Crunchtime Franchise Functionality

Reference Guide

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Overview

This document outlines the list of features available to Franchisors vs Franchisees in the core applications.

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Franchise Functionality

Franchises

Crunchtime Franchising allows a company to give autonomy to a Franchisee for managing operational specifics, while maintaining brand integrity and enterprise visibility. Unlike many Crunchtime features, Franchising is not a module in and of itself, but an overarching configuration that affects nearly every module in the system.

Franchisees will operate as a separate company within the same database as the Franchise company. Franchisees will have a separate URL for both Enterprise Manager and Net-Chef.

Franchisees – Available Functions

Franchising functionality has been extended to certain areas of the Enterprise Manager application; Franchisee users will have limited or no access to other areas of the application. Since most of Net-Chef is already restricted to a single location, franchising has little impact on Net-Chef functionality, except as indicated below.

Franchisees can create/edit entries in the screens indicated below (only relevant fields/tabs are accessible).

All other functionality in these screens (and all other screens) is controlled by the franchisor.

Area / Screen	Functionality
Data Access	• Each franchise entity has its own URL for Enterprise Manager and Net-Chef. This restrictswhat data they can see and what they can edit. • Franchisor users can be associated with other franchise entities, giving them access to log into the franchisee URLs. The franchisee can't block this, but they can see which franchisor users have access to their data.
Corporate	
Company	• Franchisees define their own Company records. • Franchisees may use a license key shared with the Franchisor and other franchise entities, or they may have to purchase their own license keys. If they share, the franchisor will determinethe number of allotted locations each franchisee will have.
Dashboard Setup	Franchisees can define KPI Alert Ranges for their own user groups.
Financial Calendar, Post Up, & Unpost Inventory	• Franchisees will be allowed to define & post calendars for their own locations. • Franchisors will only be able to define & post calendars for their own locations.
General Ledger	Franchisees can map franchisor GLs to their own codes/descriptions on a 1-to-1 basis.
Hierarchies	• Franchisees can define their own hierarchies. • Franchisors define their own hierarchies, which can include franchisee locations.
Location Inventory Schedule	Franchisees can define their own Location Inventory Schedules.
Locations	• Only the franchisor can add locations at this time. • Franchisees can edit data for their locations.
Preferences	• Franchisees can select their own Default User for Screen Configuration and their own Employee POS and Labor Schedule export mappings for use in Net-Chef. • Franchisors control all other Preference settings.

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Franchise Functionality

Franchisees – Available Functions (Continued)

Security	Functionality
Application Users	Franchisees control their own Application Users. There can be Application Users with the same user ID across franchise entities (in case specific user IDs are needed for Active Directory setup).
User Groups	Franchisees can use Franchisor-shared groups, customized them, or create their own.
General	
Point of Sale	Franchisees control their own POS register setup.
Products	
Location Products	Franchisees control their own Location Products.
Recipes	Only the franchisor can add recipes at this time, but franchisees can manage their locations onthe *Recipe > Locations* tab to enter their own location-specific settings.
Templates	Franchisees can use Franchisor-shared Templates, create customized copies, or create their own.
Labor	
Employee Maintenance Configuration	• Franchisees can define their own Employee Maintenance Configuration. They inherit settingsfrom the franchisor but can change them. • Only franchisors can customize the names for the Flex Fields.
Labor Rules	Franchisees can define their own Labor Rules.
New Hire Checklist	Franchisees can define their own New Hire Checklist.
Pay Types	Franchisees can define their own Pay Types.
Staffing Level Templates	Franchisees can use Franchisor-shared Staffing Templates, create customized copies, or createtheir own.
Status Codes	Franchisees can define their own Status Codes.
Supplemental Wages	Franchisees can define their own Supplemental Wages.
Teamworx Corporate Controls	Franchisees can configure their own Teamworx Corporate Control settings.
Purchasing	
Vendor Bids, Import & Process Bids	• Franchisees can enter bids for their own markets. (For vendors shared across franchise entities, bids in franchisee markets may be inherited from franchisor markets.) • Franchisors can restrict selected vendors from having bids updated by franchisees (even inthe franchisee's own Markets).
Bid Analysis	Franchisees can award contracts for their own markets.
Market	• Franchisees have their own markets so they can award their own contracts. • Franchisors will do all Market setup. Franchisors can assign existing markets as Secondary Markets to a "Primary" Market. This will allow Franchisee markets to inherit bids and contracts from the Franchisor markets.
Purchase Order Configuration	Franchisees can define their own Purchase Order Configuration settings.
Vendors	Only the franchisor can add vendors at this time, but franchisees can manage their locations on the Vendors > Location Details tab to enter location-specific settings.

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Franchise Functionality

Franchisees – Available Functions (Continued)

Interfaces	Functionality
Export Mapping	• Franchisees can use franchisor export configurations, create customized copies of franchisorexport configurations, or create their own. • Multiple export configurations are allowed for each export type, such as AP and AR. Copyfunction added to all export configurations.
Inbound Integrations	• Franchisors can remediate Franchisee files. • Franchisees can only remediate their own files.
Reports	
All Reports	• Franchisees can only report on their own data. • Franchisors can run reports spanning franchisee and franchisor data.

Net-Chef	Functionality
Manage Daily News	• Franchisees can only create Corporate Daily News messages for their own locations. Franchisors can create Corporate Daily News messages for franchisee and franchisor locations.
Upload/Download Files	• Franchisees can only upload/download files within their own franchise.

Franchisees can only view the following Setup screens:

- *Corporate* – Customers, Franchises, GL Groupings, Outlets, User Defined Attributes, User Defined Category
- *General* – Anomaly, City, Country, Currency Formats, Currency Ratios, Daypart, Numbering, Reasons for Undo Menu Mix, Revenue Centers, States/Provinces, Tax Code, Weather
- *Security* – Password and User Security
- Products – Category, Company Products, Daily Special, HACCP Restrictions, Menu Planner, Package Types, Prep Stations, Qualitative Judgments, Recipe Group, Recipe Special Instructions, Storage Locations
- *Labor* – Ethnic Groups, Labor Adjustment Reasons, Marital Status, Minor Labor Programs, Positions, Skill Levels, Stations, Termination Reasons
- *Purchasing* – Bid Sheet, Bid Sheet Usage and Submit, Market, Master Order Type, Vendor Evaluation, Bids and Contracts Audit

Franchisees will not have access to the following Setup screens:

- *Corporate* – Company Department, Location Departments
- *General* – Concepts
- *Products* – Colors, Daily Specials Code, Nutrition, Nutrition Classes, Size
- *Labor* – Job Levels, Paid Time Off, Unions, Wage Matrix
- *Purchasing* – Route

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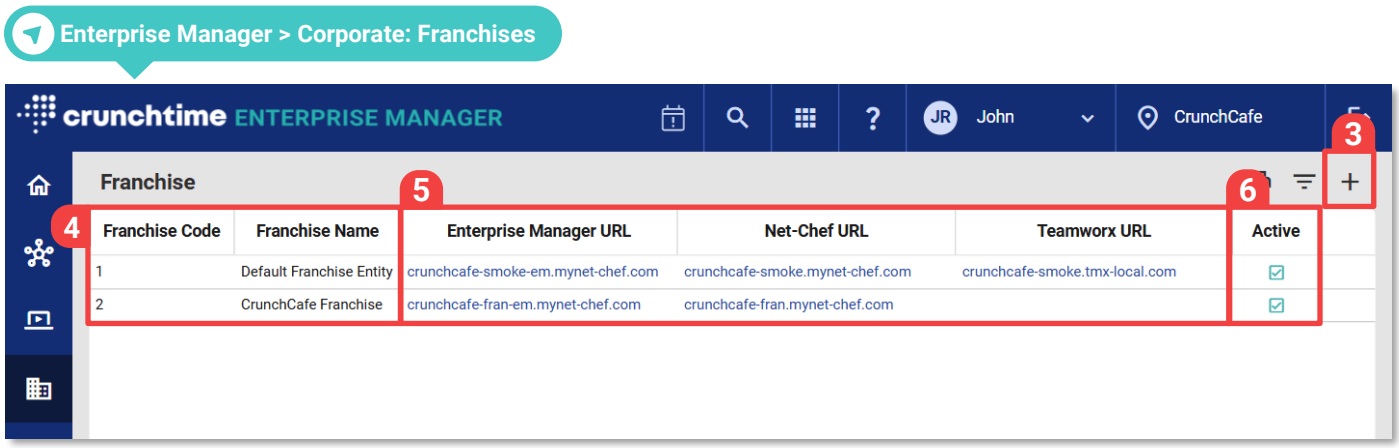
Franchise Functionality

Before you Begin

1. Contact Crunchtime at newlicense@crunchtime.com to obtain licensing for new locations.
2. Complete Franchise Setup in Enterprise Manager Web as outlined in the next section.
3. Contact Crunchtime support@crunchtime.com to schedule set up of Franchisee URLs.
    - Turnaround time will be based on schedule availability, please allow at least two business days for Franchisee URL creation.

Initial Setup

1. Confirm Franchise Access is enabled in User Group Settings. User Group controls include:
    - Franchises – Add
    - Franchises – Edit
    - Franchises – View
2. Under the Corporate menu, click *Franchises*.



3. Click the *Plus* (Add) icon to create a new entry.
4. Enter the *Franchise Code* and *Franchise Name*.
5. The *Enterprise Manager URL, Net-Chef URL,* and *Teamworx URL* entries are hyperlinks that allow the franchisor to log into the applications for their franchise entities.
6. The *Active* box indicates whether or not this entity is active.

Tip: Locations and Application Users can be linked to a franchise entity in their respective setup screens, so that they can only access and be accessed within the selected franchise.

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