FAQs

SynergySuite FAQs

1) How do I get my employee from Synergy to Revel (new hires, not re-hires or transfers)?

a. For any new hire for corporate locations – once the employee is added from Talent Reef to UKG, they will sync to Synergy. Once they are in Synergy, you need to open the employee in HRM, and then on the payroll tab use the "Generate POS Code" button. **Press Save**. Then at the top right corner on the main employee page, hit "Sync to POS". This will sync the employee to the POS. If you run that and get an error, please email pos_support@brixholdings.com with the employees that gave an error and what the errors were. The best option would be to send us a screenshot (use the snippit tool) and copy into the email.

b. For Franchised location – Follow the directions above once you have added the employee to Synergy.

c. NOTE: DO NOT follow this for any re-hire (from any location), or any transferred employee at this time. Please email pos_support@brixholdings.com with the employee name and store location (both new and old locations) and we will complete the process.

2) I am missing product on an invoice – what do I do?

a. You need to request credit from USF by emailing them or calling customer service.

b. For Synergy Invoice – do NOT adjust the invoice. You will receive a credit invoice that will populate. If this credit is not received in the original week, please change the date to the current week you are in to receive it into your invoice. This will cause a shortage one week and an overage the next week.

3) Invoice Management

a. Always check the date on the delivery page to ensure it is on the day you received the truck. This is very important for direct shipped items or special-order items. Change the date at the top by doing the date on the left first then the right.

b. What does EDI mean? This is an electronic transaction. The little blue EDI should always appear next to your order as these are electronically sent via USF and to USF. If you see a blocked EDI, please use FranConnect to let us know.

c. How do I receive a direct shipped item? Once you receive the product, you will need to change the date and then it will hit the inventory period you received the product in.

d. What if I am missing product on an invoice? This shouldn't happen, however on the rare occasion it does, you can choose to see "full catalog" and add what item you are missing.

4) How do I Loan/Share an Employee?

a. This is accomplished under HRM, then employees. In synergy it is called loaned employee. When doing this please enter a loan end date so that the employee is not forever shared to a location.

5) How do I transfer an employee? (across franchisee(s))

a. Corporate Locations – this is handled by UKG.

b. Non-Corporate within same franchise can use transfer under HRM/Employees.

c. Note: DO NOT transfer across Franchise Groups – the employee is a "new" employee under the NEW franchise Establishment.

6) **What has changed with Employee Management for SynergySuite?**
   a. Corporate Locations – All employee management is completed in UKG, and from UKG everything will flow to Revel and SynergySuite. The only thing that needs to be updated in Revel is the employee swipe card and employee pin for logging into the POS system.
   b. Franchise Locations – Employee management will be completed here, and from SynergySuite it will flow to Revel. In Revel you will need to update the employee swipe card and employee pin for logging into the POS system.

7) **How do I look up Theoretical Costs?**
   a. When you are under a ticket you can choose to see the item analysis. If you do this, please do not look at the inventory cost as it will cause confusion. Instead, please look at the Recipe cost analysis. You can also run a report called "sales margin report with all modifiers" and you will see all the defaulted modifiers that are attached/rung in with an item. If you click on the blue hyperlink, it will show you items that are part of the recipe. Keep in mind that all modifiers that have been rung in with a specific product will show up so if you are looking for the exact recipe that is not what you will see here.

8) **How can I reprint a guest check using Synergy?**
   a. The preferred method of re-printing or emailing a receipt is through Revel POS. Directions can be found by following this link: Emailing a Guest Receipt

9) **Where can I easily see an overview of my store?**
   a. Location Daily Summary gives you an overview of all P&L related information. It is an overview of KPI's, Sales, Inventory, Discounts, etc.

10) **How do I print daily line ups?**
   a. There are 2 options for that:
      i. Under Schedule, click Action and then Print, that will print the entire week.
      ii. Under Quick Reports, click Day Schedule.

11) **How do I check timekeeping?**
   a. Moving End of Nighttime to next morning.
   b. Time Punches under Schedule Editor show actual time punches the next day, so you need to unlock the day to adjust any punches. Adjust by click on "sign off" under the day options.
   c. Go back to End of Day Checklist and reopen the day to adjust any punches. Punches are locked every night.

12) **How do I print an employee Phone list**
   a. Quick Reports – Employee Contact Report