

Substitution Pricing

Introduction to Franchisee Level

Franchisees that have multiple restaurants currently have a method of logging into the back office to run consolidated reports for all of their restaurants. This is done by logging into the Franchisee Level, which appears in a drop-down menu when logging into the back office. The new back office system introduces some features that allow changes to take effect at all restaurants below the Franchisee Level, these features can also be used by single restaurant owners to enact changes at their single restaurant. Changing Substitution Pricing is one of those features.



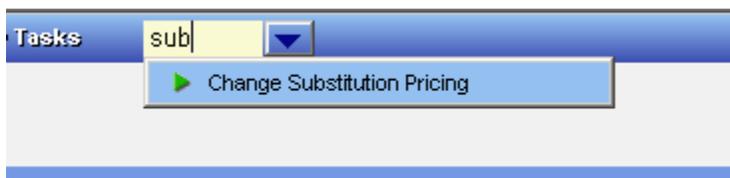
The screenshot shows a login interface with two dropdown menus. The first dropdown is labeled 'Org Unit' and contains the text 'Goetz S (Franchisee) - Goetz S'. The second dropdown is labeled 'Role' and contains the text 'Owner'. Below these fields is a checkbox labeled 'Remember selections' which is currently unchecked. At the bottom right of the form are two buttons: 'Continue' and 'Cancel'.

Example of a Franchisee Level login. The Org Unit will be the owners last name and first initial

Changing Substitution Prices

In order for back office substitution pricing to take effect you will need to go into Store Manager Workstation on the office computer, select the items that you want to remove local overrides from and click the **Clear Selected Override** button

Substitution pricing can be changed in all your restaurants by logging into the Back Office System (BOS), at the Owner role, using your **Franchisee Level**. Access **Change Substitution Pricing** by using the search field located on the top of the page or by clicking on **Operations Management** folder then on **Change Substitution Pricing**. **Note:** To change only one restaurant's substitution prices, you will need to log into that individual restaurant, not the franchisee level.



Select **Substitution Item Group** when changing your substitution prices. Currently we do not use the **Combination Item Group**.

The screenshot shows a software interface titled "Change Combination and Substitution Item Group Retails". At the top right, there are buttons for "Save", "Save & Close", and "Cancel". Below this is a "Substitution Item Groups" tab. A search options panel is visible, containing a "Select" section with two radio buttons: "Combination Item Group" (unselected) and "Substitution Item Group" (selected, indicated by a red arrow). Below the search options are several search criteria, each with a "Contains" dropdown and an input field: "Substitution Item Group", "Item Category" (set to "[None]"), "Item Name", "Retail Item Attribute", and "External ID". At the bottom of the search panel are buttons for "Batch Change" and "Accept Suggested".

There are twelve **Substitution Item Groups**, which are the same ones listed in **Store Manager Work Station**. When searching, use the appropriate one(s) to help you narrow your search.

As of 2011 they are as follows:

- BREAKFAST BREAD SUB
- BREAKFAST COFFEE SUB
- CHICKEN SUBS
- DINNER SIDES
- DRINK SUB
- KIDS DRINK
- KIDS SIDES
- MEAL PT SLAW SUB
- MEAL QT SUB
- SIDES SUB
- SNACKPAK DRINK
- SNACKPAK SUB

Chicken Subs are substitutions in salads, drink sub and sides sub are substitutions in value baskets and the rest include the type of substitution group in the name.

Search by **Substitution Item Group** to find specific items to change.

The screenshot shows a software window titled "Change Combination and Substitution Item Group Retails". At the top right, there are buttons for "Save", "Save & Close", and "Cancel". Below the title bar, there is a "Substitution Item Groups" tab. A search bar area contains "My Searches", "Reset", and "View Results" buttons. Under "Search Options", there are several fields: "Select" with radio buttons for "Combination Item Group" and "Substitution Item Group"; "Substitution Item Group" with a dropdown menu set to "Contains" and a text input field containing "SIDES Sub"; "Item Category" with a dropdown menu set to "[None]"; "Item Name" with a dropdown menu set to "Contains" and an empty text input field; "Retail Item Attribute" with a dropdown menu set to "Contains" and an empty text input field; and "External ID" with a dropdown menu set to "Contains" and an empty text input field. A red box highlights the "SIDES Sub" text input field, with a red arrow labeled "1" pointing to it. Another red box highlights the "View Results" button, with a red arrow labeled "2" pointing to it. A red arrow points from the text "First enter the substitution group want to edit" to the "View Results" button.

As an example, for French Fries, *enter* French Fries in the **Item Name** and then *click* **View Results**.

The screenshot shows the same software window as above. In this instance, the "Item Name" text input field contains "French fries" and is highlighted with a red box, with a red arrow labeled "1" pointing to it. The "View Results" button is also highlighted with a red box, with a red arrow labeled "2" pointing to it. The "Substitution Item Group" text input field now contains "SIDES SUB".

If you choose to view all French Fry substitutions, in all categories, leave the **Substitution Item Group** blank and only fill in the **Item Name**.

Change Combination and Substitution Item Group Retails

Substitution Item Groups

Search Options

Select Combination Item Group Substitution Item Group

Substitution Item Group: Contains []

Item Category: [None] [...]

Item Name: Contains [French fries]

Retail Item Attribute: Contains []

External ID: Contains []

All French Fry substitutions will then appear. Enter the pricing you want to change and *click* **Save & Close**. In addition, similarly to **Sales Item Locks**, you have the ability to do a **Batch Change** for mutple items. With **Batch Changes** you will be able to change similar prices for multiple items faster and easier. Also available is the ability to **Accept Suggested** Retail Price for an item or items. This is done by just checking the box of that item and then *clicking* on **Accept Suggested** at the bottom of the page.

Change Combination and Substitution Item Group Retails Instructions

Save Save & Close Cancel

Substitution Item Groups

	Retail Modified Item	Current Suggested Owner	Suggested Additional Retail	Additional Retail	Override
DINNER SIDES					
<input type="checkbox"/>	French Fries, LG	Culvers	\$0.30	[]	0
<input type="checkbox"/>	French Fries, REG	Culvers	\$0.00	[]	0
KIDS SIDES					
<input type="checkbox"/>	French Fries, LG	Culvers	\$0.60	[]	0
<input type="checkbox"/>	French Fries, REG	Culvers	\$0.30	[]	0
<input type="checkbox"/>	French Fries, SM	Culvers	\$0.00	[]	0
MEAL PT SLAW SUB					
<input type="checkbox"/>	French Fries, FMLY	Culvers	\$0.00	[]	0
MEAL QT SUB					
<input type="checkbox"/>	French Fries, FMLY	Culvers	\$0.00	[]	0
SIDES SUB					
<input type="checkbox"/>	French Fries, LG	Culvers	\$0.30	[]	0
<input type="checkbox"/>	French Fries, REG	Culvers	\$0.00	[]	0
<input type="checkbox"/>	French Fries, SM	Culvers	\$0.00	[]	0
SnackPak Sub					
<input type="checkbox"/>	French Fries, LG	Culvers	\$0.50	[]	0
<input type="checkbox"/>	French Fries, REG	Culvers	\$0.20	[]	0
<input type="checkbox"/>	French Fries, SM	Culvers	\$0.00	[]	0
End of data.					

Batch Change Accept Suggested