

Applebee's Support Center Resource Lists



Support Center M-F 8:00-5:00 p.m. 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	<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"> – Deposits 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 ShiftOne Support support@shiftone.com	<ul style="list-style-type: none"> – POS hardware/software, KDS, & server tablets – BOH Report Printer Support – Qualtrics/GIFT survey – all questions and issues 	<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 Paradox Contact your HRFM	<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 	NA
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 – Paradox (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 FlyBuy Support: Pickup-support@flybuy.com Include “new” Dine store #
Service Portal www.flynnsupport.com			
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

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Payroll payroll@flynnrg.com	– General Questions	– Reimbursements / Expensing	(855) 430-7672
	– Pay Check issues	– W2 questions (Prompt 3, 1)	Prompt 3 Then 3
	– Vacation balance not correct	– Employment Verification	
	– Incorrect sick time balance	(Prompt 3, 2)	
Procurement	– Replacement of equipment	– Basic purchasing assistance	(855) 430-7672
	– Service issues with vendors	– Repair & Maint. Assistance	Prompt 7
Risk Management	– Guest Incidents Injuries	– Worker's Comp/Injuries	(855) 430-7672
	– Risk Questions	– Property Damage	Prompt 8

Accounting

Role	Name	Email	Phone
NorCal/MidCal/SoCal	Max Jogan	mjogan@flynn.com	(216) 525-0317 x1148
Southwest	Scott Brown	sbrown@flynn.com	(216) 503-9766 x1150
East Coast/Mountain/Southeast	Mike Brown	mibrown@flynn.com	(216)243-8178 x1196
West / Washington	Hayley Ross	hross@flynn.com	(216)750-4245 x1268
Ohio / PA	Emily Nowak	enowak@flynn.com	(216)524-8508 x1190
MN / IN	Suzanne Schesler	sschesler@flynn.com	(216) 525-2724
NE / Support Center / Wash	Ray Pring	rpring@flynn.com	(216) 524-8060
Financial Reporting Supervisor (e)	Scott Brown	Sbrown@flynn.com	(216) 503-9766 x1150
Financial Reporting Manager (e)	Kyle Johnson	kjohnson@flynn.com	(216) 750-7014
Director	Bridget O'Brien	bobrien@flynn.com	(216) 750-1743

Accounts Payable

Role	Name	Email	Phone
Submission of invoices	Rosnet	Scan into Rosnet	N/A
Utility Billing Inquiries	N/A	frgutilites@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	
Purchasing Card (Concur)	N/A	pcardadmin@flynnrg.com	(216) 503-9811
AP Supervisor	Taralyn Bugenhagen	tbugenhagen@flynn.com	(216) 503-9769
AP Manager (e)	Joyce Biales	jbiales@flynn.com	(216) 750-4203
Sr. Director of AP (e)	Scott Keller	skeller@flynn.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"> • <i>Benefits questions/education</i> • <i>Leave of Absence</i> • <i>401 (k) support</i> • <i>Unemployment inquiries</i> 	Katie Cogar	kcogar@flynn.com	(216) 525-2751
Benefits Director (e)	Nicole Campbell	ncampbell@flynn.com	(216) 750-4207
Sr. Benefits Coordinator (e)	Ashleigh Pennington	apennington@flynn.com	(216) 750-7347

Cash Management & Treasury

Role	Name	Email	Phone
<ul style="list-style-type: none"> Banking Credit Cards 	June Huryn	cashmgmt@appleamerican.com	(216) 750-1741
<ul style="list-style-type: none"> Gift Cards 	Gift Card Support	giftcardsupport@appleamerican.com	(216) 525-2719
Assistant Cash Verification manager	Lisa Prioletti	lprioletti@flynn.com	
Cash Verification Manager (e)	Scott Hamblin	shamblin@flynn.com	
Sr. Director of Treasury	Nidhi Shekhar	nshekhar@flynn.com	

Human Resources

Role	Name	Email	Phone
Employee issues/Complaints	Employee Hotline	N/A	(855) 430-7672 x1300
HR Director	Brian Inmon	binmon@flynnrg.com	(480) 861-1137
HR Director	Cindy Lubs	clubs@flynn.com	(310) 617-3333

Flynn Marketplace

Role	Name	Email	Phone
System Issues/General questions	Kyle Sebring	coupaadmin@flynn.com	
Purchasing	Alexis Oliver	aoliver@flynn.com	(216) 503-9750 x 1171
Invoicing	Joyce Biales	jbiales@flynn.com	(216) 503-9736
Supplier Onboarding	Matt Matune	mmatune@flynn.com	(216) 524-8055
Contracts & Sourcing	Meghan O'Brien	mobrien@flynn.com	(216) 503-9795
Invoicing & Suppliers (e)	Scott Keller	skeller@flynn.com	(216) 750-1742
Purchasing (e)	Brian Innenberg Morgan Lamb	binnenberg@flynn.com mlamb@flynn.com	(216) 235-3020 (330) 421-1713
System – (e)	Kaitlin Zuelch	kzuelch@flynn.com	(330) 842-0834

Finance

	Name	Email	Phone
Director of Loss Prevention(e)	Sal Miele	smiele@flynn.com	(913)327-3148

IT Support

Role		Email	Phone
ASI Helpdesk (24hrs.) - POS hardware & software, KDS, server tablets, OLO connectivity issues, Credit Card Outage, & Internet/Network Outage, Risepoint, Qualtrics (GIFT survey)		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: flynnsupport.com/sp		flynnsupport.com	(855) 430-7672 (Prompt 4 then 3)
ShiftOne Support		support@shiftone.com	N/A
FlyBuy Tablet Support (include “New” Dine store #)		Pickup-support@flybuy.com	N/A
Paradox Helpdesk		Use HR Service Portal (flynnsupport.com/HRrequest)	N/A
AAG Restaurant Systems (e)	Steve Mueller	smueller@flynn.com	(440) 343-5278
Director of Infrastructure (e) Network/Internet/phones	Ben Adams	badams@flynn.com	(440) 334-4075
Director of Restaurant Support (e)	Gil Brucken	gbrucken@flynn.com	(216) 750-1729
VP of Enterprise Systems Network/internet/phones (e)	David Lombardy	dlombardy@flynn.com	(216) 750-7011
VP of Restaurant Systems (e)	John Roe	jroe@flynn.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 OLO, password resets on portal login page, driver feedback on 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. To stop orders, turn off OLO (by AD).		Eats-prioritysupport@uber.com	(833) 275-3287 (only call with issues regarding an order in
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)	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	
Subpeonas (Non-Worker's Compensation)/Personnel Records Request(See Risk contracts for Worker's Compensation Subpeonas.	N/A	subpeonas@flynnrg.com	
General Counsel (e)	Jacqueline Lee	jlee@flynn.com	(415) 835-0220

Licensing

Role	Name	Email	Phone
Sr. Director of Licensing	Norris Washington	nwashington@flynn.com	(216) 503-9755 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)
IN, NH, NY, RI	Brooke Paul	bpaul@flynn.com	(216) 750-4190
CA, NM, NV, OR	B Holland	bholland@flynn.com	(216)525-2775 x 1198
CO, ID, MA, OH, VT	Sarah Clark	sclark@flynn.com	(216) 503-9802
AL, DE, GA, ME, NJ, WV, PA	Holly Sahl	hsahl@flynn.com	(216) 750-4150
KS, MN, WA, WI, OK and ALL Support Centers	Bill Mee	bmee@flynn.com	(216) 525-2711
Final Checks	Ibrahim Tahirou	itahirou@flynn.com	(216) 525-2775 x1354
Payroll Supervisor (AAG)	Brittini Wiley	bwiley@flynn.com	(216)750-4193
Payroll Manager (e)	Lindsey Baraga	lbaraga@flynn.com	(216) 525-2775 x1790
Director of Payroll (e)	Christine Call	ccall@flynn.com	(216) 750-6430

Procurement

Role	Name	Email	Phone
Procurement General Email	N/A	purchasing@flynnrg.com	(855) 430-7672
Brand Support Liaison (<i>All resupply needs, operation services and questions</i>)	Elisa Oliver	eoliver@flynn.com	(216) 750-4178, ext 1138
NSO & Remodels	Kim Gruhn	kgruhn@flynn.com	(216) 750-7359
MRO Procurement Manager	Michael Strzok	mstrzok@flynn.com	(812)-621-1161
Services Procurement Manager	Paul Weston	Pweston@flynn.com	(216) 849-4099
Coupa Admin – Purchasing	Alexis Oliver	aoliver@flynn.com	(216) 503-9750 x
Coupa Contracts & Sourcing	Megan O’Brien	mobrien@flynn.com	
Director, Brand Support (All Food & Distribution; escalation for brand support)	Kristi Weeden	kweeden@flynn.com	(918) 688-5322
Director of Procurement Operations & Technology(e)	Morgan Lamb	mlamb@flynn.com	(330) 421-1713
Sr VP of Procurement (e)	Kasey Mania	kmania@flynn.com	(813) 928-0575

Lease Administration

Role	Name	Email	Phone
<ul style="list-style-type: none"> • Rent Payments • Lease Extensions/Options • Landlord Issues • Lease Questions 	Jessica Mecklenburg	FRGrealstate@flynnrg.com	(216) 750-4154
Director Asset Management	Morgan Murray	mmurray@flynn.com	(216) 750-1736
Sr. Director of RE Optimization (e)	Tim Rush	trush@flynn.com	(816) 582-2019

Real Estate

Role	Name	Email	Phone
Sr. Director of Real Estate	Mark Figurelli	mfigurelli@flynn.com	(724) 730-3935
VP of Real Estate (e)	Bob Lach	blach@flynn.com	(317) 507-3881
Sr. VP of Real Estate and Dev (e)	Dan Rieger	drieger@flynn.com	(913) 232-0088

Construction

Role	Name	Email	Phone
Construction Project Mgr.	Peter Martin	mfigurelli@flynn.com	(301) 904-9513
Director of Construction	Matt Boynton	mboynton@flynn.com	
VP of Construction (e)	Lisa Perman	lperman@flynn.com	(216) 213-9527

Risk Management

Role	Name	Email	Phone
Guest incidents/injuries	Sarah White	swhite@flynn.com	(216) 503-9741
Employee injuries	Angela Rasmussen	arasmussen@flynn.com	(216) 525-2718
Risk Program Administrator	Meghan Dzuro	mdzuro@flynn.com	(216)750-1731 x1237
Director of Risk (e)			

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@flynn.com	(216) 750-1726
General Counsel	Jacqueline Lee	jlee@flynn.com	(415) 835-0220
VP of Marketing	Randy Bates	rbates@flynn.com	(913)481-1617
VP of Finance	Ron Igarashi	rigarashi@flynn.com	(440) 554-4724
VP and Corporate Controller	Todd Conrad	tconrad@flynn.com	(210) 214-6161
Sr VP of Finance and Accounting	JP Wiedemer	jwiedemer@flynn.com	(216) 525-2714
Chief People Officer	Betsy Mercado	bmercado@flynn.com	(216) 310-9018
VP of Enterprise Systems	David Lombardy	dlombardy@flynn.com	(216) 750-7011
VP of Restaurant Systems	John Roe	jroe@flynn.com	(816) 678-5079
Sr VP of Procurement	Kasey Mania	kmania@flynn.com	(813) 928-0575
VP of Real Estate	Bob Lach	blach@flynn.com	(317) 507-3881
Sr. VP of Real Estate	Dan Rieger	drieger@flynn.com	(913) 232-0080
VP of Business Insights and Value Creation	Ashley Fenn	afenn@flynn.com	(216) 713-8181
President of Ops Support and Integration	Billy Strunk	bstrunk@flynn.com	(216) 750-4225
Chief Improvement Officer/ Co-Chief Operating Officer	Ron Bellamy	rbellamy@flynn.com	(216) 973-2072

Office Addresses:

San Francisco office: 225 Bush Street Suite 1800, San Francisco, CA 94104

Independence office/depot: 6200 Oak Tree Blvd. Suite 250, Independence, OH 44131

Pittsburg office/depot: 720 W 20th Street Pittsburg, KS 66762

Kansas City Office: 12900 Foster Street Suite 270, Overland Park, KS 66213

Tulsa Office: 4111 S Darlington Ave Suite 1075, Tulsa, OK 74135