



# CrunchTime!

## *Enterprise Manager*

### *User Guide*

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### LEGAL DISCLAIMER

This training is designed to cover certain system configurations, set up options and functionality available through the RSVP system. It is not designed to cover all such functionality, and we do not make any representations about the impact, if any, on sales, profitability, or any other matters related to these topics.

While franchisees are required to comply with brand standards and system requirements, they are not required to use optional functionality. This training contains sample data only and is not a representation of the performance or earnings you are likely to achieve in the future. This training is not intended, or to be construed as, legal or financial advice of any kind. Under the franchise agreement, the franchisee is solely responsible for complying with all applicable laws, including without limitation those governing employment, wages and hours, data security and privacy, pricing, taxation and any other laws that may relate to topics covered in this training, and the franchisee's set up of this system for its restaurants. We encourage franchisees to consult with their legal and financial advisors in their set up of this system for their restaurants.

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## INTRODUCTION

Enterprise Manager is a component of CrunchTime! where Franchisees and their designated Above Restaurant Management can setup Net-Chef, BizIQ, and TeamworX access, if they elect to use this optional functionality, as well as manage payroll exports if applicable.

## KEY POINTS

- Can access Net-Chef, TeamworX, and BizIQ from Enterprise Manager module if you elect to use this optional functionality.
- Utilize Support and Show Me How online help features.
- Dashboard with real-time sales data from your POS system(s).

## TECHNOLOGY REQUIREMENTS

### Operating Systems:

- Windows 7
- Windows 10

### Compatible browsers:

- Chrome (preferred)
- Internet Explorer 10.0
- Edge
- Internet Explorer 11.0
- Firefox
- Safari

## LOGGING IN

For all CrunchTime! modules and apps, you can use your unique CrunchTime! URL to log in. The unique URL will be provided to the Franchisee via email by NCR once your Network is setup.

1. Log into Net-Chef using your unique URL.
2. Enter login credentials provided by NCR (or the Franchisee if you are a Above Restaurant Leader or Restaurant Manager).

**Note:** The Franchisee will receive credentials via email from NCR.

3. Select Sign In.

## SUPPORT









If you need help, please contact Unified Service Desk (USD) 800-700-1225.

## Enterprise Manager

### OVERVIEW

Enterprise Manager is a component of CrunchTime! that is utilized most frequently by Franchisees and their Multi-Unit Leaders. Consolidated reporting as well as administrative functions such as hierarchy configurations are controlled in Enterprise Manager.

### Dashboard

		HWEXLER ▾ Learning Location 130 Royall St, Canton, MA		  			
Dashboard		Corporate	General	Security	Products	Purchasing	Interfaces
<b>Home</b> You can use this icon to return to the Dashboard of Enterprise Manager.		<b>Navigation Menu</b> You can use this icon to navigate to Net-Chef or TeamworX.		<b>Help</b> You can use this icon to use CrunchTime!'s Show Me How and Support Center for self-service help.		<b>Log Out</b> This icon should be used to log out of Enterprise Manager.	
<b>Dashboard</b> Selecting <b>Dashboard</b> from the Navigation menu will bring you to the main page of Enterprise Manager.				<b>Corporate</b> The <b>Corporate</b> menu provides access to a financial calendar and your organizational hierarchy.			
<b>General</b> The <b>General</b> menu provides view only access to the revenue centers for your network setup at the brand Corporate level.				<b>Security</b> The <b>Security</b> menu provides access to where you can set up users for Net-Chef access.			
<b>Products</b> The Product menu provides view only access to the location of products for restaurants within a user's network. The Franchisee has options to create a template to be used for inventory.				<b>Purchasing</b> The <b>Purchasing</b> menu provides view only access to approved vendors.			
<b>Interfaces</b> The <b>Interfaces</b> menu provides access to export mapping for items franchisees may choose, such as payroll.				<b>My Layout, Corporate Layout, Edit Layout</b> <b>Edit Layout</b> allows you to customize your main dashboard to <b>My Layout</b> . The <b>Corporate Layout</b> is the default setting.			<b>My Layout</b> <b>Corporate Layout</b> <b>Edit Layout</b>

### Performance Metrics (Consolidated)

If your user is assigned to a configured hierarchy in your system then that user will see a consolidated view of the Performance Metrics in your network. The metrics displayed are based on your set up selections, the data you have entered and data your employees have entered into the system.

Metric	Sunday 11/25/2018	Monday 11/26/2018	Tuesday 11/27/2018	Wednesday 11/28/2018	Thursday 11/29/2018	Friday 11/30/2018	Saturday 12/01/2018
Actual Net Sales (M)	\$7,904	\$7,477	\$8,072	\$8,296	\$8,603	\$9,560	\$10,534
Last Year Same Day Sales	\$8,743	\$7,959	\$8,142	\$8,329	\$8,936	\$10,354	\$11,144
Net Sales to Last Year (M)	(\$839)	(\$482)	(\$70)	(\$33)	(\$333)	(\$796)	(\$590)
Net Sales to Last Year % of	(9.50%)	(5.82%)	(0.86%)	(0.40%)	(3.72%)	(7.99%)	(5.29%)
Forecasted Sales (M)	\$9,634	\$8,660	\$9,716	\$9,141	\$9,275	\$10,202	\$11,063
Labor % of Net Sales (M)	29.64%	26.65%	24.72%	26.25%	23.29%	23.89%	23.91%
Last Week Actual Net Sale	\$6,409	\$8,163	\$8,578	\$10,037	\$5,902	\$9,281	\$9,539
Total Comps and Discounts	\$310.30	\$282.02	\$306.25	\$250.74	\$277.68	\$297.39	\$279.51
Actual Hours (M)	199.33	166.35	169.94	183.09	167.78	184.75	203.41
Earned Hours (M)	92.00	90.50	93.50	95.00	95.00	97.50	102.00
Actual to Earned Hours Var	21.72	(5.88)	0.11	9.74	(8.08)	(5.47)	18.48

### Quick Links

The **Quick Links** section on the Dashboard is a way to get to frequently visited places in or outside of Enterprise Manager quickly.

Quick Links		Quick Links	
<a href="#">Application Users</a>	<a href="#">Export Mapping</a>	<a href="#">Franchisee Portal</a>	<a href="#">Jera</a>
<a href="#">Exports</a>	<a href="#">Financial Calendar</a>	<a href="#">LSM Now</a>	<a href="#">NDCP</a>
<a href="#">Hierarchy Configuration</a>	<a href="#">Password and User Security</a>	<a href="#">Online U</a>	<a href="#">Paros</a>
<a href="#">Templates</a>		<a href="#">Reporting &amp; Analytics</a>	

## FINANCIAL CALENDAR

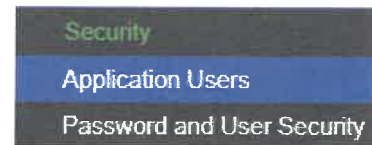
The Financial Calendar has a default set up that aligns with the Dunkin' Brands fiscal calendar. If you operate your business on a non-traditional calendar, contact the USD: 1-800-700-1225.

**Note:** It is recommended to remain in alignment with the Dunkin' Brands default fiscal calendar which can help to avoid mismatched data.

## ADDING APPLICATION USERS

To add users for CrunchTime!:

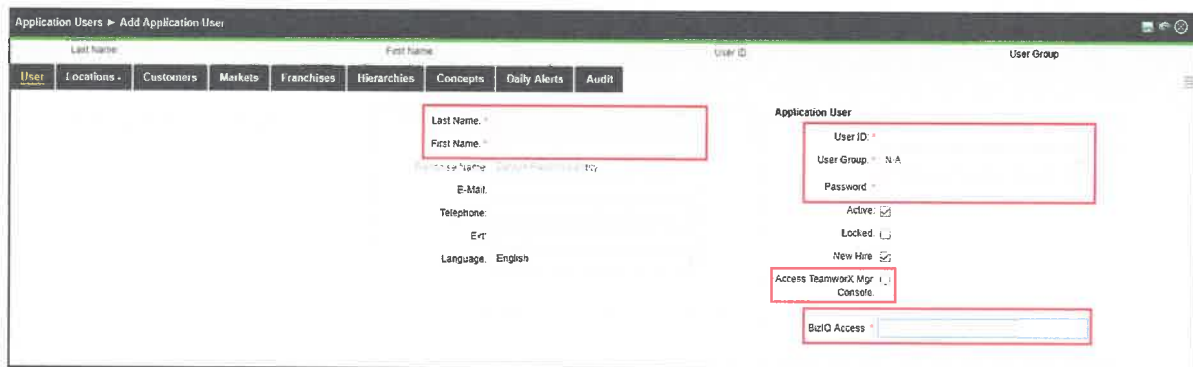
1. Go to **Security**.
2. Select **Application Users**.  
*Result: All Active users will display.*
3. Select the **plus sign icon (+)**.



4. On the **User** tab, enter user information into required fields.

Required Fields	
Last Name	User ID
First Name	User Group
Email	Password

5. Select the applicable **User Group** from the drop-down menu.  
**Note:** User Group Access Levels are detailed in the Appendix of this guide.
6. Select the **Access TeamworX Mgr. Console** check box if you want the user to have access to Manager level functions in TeamworX.
7. Select **Consumer** for the **BizIQ Access** level from the drop-down menu if you would like the user, for example a Restaurant Manager, to be able to view reports on the Net-Chef Dashboard, such as **Hot Holding**.  
**Note:** Each restaurant is allotted only two BizIQ licenses.



8. Select the **Locations** tab.
9. Select the **plus sign icon (+)** to assign the location(s) the user should have access to.



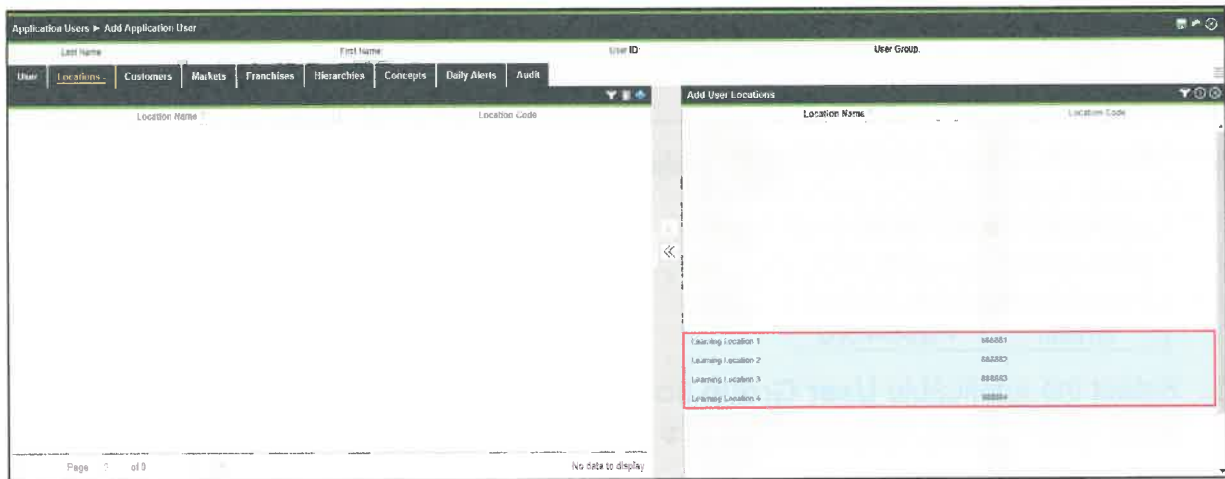


*Result: A pop-up window will expand on the right side of the screen with a list of locations assigned to your network.*

10. Select all applicable locations.

**Notes:**

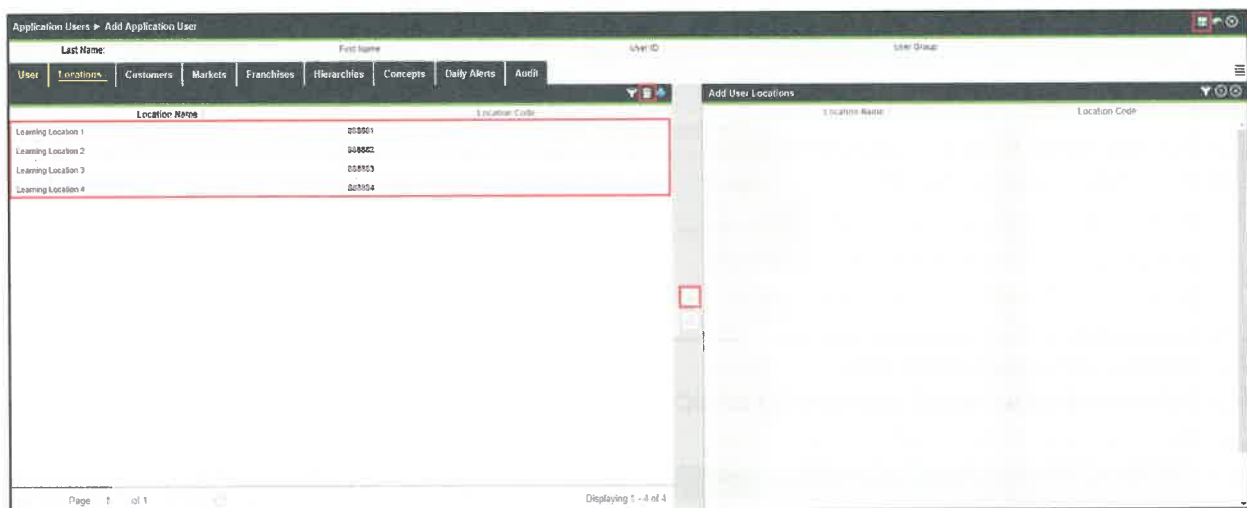
- You can select multiple consecutive **locations** while holding **Shift** on your keyboard so they highlight it blue.
- To select multiple locations not consecutive, hold **Ctrl** on your keyboard instead of Shift.



11. Select the **single arrow** in the middle of the page to move the locations you have selected over to the user.

**Notes:**

- To assign all stores in your network to a user, click the **double arrow**.
- To remove a location from a user, select the location row so it is highlighted in blue. Then select the **trash can** icon.



12. Select the **Save** icon.

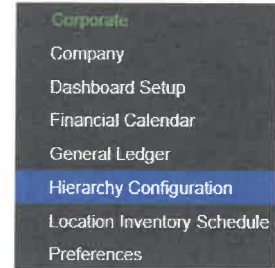


## ORGANIZATIONAL HIERARCHY

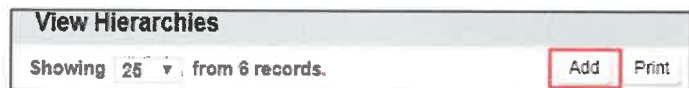
Organizational Hierarchy is an optional setup that can be helpful if you would like to run consolidated reporting unique to your Network.

To configure your organizational hierarchy:

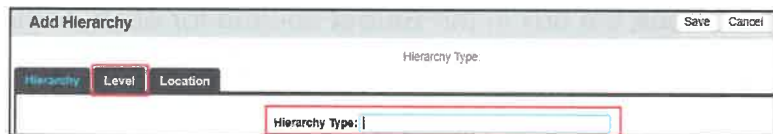
1. Go to **Corporate**.
2. Select **Hierarchy Configuration**.



3. Select **Add**.

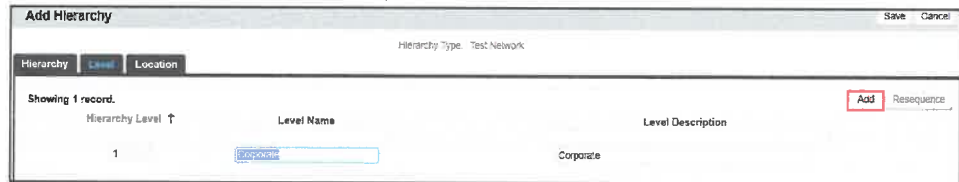


4. Enter the **Hierarchy Type** name.
5. Select **Level**.



*Result: The first level of hierarchy will display.*

6. Select **Add**.



7. Enter the **Level Name** and **Level Description**.

**Notes:**

- Levels can be created for regions, DMA's, states, etc.
- Level Names and Descriptions must be unique.

8. Repeat process to add multiple levels.

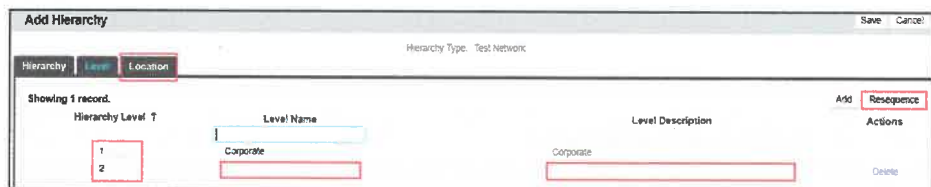
**Note:** You can add an unlimited number of levels.

9. Adjust **Hierarchy Levels** if necessary by renumbering.

10. Select **Resequence** if applicable.

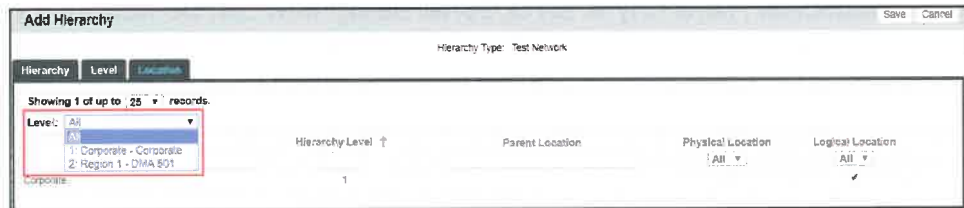
11. Review Hierarchy Levels.

12. Select **Location**.

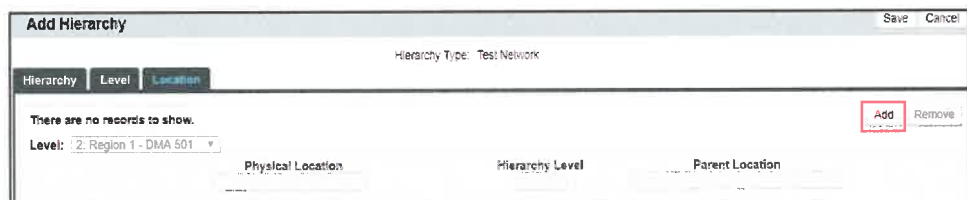


13. Select a second level from the **Level** drop-down menu.

*Result: Hierarchy Levels created will display.*



14. Select **Add**.



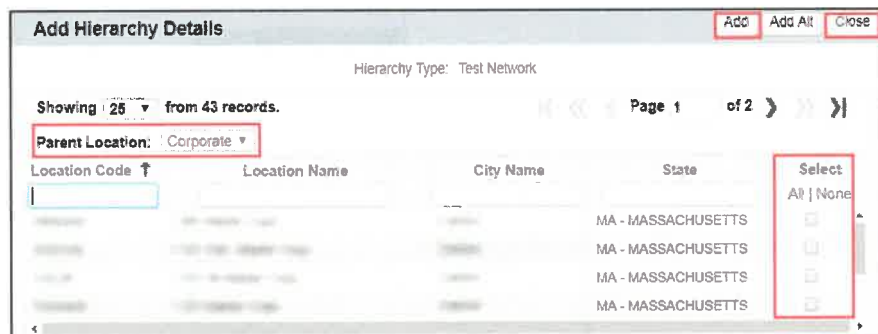
*Result: A pop-up box will appear.*

15. Select a **Parent Location** from the drop-down menu.

16. **Check** the box in the **Select** column for each location you would like under this

**Parent Location.**

17. Select **Add**.



18. Repeat process to add multiple **Parent Locations**.

19. Select **Close**.

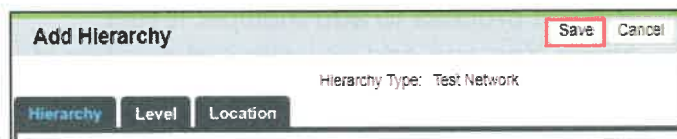
20. Confirm locations assigned to each **Parent Location**.

21. Select **Hierarchy**.

22. Review **Hierarchy**.



23. Select **Save**.



**USER ACCESS LEVEL**

User Group Access Rights					
Position Selected in Net-Chef	Create Application Users	Hierarchy Configuration	Edit Net-Chef Dashboard Layout	Review & Export Time Punch Edits, if applicable	Perform Inventory
Shift Leader					X
Assistant Manager					X
Restaurant Manager				X	X
Multi-Unit Manager	X	X		X	X
Franchisee	X	X	X	X	X

