



BELL Support Center Resource List

Support Center M-F 8AM TO 5PM / 1 (855) 430-7673

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

Flynn IT Support 8AM TO 12AM EST



Department	Overview of Topics Covered		Phone
Accounting	<ul style="list-style-type: none"> – P&L – Coding 	<ul style="list-style-type: none"> – Expense Reports – Budgets 	Contact Market Accountant Directly
Accounts Payable	<ul style="list-style-type: none"> – Submission, payment and billing of Invoices 	<ul style="list-style-type: none"> – Concur 	(855) 430-7673 Prompt 5 Then 1
Benefits	<ul style="list-style-type: none"> – General Benefits questions – Medical LOA 	<ul style="list-style-type: none"> – Unemployment 	(855) 430-7673 Prompt 6 Then 1
Cash Management	<ul style="list-style-type: none"> – Credit Requests – Banking Issues – Change orders 	<ul style="list-style-type: none"> – Deposits over/short – Safes / Armored car services 	(855) 430-7673 Prompt 5 Then 2
HR	<ul style="list-style-type: none"> – Employee issues / complaints 		(855) 430-7673 Prompt 6 Then 2
IT Support <u>KFC Helpdesk</u>	<ul style="list-style-type: none"> – POS Software & Hardware – Merit Back Office PC – Network Outage/WIFI Issues – Email 	<ul style="list-style-type: none"> – OCB – Drive Thru Timers – Grub Hub Tablet 	(800) 435-7532 Or (855) 430-7673 Prompt 4 Then 2
IT Support <u>SOS Taco</u>	<ul style="list-style-type: none"> – POS hardware & POS Support – E*Restaurant Back Office/Learning Zone Tablet – Network Outage/WIFI Issues – Email 	<ul style="list-style-type: none"> – OCB – Drive Thru Timers – Digital Menu Boards – Kiosks 	(800) 767-8226 Or (855) 430-7673 Prompt 4 Then 1
IT Support <u>Commercial Electronics</u>	<ul style="list-style-type: none"> – Drive Thru Headsets – Drive Thru Timers – OCB's 	<ul style="list-style-type: none"> – <i>You will need a ticket number from SOS-Taco for Timers and OCB's</i> 	1 (800) 279-3939 Mon.-Sat. 7:30am-7pm
IT Support talentReef vipsupport@talentreef.com	<ul style="list-style-type: none"> – Technical support issues – General Questions 	<ul style="list-style-type: none"> – System Access – Providing status of an application or New Hire 	(844) 993-3199
IT Support FRG servicedesk@bellamerican.com	<ul style="list-style-type: none"> – Errors in ESS, MSS – SAP Questions – SAP Roles – talentReef (issues hiring the applicant in SAP) 	<ul style="list-style-type: none"> – SAP Laptop – Phone System & Phone Line Support – Camera System – E*Restaurant (Transfer/Share issues; Accidental Term; New Hire issues) 	(855) 430-7673 Prompt 4 Then 3 After Hrs. Emergency Prompt 4 Then 4
Payroll payroll@flynnrg.com	<ul style="list-style-type: none"> – General Questions – Pay Check issues – Vacation balance not correct – Incorrect sick time balance 	<ul style="list-style-type: none"> – Reimbursements / Expensing – W2 questions (Prompt 3, 1) – Employment Verification (Prompt 3, 2) 	(855) 430-7673 Prompt 3 Then 3
Procurement	<ul style="list-style-type: none"> – Replacement of equipment – Service issues with vendors 	<ul style="list-style-type: none"> – Basic purchasing assistance – Repair & Maintenance Assistance 	(855) 430-7673 Prompt 7
Risk Management	<ul style="list-style-type: none"> – Guest Incidents Injuries – Risk Questions 	<ul style="list-style-type: none"> – Worker's Comp/Injuries – Property Damage 	(855) 430-7673 Prompt 8



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(e) = Escalation Point of Contact



Accounting

Role	Name	Email	Phone
CAR / Great Lakes / KFC	Gabe Camella	gcamella@flynnrg.com	(216) 524-7509
MO / IN	Patrick Carlotti	pcarlotti@flynnrg.com	(216) 525-0316
Financial Reporting Manager (e)	Emily Hoscilowicz	ehoscilowicz@flynnrg.com	(216) 525-2716
Controller (e)	Adam Pierce	apierce@flynnrg.com	(216) 525-2713

Accounts Payable

Role	Name	Email	Phone
Submission of invoices	Concur	apinvoice@flynnrg.com	N/A
Add a vendor	Vendor Maintenance	vendormaintenance@flynnrg.com	(855) 588-4978, 1255
AP Processor	N/A	acctspayable@flynnrg.com	(855) 430-7673
Travel and Expense (Concur)	N/A	travelandexpense@flynnrg.com	(216) 503-9970
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
– Benefits questions/education – Leave of Absence	Jennifer Lavelle	jlavelle@flynnrg.com	(216) 750-7351
– Unemployment inquiries	Shawna Jenkins	sjenkins@flynnrg.com	(216) 525-2717
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 • Safes/Armored Car 	Michelle Jaenke	mjaenke@flynnrg.com	(216) 750-1741
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	Stacey Woods	swoods@flynnrg.com	(651) 335-5409

IT Support

Role	Name	Email	Phone
SOS Taco (24 hrs.) - POS hardware & software, E*Restaurant Back Office/Learning Zone Tablet, Network Outages/WIFI Issues and OCB & Drive Thru Timers		N/A	(800) 767-8226 or (855) 430-7673 (Prompt 4 then 1)
KFC Helpdesk (8am-3am) - POS hardware & software, Merit Back Office PC, Network Outages/WIFI Issues, and OCB & Drive Thru Timers		N/A	(800) 435-7532 8AM – 3AM EST. or (855) 430-7673 (Prompt 4 then 2)
Flynn IT Service Desk – Phone issues, Above restaurant laptops, SAP ESS/MSS. Service Portal: https://flynnprod.service-now.com/sp		servicedesk@bellamerican.com	(855) 430-7673 (Prompt 4 then 3)
talentReef Helpdesk		VIPSupport@talentReef.com	(844) 993-3199
BAG Restaurant Systems (e)	Cindy Matthews	cmatthews@flynnrg.com	(216) 930-6540
Director of Infrastructure (e)	Ben Adams	badams@flynnrg.com	(440) 334-4075
Sr. VP of IT (e)	Charles Jarrett	cjarrett@flynnrg.com	(870) 918-2035

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) 430-7673 (Prompt 3 then 3)
GA,IL,IN,KY,MI,MO and WI	Cindy Pescatrice	cpescatrice@flynnrg.com	(216) 524-5788
NC and SC	Kayla Gordon	kgordon@flynnrg.com	(216) 525-2762
Payroll Bell Team Lead	Lindsey Baraga	lbaraga@flynnrg.com	(216) 525-2775
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) 430-7673
Operations Services (All questions)	Stephanie Freymoyer	sfreymoyer@flynnrg.com	(216) 503-9796
Food & Distribution	Kristi Weeden	kweeden@flynnrg.com	(918) 688-5322
NSO & Remodels	Kim Gruhn	kgruhn@flynnrg.com	(216) 750-7359
Mgr. of Ops 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	Pat Eulberg	peulberg@flynnrg.com	(330) 606-3628

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 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