERING CALL CENTER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	OTHER BEV
Pay Pal	0.00	15.22	0.00	0.00	0.00	0.00	9.20	24.42	- COUPONS
Other	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	- REFUNDS
									- VOIDS
BREAD / CARRIER CONTROLS (BREAD / FLATBREAD / SALAD / MUFFIN / PIZZA / OTHER)									TOTAL DRIN
OPENING BFSMI	1334.00	1140.00	1212.00	960.00	880.50	817.00	796.50		CHIPS
DEL/TRANS	0.00	0.00	0.00	0.00	0.00	0.00	1020.00	1020.00	COOKIES
- CREDITS	15.00	21.0	25.00	18.00	43.00	22.00	2.50	146.50	SOUPS
- LEFT	1140.00	1212	960.00	880.50	817.00	796.50	1661.50		OTHER MISC
USED	179.00	-93.00	227	61.0	20.50	152.50	-546.0		- COUPONS
Sold	94.00	86.00	80.0	86.00	59.83	63.67	75.50	545.00	REFUNDS
= OVER/SHORT	-85.00	179.00	-147.00	24.50	39.33	65.17	-77.00	-1.00	VOIDS
SUB BREAD LEFT	740.00	834.50	673.00	693.50	503.00	521.00	1343.50		TOTAL MISC
SB OVER/SHORT	-150.50	183.50	-68.50	18.00	5.83	100.17	-71.50	17.00	CASH CARD
FLAT BREAD LEFT	123.00	112.50	47.00	42.00	97.00	34.50	88.00		SALES TAX &

HOW TO UPLOAD AND BALANCE A TRUCK ORDER

- On the Subventory app, click orders to open the list of recent orders. Click the LINK button, scroll to the bottom and click accept all invoice quantities, click proceed, click the 3 lines at the top left and hit export to POS, then click upload to POS.
- On the register, hit F9 to pull up the ZippyYum app and click load on the order you just submitted. It will ask you for your clerk ID and it will say close when it is done.
- Go to restaurant functions → Inventory → Delivery and click View/Edit and click the order that you want to review and click the View/Edit button. This will pull up the entire order that submitted. Make sure that they date is correct at the top, then put in the correct invoice total. You must choose 1 item on your truck and change the quantity to 0, click on the next item and then change it back to the original quantity. This is a glitch. Then compare the totals, if they match or are within a few dollars, you are fine. If they are over or short more than that, start looking for items that match the difference on your invoice. Some items do not go into the system, like tea liners or oven mitts. If you cannot find the item to enter it, then mark it DNE (did not enter) and subtract it from the total you are off and see if it balances.

HOW TO BALANCE THE CONTROL SHEET

- Make sure that opening and closing counts for money match every day.
- Make sure that closing counts and opening counts for bread, Flatbread, plates and wraps match every day.
- You can adjust opening and closing counts by going to restaurant functions → operations → adjustments and click on the day you want to correct. Then choose the opening or closing counts you want to correct and make the changes and save.

HOW TO DO TIME CLOCK ADJUSTMENTS

There are times that an employee forgets to clock in or out and we must correct their time.
Go to restaurant functions and click labor, then click Time Clock Review. This will pull up the entire week of time punches. Choose the day and person you need to correct, it will pull up the times they clocked in and out. Adjust them as needed. You will need to fill out a time clock adjustment form for every adjustment made and the employee and manager will need to sign this form and put it in the payroll section of the folder. Abusing the time clock adjustment to give anyone, including managers, hours that were not worked is considered theft of time and will result in termination.

HOW TO COLLECT INVENTORY COUNTS AND UPLOAD THEM

Open the Subventory app on your phone, click inventory and it will pull up the inventory page, select W/E Date (always choose the week that is ending if you do inventory on Tuesday and choose the week that just ended if you have Wednesday inventory) choose a location to start your inventory. There are many ways to complete inventory and you need to find what works best for you. You can either go in order and count everything that is listed in the backroom and then move to the freezer and then to the cooler and so on, or you can start in one area of the restaurant and enter items in the appropriate location as you move to another area. Pay close attention to your input of your counts, there are 3 boxes to enter numbers in. First box is unopened case, next box is packs and the next 1 or 2 boxes are for open packs (each, pounds, inches, bottles etc.) Once you have completed your inventory counts, then you will click the 3 lines on the top left and hit Export to POS, then upload to POS. Once your inventory has been uploaded, you will go to the register and click F9. This will pull up the ZippyYum application and you will hit the green load button next to your inventory counts. This loads the counts into the register so you can print a WISR and review and look for errors.

HOW TO MAKE CHANGES TO INVENTORY

Once you do your recounts, you can either go back into the Subventory app and change your counts there and upload, hit F9 and load them again or you can manually adjust the counts. To do this, you go into restaurant functions → inventory → physical count and choose the top inventory count and hit the View/Edit Count button. This will pull up the exact inventory you uploaded from your phone. In the top left search box, start typing the item you need to correct, a drop down box will appear with matching items, choose the one you need to correct and then hit the add button. This will pull up just that item and the current counts. You can then change the current counts to your corrected counts. This is the easiest way to correct inventory counts.

HOW TO PRINT WEEKLY PAPERWORK

For your weekly folder, you will need a WISR, Control sheet, inventory movement report and a sales discount analysis.

Final reports should not be printed for your folder until all corrections are made to inventory, payroll, truck orders are balanced and your area manager has wrote off your bread for the week.

WISR: Restaurant Functions → Operations → WISR → Print
CONTROL SHEET: Restaurant Functions → Operations → Control Sheet → Print
INVOICE LOG REPORT: Restaurant Functions → Inventory → Invoice Log Report → change to and from dates from last Wednesday to Tuesday, hit load and then print
SALES DISCOUNT ANALYSIS: Log into LiveIQ (Subway → The Feed → LiveIQ) click on reports → Extracted/Printed reports → choose your store in the drop down menu and change the date to Tuesday (yesterday). Scroll down and click sales discount analysis (towards the bottom), print 1 copy for the folder.

STORE TO STORE TRANSFERS

Go to restaurant functions
Inventory
Transfers
Click New Transfer and choose the store you are transferring from/to from the drop box.
Type in your name in the Receiving Employee box. Put in the correct date of transfer and choose if the transfer is IN/OUT of your store.
In the item box, type in the product and choose it in the drop down
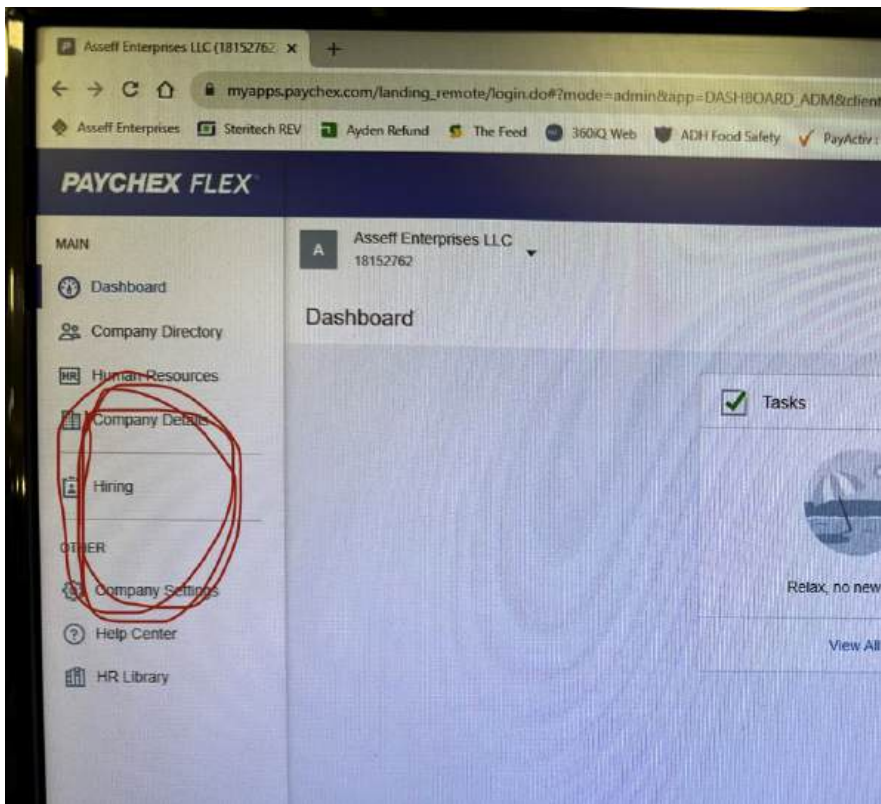Enter how much you transferred in either cases, packs or each
Save

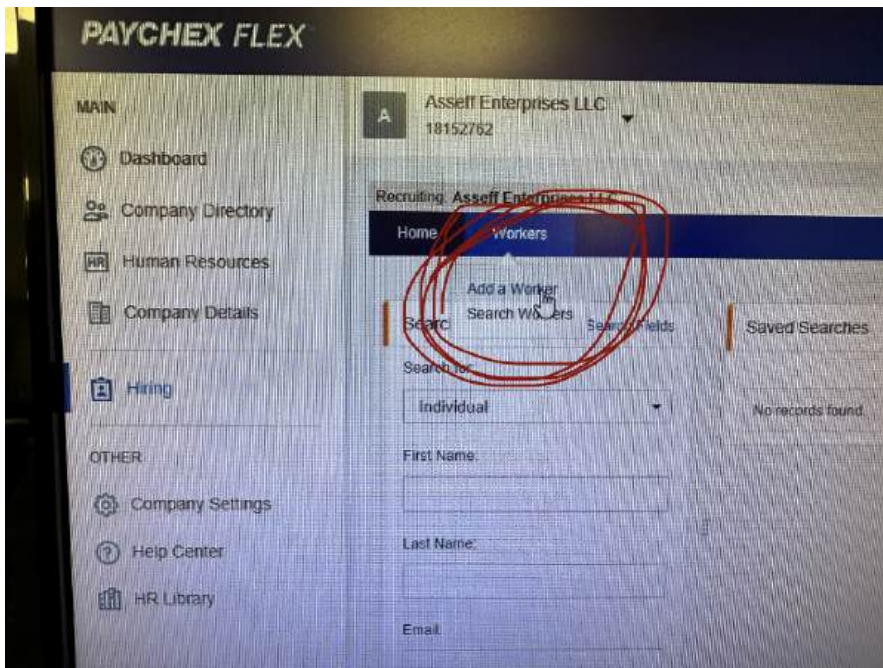Fill out Store to Store Transfer sheet for your store and the other store.

HIRING NEW EMPLOYEE INTO PAYCHEX

Log into your Paychex account, make sure you are on the admin side and not on your personal account.

Select the "Hiring" option on the left side.

Move your mouse over the Workers tab so it shows the options and choose "Add a Worker"

Enter the new hires information and click "Send Invite" Do not hit "Save". This will take you to the next page that you just click thru and hit "send Invite".   Do not put anyone on your schedule until they have been onboarded 100%.

ENTERING NEW EMPLOYEES INTO SUBWAY

- Once they are fully hired in, their name will show up in your list of people in the Paychex app, search for them and get their Paychex ID, this number is used as their clerk ID.
- Log into The Feed (Subway.com)
- Click the 3 bars in the upper left corner, mouse over technology and choose Team Access
- On the next page, click launch team access
- Once on the employee page, click new employee
- Fill out first and last name
- The username will always be store#-firstlast (example 12345-joesmith)
- The password will always be Subwaystore# with a capital S (example Subway12345)
- Use your store email address and choose sandwich artist as their role.
- Click save and it will move to page 2.
- Choose your store as their home store and uncheck the default store and hit save.
- Page 3 you will choose POS Permissions and hit save.
- Page 4 will need at least the hire date, POS permissions, security level and Paychex ID and password (this will be the number they use to clock in) hit save. You should see a green banner in the upper left saying that their information was saved. .
- This should automatically put them into the POS register so they can clock in.
- If it doesn't put them in, go into the POS, restaurant functions, labor and then click team access config and do a manual sync.

IMPORTANT In order to turn in accurate labor, all employees must have a pay rate in the POS! Click on labor, employees, choose the new employee and hit view/edit and enter $11 as the hourly rate and hit save.

EMPLOYEE MAINTENANCE
- Log into partners
- Click the 3 bars on the upper left corner, mouse over technology and choose LiveIQ
- On the next page, click LiveIQ
- Click the down arrow, click labor and then choose Employee Maintenance
- Click add employee
- Fill in their information, including DOB and use their Paychex ID as their payroll ID
- Scroll towards the bottom and check to be sure that they are assigned as primary to your store with the Paychex ID as their clerk ID and add $11 in the hourly rate box. If you do not enter the hourly rate, then you cannot properly schedule because the computer will calculate them at $0 an hour and your labor % will not be correct. This results in you thinking you scheduled 15% when its really 19%....

TO ADD THE NEW EMPLOYEE TO YOUR SCHEDULE
- Log into Partners
- Click the 3 bars on the upper left corner, mouse over technology and choose LiveIQ
- On the next page, click LiveIQ
- Click the down arrow, click labor and then choose scheduling and enhanced scheduling
- Once you are on your current schedule, there will be a green person icon with a + on it. This is to add employees. Click it and it will pull up a list of employees that are assigned to your store. All newly entered employees will be at the bottom of the list. Click the little + next to their name and click done. They are now added to your schedule and you can start scheduling shifts for them.

SCAM REMINDER!
Alex Asseff/Corporate/Steritech/FBI will never call a store to do a money audit, counterfeit bill investigation, manager investigation! Hang up! There will NEVER be a valid reason for anyone to remove money from the registers/safe and leave the store unless you are the manager taking a valid deposit to the bank. No one with any authority will ever call the store and request that an employee take store money and go purchase prepaid cards, wire money to anyone or meet anyone. These calls are scams, just hang up! They will do everything they can to intimidate employees and convince them that they are Alex Asseff/Corporate/Steritech/FBI and will often suggest that they are watching the employees on camera. It is simply not possible for anyone outside of our management team to view video. If Alex needs cash, he will go to an ATM, not ask for money on a Green Dot card!

SUBMITTING YOUR CAP AFTER STERITECH INSPECTION
After Steritech has visited your store, you will have 5 days to complete your corrective action plan (CAP). They will leave a form at your store that has an access code on it that you will need to see your inspection report. If it gets misplaced, you can find the access code on your inspection repost that you should receive in your email or ask your area manager to send you the code. The website is subway.steritech.com/#/quick-access Once you have accessed your CAP, you will see all of the categories that you got marked out on, they will say open on the left side. On the right side is a button that says "expand", click that to open the box with 3 questions that you must answer for each item. Answer all 3 questions and hit done. Do this for each section, as they are completed, they will change from "open" to "addressed". At the very bottom it will say "addressed # of #" When all of them are addressed, submit the CAP for review.

HOW TO VERIFY U of S COURSE COMPLETION

Go to the Feed, under operations you will click training. Click University of Subway, click University of Subway again, this will give you a green video screen, click the Subway logo. Upper part of page will say "manage", hover over it and click reporting, click training and then curricula. There will be a search box, type in the name of the course you are wanting to check, like Sandwich Artistry. Scroll down and find the appropriate course and click it. Once it loads, it will show you each employee's progress for that particular course.

 **This information is current as of January 26, 2026. If there are policy or procedure changes, we will update this list when time allows. This how to guide is only meant to be used as an additional reference tool during training and not a substitution.