SynergySuite x Friendly's

SynergySuite - New Back Office System Implementation

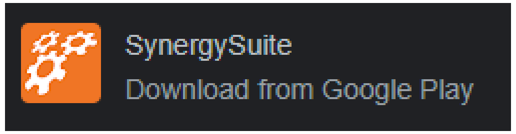
What is SynergySuite?

Synergy Suite pulls together many aspects of our business, creating efficiency across our teams and locations. This will replace Altametrics for the Friendly's brand. As we launch, we will be focused on the below back of house operations including:

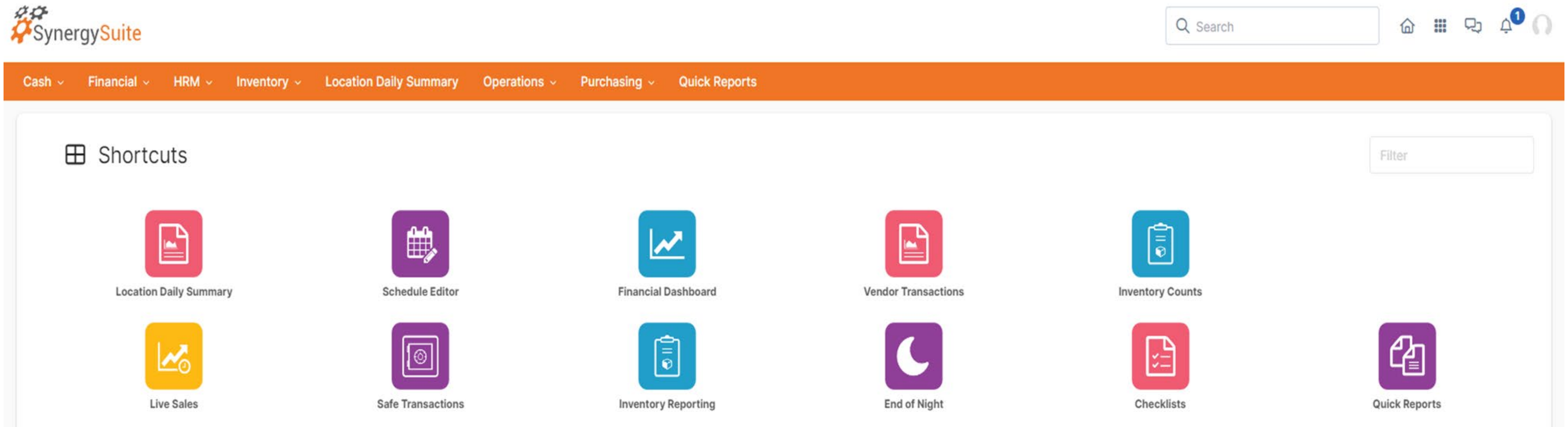
- Inventory Management
- Purchasing Management
- Cash Management
- Labor & Employee Scheduling
- Payroll and Tip Management
- Basic Reporting

How to Log in

- Website : https://friendlys.synergysuite.net
- App : Management by SyngerySuite
- App: Cover (schedule app for employees)
- Log In Info will be emailed directly to you (varies per person)
  - IT to send out franchise owner & GM login info. GM's to send login info for their employees.
- SynergySuites Pin is auto set to be the last four of your social security number, for cash management



Dashboard



- Easy Shortcuts on Log in Page
- Up to Date Weather with 14-day outlook for your location
- Tabs at the Top with drop down lists
- Location Daily Summary – Great Detail for Daily Summary

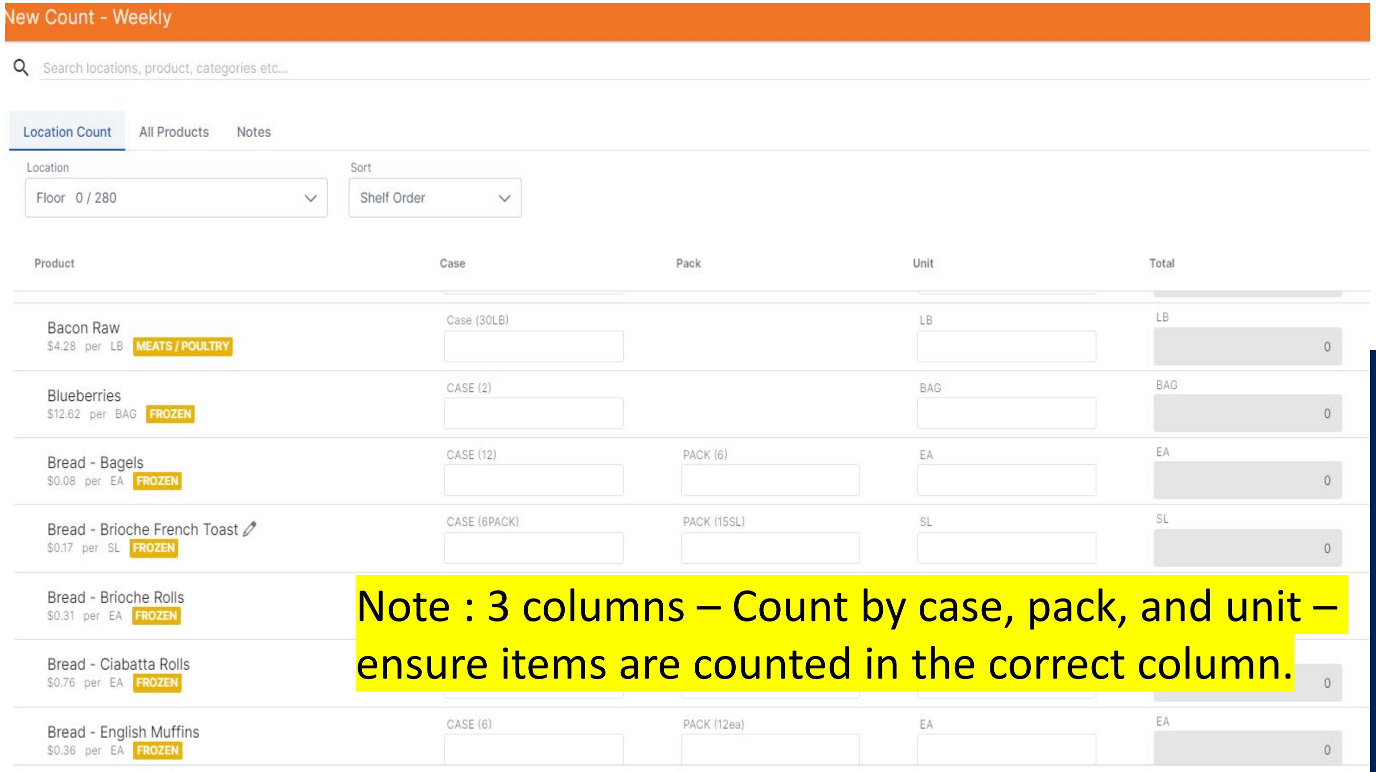
Inventory Management

- Synergy Suite connects directly to Revel point-of-sale for real-time theoretical inventory depletion
- Take inventory directly on a mobile device, and automatically convert multiple units of measure.
- Includes a built-in calculator on Mobile Devices!
- Easily identify when product goes missing and correct the issue immediately.
- Maintain margins as menu items and ingredients are altered, sales modes are different, or supplier pricing changes. Integrate electronically with vendors to enable real-time price lists and pack sizes.

Inventory Management

Note : If completing final inventory in Altametrics, email POS Support once complete, and they will send you a file sorted to quickly reenter in Synergy.

- Weekly Inventory is done under inventory counts. You will be able to print sheets or use an app!
- More Accurate UOM
- UOM show on the total line as the smallest count, so don't be alarmed!
- Inventory Reports - Inventory Report Shows All Items, Top 20 Item Usage.
- Prep Prediction to come in future!
- Options for Location Count by Alphabetical or Location Area



Note : 3 columns – Count by case, pack, and unit – ensure items are counted in the correct column.

How do I complete an Inventory

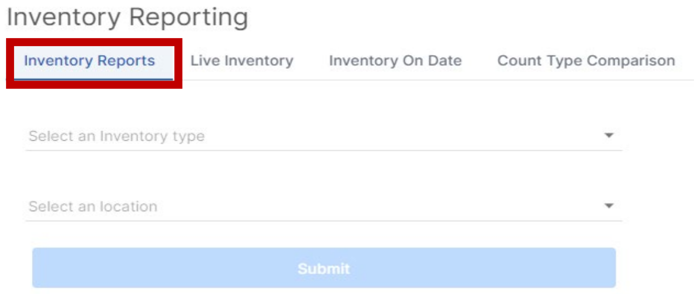
1. Either click on the dashboard Icon  Inventory Counts or use the Tab's at the top to choose Inventory
2. If you prefer to print sheets Print Count Sheets Can be done before you start the inventory for the current week.
3. Click on + New Count
4. A box will pop up Count Date * 9/21/23 Before Opening Click Create
5. The Count Section will open, and you can either count on your mobile device or enter your counts from your paper copy.

NOTE: If you are counting Sunday night, please toggle off the "before opening".

Note: UOM's vary per items. Total Count is based on LOWEST UOM

Inventory Reporting

Inventory Reporting



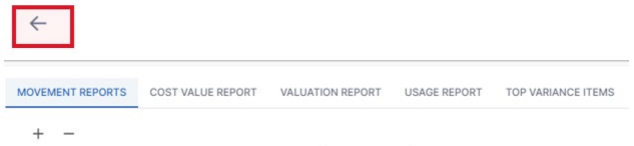
- After your completed count, click on the Inventory reporting Icon
- Click on **Inventory Report** to open a reporting page
- Click Weekly, then choose the previous week and the current week, it will default to the **Top Variance Report**
- **Top Variance Report**- This report identifies the top 20 negative and top 20 positive items for variance highlighting
- **Movement Reports**- This report details each product's movement within the selected period used to identify variances
- **Cost Value Report**- View the movement of products based on the costs rather than units
- **Valuation Report**- View open and closing costs and counts
- **Usage Report**- Review items theoretical movement vs actual movement including costs with percentage
- Percentage is based off Net Sales not Gross Sales.
- NOTE: You can hover over any number to see the formula behind it, you can also sort by clicking on the header.

Inventory Reporting

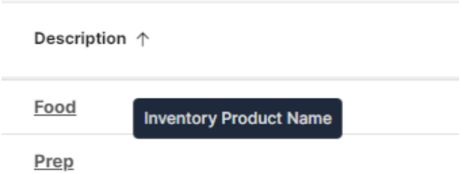
- Report we recommend starting with Top Variance Report and then Moving to the Usage Report
  - **Top Variance report** is top 20 items that have been Gained or Lost
  - The red box is the variance quantity that you should be looking at.

Description	Unit	Actual	Deliveries (+)	Returns (-)	Transfers (+/-)	Waste (-)	Qty Sold (-)	Prep. Waste (-)	Prep. (+/-)	Theo.	Actual	Var.	Unit Cost	Theo.	Actual	Var.
Chicken - Tenders	BAG	37.70	120.00	0.00	0.00	0.00	31.46	0.00	0.00	126.24	34.00	-92.24	18.35	2,316.98	624.01	-1,692.96
Fries - New French Fries 1/4" Coated Skinless	BAG	52.50	60.00	0.00	0.00	0.00	32.31	0.00	0.00	80.19	52.00	-28.19	6.11	489.54	317.46	-172.08
4gal Vanilla	GAL	36.00	32.00	0.00	0.00	0.00	17.70	0.00	0.00	50.30	36.00	-14.30	7.35	369.87	264.69	-105.18

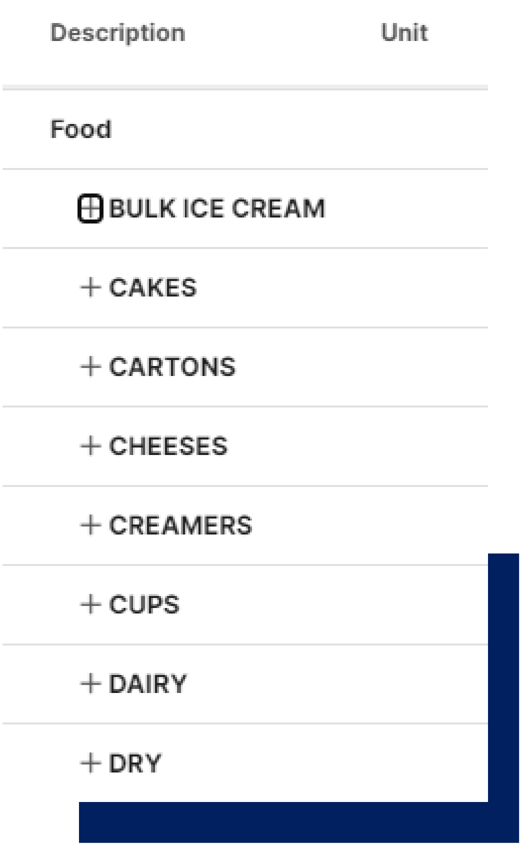
  - Note: Anything on the Inventory Report is Live but anything under Quick Reports will be inaccurate until you "process report"
  - NOTE for Owners: If not processed you won't see on the consolidated summary report
  - When in Reports clicked the back arrow to go back



Inventory Reporting



- **Usage Report** will show ALL items
  - Food items are listed under Food, Choose that you will see all Product Groups
  - Click on the Group Ex " Bulk Ice Cream" and it will expand to see all items within
  - Can edit Count for each item right in the Report by clicking the item.
  - Review Overall Summary before processing the final inventory
  - When Finished reviewing both reports, for accuracy you need to hit 



Inventory Reporting

- Overall Summary Will open a pop up:
  - Costs are based on NET sales not Gross
  - Actual Usage is your Actual COGS together
  - Gap is a summary of both positive and negative
  - Missing is total negative that is missing
  - Company Goal is 1.00% GAP

  - To complete inventory – click "process Report"
  (Will Auto Process at 4:00pm EST)
  Owners can unlock if more time is needed.

24220- Naugatuck - Inventory Summary Report

Aug 6, 2023 to Aug 13, 2023

Section	Based on Net Sales	Summary
Net Sales		23,611.19
Open Value		12,070.52
Purchases		5,667.48
Returns		0.00
Transfers		0.00
Close Value		12,249.20
Expected Usage	21.65%	5,111.58
Actual Usage	23.25%	5,488.79
Gap	1.60%	377.22
Allowance		0.00
Gross Profit	76.75%	18,122.40
Missing	3.27%	772.26
Cost Adjustment		395.04

Close

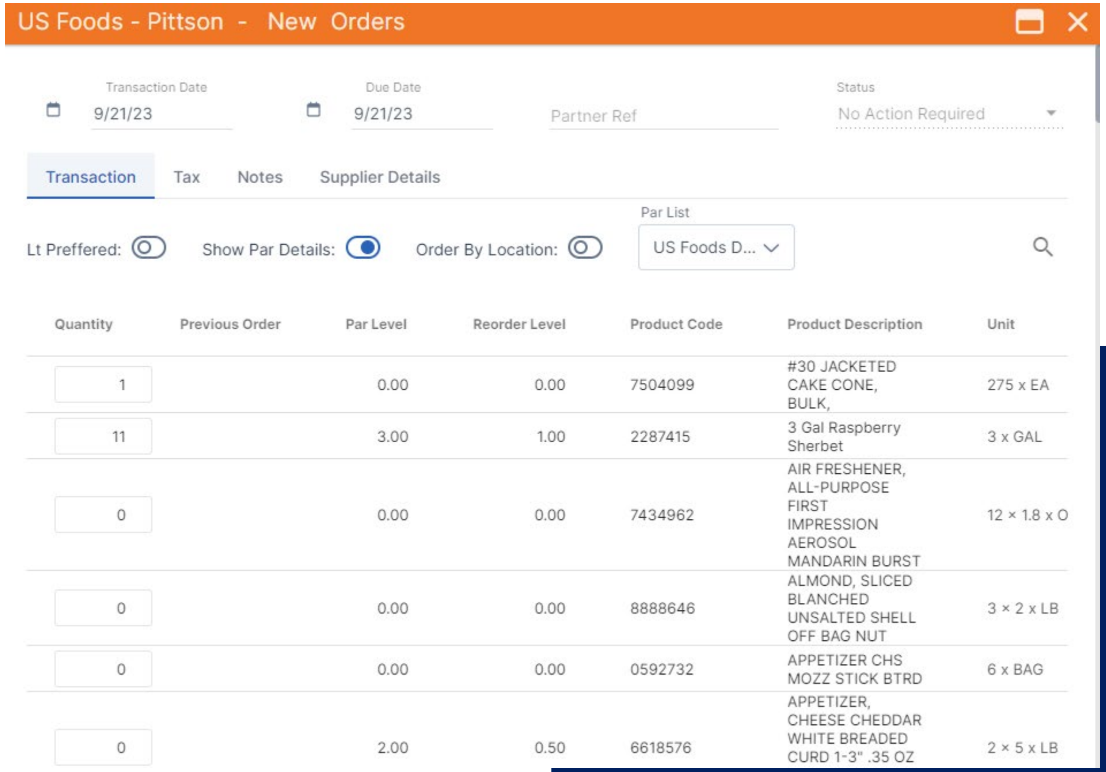
SynergySuite x Friendly's

Ordering USF

- Easily place food orders and send electronically to US Foods. Including Auto-Sub.
- No longer a need to go directly to USF page and hit submit.
- Match supplier invoices to orders and accept them. Easy Comparing Invoices for P&L review.
- Auto updates any price changes weekly
- Easily Transfer Products to other stores
- Transfers are received automatically

- No More $10.00 Items or Mismatched Items
- Adjustable Par levels for ordering (we have started it for you!)

- **Note:** A blocked EDI transaction will occur if you try to order something not in the approved.
- Enter FranConnect Ticket if that happens



USF – Auto-order

- A new order will generate automatically based on the par level.
  - Seabrook: 8am day the order is due
  - Pittston: 8am 2 days before the order is due
  - Submit a Franconnect ticket if you would like to change this.
- Supplies will not be generated.
- Edit quantities and submit the same way you would with an order you start yourself.
- If you have already created an order, you can simply delete the suggested order.

Ordering USF

- To start a new USF order

- It defaults to Orders on the drop-down box on the left. On the right, you must "select a vendor"

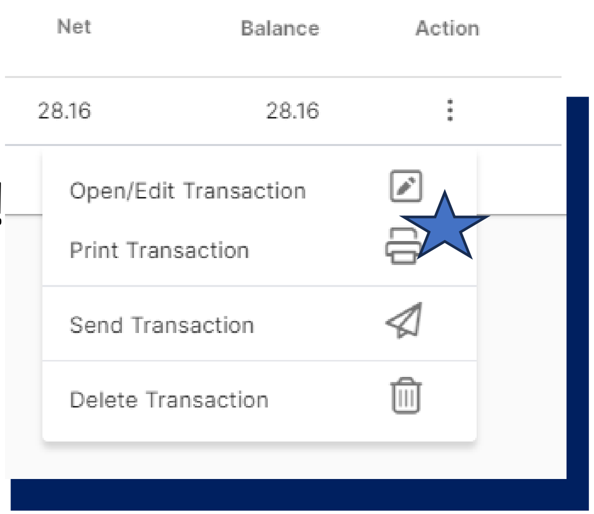
and click the plus sign
- This will open the order form. Make sure you choose to "show par details" and Par is on "USFOODS"
- Par Level is the suggested level for your specific location, editable by the GM based on your sales.
- Suggested that you maximize the window so you can see all details.
- Enter the quantity on the left side for how many cases you want to order. The UOM on the right show you how much is inside a case

Ordering USF

- Once completed, hit Save and it will show a status of “not sent”

Partner	Sys Ref	Partner Ref	Status	Transaction Date ↓	Due Date
US Foods - Seabrook EDI	POR000001		NOT SENT	Sep 21, 2023	Sep 21, 2023

- To Send the order, click on the 3 ellipsis on the far right
- Click on “send transaction” to send to USF
- You can also Open/Edit if you need to adjust before sending!
- With Auto Sub feature, you do not have to go to USF.com
    - Status will display “Confirmed Modified” within 15 minutes, so you know your order has been received by US Foods.



Receiving a Truck

- Weekly – GM’s should approve invoices
- Choose Vendor Transactions or hit Launch

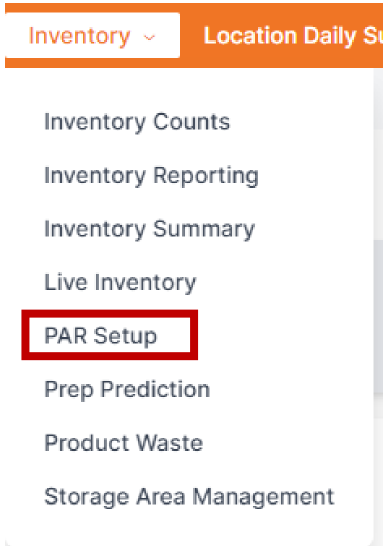
- Approve the invoice by clicking on the 3 ellipsis
- This will send that invoice to accounting to be properly paid (if owners link to an accounting program)
- Approvals are GM function only
- Allows you to compare all invoices to your P&L easily

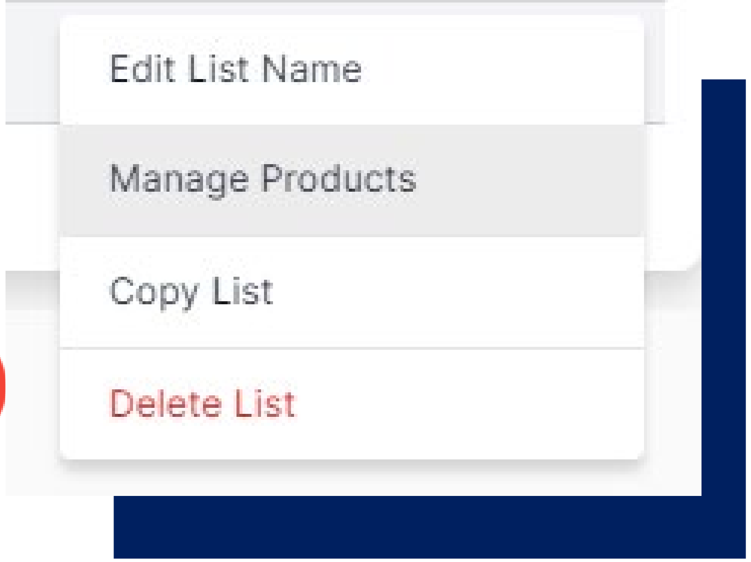
Adjusting PAR Levels

- Under the Inventory Tab, click on Par Setup
- We have copied USFoods Default to your location as a generic par we have pre-built
- Click on the 3 ellipsis, you can edit this to better match your location
- Choose Manage Products
  - Par Level is the ideal amount you want to always have on hand
  - Reorder Level indicates that when a product drops below this limit, the system will order you back up to as close to par as possible

    Note: It is set by lowest UOM.
- If you do not want a product auto generated, click the

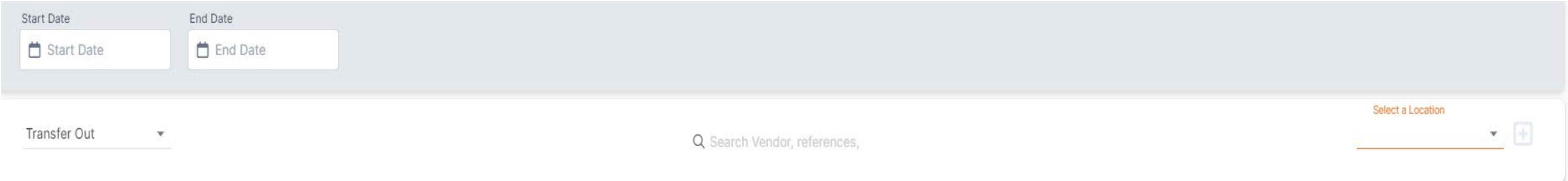
  (Changing a PAR to zero makes it order every time.)





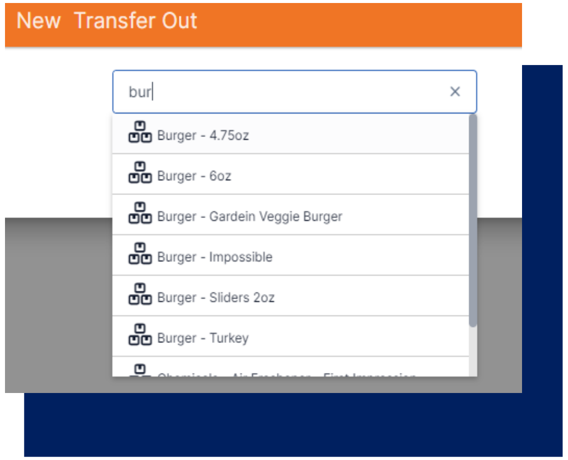
Product Transfers

- On Dashboard click on Vendor Transactions
- Using the Drop-down Box, click Transfer Out



- Choose the location you are transferring to and click the plus sign.
- This will pop up a window where you can add the products.
- The search box is smart, as you start typing it will show you a list of products
- Choose the item you want, add the quantity and hit save.
- Add as many items as needed.
- When ready to send the transfer, click the 3 ellipsis and process transfer

  - NOTE: Receiving stores do NOT have to accept.
  - That is done automatically



Credits

- Current Process Remains for Emailing in to USF Customer Service and copying Quality Control Sheet/email.
- Credits will appear as negative deliveries. Approve just like a delivery.
- Quantities cannot be edited in invoices. Wait for credits to appear. If credits do not appear within the same week, your owner will have to unlock your inventory to approve a previous week's credit.

Employee Management

- You will Add all new Employees manually

- Choose HRM then staff management and employees
- In the right-hand corner, you will see a blue add button
- Click on the add button and enter all required information (name, address, job code, payrates, etc.)
- Make sure to add the POS Access Code for Revel by using the Generate Code button.
- Press “sync to POS” button for the employee and PIN to immediately sync to Revel.

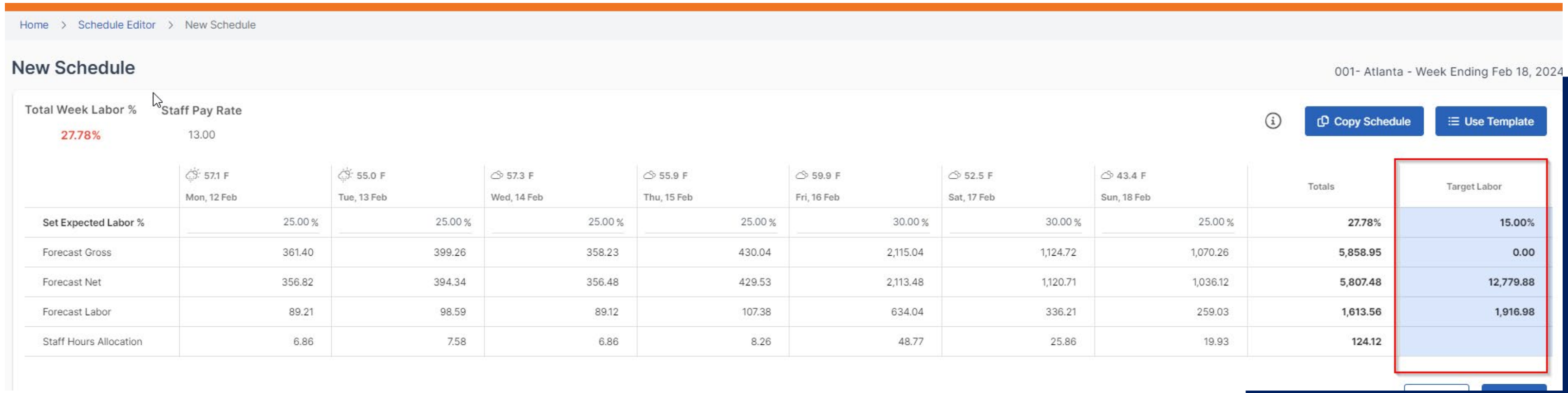
Budget Targets (weekly)– Complete before sales forecast

- Create the labor budget for your locations – adjustable by week
- HRM – Budget Targets
- Choose the store and month
- Update to be equal or different
- You will receive a warning when creating a new schedule if this was not done.

Date Range	Last Year	Adjustment	Net Sales Target	Labor %	Target Labor	Status
Oct 30, 2023 - Nov 5, 2023	0.00	No Change	0	15.00 %	0.00	No Change
Nov 6, 2023 - Nov 12, 2023	0.00	No Change	0	15.00 %	0.00	No Change
Nov 13, 2023 - Nov 19, 2023	0.00	No Change	0	15.00 %	0.00	No Change
Nov 20, 2023 - Nov 26, 2023	0.00	No Change	0	15.00 %	0.00	No Change
Nov 27, 2023 - Dec 3, 2023	0.00	No Change	0	15.00 %	0.00	No Change

Schedule Budget Targets–within schedule editor (daily)

- Set daily labor targets when first creating a new schedule.
- Can be adjusted within an existing schedule by selecting More actions
- There is a column called Target Labor that appears when the budget target is done for the week. If the weekly target is not completed in HRM > Budget Targets, this column doesn't appear. The purpose of this column is to get the GM a guide on what labor they should be at.


Home > Schedule Editor > New Schedule

New Schedule

001- Atlanta - Week Ending Feb 18, 2024

Total Week Labor % 27.78%

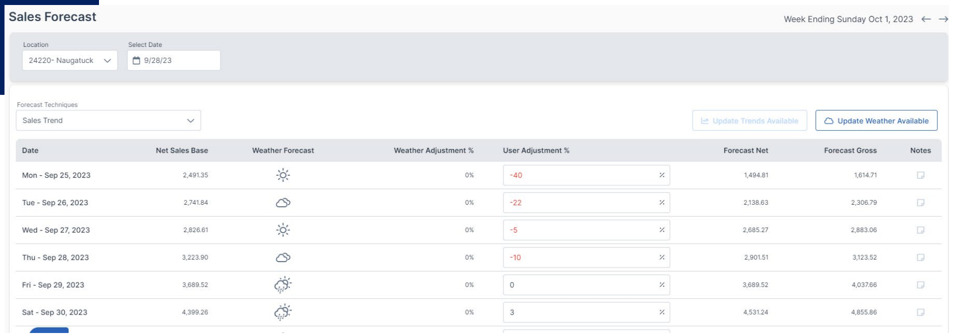
Staff Pay Rate 13.00

Copy Schedule

Use Template

	57.1 F Mon, 12 Feb	55.0 F Tue, 13 Feb	57.3 F Wed, 14 Feb	55.9 F Thu, 15 Feb	59.9 F Fri, 16 Feb	52.5 F Sat, 17 Feb	43.4 F Sun, 18 Feb	Totals	Target Labor
Set Expected Labor %	25.00 %	25.00 %	25.00 %	25.00 %	30.00 %	30.00 %	25.00 %	27.78%	15.00%
Forecast Gross	361.40	399.26	358.23	430.04	2,115.04	1,124.72	1,070.26	5,858.95	0.00
Forecast Net	356.82	394.34	356.48	429.53	2,113.48	1,120.71	1,036.12	5,807.48	12,779.88
Forecast Labor	89.21	98.59	89.12	107.38	634.04	336.21	259.03	1,613.56	1,916.98
Staff Hours Allocation	6.86	7.58	6.86	8.26	48.77	25.86	19.93	124.12	

Sales Forecast



Sales Forecast

Week Ending Sunday Oct 1, 2023

Location: 24220- Naugatuck | Select Date: 9/28/23

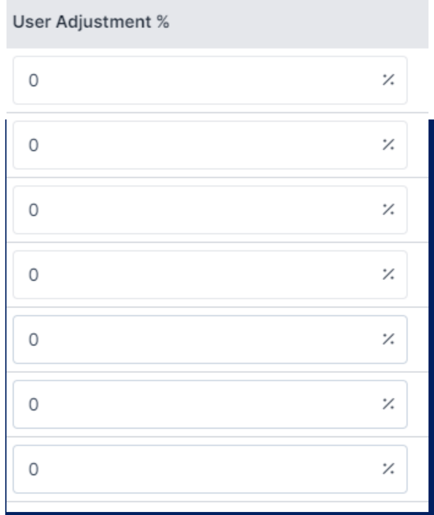
Forecast Techniques: Sales Trend

Update Trends Available | Update Weather Available

Date	Net Sales Base	Weather Forecast	Weather Adjustment %	User Adjustment %	Forecast Net	Forecast Gross	Notes
Mon - Sep 25, 2023	2,491.35		0%	-40	1,494.81	1,614.71	
Tue - Sep 26, 2023	2,741.84		0%	-22	2,138.63	2,306.79	
Wed - Sep 27, 2023	2,826.61		0%	-5	2,685.27	2,883.06	
Thu - Sep 28, 2023	3,223.90		0%	-10	2,901.51	3,123.52	
Fri - Sep 29, 2023	3,689.52		0%	0	3,689.52	4,037.66	
Sat - Sep 30, 2023	4,399.26		0%	3	4,531.24	4,855.86	

- Financial Tab , Sales Forecast
- Sales forecast needs to be done before you do your schedule
- It will prompt you to create a forecast if you don't have one
- User Adjustment is done by % not $ amount
  - Tool for converting $ to % available here.
- You can set up automatic weather adjustments

- Base forecast is a 6 week trend



User Adjustment %
0
0
0
0
0
0
0

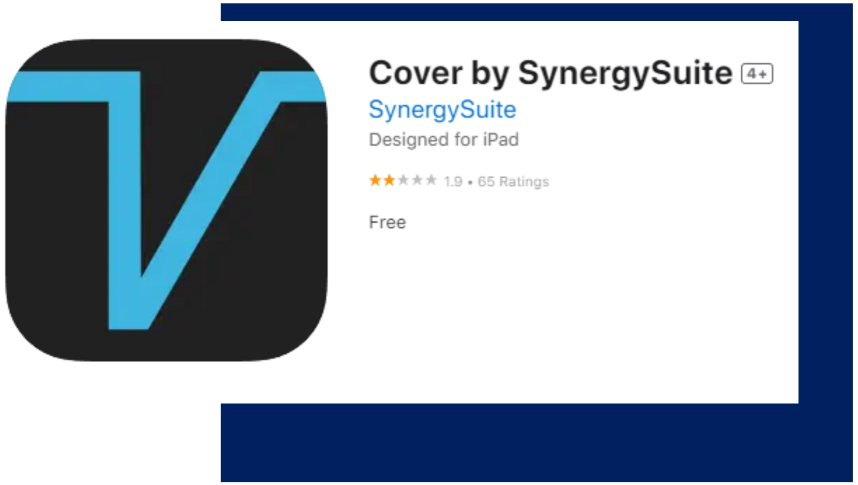
Labor & Scheduling

- Create schedules by entering shifts for each person, and easily see the forecasted labor hours that are accurate to your location, and your budget
- Easily Copy Previous Weeks Schedules
- Easy to use request off page Absence Management for Requests off – looks just like a Calander!
- Post tips & Payroll on Monday, with tips beings confirmed daily with End of Night
- Clocking Exceptions Report for store or by employee

Loaning/Sharing Employees

Action Items:

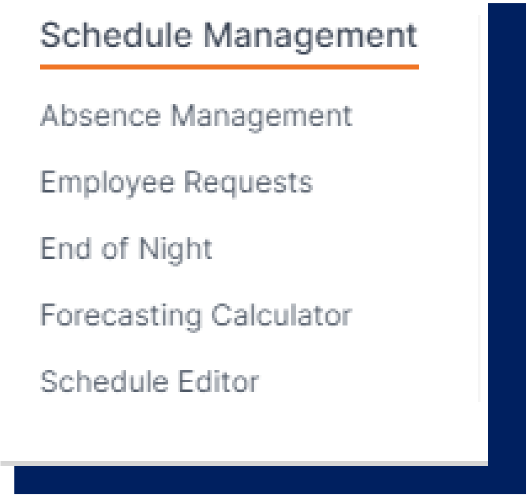
- Enter labor budget
- Enter sales forecast
- Enter schedule for next week



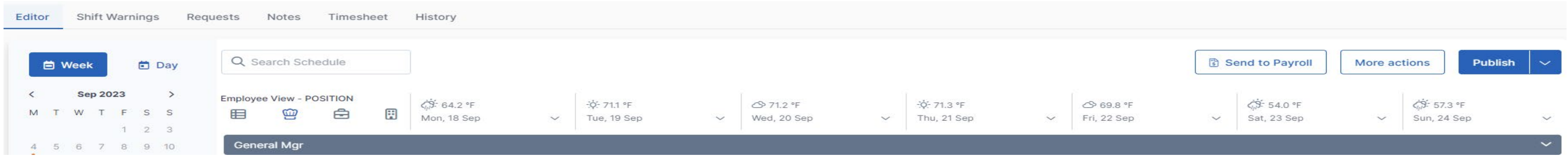
SynergySuite x Friendly's

How to Schedule

- On Dashboard click on Schedule Editor
- It will launch you to the schedule page.
    - Note: if your sales budget isn't entered it will prompt you
    - Note : if your labor budget isn't entered it will prompt you
- If you have a previous schedule, you can copy it from the "more actions" button
- Under Schedule Management you can see:
    - Absence Management (time off) Monthly View
    - Employee Requests (Time off, shift requests) list view
    - Schedule Editor



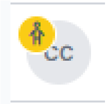
How to Schedule

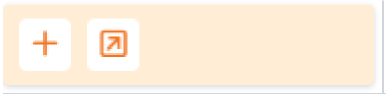


- Employee View : Chef Hat is by position , Briefcase by Section . Grid by Alphabetical Order
- Updated Weather forecast right at the top.
- Bottom of page has labor Dollars and Percentages, Forecast info and breakdown of labor. (specific to you!)

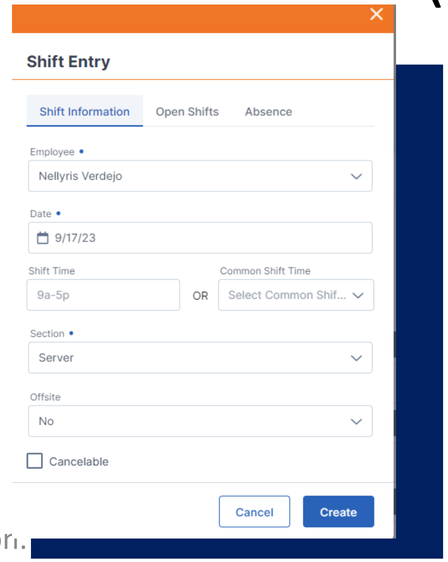
16.79%	8.60%	6.47%	6.83%	0.00%	0.00%	0.00%	0.00%
$1,236.22	$176.60	$176.60	$176.60	$176.60	$176.60	$176.60	$176.60
0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs
Forecast Hours Variance							
0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs
Forecast Sales							
$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Actual Sales							
$7,364.16	$2,052.45	$2,727.54	$2,584.17	$0.00	$0.00	$0.00	$0.00
Forecast Labor	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
0.00%	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs
Salary Breakdown							
$1,236.22	$176.60	$176.60	$176.60	$176.60	$176.60	$176.60	$176.60
0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs
Hourly Breakdown							
$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs	0:00 Hrs

How to Schedule

- Minors will be noted by 

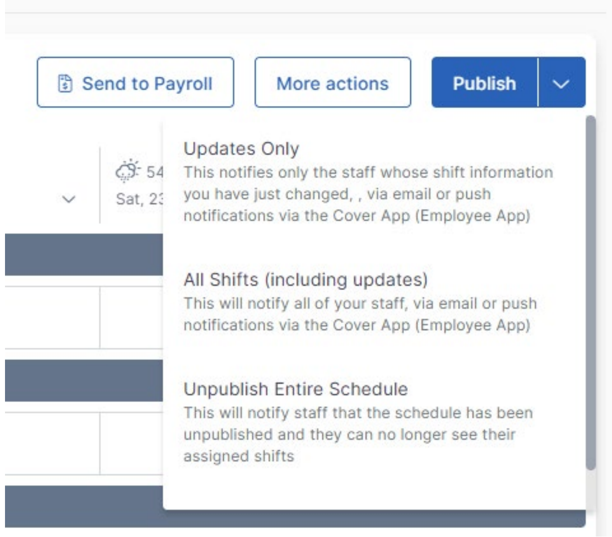
a yellow person in a circle
- To add a shift Hover over the box on the day/person you want to schedule, and you will see a yellowish box appear with a plus sign and an arrow 
- Clicking the plus will open a small text box to add times (Eg. 9a-5p)
- The Arrow will open the Shift Entry Box
    - Shift Entry is much more detailed.
    - Useful for Server Open/Close & scheduling a

  a cross trained employee



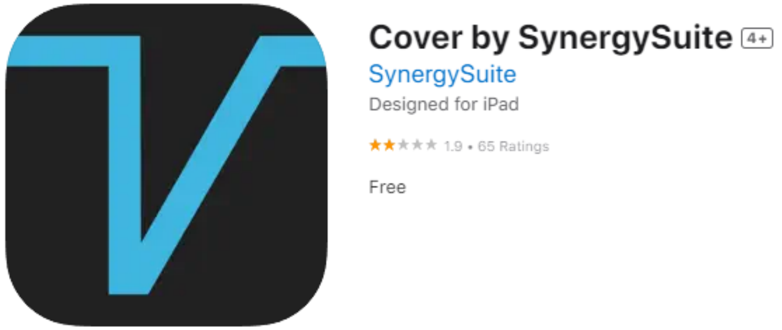
How to Schedule

- When Schedule is completed, you will “publish” to the employees.
- This will send the schedule via email and the cover app to the employees
- First publish should be “all shifts”. If you make any adjustments after, use the updates only.
- To Print the schedule, go to “more Actions” and choose Print.
- Currently can be printed in Weekly or Daily view



How to Schedule

- Cover App is for Employee Use
- Log in is Email listed in Employee Profile
- Ability to see Schedule, Shift Requests, Absence Requests (time off)
- Ability to see TimeSheet, profile, any checklist items assigned to them
- Chat feature to connect with people within there store
- Chat’s are monitored by Executive Level



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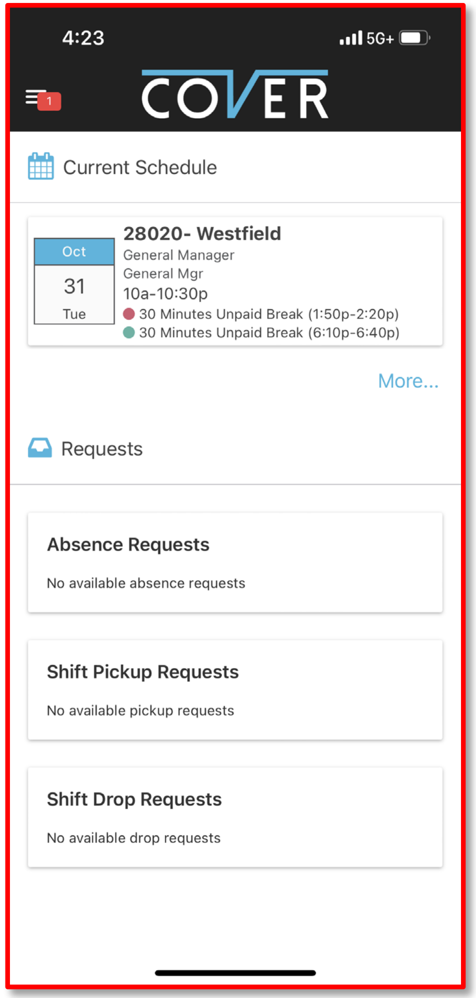
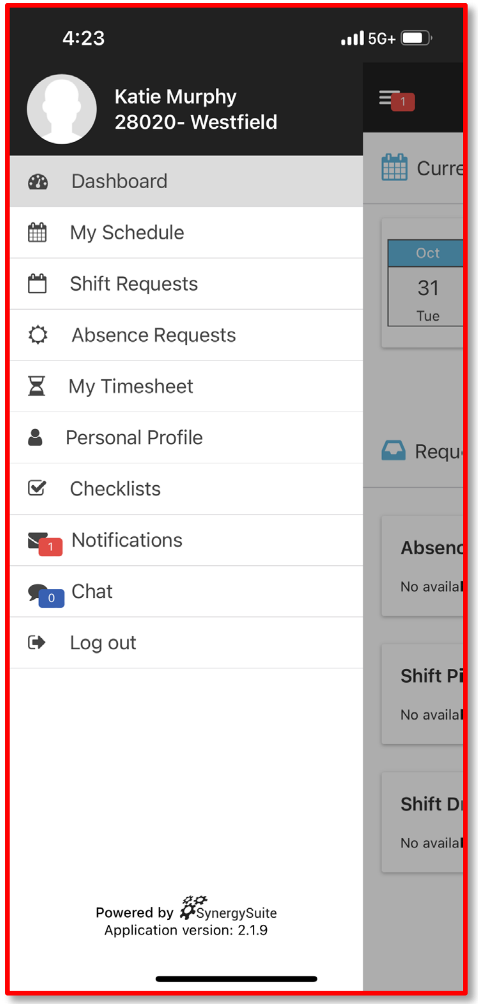
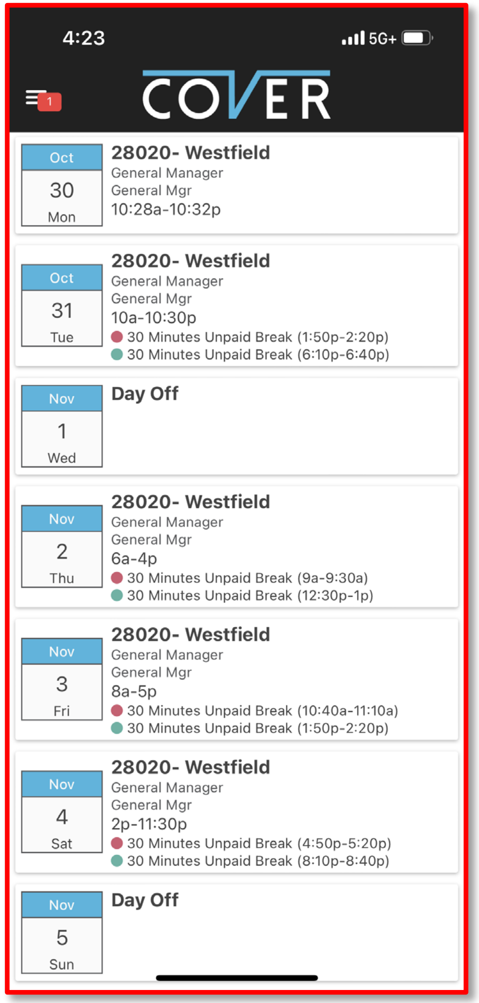
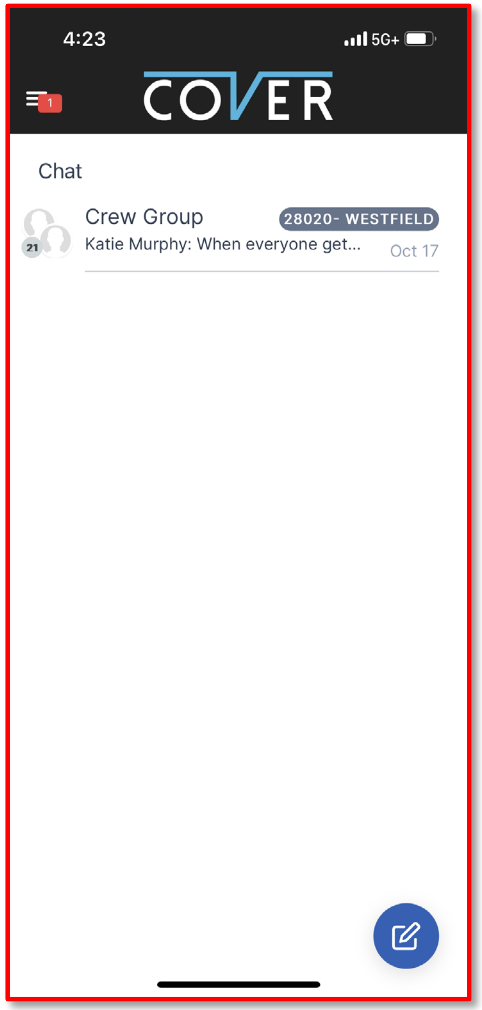
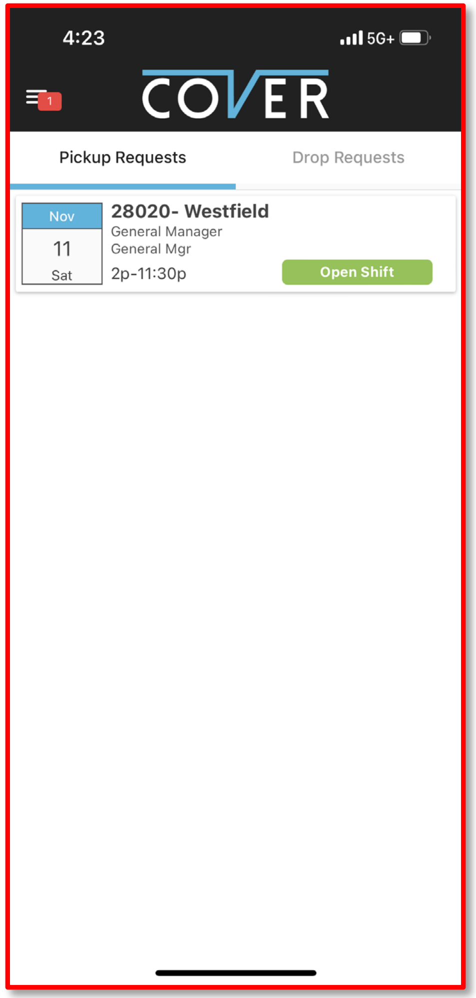




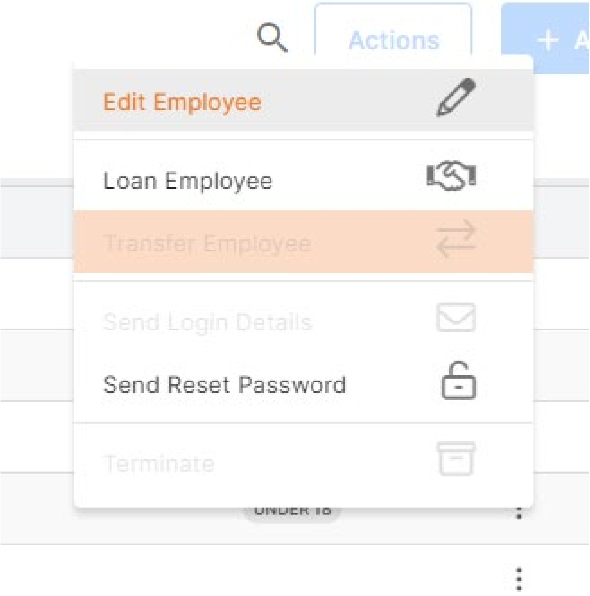






55 page manual available on Franconnect > The Hub > Operations Portal > Friendlys > Resources and Manuals > SynergySuite

Loaning an Employee



- To Loan or Share an employee go to Employee Management
- Click on the 3 ellipsis and choose "Loan Employee"
- You will only be able to loan within your "organization"
- Choose which site you are loaning to
- Assign Company Permissions will copy whatever permission they have currently to the loaned location (e.g. Manager role)
- Pick Date Range for the loan period if you know it or choose always available (you can always cancel the loan later)
- Click the Loan when Done. Loaned store does not have to do anything to accept. Please do 24 hours in advance, if possible, for syncs to happen

Tip Management

- Declared Tips & CC tips will be automatically imported next day
- Tips follow the owner of the check not who closes the check
- Confirm Tips with Payroll/End of Day, Once End of Day is locked you cannot edit the information without unlocking the Day.

Time Keeping Management

- End Of Night Checklist
  - Requires Closing MOD to verify all time punches.
  - Click “All Clocked” at the bottom of the page before adjusting.

  - Each employee will show with times clocked in/out on the POS.
  - Drop down box by clicking the arrow on the right, and you will see the highlighted info in blue.
  - Adjust as needed. Ability to choose sick, no show, cancel (0.00hours) or reset to what they were scheduled.

SynergySuite x Friendly's

Time Keeping Management

- End Of Night Checklist

- If an employee is not entered in Synergy, punches will be displayed but with no employee name. This needs to be corrected to ensure accurate payroll data.
- Must confirm each person, at the bottom you will see a summary of the day
- Click “save” to lock the timekeeping for that shift
- Next Morning, opening MOD will review a punch change report that can be signed by MOD/Employee

End Of Night will clock out all employees. Hourly closing managers should not complete End Of Night while still clocked in as it will require them to adjust their own time. AM managers can complete the previous End Of Night.

Cash Management

- Daily Cash Management (Till Counts, Safe Counts & Nightly Deposit)
- Safe Counts with Manager Name Logged & reasons for overage/shortage
- Ability to see cash over/short at end of day & to add a note for why!
- Above Store Level will have the ability to reconcile cash
- Tracks Deposit Bag #, Deposit Total, and where nightly deposit is placed (safe or bank drop)
- Cash will be prompted on the Daily Checklists
- Synergy Can be Accessed from the POS/Mobile Device

Note: Counting of tills & End of Day still required in Revel.
Synergy will ask you to confirm the drawer totals

Cash Management

- Manager Logs in using their unique log in & unique pin
- Manager either uses dashboard or checklist to launch cash

Safe Count — Safe/Till Counts AM/MID/PM

Location Cashup — For Nightly Cash/Deposit

- Cash is required to be counted at opening, shift change and closing
- Closing MOD is required to complete deposit information
- Tills are set & counted in Revel
- Suggest that Server Money is Paid Into the Revel POS using a till
- Safe Drops would become an important daily process

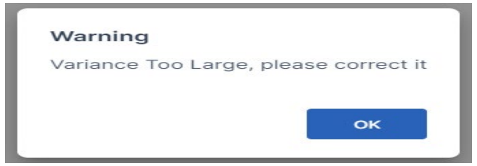
Cash Management

Do not share pins!

Safe Count

- Safe Counts:
  - Choose your name as the user, and enter your unique pin
  - Next, Count the safe by entering Quantities in the boxes
    - Note: not $ totals, but # of bills/rolls etc.

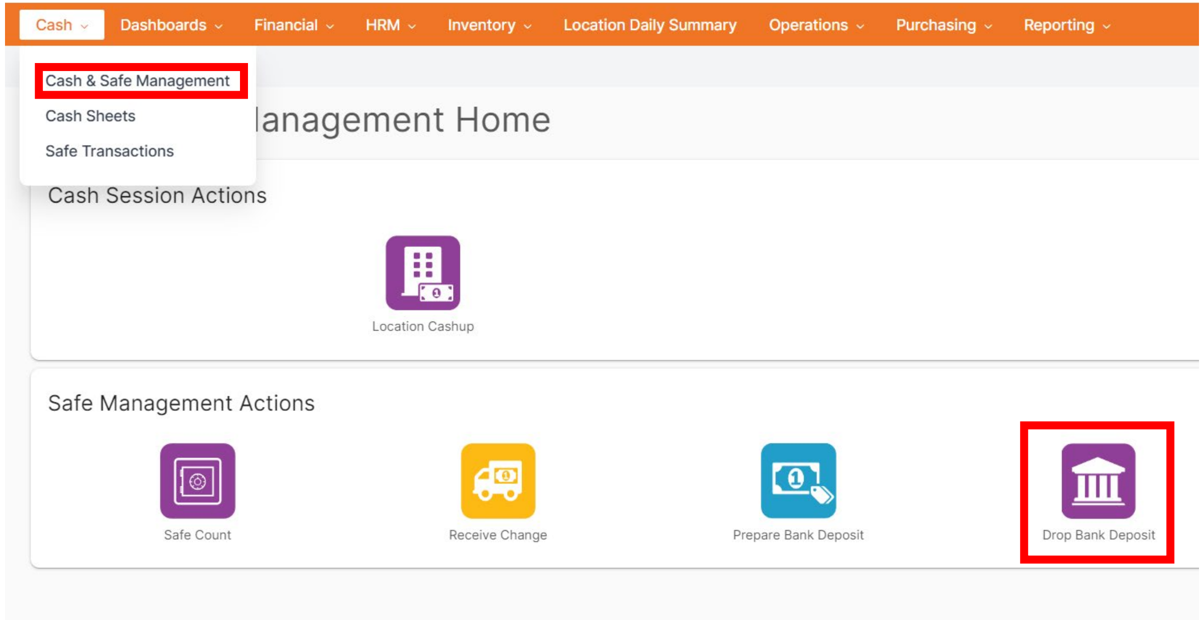
  - If it gives you the warning, check to make sure everything is correctly entered.
  - If it is, you will be asked to enter a reason for the variance
  - Hit next to complete the safe count



- Float/Till Counts – Verify the drawers are at the correct starting amount. If not, enter what they are at.
- Submit the count, and you will get a summary page of everything you just counted and verified.

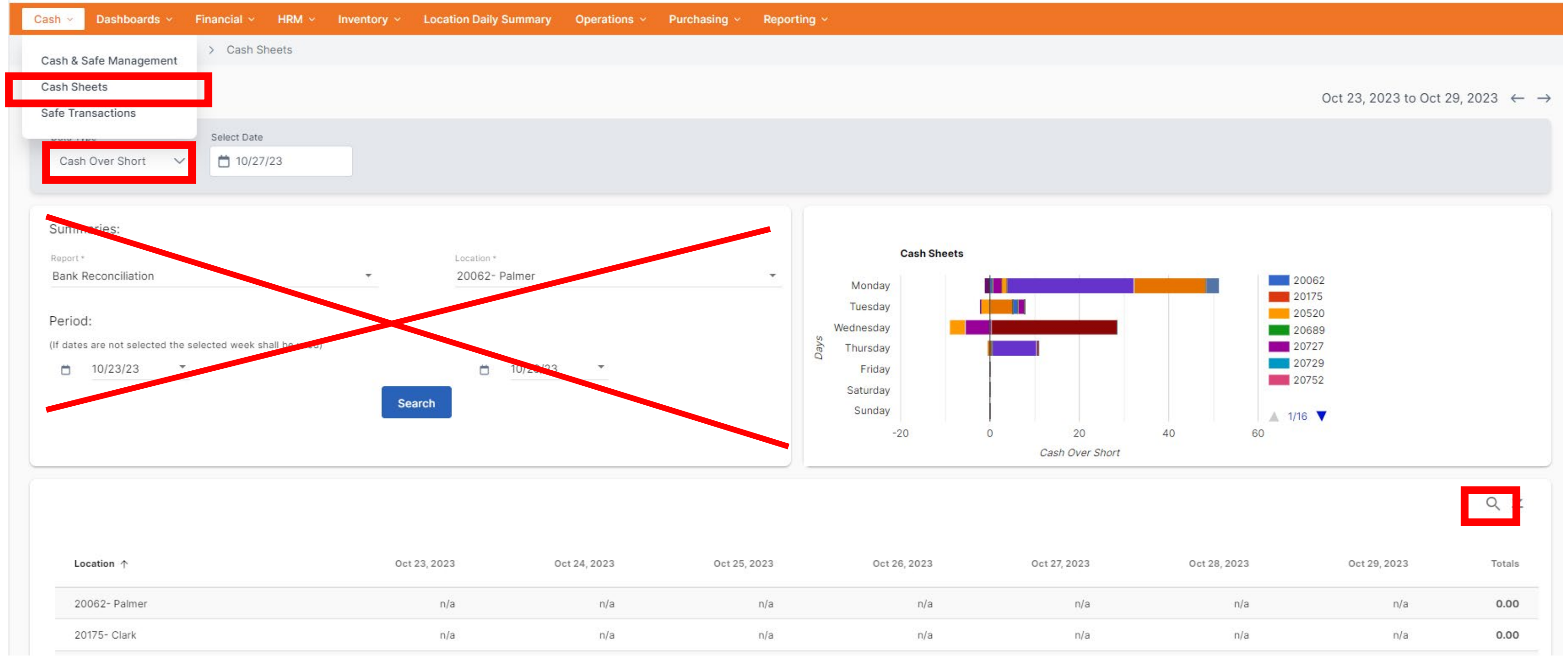
Cash Management

- Closing manager can specify whether they are running the deposit to the bank.
- If deposit is being left in the safe, you can navigate to the "Drop Bank Deposit" section another day.



Cash Over/Short

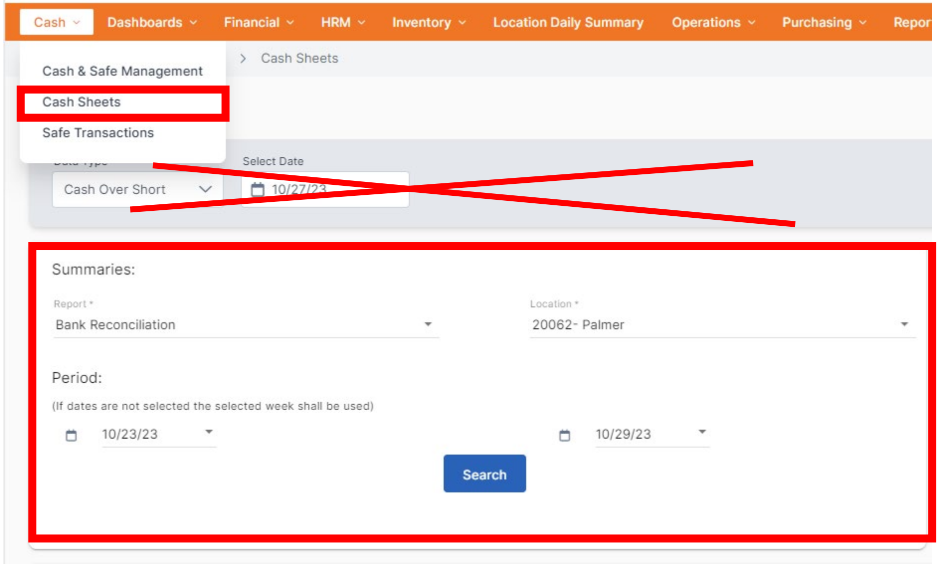
- View weekly cash over/short by day in Cash Sheets. Select Cash Over Short in the dropdown. DO's can search for specific stores with the 🔍
- Will display the Mon-Sun week containing the date selected.



Note: Do not adjust parameters in the "Summary" box or it will switch from Cash Over Short to Bank Reconciliation.

Deposit Reconciliation

- View deposit reconciliation for a specific location and timeframe from Cash Sheets by updating parameters in the “Summaries” section.



Note: This will disregard anything selected in the gray bar.

- Click on ’s to change them to ’s when you receive deposit receipts to verify that they match.

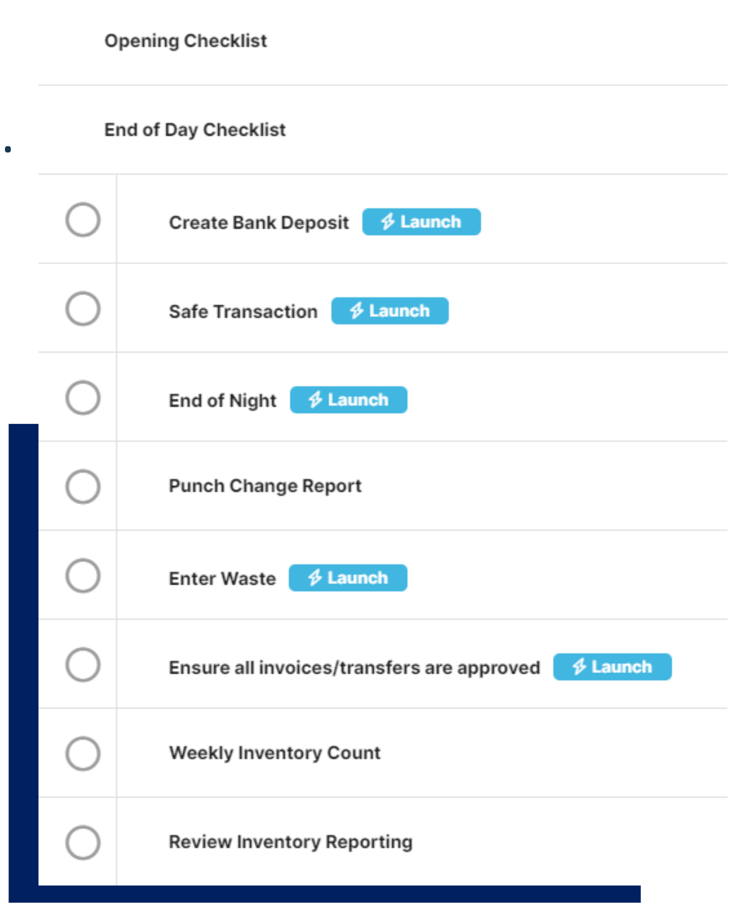
Day	Date	Opening Period	Rec. Total	Read Total	Variance	Bank Deposit	Banked	Credit Cards	Banked
MON	Oct 23, 2023	22:30 to 22:36	2,155.93	2,040.58	0.00	241.04		876.88	
TUE	Oct 24, 2023	22:36 to 22:19	2,154.71	2,026.14	0.00	395.26		929.59	
WED	Oct 25, 2023	22:19 to 22:25	2,602.57	2,416.39	0.00	211.55		1,410.22	
THU	Oct 26, 2023	22:25 to 22:0	2,790.69	2,646.50	0.00	336.71		1,324.46	
		Total:	**9,703.90**	**9,129.61**	**0.00**	**1,184.56**		**4,541.15**	

This feature is helpful for balancing and accounting.

Example of Daily/Weekly Tasks

- Daily Checklists that will walk you through different task such as cash management, food order, timekeeping, Invoices etc.
- Checklists will launch you to the page needed to complete the task.

- Opening Checklist
  - Approving Invoices (GM only)
  - Safe Transactions – counting safe & verifying drawers
  - Food Order
  - Punch Change Report
- Mid Day Checklist
  - Both Opening and closing check off cash
  - Safe Counts
- Closing Checklist
  - Cash Management (bank deposit, safes etc.)
  - End of night to Confirm Time-Keeping for that day

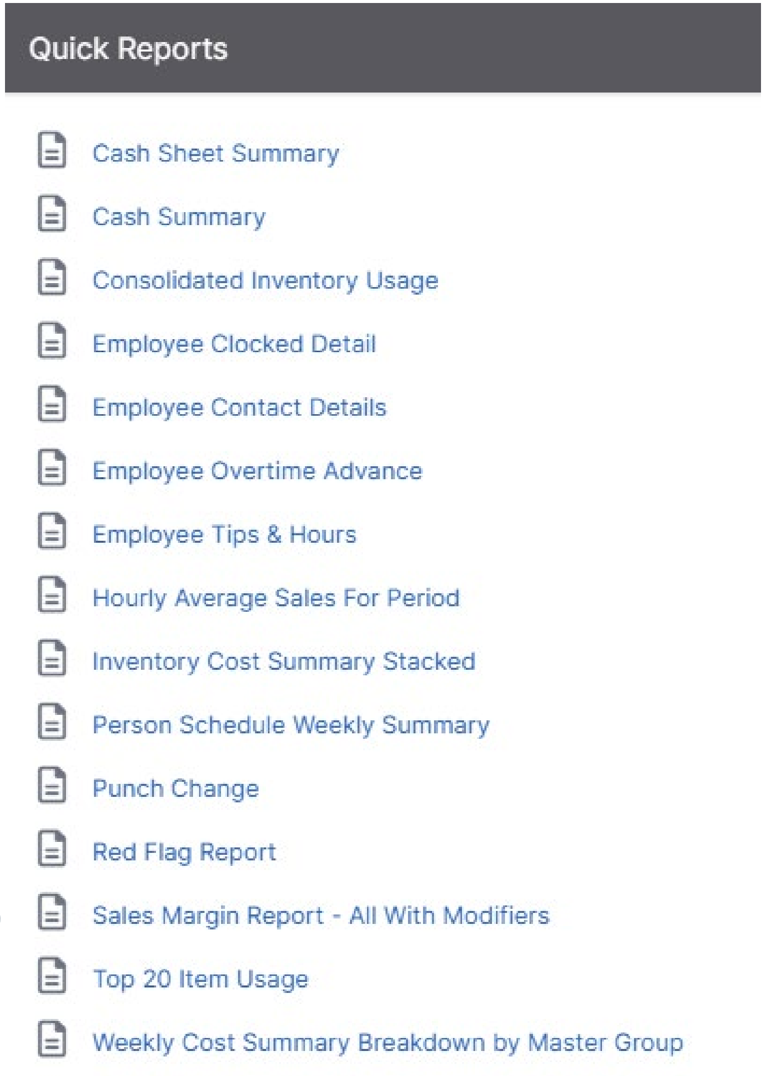


Reporting

- My Reports- Adding Reports for you specifically that you want for your usage.. Basically, an easy button for specific reports!
- Quick Reports – Reports we have chosen for you!
- If there is information you are looking for, please reach out via Fran Connect and we can add it to the quick report area
- Schedule reports- can email out specific reports (either store level, DO Level or Executive Level)

Reporting

- Cash Sheet Summary – daily/weekly cash sheet summary
- Consolidated Inventory – Breakdown of Inventory Usage
- Employee Clocked in Detail – Multiple Job Code Report/ Audit
- Employee Contact Details – Phone/Email List
- Employee OT Advance – OT Report starting at 30-hour mark
- Employee Tips & Hours – Multiple Job Code Report with Tip Info
- Hourly Average – breakdown of specific sales
- Punch Change – Audit of all time keeping changes
- Red Flag – Cashier Summary (voids, discounts, low value checks etc)



Training Resources & Notes

- Documents are located on postraining.info
- Enter Fran Connect Ticket for assistance
- Synergy Suite has a help/chat feature located on the website as well.
- SynergySuite and postraining.info are both able to be accessed from Revel POS

QR Codes

Cover App for Apple Users

Cover app for Google Play

SynergySuite for Apple – Managers

SynergySuite for Google Play – Managers

HOMEWORK – Sent to Owners/Operators

Complete Excel spreadsheet and return to pos_support@brixholdings.com

After IT has completed initial setup:

HOMEWORK – Complete after 3/27/24:

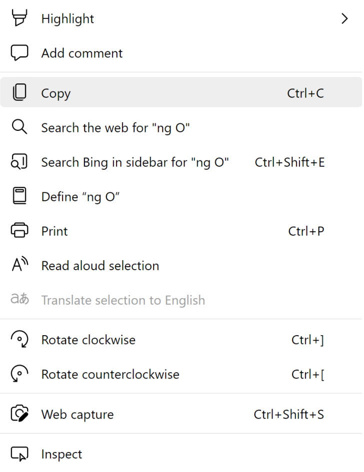
- Set up budget targets
- Create sales forecast
- Send login credentials to all employees - adjust role for all managers (NOTE: All levels of secondary managers assigned “Assistant Manager” role)
- Create next week's schedule in Synergy
  - NOTE: If you publish after sending out employee invites, they will receive an email notification that the schedule is posted.
- Update ordering par levels for your location

SynergySuite x Friendly's

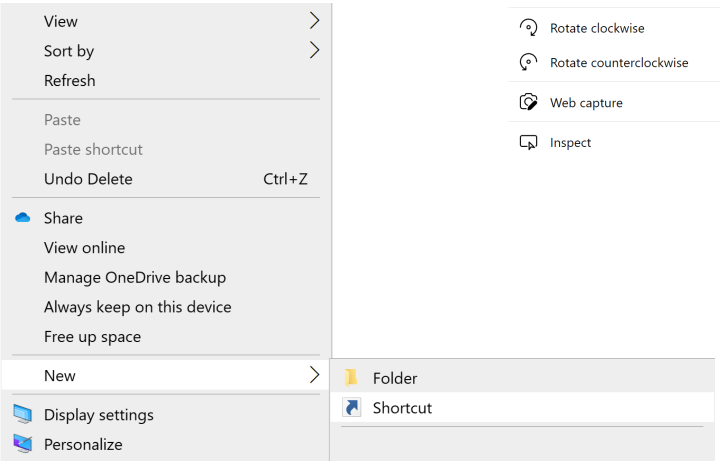
How to create a Desktop Shortcut for SynergySuite

1. Highlight this URL: https://friendlys.synergysuite.net/

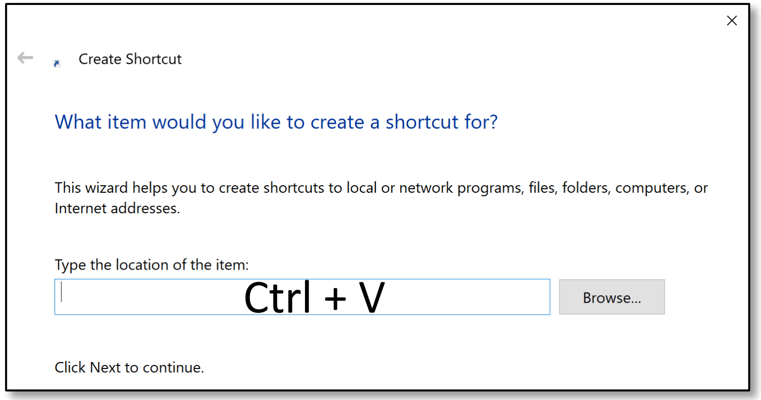
2. Right-click and select copy.



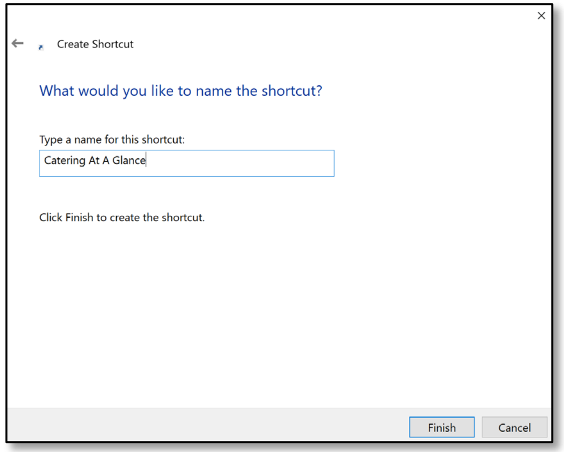
3. Right-click on any blank space on the Desktop. New > Shortcut

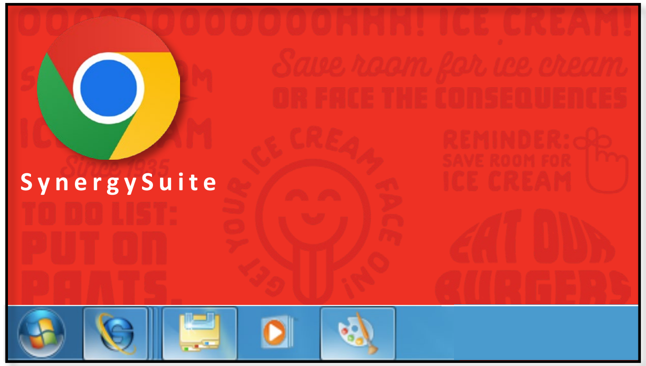


4. In the text box, hold control and press the letter "V." Then select "Next."



5. Name your shortcut and select "Finish."





SynergySuite x Friendly's

Questions?