

Introduction to RSVP

Introduction to R&VP

Introduction to RSVP and Training

RSVP stands for "Retail Systems Vendor Program." The following updates are part of the program:

- Radiant POS software is being replaced with Oracle Symphony POS software
- JDA Back Office is being replaced with CrunchTime!
- POS hardware is being replaced with NCR POS hardware (P1535)
- Kitchen controller (VDU's) are being replaced with a KC4 kitchen controller (VDU).

Technology Solutions



- **Hardware**
 - POS (P1535)
 - Printers,
 - VDU's
 - Scanners,
 - Bump bar
- Field Services Provider
- Installation Provider



- Point of Sale Software
- Pricing & Taxes / **EMC**
- Reporting & Analytics
 - Employees Set-up
 - Reports



- **Back Office Software**
 - Enterprise Manager
 - Net-Chef
 - Inventory
 - Labor
 - Reporting
 - TeamworX
 - Labor / Scheduling
 - BizIQ

Training includes:

1. Combined RSVP/NextGen Train-the-Trainer (TTT) sessions training which provides an overview of POS functions and VDU changes. Please partner with your Operation partner to schedule.
2. Recorded online Menu Pricing Webinar on the 'U' which provides instructions on how to set Pricing and Taxes for your restaurant(s).
3. Recorded online Employee Set-up Webinar on the 'U', which provides instructions on how to set up your employees to use your POS.
4. CrunchTime! A separate 2 day Optional CrunchTime! (Back Office – Inventory, Labor and Scheduling) will also be available at DBU starting mid-April. Please partner with your Operation partner to confirm available dates.

Refer to the **Getting Ready Checklist** for a complete list of tasks that need to be completed prior to your POS Installation.

RSVP Technology Overview

RETAIL SYSTEMS VENDOR PROGRAM

somphony is the POS software

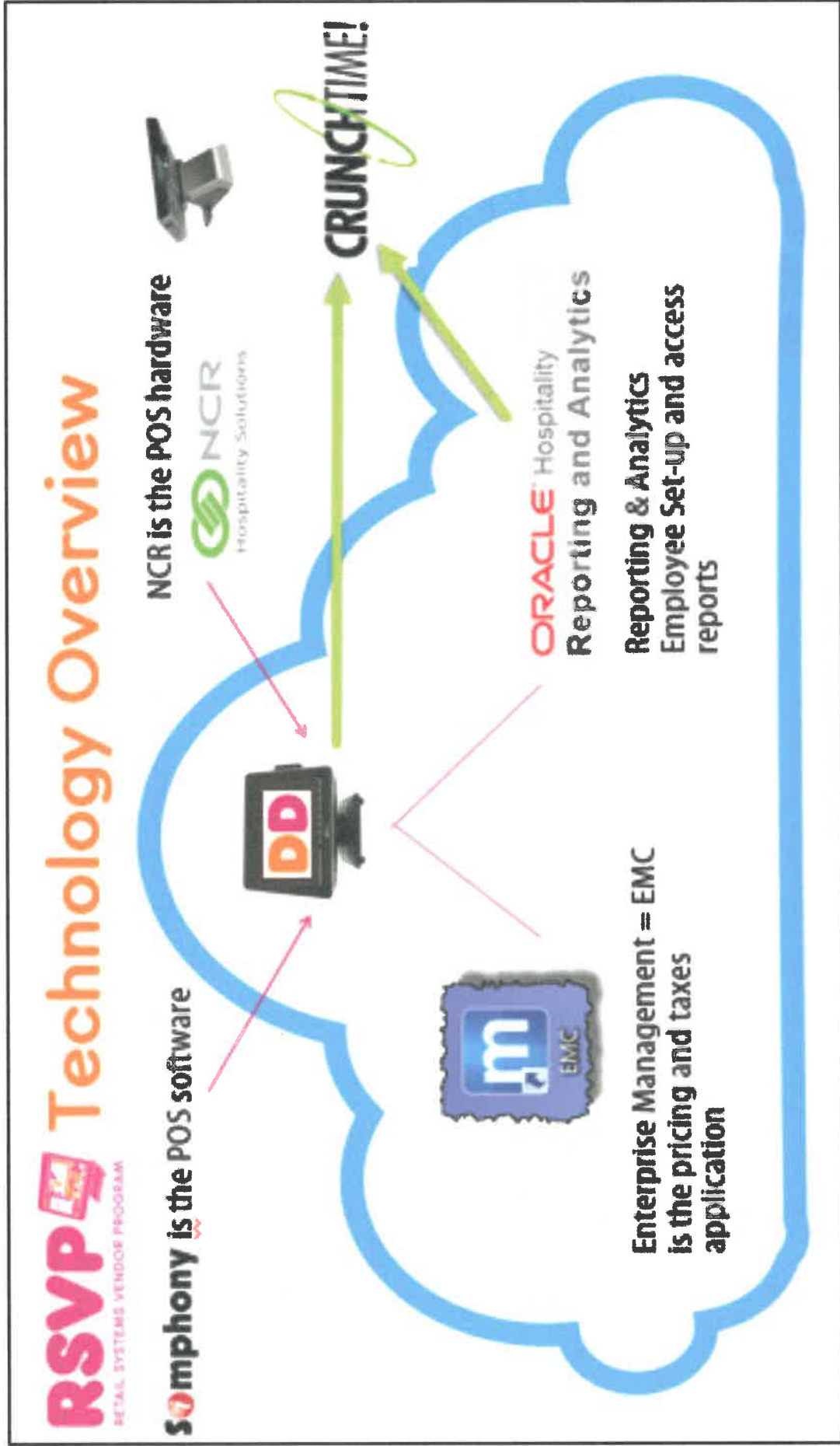
NCR is the POS hardware



Enterprise Management = EMC
is the pricing and taxes
application

ORACLE Hospitality
Reporting and Analytics
Reporting & Analytics
Employee Set-up and access
reports

CRUNCHTIME!



Introduction to RSVP and Training



RSVP Applications QRG





Revip Applications (RAG)

RSVP Application Quick Reference Guide

Below are the required and optional applications for RSVP (Oracle) Symphony & CrunchTime!

You can use the space provided if you want to write down your POS Sign-In ID, User Names & Passwords and unique URL's for CrunchTime!

Note: Information within all applications is based on settings you selected, information you entered into your Oracle Data survey, employee set up, and data your employees have entered into the POS.


Oracle Applications	Purpose/usage	How to access	Resource
Oracle Applications Symphony POS 	<ul style="list-style-type: none"> • Enter guests orders • Manager Functions • Cash Management • Accessing Reports 	POS Sign-In ID: _____	Symphony POS User Guide POS Quick Reference Guides
EMC (Enterprise Management Console) 	Editing the following: <ul style="list-style-type: none"> • Prices • Discounts • Taxes 	See <i>Downloading EMC User Guide</i> to download EMC. User Name: _____ (first initial last name) Password: _____ Note: First time logging in, you will be prompted to change your password URL: https://dun01-ohra-prod.hospitality.oracleindustry.com	<i>Downloading EMC User Guide</i> <i>Pricing and Taxes User Guide</i>
Reporting & Analytics (R&A) 	<ul style="list-style-type: none"> • Employee set-up • Accessing Reports 	User Name: _____ (first initial last name) Company: Dunkin Brands Password: _____ Note: Log in to EMC first and reset password. Use the reset password to log into R&A. 1. Download Mircos InMotion to mobile device. 2. Login (Same as R&A)	<i>Employee Set-up and Maintenance User Guide</i>
Oracle Micros InMotion 	Companion app to Oracle Reporting and Analytics. <ul style="list-style-type: none"> • Ability to view near real-time POS Data • Displays Net Sales 	URL: https://dun01-ohra-prod.hospitality.oracleindustry.com User Name: _____ Password: _____	<i>Oracle InMotion User Guide</i>

RSVP Application Quick Reference Guide

CrunchTime! Applications	Purpose/usage	How to access	Resource
Net-Chef (Inventory & Labor) 	Manager Dashboard <ul style="list-style-type: none"> Inventory Management Labor Management Reporting 	Restaurant unique CrunchTime! Net Chef URL: https://dbi _____ User Name: _____ Password: _____	CT Inventory User Guide
Counter App 	Count inventory electronically	_____ _____ _____	
Reconciler App 	Electronically receive invoices in Net-Chef.	_____ _____ _____	_____ _____ _____
Impact App 	Real-time reporting found in Net-Chef	_____ _____ _____	
TeamworX (Scheduling) 	Scheduling and shift maintenance	Restaurant unique CrunchTime! TeamworX URL: https://dbi _____ Login (Same as Net-Chef)	CT TeamworX Crew My Portal User Guide
TeamworX Crew My Portal 	Allows Franchisees employees to view their schedule from their own mobile device & computer, or on a computer that may be provided in restaurant.	Note: It is solely up to the Franchisees' to provide access to their employees	

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RSVP Franchisee Applications Quick Reference Guide

Franchisee Applications	Purpose/usage	How to access	Resource
<p>CrunchTime! Enterprise Manager</p> 	<p>Franchisee Dashboard and Administrative Setup</p> <ul style="list-style-type: none"> • Organization Hierarchy • User Setup 	<p>Restaurant unique CrunchTime! Enterprise Manager URL:</p> <p>https://dbi _____</p> <p>User Name: _____</p> <p>Password: _____</p> <p>Note: Credentials will work for Net-Chef & TeamworX.</p>	<p>CT Enterprise Manager User Guide</p>

Getting Ready Checklist

Getting Ready Checklist

RSVP Getting Ready Checklist - CrunchTime!



It is recommended that you complete the following tasks prior to your new POS installation and Back Office System.

4 weeks Prior to install	
<input type="checkbox"/>	<p>Complete the following Training on the U prior to in person training dates:</p> <ul style="list-style-type: none">○ CrunchTime! Courses <p>Note: It should take approximately 2 hours to complete the recordings</p> <p>Resource: How to Access RSVP Learning on the U (at the end of this checklist)</p>
<input type="checkbox"/>	<p>Training – CrunchTime!</p> <p>Attend CrunchTime! Training at DBU - A separate 2 day CrunchTime! (Back Office – Inventory, Labor and Scheduling). Please partner with your Operation partner to confirm available dates.</p>
Day of Installation (Remodels only)	
<input type="checkbox"/>	<p>Save any data needed from JDA/Red Prairie</p> <ul style="list-style-type: none">• Sales data from the previous 18 months will be summarized as a daily sales totals and imported into CrunchTime!. Please note this will be summary data only. Product mix details will not be imported into Crunchtime.• Export and save any other data needed from JDA/Radiant• The current archiving process will remain unchanged• Your JDA account will be deactivated following the successful completion of the RSVP install.

RSVP Getting Ready Checklist - CrunchTime!



AFTER INSTALLATION: Below are recommended tasks to help you get started with CrunchTime! Back Office System.

CrunchTime!		
<input type="checkbox"/>	Download CT apps <ul style="list-style-type: none"> • Counter • Impact • Reconciler 	Resource: <i>CT Mobile Apps User Guide</i>
CrunchTime! Enterprise Manager		
<input type="checkbox"/>	<input type="checkbox"/> Add closed holidays and other closed dates to “Scheduled Closed” tab <input type="checkbox"/> Add promotions in “promotions” tab <input type="checkbox"/> Validate hours of operation in “labor” tab <input type="checkbox"/> Add Application users for Net-Chef, BizIQ and TeamworX Manager Console <input type="checkbox"/> Add Organizational Hierarchy for reporting, if desired	Resource: <i>Enterprise Manager User Guide.</i>
CrunchTime! Net-Chef		
<input type="checkbox"/>	<input type="checkbox"/> Post Inventory for 2018 and up to the current date in 2019 <input type="checkbox"/> Assign Secondary Location for products <input type="checkbox"/> Sequence products within storage location <input type="checkbox"/> Complete Inventory Count for previous week for a starting count.	Resource: <i>CrunchTime! Inventory User Guide</i>
CrunchTime! TeamworX		
<input type="checkbox"/>	CrunchTime! TeamworX <ul style="list-style-type: none"> <input type="checkbox"/> Bookmark the URL for TeamworX from the Dashboard <input type="checkbox"/> Select staffing level templates <input type="checkbox"/> Create a schedule <input type="checkbox"/> View and update forecast sales forecasts system has automatically generated 	Resource: <i>CrunchTime! TeamworX Manager Console User Guide.</i>
CrunchTime! TeamworX Crew – My Portal (Optional)		
<input type="checkbox"/>	TeamworX Crew for Franchisee’s Employees <ul style="list-style-type: none"> <input type="checkbox"/> Explain to employees: <ul style="list-style-type: none"> ○ How to create an account in the TeamworX Mobile URL and save it to their mobile device ○ How to set up notifications if they choose to use it 	Resource: <i>CrunchTime! TeamworX Crew – My Portal User Guide.</i>

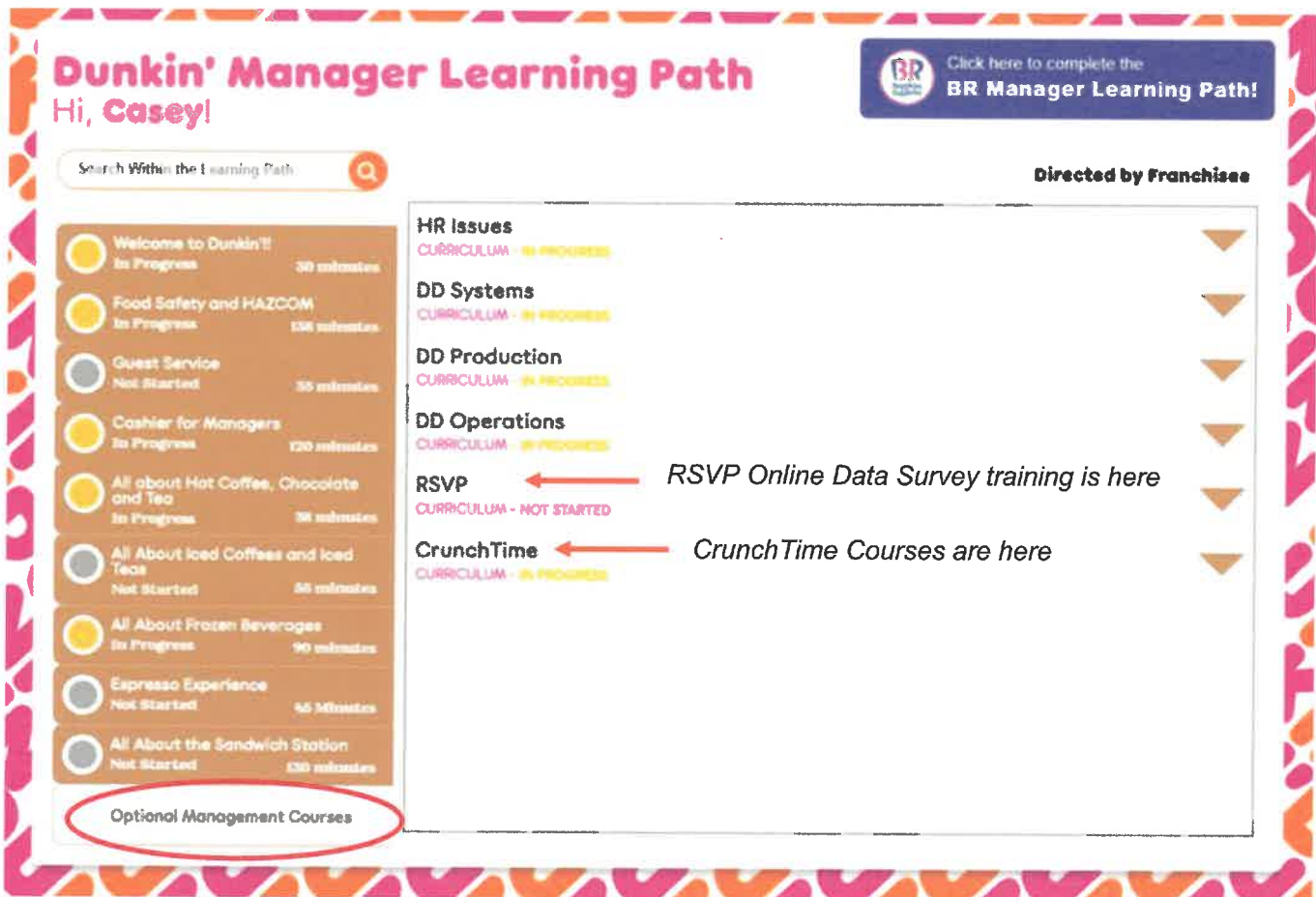
How to Access CrunchTime! Learning on the U:

1. In the address bar of your internet browser, type in the URL: <https://dunkinbrands.csod.com>
2. Enter your User ID and Password
3. Select Optional Management Courses, on your Manager Learning Path

The following RSVP Training is available:

- **CrunchTime! Courses** – completion time 2 hours

Note: If you have a question regarding your User ID and/or Password, please call Navigator at 877-800-2922 or email to CallCenterTeam@dunkinbrands.com



The screenshot shows the 'Dunkin' Manager Learning Path' interface. At the top left, it says 'Hi, Casey!'. A search bar is present. On the right, a button says 'Click here to complete the BR Manager Learning Path!'. Below the search bar, there are two columns of course cards. The left column lists various courses with progress indicators and estimated times. The right column lists 'Optional Management Courses' with dropdown arrows. Two red arrows point to 'RSVP' and 'CrunchTime' in the right column, with text annotations: 'RSVP Online Data Survey training is here' and 'CrunchTime Courses are here'. The 'Optional Management Courses' section is circled in red.

Course Name	Status	Estimated Time
Welcome to Dunkin'!	In Progress	30 minutes
Food Safety and HAZCOM	In Progress	158 minutes
Guest Service	Not Started	55 minutes
Cashier for Managers	In Progress	120 minutes
All about Hot Coffee, Chocolate and Tea	In Progress	58 minutes
All About Iced Coffees and Iced Teas	Not Started	65 minutes
All About Frozen Beverages	In Progress	90 minutes
Espresso Experience	Not Started	65 Minutes
All About the Sandwich Station	Not Started	130 minutes

Course Name	Status
HR Issues	CURRICULUM - IN PROGRESS
DD Systems	CURRICULUM - IN PROGRESS
DD Production	CURRICULUM - IN PROGRESS
DD Operations	CURRICULUM - IN PROGRESS
RSVP	CURRICULUM - NOT STARTED
CrunchTime	CURRICULUM - IN PROGRESS

CT Daily Weekly Monthly

OF Daily Weekly Monthly

CrunchTime! Recommended Tasks



Below are recommended **Daily, Weekly, and Monthly Tasks** for CrunchTime! Back of House, if you elect to use this optional functionality.

Remember, franchisees are solely responsible for their own labor and inventory management practices and compliance with all applicable laws.

RECOMMENDED DAILY TASKS							
Inventory Management (Net-Chef)	Sun	Mon	Tue	Wed	Thur	Fri	Sat
Place CML Order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Review Daily Inventory Tasks on Net-Chef Dashboard (NDCP, Transfers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receive CML Simple Receipt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enter Waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Review Daily Prep Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Labor Management (Net-Chef and TeamworX)	Sun	Mon	Tue	Wed	Thur	Fri	Sat
Review Daily Tasks on Net-Chef Dashboard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Review and adjust time punches as applicable for all employees – Net-Chef Today’s Tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TeamworX – review crew requests and approve/decline (on demand)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RECOMMENDED WEEKLY TASKS	
Inventory Management (Net-Chef)	Check
Place NDCP Order through the NDCP Portal	<input type="checkbox"/>
Print Hot Holding Report -Biz IQ Tab	<input type="checkbox"/>
Print Prep Report and use for Build to's	<input type="checkbox"/>
Count Inventory via Counter App – Food & Premiums recommended <ul style="list-style-type: none"> Review Inventory – Net-Chef Review Actual/Theoretical Cost Report – Net-Chef 	<input type="checkbox"/>
Post Inventory (Net Chef Administration Tab) at the end of the post period, typically Sunday Morning	<input type="checkbox"/>
Labor Management (Net-Chef and TeamworX)	Check
Create / Adjust Forecast if desired – Net-Chef Sales – Manage Forecasts	<input type="checkbox"/>
Create Schedule in TeamworX, if applicable <ul style="list-style-type: none"> Copy previous week (recommended) and adjust as needed “Publish” to broadcast to your crew 	<input type="checkbox"/>
Post Labor in Net-Chef	<input type="checkbox"/>

RECOMMENDED MONTHLY TASKS	
Inventory Management (Net-Chef)	Check
Count Full Inventory, including paper products and post Review with same steps as weekly (see above)	<input type="checkbox"/>
Labor (Reporting & Analytics)	Check
Update your Employee Maintenance, New Hires, Terminated Employees, etc.	<input type="checkbox"/>

