

BD BRANDS

PopUp Bagels

Labor Management Portal — User Guide

Covers every tab, what each number means, and how the hours get calculated.

GETTING STARTED

Welcome

This portal was built to track labor against sales in real time. It pulls live numbers from the POS, so what you see is what's actually happening today, this week, and over time.

This guide walks through every tab so you know what you're looking at and how the hours get calculated — whether you're checking in on one shop or comparing across the district.

Getting Around

- **Shop tabs** — The star-marked tabs switch between shops. Whatever shop is selected applies to Dashboard, Week to Date, Trends, Planning, and Setup.
- **Refresh** — Pulls the latest numbers from the POS on demand — the portal also refreshes on its own, but use this if you want the very latest right now.
- **View only** — Everyone who opens the link can browse every tab and every shop. Nothing here can be accidentally changed — the only editable actions are entering Planning scratch numbers and submitting or reviewing a weekly note.

Note: The banner under the shop tabs (“Live numbers — refresh any time. View only.”) is your reminder that this is a live, read-only feed — there's no save button because there's nothing to save.

1 • TODAY'S SNAPSHOT

Dashboard

The Dashboard is the home screen for the selected shop — hour-by-hour actuals for today, live from the POS.

- **Actual by the Hour** — Every hour of today's shift, with forecasted sales for the day shown up top.
- **Service & Fixed Hrs / Non-Service Hrs** — The hours the shop has earned so far this hour, split by type — see Section 5 for how these are calculated.
- **Earned vs. Actual** — How actual scheduled hours compare to earned hours for that hour — positive means overstaffed relative to sales, negative means understaffed.
- **Today +/-** — A running cumulative total of Earned vs. Actual for the day so far.
- **Busiest hour star** — A star marks the hour with the highest actual sales today.
- **Weekly Notes** — At the bottom of the Dashboard — see Section 7 for how submitting and approving notes works.

The screenshot shows the 'Labor Management Portal' for PopUp Bagels. At the top, there's a header with the logo and a 'Refresh' button. Below the header, there are tabs for different locations: Kennedy (selected), Carrollwood, Winter Park, Viera, and Jacksonville. A yellow banner indicates 'Live numbers — refresh any time. View only.' Below this is a navigation bar with icons for Dashboard, Week to Date, Trends, District, Planning, and Setup. The main content area is titled 'HOUR-BY-HOUR — TODAY' and 'ACTUAL BY THE HOUR — live from POS'. It shows 'Today's Forecasted Sales: \$4,200'. A table displays hour-by-hour data for today's shift.

Hour	Actual Sales	Service & Fixed Hrs	Non-Service Hrs	Actual Hours	Earned vs Actual	Today +/-	Labor %
5am-6am	\$0	—	0.75	1.5	+0.7	+0.7	—
6am-7am	\$362	3.4	—	2.5	-0.9	-0.2	14.9%
7am-8am	\$388	3.5	—	3.4	-0.1	-0.3	13.5%
8am-9am	\$640	4.7	—	4.0	-0.7	-1.0	11.2%
9am-10am	\$617	4.5	—	4.0	-0.5	-1.5	10.5%
★ 10am-11am	\$718	5.0	—	5.0	+0.0	-1.5	10.3%
11am-12pm	\$347	3.3	—	5.5	+2.2	+0.6	11.6%
12pm-1pm	\$258	3.0	—	4.5	+1.5	+2.2	12.5%

The Dashboard — hour-by-hour actuals, live from the POS.

2 · THIS WEEK

Week to Date

A day-by-day breakdown of the current week, from Monday through Sunday — click any day to expand its own hour-by-hour table.

- **Forecasted vs. Actual Sales** — Side by side for every day of the week, so you can see how the week is tracking against projection.
- **Hours Earned / Actual Hours** — Earned hours come from the formula in Section 5; Actual Hours come from the schedule.
- **SPLH** — Sales per labor hour for each day — the core efficiency number the earned-hours formula is built around.
- **Total row** — Sums the whole week to date across sales, hours, labor cost, and labor %.




Labor Management Portal
Refresh

★ Kennedy
★ Carrollwood
★ Winter Park
★ Viera
★ Jacksonville

🔔 Live numbers — refresh any time. View only.

Dashboard
Week to Date
Trends
District
Planning
Setup

THIS WEEK, DAY BY DAY — click a day for hour by hour

Mon
+5.3

**Tue
+6.6**

Wed
—

Thu
—

Fri
—

Sat
—

Sun
—

DAY	FORECASTED SALES	ACTUAL SALES	HOURS EARNED	ACTUAL HOURS	EARNED VS ACTUAL	SPLH	LABOR COST \$	LABOR %
Monday	\$4,027	\$3,942	37.0	42.3	+5.3 hrs	\$93	\$581	14.8%
Tuesday (today)	\$4,200	\$3,643	34.2	40.8	+6.6 hrs	\$89	\$561	15.4%
Wednesday	\$4,800	—	39.3	—	—	—	—	—
Thursday	\$5,530	—	42.6	—	—	—	—	—
Friday	\$7,000	—	49.1	—	—	—	—	—
Saturday	\$9,000	—	58.0	—	—	—	—	—
Sunday	\$9,500	—	60.2	—	—	—	—	—
Total	\$44,057	\$7,585	71.2	83.1	+11.9 hrs	\$91	\$1,142	15.1%

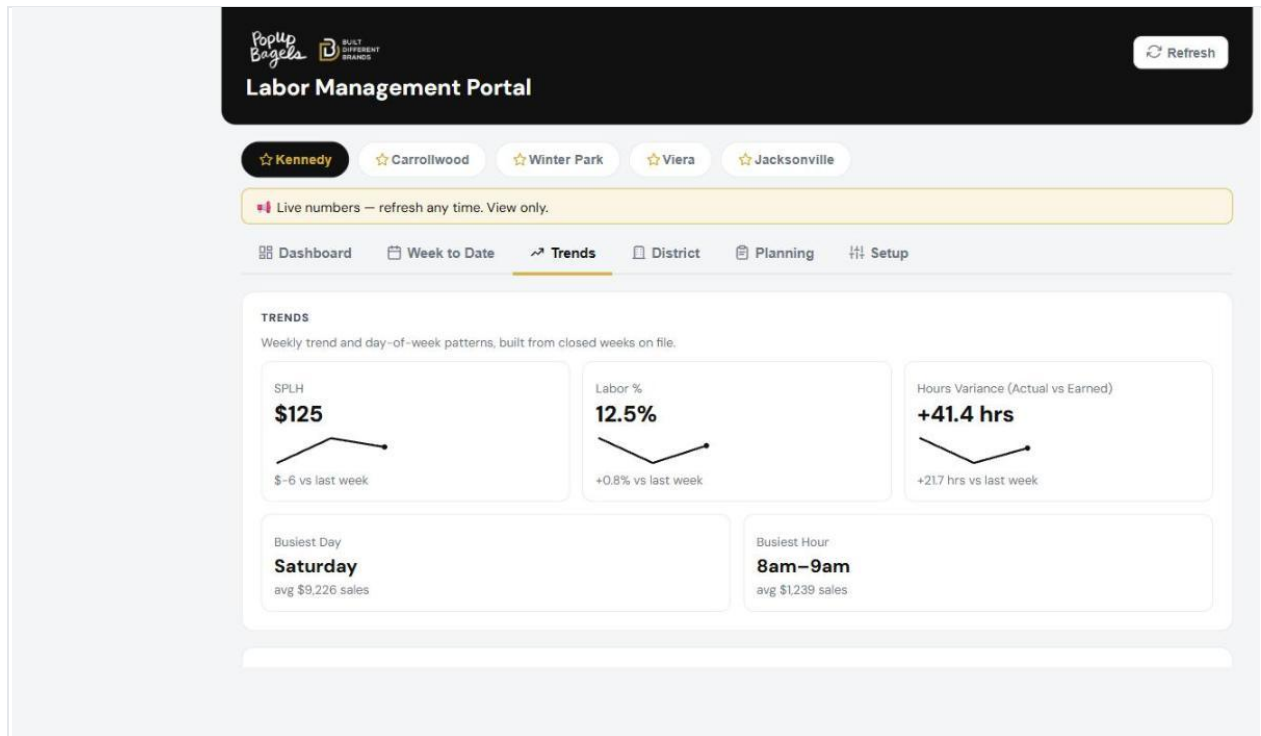
Week to Date — every day this week, one table.

3 · PATTERNS OVER TIME

Trends

Weekly trend and day-of-week patterns for the selected shop, built from closed weeks on file.

- **SPLH / Labor % / Hours Variance** — A small trend line and this-week-vs-last-week comparison for each metric.
- **Busiest Day / Busiest Hour** — The day and hour with the highest average sales, based on trailing history.



Trends — SPLH, labor %, and hours variance at a glance.

4 · PLANNING AHEAD

Planning

Enter a rough projected sales number for any day this week to see the hours it suggests — a scratch space for building next week's schedule, not connected to anything else on the portal.

- **Fixed Hrs** — Baseline crew hours to open and close the shop, no matter the volume — rises once the shop's trailing completed-week sales average tops \$15,000/week (the exact amount is in Section 5).
- **Non-Service Hrs** — Opening/closing duties and other non-service tasks — picks up extra time on Wednesday and Friday once the trailing average tops \$20,000/week (see Section 5).
- **Suggested Hours / Labor %** — Recalculates live as you type a projected sales figure into any day.

Note: Fixed Hrs and Non-Service Hrs are based on this shop's own trailing sales average — not on what you type into Projected Sales. Nothing entered here is saved or feeds into any other tab.

WEEK AT A GLANCE

Enter a rough projected -sales number for each day to see the hours it suggests.

- Over \$15,000/week average earns a full hour more per day in Fixed Hrs.
- Over \$20,000/week average earns an extra 30 min on Wednesday (schedule writing) and 20 min on Friday (ordering & receiving) in Non-Service Hrs.

Fixed Hrs and Non-Service Hrs are based on this shop's own trailing sales average, not what you type below. Scratch space only — not connected to anything else.

DAY	PROJECTED SALES	FIXED HRS	NON-SERVICE HRS	SUGGESTED HOURS	LABOR %
Monday	\$	18.0 hrs	3.8 hrs	—	—
Tuesday	\$	18.0 hrs	1.8 hrs	—	—
Wednesday	\$	18.0 hrs	2.3 hrs	—	—
Thursday	\$	18.0 hrs	1.8 hrs	—	—

Planning — type a projected sales figure, see the suggested hours.

5 · HOW THE MATH WORKS

Setup

The formula behind every “Earned Hours” number on the portal, laid out for anyone who wants to see the math instead of just trusting it.

$$\text{Earned Hours} = \text{Fixed Hours} + (\text{Net Sales} \div \text{Target SPLH}) + \text{Non-Service Hours}$$

FIXED HOURS

Baseline

Crew hours to open and close the shop, no matter the volume.

SERVICE HOURS

Net Sales ÷ SPLH

Sales-driven — one hour earned for every Target SPLH of sales.

NON-SERVICE HOURS

Task list

Opening/closing duties and other non-service work.

Fixed Hours

A flat baseline — the crew hours it takes to open and close the shop regardless of sales volume. Shops averaging under \$15,000/week (based on each shop’s own trailing completed-week sales average) earn 17 Fixed Hours/day instead of the standard baseline set on this tab. This self-adjusts automatically — no manual flag needed.

Service Hours

Net Sales ÷ Target SPLH — the sales-driven portion of Earned Hours. The standard target is \$225 in sales per labor hour, on a straight line: every full \$225 adds one service hour, and anything in between is a fraction (\$112 earns about ½ an hour, \$340 about 1½).

New shops get an easier ramp: for a shop’s first 30 days, service hours are earned off a \$200 SPLH target instead of \$225 — more hours per dollar of sales while the team is still new. Mark the shop “matured” on the Formula tab once it’s past that ramp to switch it to the standard \$225.

Non-Service Hours

Hours for opening/closing duties and other tasks on the shop’s task list. Two of those tasks — Wednesday’s Schedule Writing and Friday’s Ordering & Receiving — are only earned once a shop’s trailing weekly average sales top \$20,000; below that, they’re cut from Earned Hours. Same self-adjusting logic as the Fixed Hours rule above.

Labor Cost & Earned vs. Actual

Labor cost uses each shop’s own pay rates — hourly crew at their wage, salaried managers at their salary rate for the hours they clock. A manager’s pay counts only when they’re on the clock, not on days off. Earned vs. Actual counts every clocked hour the same way, managers included.

Live vs. Finalized

Today’s numbers are live, refreshed from the POS as the day happens. They settle to final after the nightly update, once the day’s hours and sales are fully in.

Staffing Cap

Service Hours are capped at 10 hours in any single hour — the maximum on-floor crew the formula assumes. Above that sales level, the extra volume is covered by the team already scheduled rather than by adding more labor.

Racking Prep

A separate calculator on the Setup tab. Racking grows with sales volume in steps, not a flat number: enter tomorrow's projected sales (the prep happens today for tomorrow's bake) and the tiers give the prep hours to budget. Racking should be completed after 1pm.

These hours count toward Earned Hours only for shops averaging \$20,000+/week — the same trailing-average rule as Schedule Writing and Ordering & Receiving. Below that, racking isn't earned, though the calculator still shows the tiered hours for budgeting purposes.

Workload Calculator

A standalone scratch calculator, also on the Setup tab. Plug in a projected sales number and a productivity goal to see the labor hours it earns, using the same formula as above. It's not connected to the Dashboard, Week to Date, or R365, and changing it doesn't affect anything else in the tool.

The screenshot shows the 'Labor Management Portal' interface. At the top, there's a header with the PopUp Bagels logo and a 'Refresh' button. Below the header, there are location tabs: Kennedy (selected), Carrollwood, Winter Park, Viera, and Jacksonville. A yellow banner states: 'Live numbers — refresh any time. View only.' Below this is a navigation bar with tabs: Dashboard, Week to Date, Trends, District, Planning, and Setup (selected). The main content area is titled 'How the numbers work' and displays 'THE FORMULA' as follows:

$$\text{Earned Hours} = \text{Fixed Hours} + \frac{\text{Net Sales}}{\text{Target SPLH}} + \text{Non-Service Hours}$$

Below the formula, there are three boxes explaining the components:

- FIXED HOURS**
Baseline
crew hours to open and close the shop, no matter the volume
- SERVICE HOURS**
Net Sales ÷ SPLH
sales-driven — one hour earned for every Target SPLH of sales
- NON-SERVICE HOURS**
Task list
opening/closing duties and other non-service work (set on the Service tab)

Setup — the Earned Hours formula, spelled out.

6 · MULTI-SHOP VIEW

District

Every shop side by side, for anyone comparing across the district rather than drilling into one location.

- **District Overview** — Week-to-date sales, SPLH, labor \$, labor %, and Earned vs. Actual for every shop, plus a District Total row.
- **Week-over-Week** — A rolling window of the last 10 closed weeks, all shops per week — click any week to expand its full table.
- **Note icon & exception-hours pill** — A small note icon and a gold “exc hrs” pill appear next to a shop’s Earned vs. Actual only for weeks with an approved note — see Section 7.
- **Trends** — The same trend metrics as the per-shop Trends tab, rolled up district-wide.

Winter Park	\$5,723	\$84	\$1,221	21.3%	+4.6 hrs	+2.8	\$80
Carrollwood	\$3,226	\$61	\$922	28.6%	+0.6 hrs	-0.8	\$67
Viera	\$2,034	\$45	\$1,071	52.6%	+0.3 hrs	+2.2	\$35
District Total	\$21,816	\$70	\$5,747	26.3%	+29.1 hrs	+16.5	—

Only you can publish (it asks for your publish key). Everyone else sees the latest published numbers, view-only.

▼ 📅 Week-over-Week — All Shops

Last 10 closed weeks, all shops per week. Click a week to expand, SPLH = sales + labor hours — higher is better.

▼ Week of 2026-08-03 — 5 shops

SHOP	SALES	SPLH	LABOR \$	LABOR %	EARNED VS ACTUAL	
Kennedy 📌	\$47,786	\$125	\$5,959	12.5%	+41.4 hrs	+13.0 exc hrs
Carrollwood	\$18,494	\$87	\$3,850	20.8%	+2.7 hrs	
Winter Park	\$29,527	\$96	\$5,746	19.5%	+48.3 hrs	
Viera	\$14,010	\$81	\$3,369	24.1%	-8.6 hrs	
Jacksonville	\$17,579	\$81	\$3,843	21.9%	+12.7 hrs	
Total	\$127,396	\$99	\$22,767	17.9%	+96.5 hrs	

► Week of 2026-07-27 — 5 shops

Week-over-Week — the note icon and exception-hours pill next to Kennedy’s Earned vs. Actual.

7 · WEEKLY NOTES AND APPROVALS

Weekly Notes

A lightweight way to attach context to a week's numbers — a late truck, a broken oven, an event that explains why the hours looked the way they did — without touching the math.

- **Anyone can submit** — One note per shop per week, for the current week or any prior week, using the week dropdown on the submission form.
- **Exception hours (optional)** — A number of hours the submitter flags as context — purely informational. It never changes Earned vs. Actual; it only surfaces as the pill described in Section 6.
- **Stays pending until reviewed** — A submitted note is hidden from everyone — including other viewers — until it's approved or denied by your above-store leader.

Note: Approving, denying, and removing notes is limited to above-store leadership. Everyone else can submit a note and see approved ones — nothing more.

11am–12pm	\$347	3.3	—	5.5	+2.2	+0.6	11.6%
12pm–1pm	\$258	3.0	—	4.5	+1.5	+2.2	12.5%
1pm–2pm	\$224	2.8	—	4.0	+1.2	+3.4	13.3%
2pm–3pm	\$67	2.1	1.00	4.0	+0.9	+4.3	14.6%
3pm–4pm	\$21	0.1	—	2.4	+2.3	+6.6	15.4%
4pm–5pm	\$0	—	—	0.0	—	+6.6	15.4%
Total	\$3,643	32.4	1.75	40.8	+6.6	6.6	15.4%

WEEKLY NOTES

One note per week per shop. Anyone can submit one -- it's reviewed and approved before it shows here.

No published note yet for this week.

► **Submit a note for current or prior week(s)**

▼ **Past weeks**

Week of 2026-08-03

8/8 Fri 7.5 hours- Behind the Scenes

8/9 Sat 5.5 hours- Running man

— Ariel Clavet, Aug 11, 4:10 PM · [Remove \(PIN\)](#)

[Review pending note \(PIN required\)](#)

Weekly Notes — an approved note, with the option to remove it after the fact.

WRAPPING UP

Questions?

If a number looks off or a tab is confusing, submit a support ticket under the Support section of the Setup tab — that's the best way to reach us.