



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		
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"> – Rosnet Invoices 	(855) 430-7672 Prompt 5 Then 1
Benefits	<ul style="list-style-type: none"> – General Benefits questions – Medical LOA 	<ul style="list-style-type: none"> – Unemployment – Retirement plans 	(855) 430-7672 Prompt 6 Then 1
Cash Management	<ul style="list-style-type: none"> – Credit Requests – Banking Issues – Credit Card Refunds 	<ul style="list-style-type: none"> – Deposit over/short – Gift Cards 	(855) 430-7672 Prompt 5 Then 2
HR	<ul style="list-style-type: none"> – Employee issues / complaints 		(855) 430-7672 Prompt 6 Then 2
IT Support ASI Helpdesk (24hr Support) applesupport@dinebrands.com	<ul style="list-style-type: none"> – POS hardware/software, KDS, & server tablets – BOH Report Printer Support 	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – Cannot connect to Rosnet 		(816) 746-4100 Or (855) 430-7672 Prompt 4 then 2
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 Presto support@presto.com	<ul style="list-style-type: none"> – Hardware or software issues with TED/Presto Devices 	<ul style="list-style-type: none"> – Unable to take payment / TEDs – Request replacement 	(800)-332-8958 Or (855) 430-7672 Prompt 4, 1, 2
IT Support FRG servicedesk@appleamerican.com	<ul style="list-style-type: none"> – 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 	<ul style="list-style-type: none"> – 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
Service Portal https://flynnprod.service-now.com/sp			FlyBuy Support: Pickup-support@flybuy.com Include “new” Dine store #
Marketing	<ul style="list-style-type: none"> – POP requests – New POS key requests – OLO - disable – OLO/TED - pricing issues 	<ul style="list-style-type: none"> – Market specific campaign changes – Advertising / Pricing / Catering – Fundraisers, Social Media & Contests 	Contact your Marketing Manager directly
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) 430-7672 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 & Maint. Assistance 	(855) 430-7672 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) 430-7672 Prompt 8



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(e) = Escalation Point of Contact



Accounting

Role	Name	Email	Phone
Mountain/Ohio/Southeast	Gina Henley	ghenley@flynnrg.com	(216) 525-0322
NorCal/SoCal/MidCal	Kevin Seaman	kseaman@flynnrg.com	(216) 525-0308
Southwest/PA/EC	Angelique Shelby	ashelby@flynnrg.com	(216) 525-0324
Washington/West	Tony Maus	amaus@flynnrg.com	(216) 243-0821
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
Utility Billing Inquiries	N/A	frgutilities@flynnrg.com	(855) 430-7672
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 Supervisor	Stephanie Hughes	shughes@flynnrg.com	(216) 503-9769
AP Manager (e)	Matt Matune	mmatune@flynnrg.com	(216) 524-8055
Sr. Director of AP (e)	Scott Keller	skeller@flynnrg.com	(216) 750-1742

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Benefits

Topic/Role	Name	Email	Phone
General Benefits Questions	N/A	benefits@flynnrg.com	(855) 430-7672
<ul style="list-style-type: none">• <i>Benefits questions/education</i>• <i>Leave of Absence</i>• <i>401 (k) support</i>	Katie Fargo	kfargo@flynnrg.com	(216) 525-2751
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">• <i>Banking</i>• <i>Credit Cards</i>	June Huryn	cashmgmt@appleamerican.com	(216) 750-1741
<ul style="list-style-type: none">• <i>Gift Cards</i>	Gift Card Support	giftcardsupport@appleamerican.com	(216) 525-2719
Sr. 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	Name	Email	Phone
ASI Helpdesk (24 hrs.) - POS hardware & software, KDS, server tablets, OLO connectivity issues, Credit card outage, & Internet/Network Outage	N/A	applesupport@dinebrands.com REPORT NON-CRITICAL ISSUES ONLY VIA EMAIL	(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 payments on TEDs, need replacement equipment	N/A	support@presto.com	(800) 332-8958 or (855) 430-7672 Prompt 4, 1, then 2
Rosnet Support (24 hrs.) - Unable to connect to Rosnet/for all other Rosnet issues contact Flynn IT Helpdesk	N/A	support@rosnet.com	(816) 746-4100 or (855) 430-7672 Prompt 4 then 2
Flynn IT Service Desk – ESS/MSS/SAP questions, email, phones, SAP laptops, inventory tablets, floor charts, Rosnet inventory, reports, labor scheduling, payroll transmission issues, waitwhile support. Service Portal: https://flynnprod.service-now.com/sp	N/A	servicedesk@appleamerican.com	(855) 430-7672 Prompt 4 then 3
FlyBuy Tablet Support (Include “New” Dine store #)	N/A	Pickup-support@flybuy.com	N/A
Talentreef Helpdesk	N/A	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
Sr. VP of IT (e)	Charles Jarrett	cjarrett@flynnrg.com	(870) 918-2035

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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).	mxsupport@doordash.com	(855) 973-1040
Grub Hub Support (24 hrs.) - Uses OLO, driver password resets on portal login page, feedback on portal, to stop orders, turn off OLO. (by AD).	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)
Cosmic Wings (Uses Uber Eats, Grub Hub, and Door Dash) -- Note: AD must 86 items in OLO for you. 86ing items in A1POS causes guest order failures.	If Door Dash: support@doordash.com If Uber Eats: eats-prioritysupport@uber.com If Grub Hub: elitecare@grubhub.com	N/A
Third Party Delivery Escalations (e)	Rich Magee (e)	rmagee@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
Sr. Director of Licensing	Norris Washington	nwashington@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
Final Checks	Julia Stewart	jstewart@flynnrg.com	(216) 525-2775 x1353
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"> • <i>Rent Payments</i> • <i>Lease Extensions/Options</i> • <i>Landlord Issues</i> • <i>Lease Questions</i> 	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

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
Director of Learning and Dev	Crystal Chukalas	cchukalas@flynnrg.com	(216) 750-1726
General Counsel	Jacqueline Lee	jlee@flynnrg.com	(415) 835-0220
Marketing Partner	Diann Banaszek	dbanaszek@appleamerican.com	(415) 279-3390
VP of Marketing	Randy Bates	rbates@flynnrg.com	(913) 481-1617
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
VP of Restaurant Systems	John Roe	jroe@flynnrg.com	(816) 678-5079
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
Sr. VP of Real Estate	Dan Rieger	drieger@flynnrg.com	(913) 232-0080
Chief Improvement Officer	Ron Bellamy	rbellamy@flynnrg.com	(216) 973-2072