



AAG Support Center Resource List

Support Center M-F 8AM TO 5PM / 1 (855) 430-7672

Payroll M-THURS 7AM TO 7PM, FRI 7AM TO 6PM

Flynn IT Support 8AM TO 12AM EST



Department	Overview of Topics Covered		Phone
Accounting	– P&L – Coding	– Expense Reports – Budgets	Contact Market Accountant Directly
Accounts Payable	– Submission, payment and billing of Invoices	– Rosnet Invoices	(855) 430-7672 Prompt 5 Then 1
Benefits	– General Benefits questions – Medical LOA	– Unemployment	(855) 430-7672 Prompt 6 Then 1
Cash Management	– Credit Requests – Banking Issues – Credit Card Refunds	– Deposits over/short – Gift Cards	(855) 430-7672 Prompt 5 Then 2
HR	– Employee issues / complaints		(855) 430-7672 Prompt 6 Then 2
IT Support ASI Helpdesk (24hr Support) applesupport@dinebrands.com	– POS hardware/software, KDS, & server tablets – BOH Report Printer Support	– Internet/Network Outage – Credit Card Outage – Menu Issues – OLO Connectivity Issues	(800) 332 -8958 Or (855) 430-7672 Prompt 4 Then 1
IT Support Rosnet support@rosnet.com	– Cannot connect to Rosnet		(816) 746-4100 Or (855) 430-7672 Prompt 4 then 2
IT Support talentReef vipsupport@talentreef.com	– Technical support issues – General Questions	– System Access – Providing status of an application or New Hire	(844) 993-3199
IT Support Presto support@presto.com	– Hardware or software issues with TED/Presto Devices	– Unable to take payment / TEDs – Request replacement	(800)-332-8958 Or (855) 430-7672 Prompt 4, 1, 2
IT Support FRG servicedesk@appleamerican.com	– Errors in ESS, MSS – SAP Questions/Roles – Waitwhile issues/questions – talentReef (issues hiring in SAP or flowing into POS) – Security Cameras/CCTV – Rosnet Inventory, Reports, Payroll Transmission & Labor Scheduling	– Telephone System/Line Support – Email – Inventory Tablet/SAP Laptop – Floor Chart Changes – Rosnet Sales not transmitting (contact your AD first) – DirectTV requests/issues National Accounts # 1 (800) 496-4915	(855) 430-7672 Prompt 4 Then 3 FlyBuy Support: Pickup-support@flybuy.com Include “new” Dine store #
Service Portal https://flynnprod.service-now.com/sp			
Marketing	– POP requests – New POS key requests – OLO - disable – OLO/TED - pricing issues	– Market specific campaign changes – Advertising / Pricing / Catering – Fundraisers, Social Media & Contests	Contact your Marketing Manger directly
Payroll payroll@flynnrg.com	– General Questions – Pay Check issues – Vacation balance not correct – Incorrect sick time balance	– Reimbursements / Expensing – W2 questions (Prompt 3, 1) – Employment Verification (Prompt 3, 2)	(855) 430-7672 Prompt 3 Then 3
Procurement	– Replacement of equipment – Service issues with vendors	– Basic purchasing assistance – Repair & Maint. Assistance	(855) 430-7672 Prompt 7
Risk Management	– Guest Incidents Injuries – Risk Questions	– Worker’s Comp/Injuries – Property Damage	(855) 430-7672 Prompt 8



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(e) = Escalation Point of Contact



Accounting

Role	Name	Email	Phone
Mountain/Ohio	Gina Henley	ghenley@flynnrg.com	(216) 525-0322
EC /Southeast	Kevin Seaman	kseaman@flynnrg.com	(216) 525-0308
Southwest/PA	Angelique Shelby	ashelby@flynnrg.com	(216) 525-0324
Washington/West	Tony Maus	amaus@flynnrg.com	(216) 243-0821
NorCal/SoCal/MidCal	Josh Reighard	jreighard@flynnrg.com	(216) 750-7358
MN / IN	Suzanne Schesler	sschesler@flynnrg.com	(216) 525-2724
NE / Support Center	Ray Pring	rpring@flynnrg.com	(216) 524-8060
Financial Reporting Supervisor (e)	Kevin Seaman	kseaman@flynnrg.com	(216) 525-0308
Financial Reporting Manager (e)	Kyle Johnson	kjohnson@flynnrg.com	(216) 750-7014
Controller (e)	Adam Pierce	apierce@flynnrg.com	(216) 525-2713

Accounts Payable

Role	Name	Email	Phone
Submission of invoices	Rosnet	Scan into Rosnet	N/A
Add a vendor	Vendor Maintenance	vendormaintenance@flynnrg.com	(855) 588-4978, 1255
AP Processor	N/A	acctspayable@flynnrg.com	(855) 430-7672
Travel and Expense (Concur)	N/A	travelandexpense@flynnrg.com	(216) 503-9970
Purchasing Card (Concur)	N/A	pcardadmin@flynnrg.com	(216) 503-9811
AP Manager (e)	Kaitlin Zuelch	kzuelch@flynnrg.com	(216) 503-9811
Director of AP (e)	Scott Keller	skeller@flynnrg.com	(216) 750-1742

Benefits

Topic/Role	Name	Email	Phone
General Benefits Questions	N/A	benefits@flynnrg.com	(855) 430-7672
<ul style="list-style-type: none"> Benefits questions/education Leave of Absence 401 (k) support 	Katie Fargo	kfargo@flynnrg.com	(216) 525-2751
• Manager of Benefits (e)	Ashleigh Pennington	Apennington@flynnrg.com	(216)750-7347
Director of Benefits (e)	Jennifer Lavelle	jlavelle@flynnrg.com	(216) 750-7351

Cash Management & Treasury

Role	Name	Email	Phone
<ul style="list-style-type: none"> Banking Credit Cards 	June Huryn	cashmgmt@appleamerican.com	(216) 750-1741
• Gift Cards	Gift Card Support	giftcardsupport@appleamerican.com	(216) 525-2719
Director of Treasury (e)	Deena Libertosky	dlibertosky@flynnrg.com	(216) 525-2715

Human Resources

Role	Name	Email	Phone
Employee issues/Complaints	Employee Hotline	N/A	(855) 430-7672 x1300
General HR Questions	Jillian Whitmer	jwhitmer@flynnrg.com	(216) 503-9815

IT Support

Role		Email	Phone
ASI Helpdesk (24hrs.) - POS hardware & software, KDS, server tablets, OLO connectivity issues, Credit Card Outage, & Internet/Network Outage		applesupport@dinebrands.com REPORT NON-CRITICAL ISSUES ONLY VIA E-MAIL	(800) 332-8958 Or (855) 430-7672 (Prompt 4 then 1)
Presto Helpdesk (24 hrs.) – Hardware and software issues with TEDs, not able to take payment on TEDs, need replacement equipment		support@presto.com	(800)-332-8958 Or (855) 430-7672 Prompt 4, 1, then 2)
Rosnet Support (24hrs.) - Unable to connect to Rosnet/ for all other Rosnet issues contact Flynn IT Helpdesk		support@rosnet.com	(816) 746-4100 Or (855) 430-7672 (Prompt 4 then 2)
Flynn IT Service Desk - ESS/MSS/SAP questions, e-mail, phones, SAP laptops, inventory tablets, floor charts, Rosnet inventory, reports, labor scheduling and payroll transmission issues, Waitwhile support. Service Portal: https://flynnprod.service-now.com/sp		servicedesk@appleamerican.com	(855) 430-7672 (Prompt 4 then 3)
FlyBuy Tablet Support (include “New” Dine store #)		Pickup-support@flybuy.com	N/A
talentReef Helpdesk		VIPSupport@talentReef.com	(844) 993-3199
AAG Restaurant Systems (e)	Gil Brucken	gbrucken@flynnrg.com	(216) 750-1729
Director of Infrastructure (e) Network/Internet/phones	Ben Adams	badams@flynnrg.com	(440) 334-4075
VP of Restaurant Systems (e)	John Roe	jroe@flynnrg.com	(816) 678-5079

Third Party Delivery Providers

Role		Email	Phone
Door Dash Support (24hrs.) - Uses OLO, password resets on portal login page, driver feedback in portal. To stop orders, turn off OLO (by AD).		N/A – Use portal “Help” option	(855) 973-1040
Grub Hub Support (24 hrs.) - Uses tablets, driver feedback on tablet, to stop orders, turn off tablet.		elitecare@grubhub.com	(877) 866-4482 +1
Uber Eats Support (24 hrs.) - Uses OLO, password resets on portal login page, driver feedback in portal or on tablet. To stop orders, turn off OLO (by AD).		Eats-prioritysupport@uber.com	(833) 275-3287 (only call with issues regarding an order in process)
Postmates Support (24 hrs.) – Uses OLO, no portal available, driver feedback to Postmates Support. To stop orders, turn off OLO (by AD)		N/A – go to https://support.postmates.com/merchant/contact-us/help	(833) 201-3748
Third Party Delivery Escalations (e)	Lori Prunier (e)	lprunier@appleamerican.com (also copy your AD and Marketing	N/A

Legal

Role	Name	Email	Phone
General Inquiries (Internal Only)	N/A	legal@flynnrg.com	
Contract Review/Send Signed Contracts	N/A	contracts@flynnrg.com	
General Counsel (e)	Jacqueline Lee	jlee@flynnrg.com	(415) 835-0220

Licensing

Role	Name	Email	Phone
Director of Licensing	Cheryl Mills	cmills@flynnrg.com	(503) 722-2825 Fax – (216) 328-1580

Payroll - please cc: payroll@flynnrg.com in addition when contacting Payroll

Role	Name	Email	Phone
Payroll questions/issues	N/A	payroll@flynnrg.com	(855) 430-7672 (Prompt 3 then 3)
NH, RI, NY, PA, WV, IN	Karla Contreras	kcontreras@flynnrg.com	(216) 750-1169
CA, NM, OR, NV	William Mee	bmee@flynnrg.com	(216) 750-1732
MA, VT, OH, ID, CO	Holly Sahl	hsahl@flynnrg.com	(216) 503-9802
DE, ME, NJ, AL, GA, MN, WI, WA	Karen Gomez	kgomez@flynnrg.com	(216) 525-2711
Payroll Supervisor (AAG)	Angela Crundwell	acrundwell@flynnrg.com	(216)525-2712
Payroll Manager (e)	Joshua Edmondson	jedmondson@flynnrg.com	(216) 503-9780
Director of Payroll (e)	Christine Call	ccall@flynnrg.com	(216) 750-6430

Procurement

Role	Name	Email	Phone
Procurement General Email	N/A	purchasing@flynnrg.com	(855) 430-7672
Operations Services (All questions & equipment orders)	Megan Lanning	mlanning@flynnrg.com	(216) 503-9750
Food & Distribution	Kristi Weeden	kweeden@flynnrg.com	(918) 688-5322
NSO & Remodels	Kim Gruhn	kgruhn@flynnrg.com	(216) 750-7359
Mgr., Operations Services (e)	Morgan Lamb	mlamb@flynnrg.com	(330) 421-1713
VP of Procurement (e)	Kasey Mania	kmania@flynnrg.com	(813) 928-0575

Lease Administration, Real Estate & Construction

Role	Name	Email	Phone
<ul style="list-style-type: none"> • Rent Payments • Lease Extensions/Options • Landlord Issues • Lease Questions 	Morgan Murray	FRGrealstate@flynnrg.com	(216) 750-1736
Sr. Director of Construction (e)	Lisa Perman	lperman@flynnrg.com	(216) 213-9527

VP of Real Estate (e)	Pat Eulberg	peulberg@flynnrg.com	(330) 606-3628
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Risk Management

Role	Name	Email	Phone
Guest incidents/injuries	Sarah White	swhite@flynnrg.com	(216) 503-9741
Employee injuries	Angela Rasmussen	arasmussen@flynnrg.com	(216) 525-2718
Risk Program Administrator	Regina Bond	rbond@flynnrg.com	(216) 503-9768
Director of Risk (e)	Andrew Chenkus	achenkus@flynnrg.com	(216) 525-0305

Leadership

Role / Market	Name	Email	Phone
Director of Training	Laurie Haynes	lhaynes@appleamerican.com	(440) 773-6127
General Counsel	Jacqueline Lee	jlee@flynnrg.com	(415) 835-0220
Marketing Partner	Diann Banaszek	dbanaszek@appleamerican.com	(415) 279-3390
VP of Finance	Ron Igarashi	rigarashi@flynnrg.com	(440) 554-4724
Sr VP of Finance and Accounting	JP Wiedemer	jwiedemer@flynnrg.com	(216) 525-2714
Sr VP of Human Resources	Betsy Mercado	bmercado@flynnrg.com	(216) 310-9018
Sr VP of IT	Charles Jarrett	cjarrett@flynnrg.com	(870) 918-2035
VP of Restaurant Systems	John Roe	jroe@flynnrg.com	(816) 678-5079
VP of Marketing	Randy Bates	rbates@flynnrg.com	(913)481-1617
VP of Procurement	Kasey Mania	kmania@flynnrg.com	(813) 928-0575
VP of Real Estate	Pat Eulberg	peulberg@flynnrg.com	(330) 606-3628
Chief Improvement Officer	Ron Bellamy	rbellamy@flynnrg.com	(216) 973-2072