



How It Works

Vendor Bridge User Guide

Last Modified: 08.25.2020

Vendor Bridge

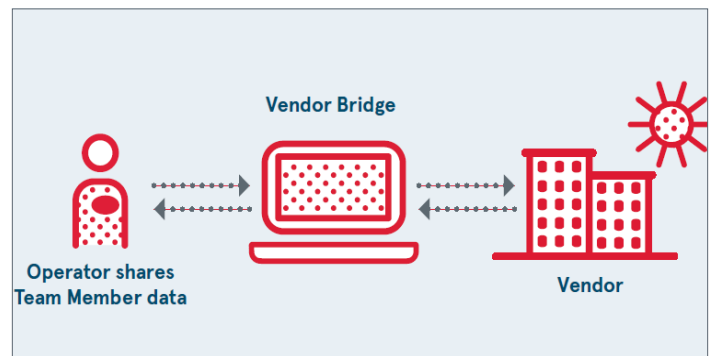


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VENDOR BRIDGE

Overview

Vendor Bridge is an automated system that allows Restaurants to transfer certain Team Member data to third-party vendors (e.g., Jolt). The system eliminates double entry of Team Member data and reduces the potential for errors from manual entry. Only vendors that have signed a certification document and completed necessary development can connect with the Chick-fil-A APIs.



NOTE

The health insurance Vendor Bridge process will differ from the typical Vendor Bridge process in that APIs will not be utilized. Instead, Chick-fil-A will be providing Chick-fil-A standardized files via a Secure File Transfer Protocol (SFTP) site. Data formatting will be the sole responsibility of the vendor. This is important to know when discussing Vendor Bridge with benefit partners.

Operators own the relationship with the vendor. Any issues, outside of those with the Vendor Bridge interface, are to be handled between the Operator and the vendor. Operators are entirely responsible for the security of the data they choose to integrate.

Setting Up a Vendor

Follow the steps below to integrate your data with an available vendor:

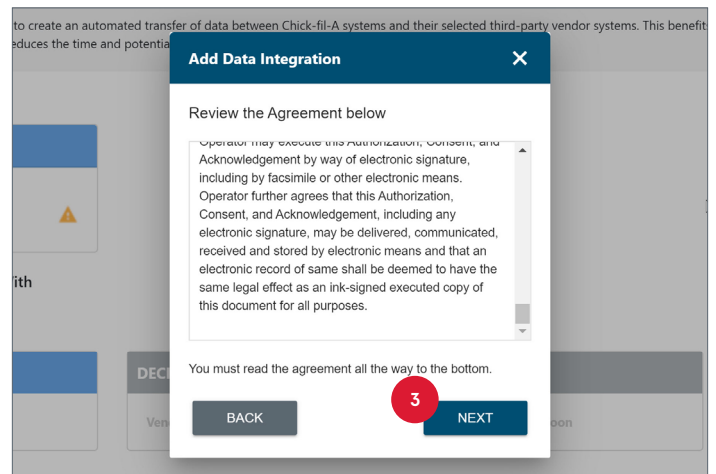
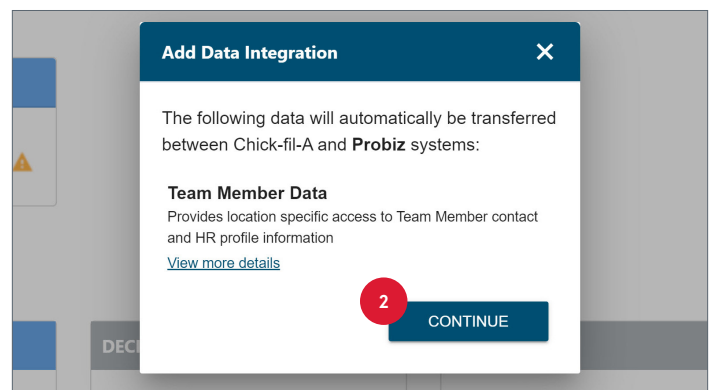
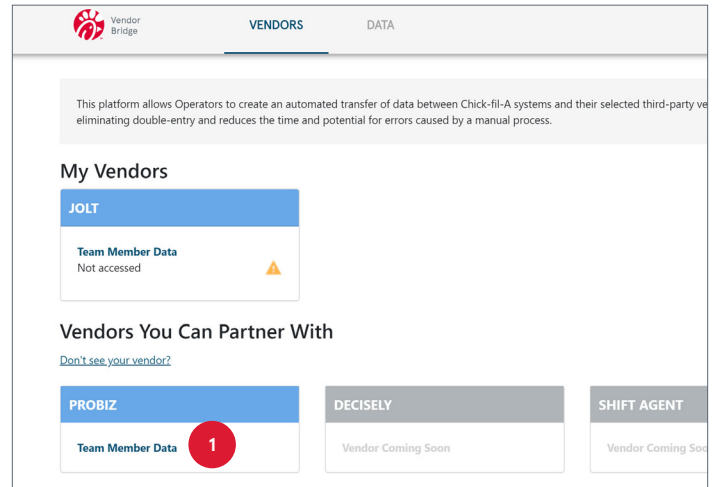
1. From the main screen, tap the card of the vendor you'd like to use.

NOTE

Vendors you have already integrated your data with appear under the **My Vendors** header.

2. On the Add Data Integration dialog box, select **Continue**.

3. Review the agreement, ensuring you scroll all the way to the end of the form. Select **Next**.



4. Enter your name in the field and tap **I Accept**. If you are setting up a health insurance vendor, this is the last step. If you are setting up any other vendor, proceed to the next step.

NOTE

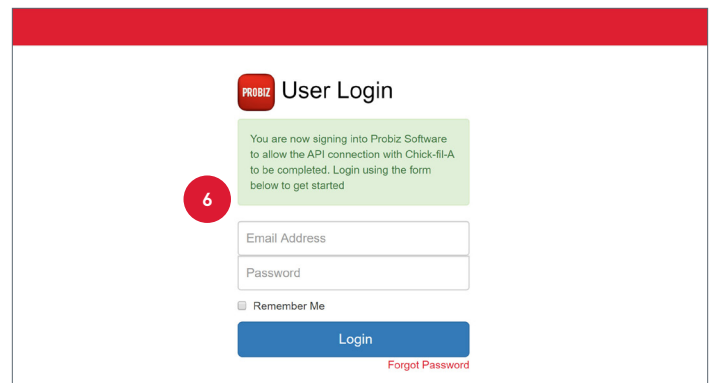
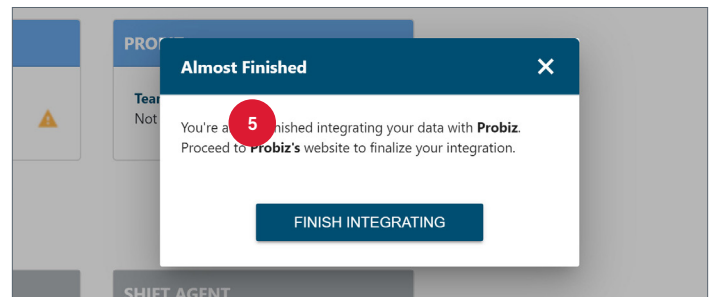
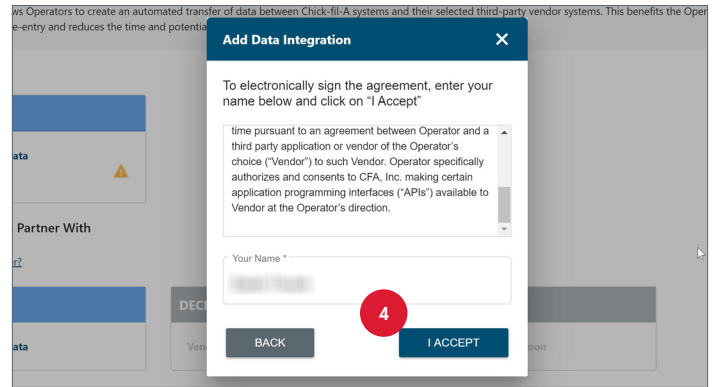
If you are completing a health insurance integration, refer to the Health Insurance Vendors section of this guide for next steps and additional information.

5. Select **Finish Integrating** to continue with the integration process for non-benefits related integrations. You are directed to the vendor's login screen. Enter your login information to finalize the data integration process with the vendor.

NOTE

Team Member data will not be fully integrated until you select the Finish Integrating link. This allows you to complete the integration process with your selected vendor.

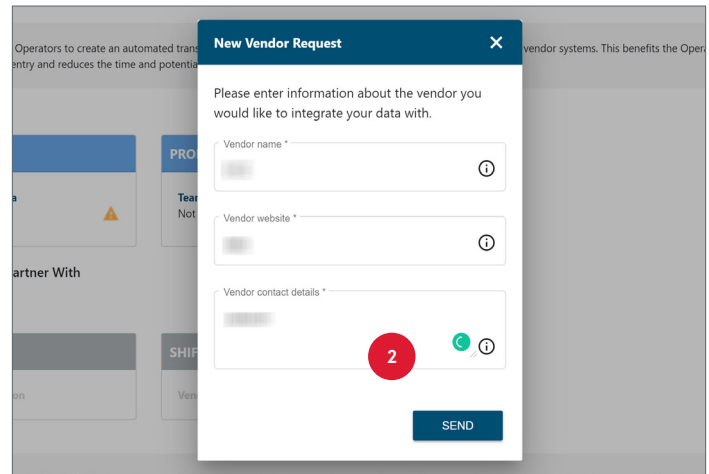
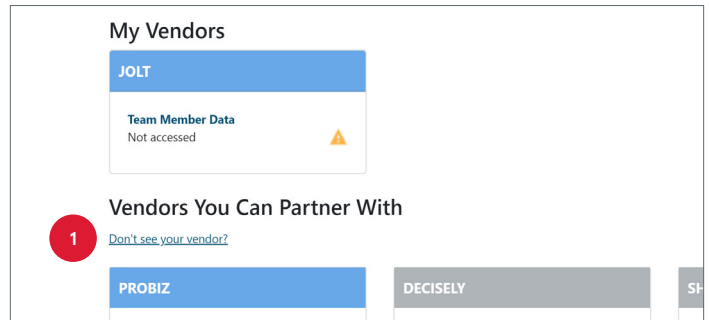
6. For some integrations, you will be directed to the vendor's login screen. Enter your login information to finalize the data integration process with the vendor.



Request Unlisted Vendors

If the vendor you would like to use was not listed upon selecting the Data Card, you may request that Chick-fil-A consider adding your vendor of choice. To do so, follow the steps below:

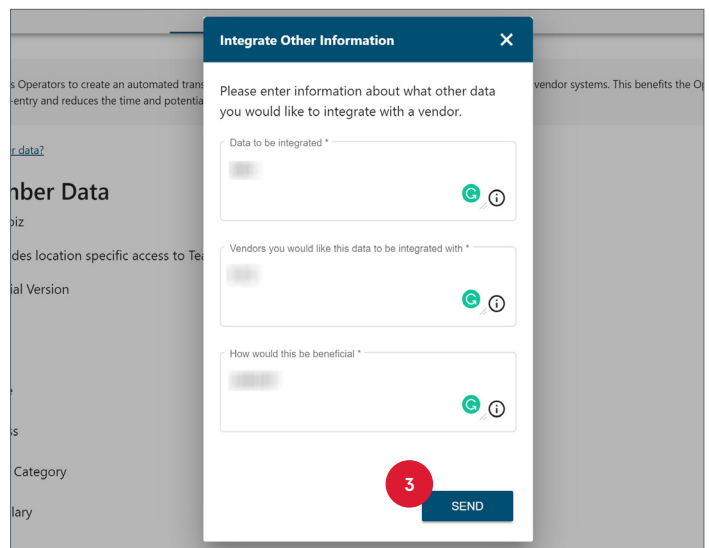
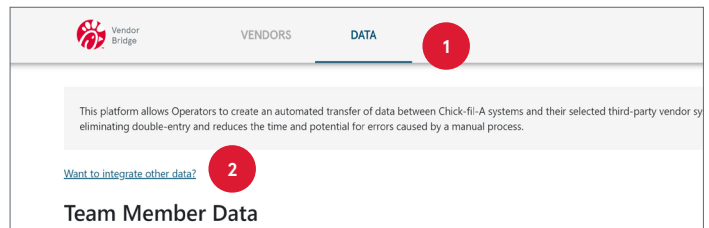
1. Select the **Don't See Your Vendor** link.
2. A New Vendor Request dialog box displays. Complete the required fields and then select **Send**.



Request Other Data Integration

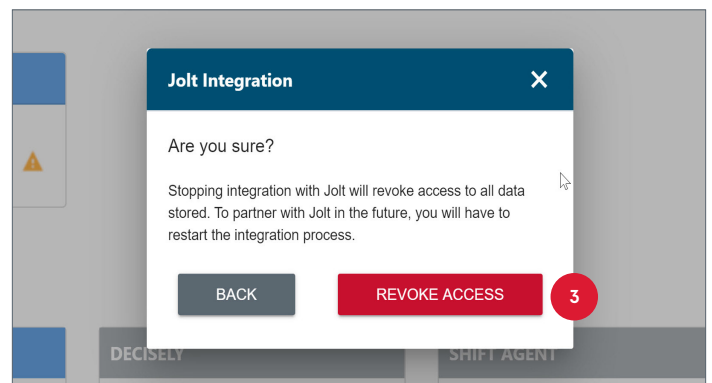
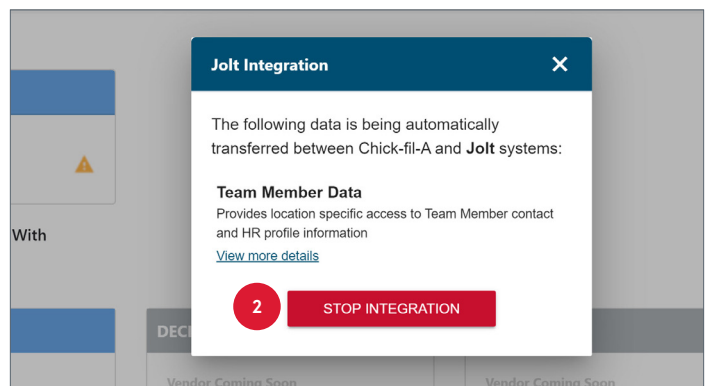
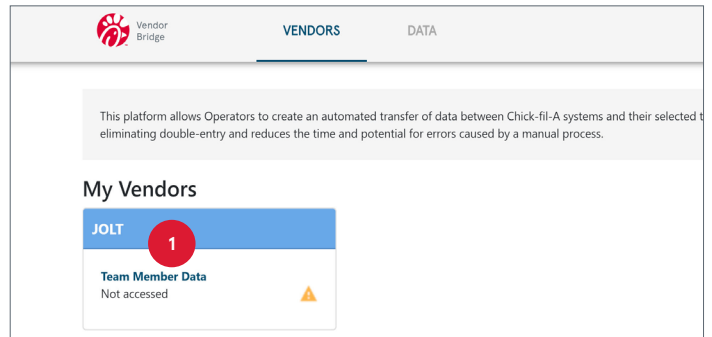
If you would like to integrate additional data that is not currently available, you can send feedback to Chick-fil-A to request its inclusion. Follow these steps:

1. Tap the **Data** tab.
2. Select the **Want to Integrate Other Data** link.
3. Complete each of the required fields and then select **Send**.



Revoke Data Access

1. To revoke data access from a vendor, select the name of the vendor.
2. In the dialog box, select **Stop Integration**.
3. A confirmation dialog box displays. Select **Revoke Access** if you are certain you want to revoke access to your data.



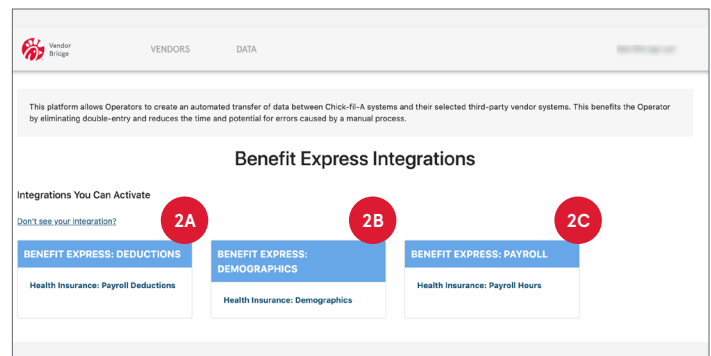
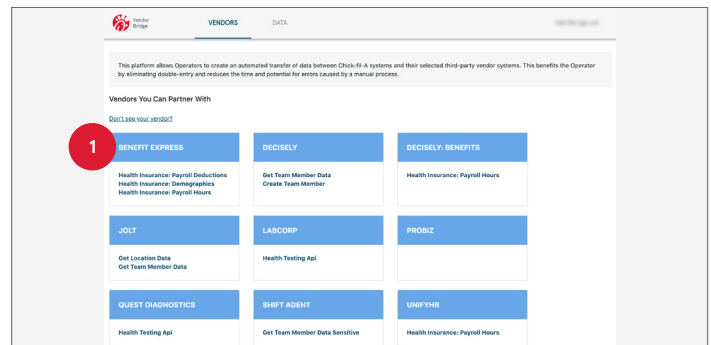
Health Insurance Vendors

Operators can choose which data integrations they would like to turn on for a health insurance vendor. The three integrations currently available for health insurance activation are: Demographics, Payroll Deductions, and Payroll Hours:

1. Under **Vendors**, select a health insurance vendor's card.

2. Select each integration card to add it as a new data integration.

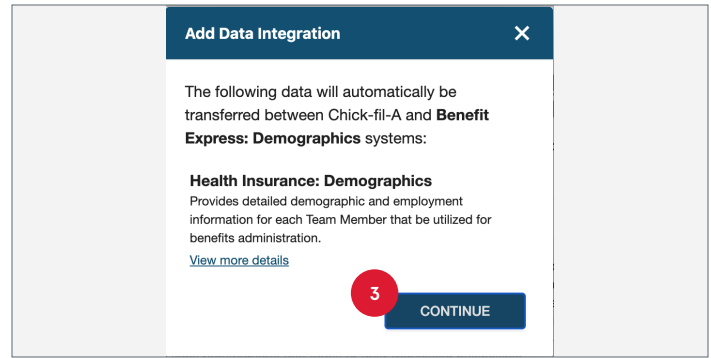
- Payroll Deductions:** Contains benefit deduction data. Files must be received no later than close of business each Thursday to accommodate pay period ending the following Saturday
- Demographics:** Contains the demographic data for all the Team Members active and terminated within the last 2 years. File is sent twice a week on Monday and Thursday.
- Payroll Hours:** Sends payroll data for all Team Members weekly on Thursday



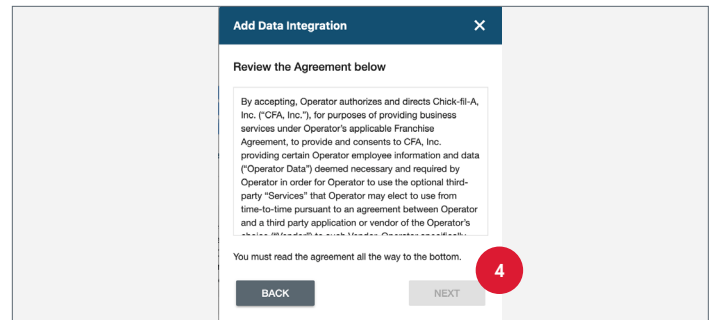
NOTE

Each integration is listed separately as timing may vary for when an Operator turns each integration on or off after vendor onboarding.

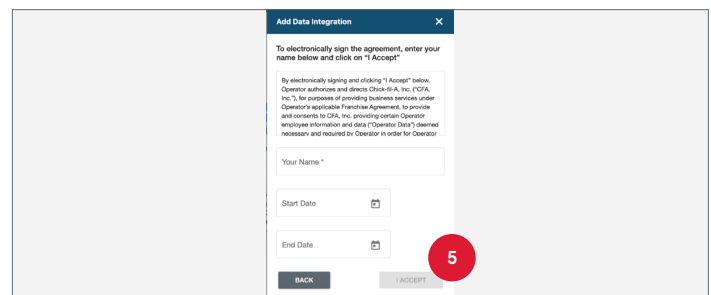
3. Press **Continue**.



4. Read the agreement and press **Next**.



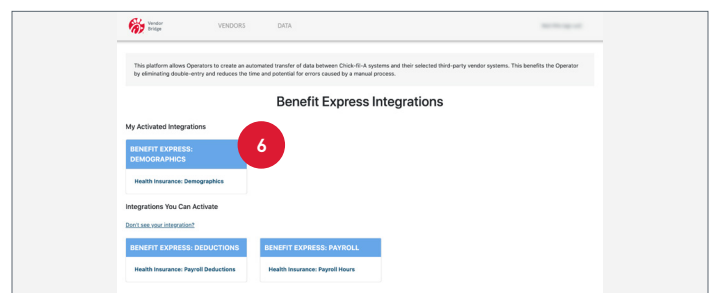
5. Enter your name and press **I Accept**. A specific **Start Date** and/or **End Date** may be entered if there are specific dates that the integration should begin and/or end.



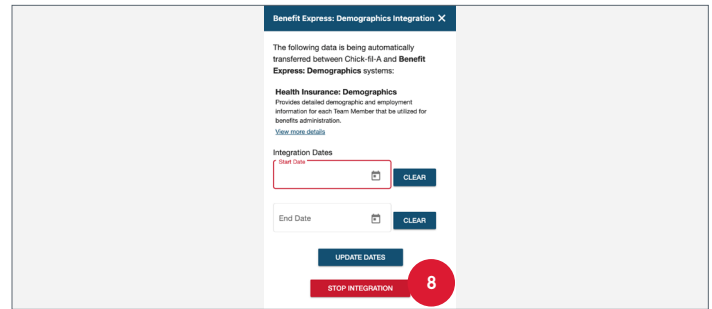
NOTE

Adding Start and End Dates are optional. You will not receive any email communications regarding date changes, so it is important to be mindful of dates entered.

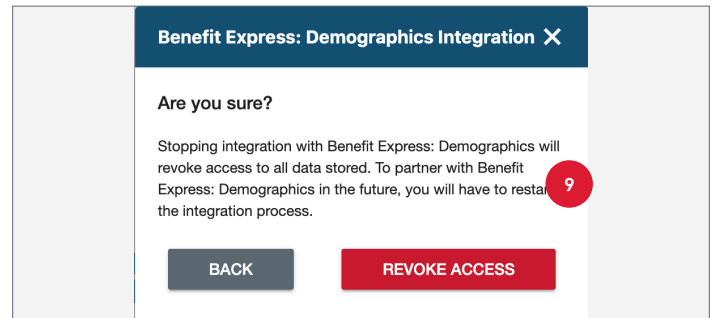
6. The selected integration is complete and can be located in **My Activated Integrations**.



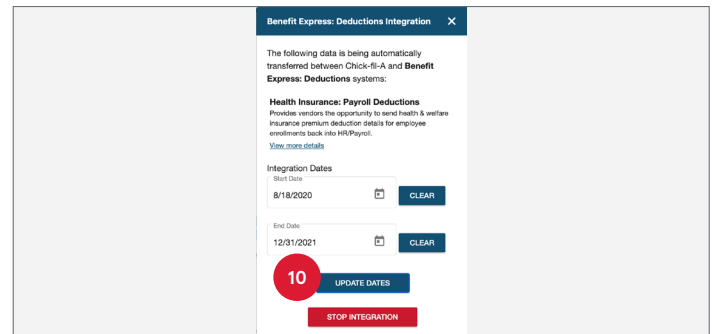
- If needed, select the integration again to update dates or stop integration.
- Select **Stop Integration** to revoke access to data. This will end the integration on the same day.



- Press **Revoke Access** to confirm.



- To update the dates that an integration should begin and/or end, enter a **Start Date** and/or **End Date**. Select **Update Dates** to confirm.



- Updated dates will appear in the activated card after dates are populated.

NOTE

If you have specific questions about a data integration, contact the health insurance vendor directly.

