



A Guide to:

Back Office

March 2015

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Back Office Summary

Back Office is a Single Sign On portal that will allow you to access a variety of tools and applications that will help you manage and monitor your business. Back Office utilizes Responsive Web Design (RWD) so you can access it on Phones, Tablets, or a PC and it will scale to the appropriate size without compromising on functionality. Back Office Login credentials will be provided via email however they are the same as your OARS login.

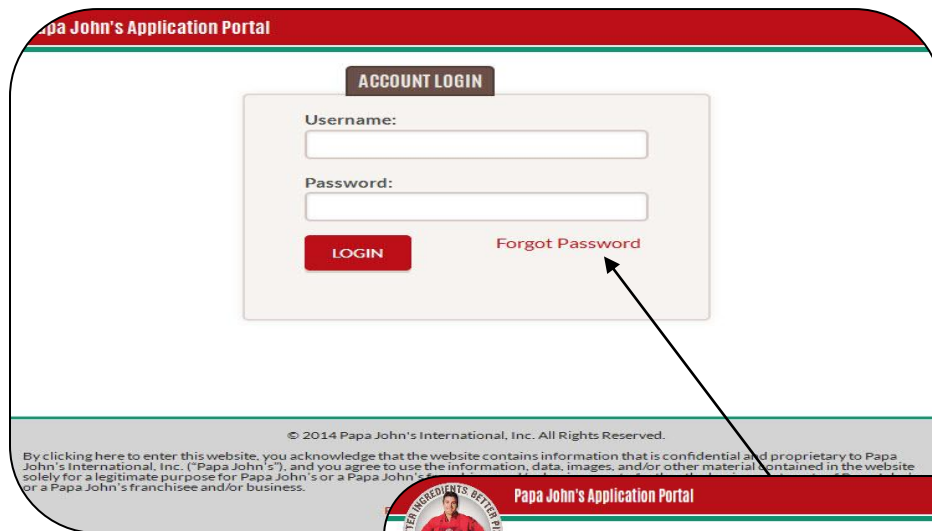
Getting Started

To access Back Office you must first navigate to the Back Office Portal and login using your log in credentials.

1. Input the web address (URL) into your web browser (Internet Explorer, FireFox, Safari, Chrome). Remember this also can be accessed using your mobile device.

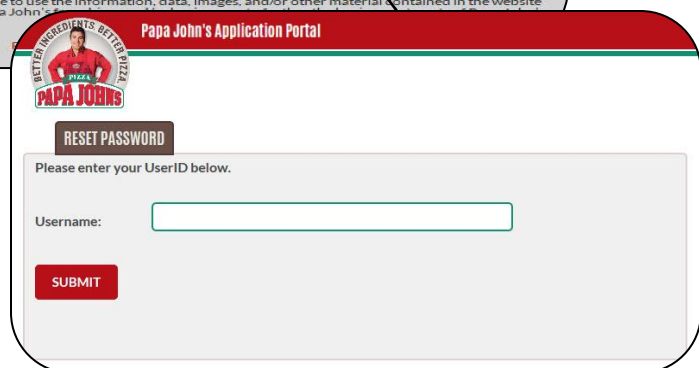


2. Input your Username and Password and Click Login.

A screenshot of the Papa John's Application Portal login page. The page has a red header with the text "Papa John's Application Portal". Below the header is a white box with a dark grey title "ACCOUNT LOGIN". Inside this box are two input fields: "Username:" and "Password:". Below the "Password:" field is a red "LOGIN" button and a link that says "Forgot Password". An arrow points from the "Forgot Password" link to the second screenshot below. At the bottom of the page, there is a copyright notice: "© 2014 Papa John's International, Inc. All Rights Reserved." and a disclaimer: "By clicking here to enter this website, you acknowledge that the website contains information that is confidential and proprietary to Papa John's International, Inc. ('Papa John's'), and you agree to use the information, data, images, and/or other material contained in the website solely for a legitimate purpose for Papa John's or a Papa John's franchisee and/or business."

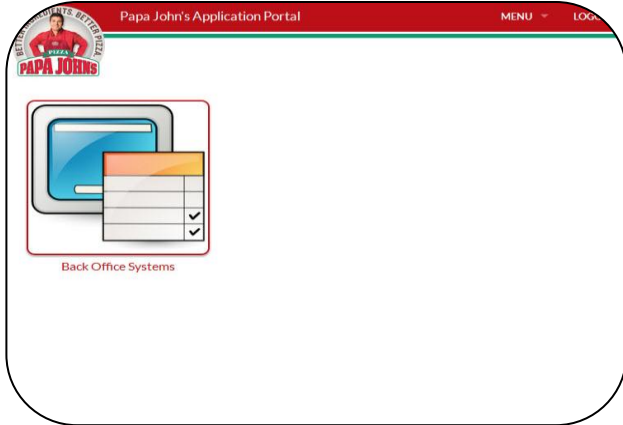
Note: Remember your Back Office password will be the same as your OARS password.

If you do not remember your password click the Forgot Password Link. Input your Username, click Submit, and a new password will be emailed to you.

A screenshot of the Papa John's Application Portal reset password page. The page has a red header with the text "Papa John's Application Portal" and the Papa John's logo. Below the header is a white box with a dark grey title "RESET PASSWORD". Inside this box is the text "Please enter your UserID below." followed by an input field labeled "Username:". Below the input field is a red "SUBMIT" button.

Navigating Back Office

Once logged in you will first be directed to the Papa John's Application Portal Page. From here click Back Office Systems. You will be directed to the Back Office Systems page.



From here, depending on your access, you will be able to select which application you would like to access. Some of the applications include:

- Contact Tracking System
- KPI (Key Performance Index)
- Self Service Parameters
- Message Center

KPI (Key Performance Indicators)

The KPI Application will provide you with certain Key Performance Indicators for the previous business day.

The indicators that are displayed are dependent on the device you're using to access Back Office. This is due to the amount of screen space on the specific device.

Click the Key Performance Indicators Icon to begin viewing your restaurants information.

Note: The indicators and dates displayed are not configurable. The data will only display data for the previous business date.



High Level Summary

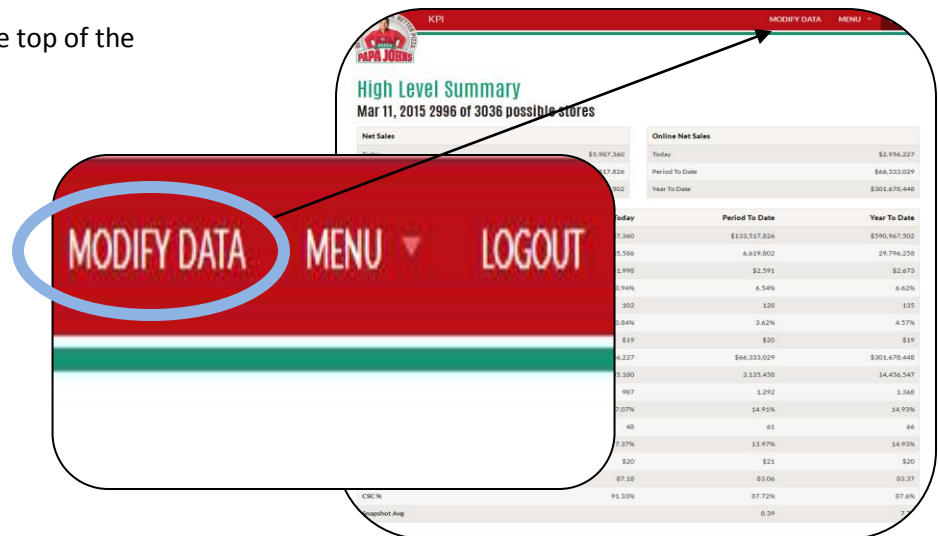
Once you are in the KPI Application you will first be taken to a High Level Summary. All stores who are subordinate to you will have their data displayed here. The data will be combined giving you an overall summary of your stores.

	Today	Period To Date	Year To Date
Net Sales	\$5,987,360	\$133,517,826	\$590,967,302
Orders	305,586	6,619,802	29,796,258
PSA Sales	\$1,998	\$2,591	\$2,673
Comp %	0.94%	6.54%	6.62%
PSA Order	102	120	135
Orders Comp %	-0.84%	3.62%	4.57%
Ticket Avg	\$19	\$20	\$19
Online Net Sales	\$2,956,227	\$66,333,029	\$301,478,448
Online Orders	143,100	3,135,450	14,456,547
PSA Online Net Sls	987	1,292	1,368
Online Comp %	7.07%	14.91%	14.93%
PSA Online Orders	48	61	66
Online Orders Comp%	7.37%	13.97%	14.93%
Online Ticket Avg	\$20	\$21	\$20
MCE Average	87.18	83.06	83.37
CSC %	91.33%	87.72%	87.6%
Snapshot Avg		8.39	7.7

Modify Data

The Modify Data option gives you a variety of different options to filter the stores whose data you want to view. You can view all stores, a group of stores, or a single store. To use this tool:

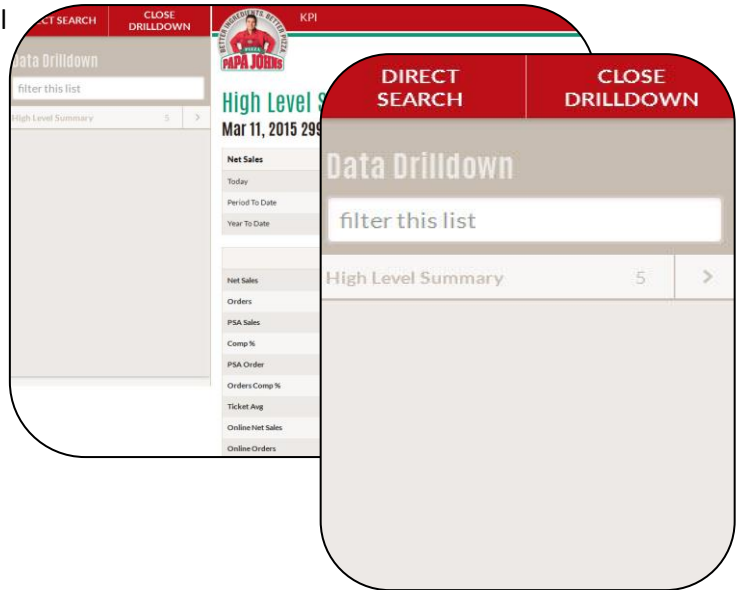
1. Click Modify Data at the top of the page.



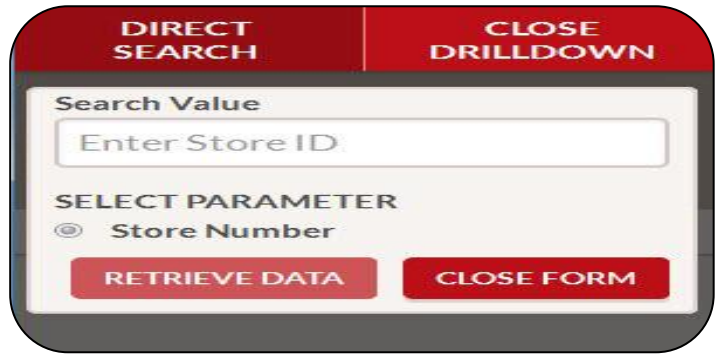
Modify Data continued on next page

2. After Clicking Modify Data a new panel will open on the left hand side of the screen. From here you have two options to specify which store data you would like to view.

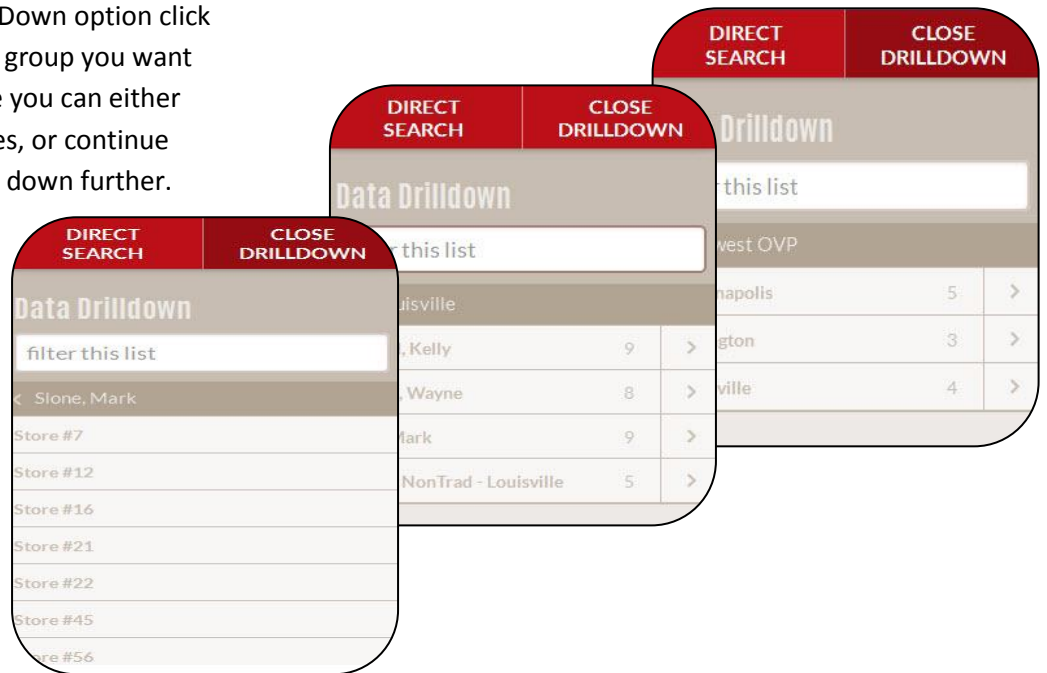
- A. Direct Search
- B. Data Drill Down



3a. If you click Direct Search a new pop up window will appear allowing you to search for a specific store number. Simply input the store number and click Retrieve Data.



3b. To use the Data Drill Down option click the arrow (>) next to the group you want to drill down. From there you can either select a grouping of stores, or continue clicking the arrow to drill down further.



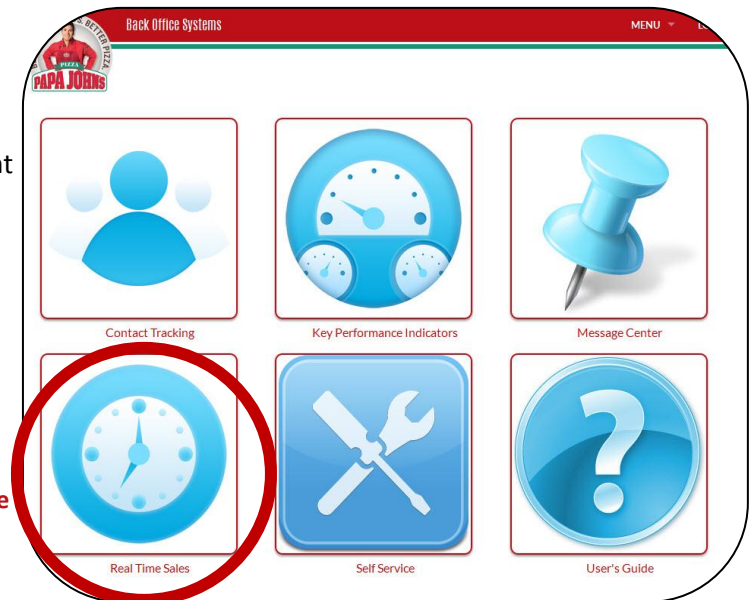
Real Time Sales

Real Time Sales will provide you with certain Sales Indicators in real time.

The indicators that are displayed are dependent on the device you're using to access Back Office. This is due to the amount of screen space on the specific device.

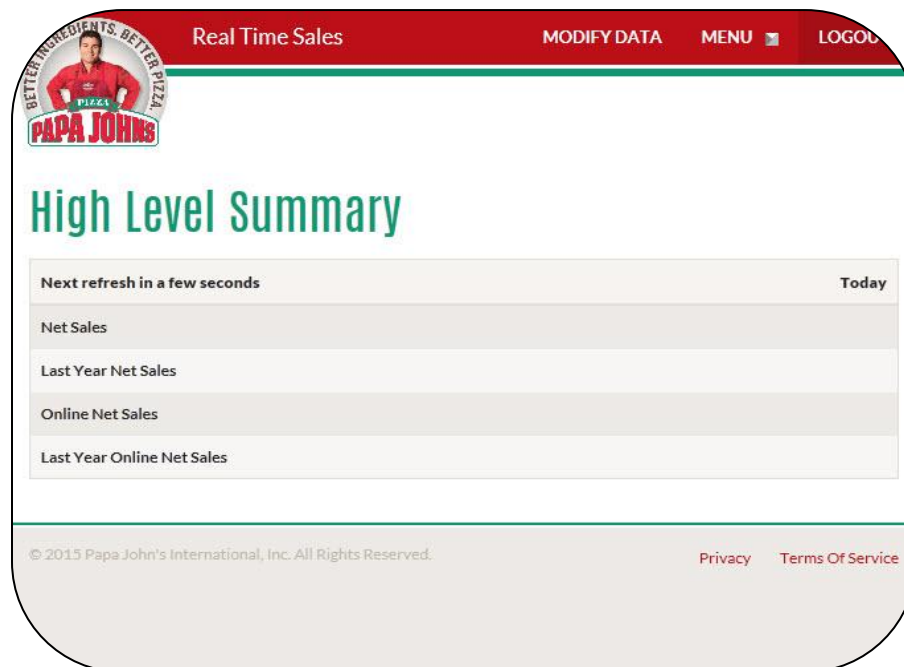
Click the Real Time Sales Icon to begin viewing your restaurants information.

Note: The indicators and dates displayed are not configurable. The data will only display data for the current date.



High Level Summary

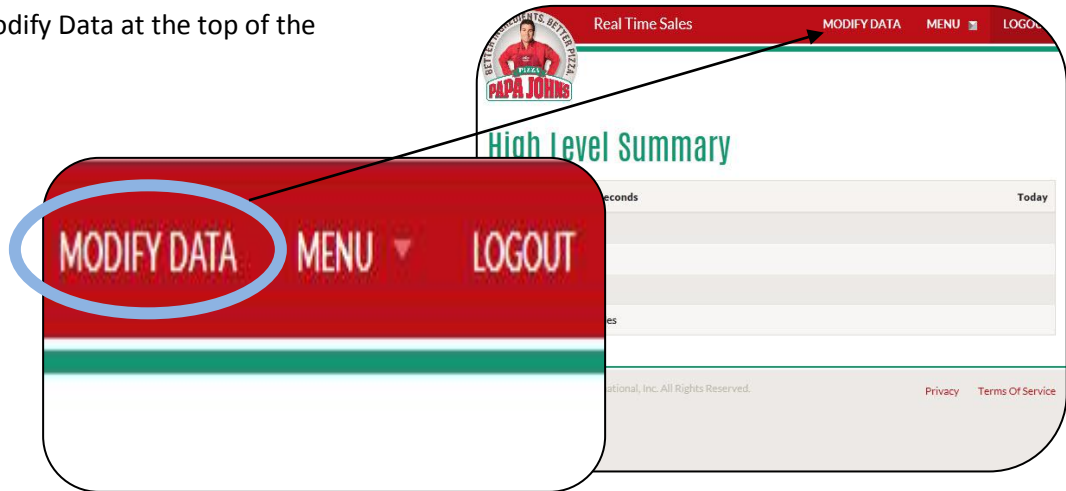
Once you are in Real Time Sales you will first be taken to a High Level Summary. All stores who are subordinate to you will have their data displayed here. The data will be combined giving you an overall summary of your stores.



Modify Data

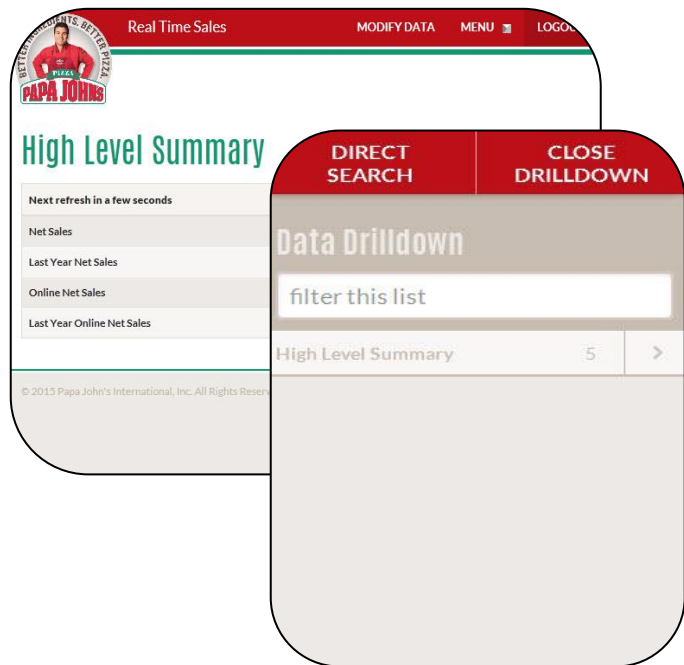
The Modify Data option gives you a variety of different options to filter the stores whose data you want to view. You can view all stores, a group of stores, or a single store. To use this tool:

1. Click Modify Data at the top of the page.



2. After Clicking Modify Data a new panel will open on the left hand side of the screen. From here you have two options to specify which store data you would like to view.

- A. Direct Search
- B. Data Drill Down



Modify Data continued on next page

3a. If you click Direct Search a new pop up window will appear allowing you to search for a specific store number. Simply input the store number and click Retrieve Data.

3b. To use the Data Drill Down option click the arrow (>) next to the group you want to drill down. From there you can either select a grouping of stores, or continue clicking the arrow to drill down further.

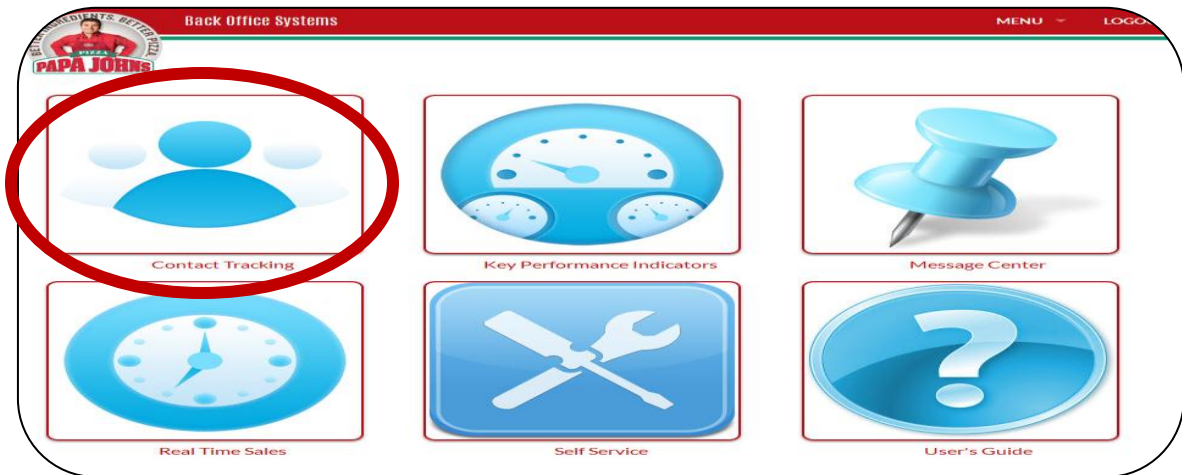
The 'Data Drilldown' window consists of a red header with 'DIRECT SEARCH' and 'CLOSE DRILLDOWN' buttons. Below the header is a search filter input field labeled 'filter this list'. The main content is a table with the following data:

Store Name	Count	Action
Spolis	5	>
ton	3	>
lle	4	>
ard, Kelly	9	>
ton, Wayne	8	>
e, Mark	9	>
orp NonTrad - Louisville	5	>

Below the table, there is a list of store numbers: Store #7, Store #12, Store #16, Store #21, Store #22, Store #45, and Store #56.

Contact Tracking

Contact Tracking is an application located in Back Office that gives you the ability to add team members and access to any of the available Back Office Applications. Users can only see data for their particular group. Access can be provided for franchise entity or specific stores. To access Contact Tracking click the Contact Tracking Icon. You will be directed to the User Search screen.

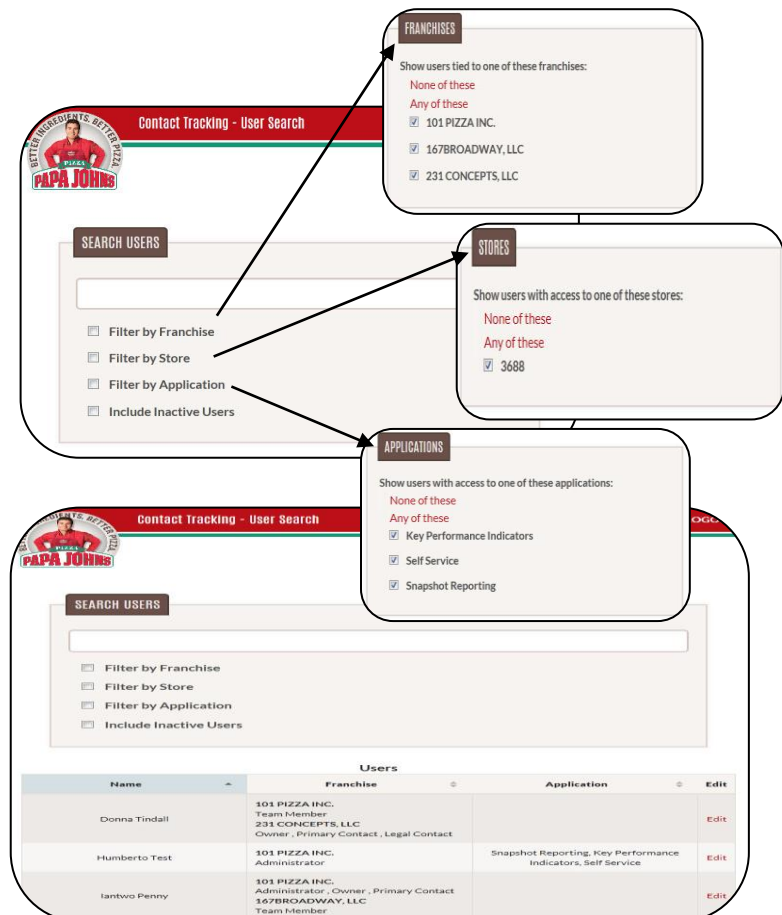


User Search

On the User Search screen you will see a list of users who have already been added to the system for your organization. From here you can see the users Name, Franchise, and Role.

Additionally you can search for a specific user using the Search Users field at the top of the screen. Simply type in the Users Name and results will be returned based on your entry. You can filter results by Franchise, Store, or Application. You can elect to include Inactive Users.

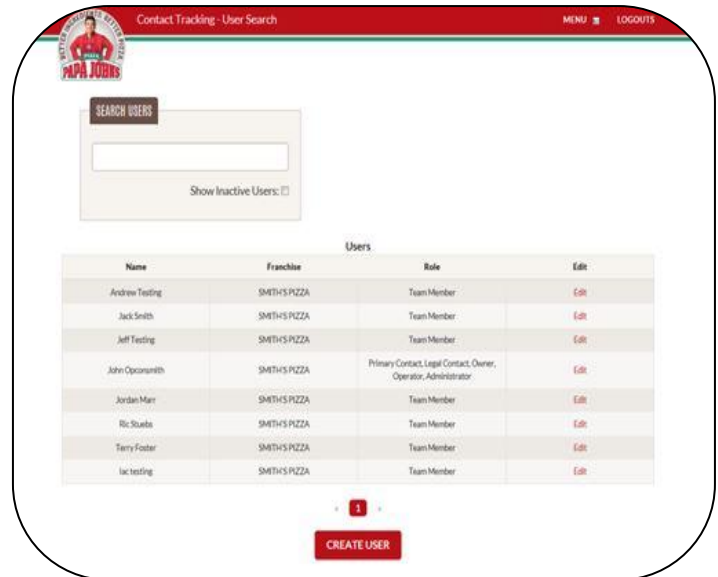
Note: You can select multiple filters at the same time.



Creating or Editing a User

In the event you want to add a new user to Contact Tracking locate the Create User button at the bottom of the User Search Screen and click. You will be directed to the Create/Edit screen.

Should you need to edit an existing user simply locate the users name by scrolling through the list of users or using the search functionality. Once located click Edit next to the users name. You will be directed to the Create/Edit screen.



Create/ Edit User Screen

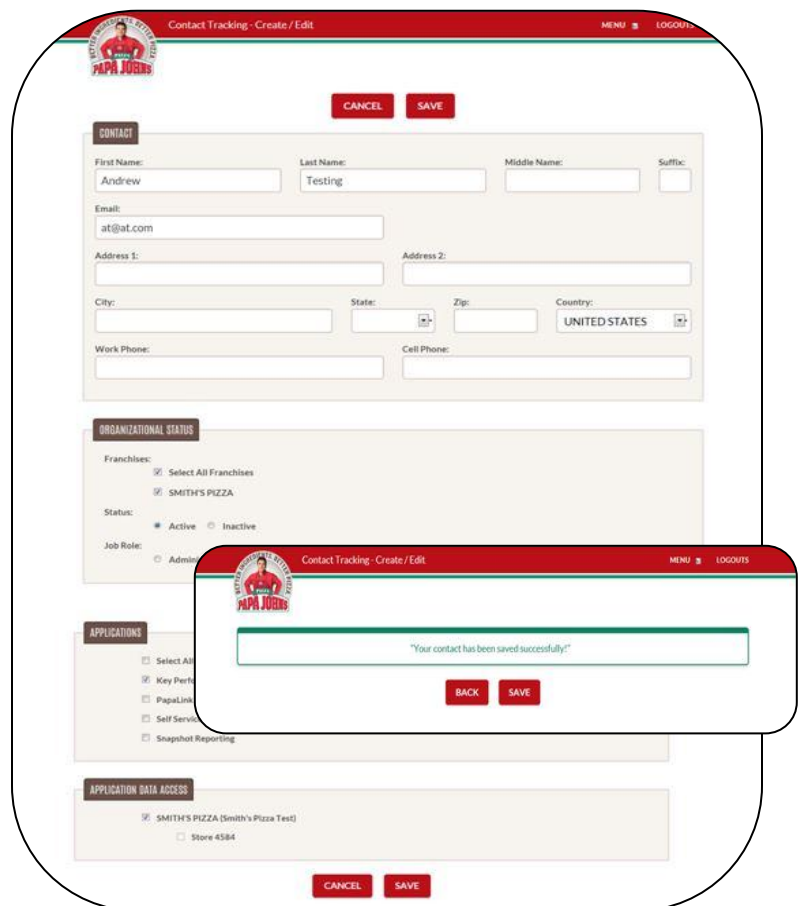
If creating a new user, input the users information into the Contact section.

For Organizational Status select the Franchise or Stores you want the user to be able to access.

In the Application section select each application you want the user to be able to access.

Once done click Save. The user will be added to your Contact Tracking and have access to the selected applications.

Note: Administrator will be required to complete an automated recertification process quarterly to validate current system users.



Self Service Application

The Self Service option available in Back Office gives you the ability to change or update specific parameters that effect your restaurant. These parameters or settings can include anything from Online to PoS. To access the Self Service options simply click the Self Service Icon on the Back Office Systems Menu Screen.

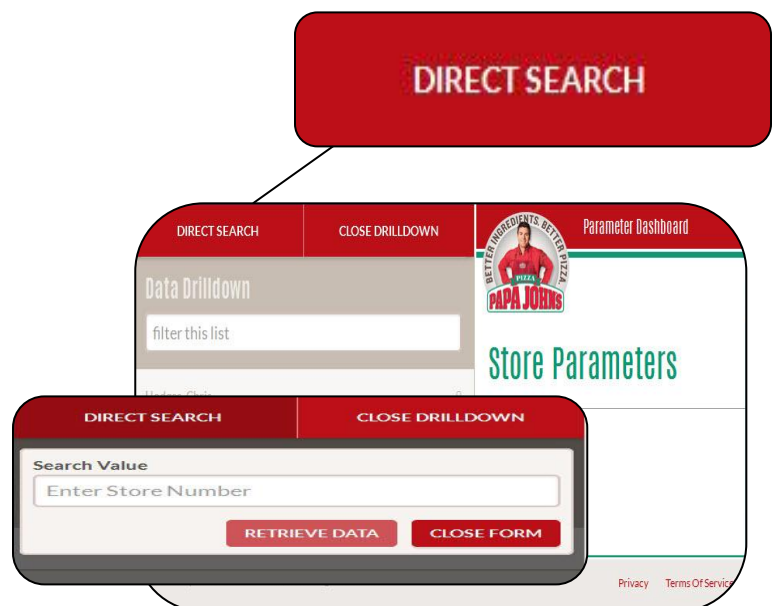


Before you can begin changing parameters for your store(s) you must first search or locate the store you want to change. There are several different options for locating the correct store:

Direct Search

If you already know the specific store you are wanting to update, you can simply click Direct Search.

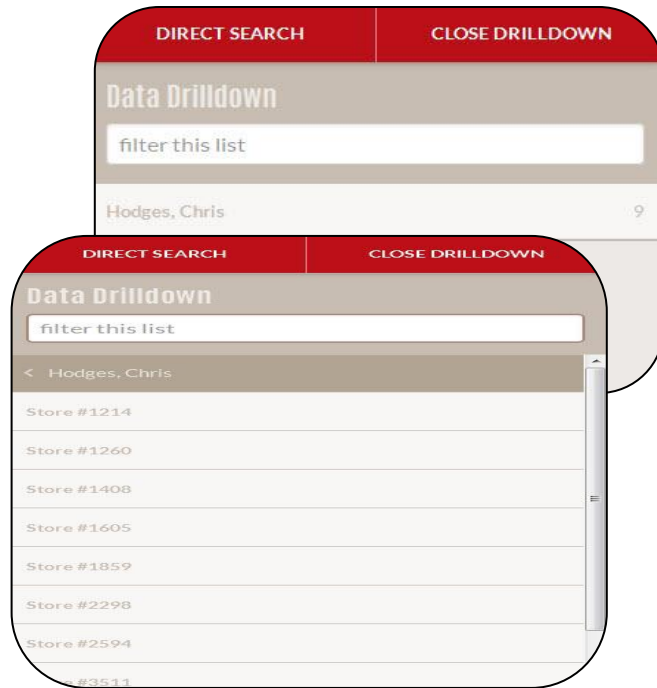
A popup box will appear allowing you to type in the store number. Input the store number and click Retrieve Data. You will be directed to that stores self-service parameters.



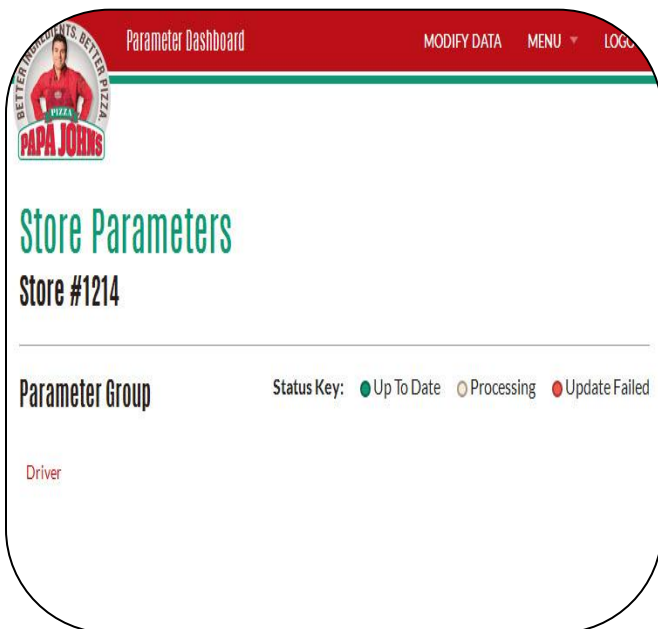
Data Drilldown

The Data drilldown box gives you the opportunity to drilldown through your stores using your hierarchy.

Simply click your name and you will see all stores or users who are subordinate to you. Keep clicking to drilldown until you have located the desired store. Click on the store number and you will be directed to the stores self-service parameters.



Self Service Parameters



Once you have selected the store whose parameters you wish to adjust you will be directed to the Store Parameters screen.

From here you will see the Parameter Group that you have access to update. The group may consist of a collection of parameters that pertain to a specific function.

To see what parameters are in the Parameter group click the group you wish to view.

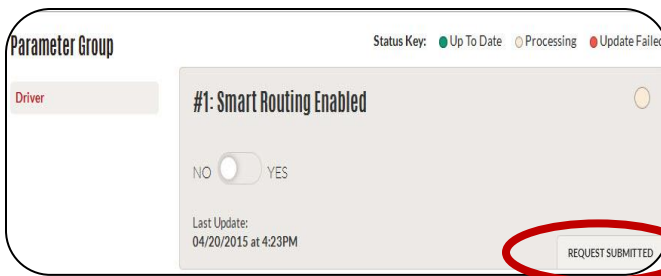
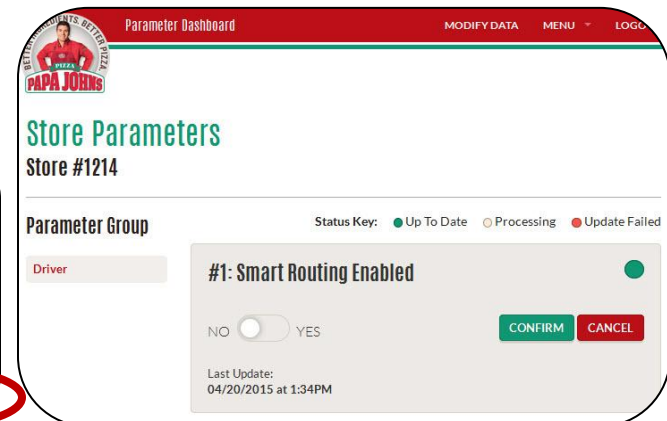
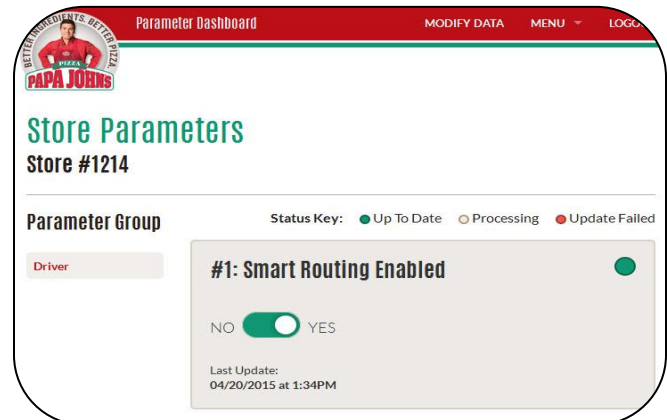
Updating Parameters

From here you can view and update parameters. Once updated the new setting will be sent down to the selected store and the requested change(s) will be made. That's why it is very important before updating a parameter you verify:

- You have selected the correct store.
- You have selected the correct parameter.
- You have notified any impacted users regarding the change.

To update a parameter:

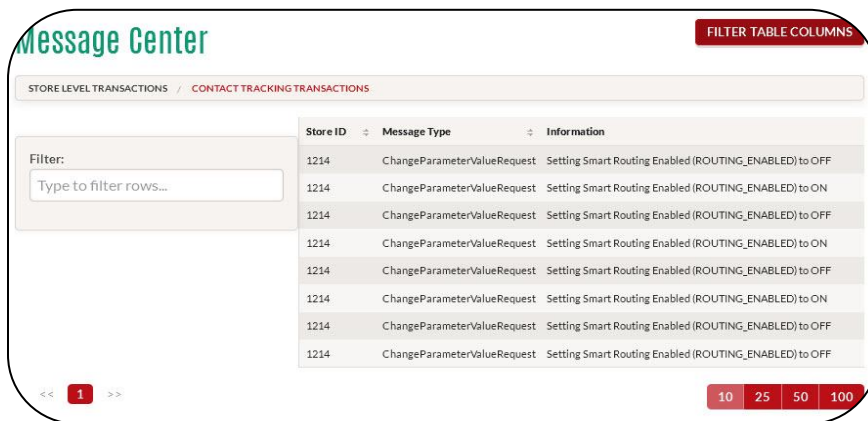
1. Locate the parameter you wish to update and make the desired change.
2. You will be presented with a Confirm prompt. If you wish to proceed click the green Confirm box.
3. At the bottom of the parameter box you will see a message stating "Request Submitted".



Once the request has been submitted the change will take place immediately. Should your store be experiencing connectivity issues with their internet the update will be placed into a queue until a time when connectivity has been restored. At which point the update will then be applied. The status key in the parameter box will alert you of the status of that particular parameter. You can also check the message queue for a status update.

Message Center

When you make changes to the self-service parameters or settings those actions are logged in the Back Office Message Center. The message center will give you information and feedback regarding those changes. To access the Messaging Center click the Messaging Center Icon from the Back Office Menu.

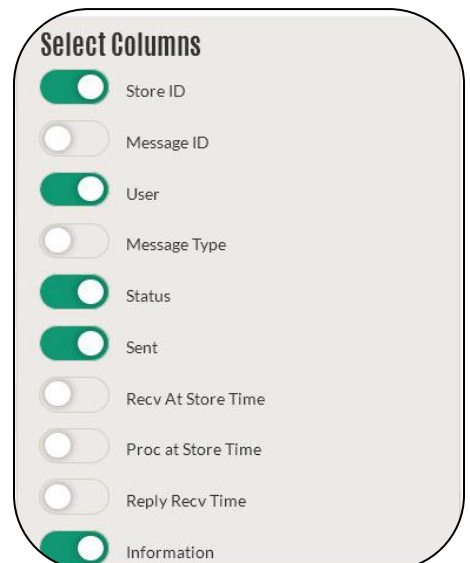


Select the store or user whose message center you wish to view and you will then be navigated to that Message Center.

Here you can determine the type of information that will be displayed regarding the parameter or setting change.

To customize the displayed information click Filter Table Columns. A green bar indicates the column will be displayed. Information that can be displayed includes:

- **Store ID**
- **Message ID**
- **User** (*person who made the change*)
- **Message Type**
- **Status** (*sent, received, processed*)
- **Sent** (*when request was sent*)
- **Recv at Store Time** (*when store received message*)
- **Proc at Store Time** (*when change was processed*)
- **Reply Recv Time**
- **Information** (*change that was requested*)



FAQ

Q: Why am I losing connectivity to the site?

A: When using a mobile device, please keep in mind that your phone may switch between networks automatically such as from wifi to your phone provider. When you change networks, the information needed to track you disappears and the application may force you to log in again. This is consistent across mobile applications requiring persistent connectivity. This can also affect large scale wifi such as changing floors or moving to different parts of a building on a corporately provided wifi network.

Back Office attempts to keep up with your changes via single sign on, but can't always retrace your steps and track you down. During this situation, it's best to go back to extranet.papajohns.com and re-login if the application appears to be waiting.