

PAN Support Center Resource List

Support Center M-F 8AM TO 5PM / 1 (855) 430-7665

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	– Concur	(855) 430-7665 Prompt 5 Then 1
Benefits	– General Benefits questions – Medical LOA	– Unemployment	(855) 430-7665 Prompt 6 Then 1
Cash Management	– Credit Requests – Banking Issues – Change orders	– Deposits over/short – Gift Cards – Safes / armored car services	(855) 430-7665 Prompt 5 Then 2
HR	– Employee issues / complaints		(855) 430-7665 Prompt 6 Then 2
IT Support Panera LLC (24hr Support)	– Desktop & Device Support – POS hardware & POS Support – Email	– Menu Support – ROPE – Credit Card refunds – Internet outage	(314) 984-3000 Or (855) 430-7665 Prompt 4 Then 1
IT Support Rosnet support@rosnet.com	– Unable to connect to Rosnet		(816) 746-4100 Or (855) 430-7665 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 FRG servicedesk@panamericangroup.com Service Portal https://flynnprod.service-now.com/sp	– Errors in ESS, MSS – SAP Questions – SAP Roles – talentReef (issues hiring the applicant in SAP)	– Rosnet Reports & Payroll Validation – BOH Clock in/out issues – How to Borrow an employee – Phone Support	(855) 430-7665 Prompt 4 Then 3
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) 430-7665 Prompt 3 Then 3
Procurement	– Replacement of equipment – Service issues with vendors	– Basic purchasing assistance – Repair & Maintenance Assistance	(855) 430-7665 Prompt 7
Risk Management	– Guest Incidents Injuries – Risk Questions	– Worker's Comp/Injuries – Property Damage	(855) 430-7665 Prompt 8

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(e) = Escalation Point of Contact



Accounting

Role	Name	Email	Phone
CA / PA Accountant	Michael Schetz	mschetz@flynnrg.com	(216) 525-0325
KS / WA Accountant	Erin McGuire	emcguire@flynnrg.com	(216) 750-7017
Financial Reporting Manager (e)	Rachel Ludwig	rludwig@flynnrg.com	(216) 503-9793
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) 430-7665
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
<ul style="list-style-type: none"> Benefits questions/education Leave of Absence 	Ashleigh Pennington	apennington@flynnrg.com	(216) 750-7374
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> Gift Cards 	Gift Card Support	pbgiftcardsupport@panamericangroup.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
Sr. Director of HR (e)	Hether Iverson	hiverson@flynnrg.com	(206) 229-2033

IT Support

Role	Name	Email	Phone
Panera LLC Helpdesk (24hrs) - Internet outage, phone system, desktop & device support, POS hardware & software, email, menu support, ROPE & Credit card refunds		https://panerabread.formstack.com/forms/helpdeskrequestform	(314) 984-3000 or (855) 430-7665 (Prompt 4 then 1)
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) 430-7665 (Prompt 4 then 2)
Flynn IT Service Desk – Above restaurant laptops, SAP ESS/MSS. Service Portal: https://flynnprod.service-now.com/sp		servicedesk@panamericangroup.com	(855) 430-7665 (Prompt 4 then 3)
talentReef Helpdesk		VIPSupport@talentReef.com	(844) 993-3199
PAN Restaurant Systems	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 • <i>Permit or license renewal</i>	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) 430-7665 (Prompt 3 then 3)
KS, KY, MO, OH, PA, WA, WV	Christine Willloh	cwillloh@flynnrg.com	(216) 525-2751
CA	Tiffany Hudy	thudy@flynnrg.com	(216) 525-2763
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 incl. Replacement Equipment)	Stephanie Freymoyer	sfreymoyer@flynnrg.com	(216) 503-9796
Food & Distribution	Kristi Weeden	kweedden@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
Vice President of Real Estate (e)	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