



**RESTAURANT  
ASSOCIATION  
OF NEW ZEALAND**

# **GIFT VOUCHER & RESTAURANT GIFT CARD ESSENTIAL INFORMATION KIT**

**If you have any  
queries about the  
Restaurant Association  
gift vouchers and  
restaurant gift cards  
at any time phone  
0800 737 827 or  
after hours on  
027 413 3880**

Miss Clawdy, member located in Auckland



# Background...

**Designed to deliver new business to Association members, annual sales for these two programmes is in excess of \$1 million dollars!**



Vouchers and gift cards can only be used in our members' establishments throughout New Zealand, with participating businesses promoted on **[www.dinefind.co.nz](http://www.dinefind.co.nz)**.

Restaurant Association gift vouchers are sold through the Association (predominantly via [www.dinefind.co.nz](http://www.dinefind.co.nz)) and the restaurant gift cards are an initiative in partnership with the Gift Station® brand – sold through retail outlets around the country. Combined these programmes have an extensive distribution network and marketing force designed to promote member businesses.

With both programmes you receive the full proceeds (eg, if a voucher is for \$100, you will receive \$100). There is no commission or processing charge – the Restaurant Association has absorbed all of these costs to enable our members to benefit completely from the initiatives.

Enrolment into the gift voucher programme is automatic for all members (you simply need to start accepting them). We do need to register your details for the gift card programme (details enclosed).

**Remember:** All of your staff must know about these programmes. Keep this key information at your till and include training as part of your induction process for new staff.



# Restaurant Association gift vouchers

The gift vouchers are a paper voucher the size and style of a cheque.

As a participant in this programme:

- Ensure you display the sticker in your establishment to tell customers that you accept the gift vouchers.
- Check your free listing on [www.dinefind.co.nz](http://www.dinefind.co.nz) and contact the Association if changes are needed. Your Dinefind listing has a logo indicating you are part of the gift voucher programme so customers know they can use their vouchers with you.



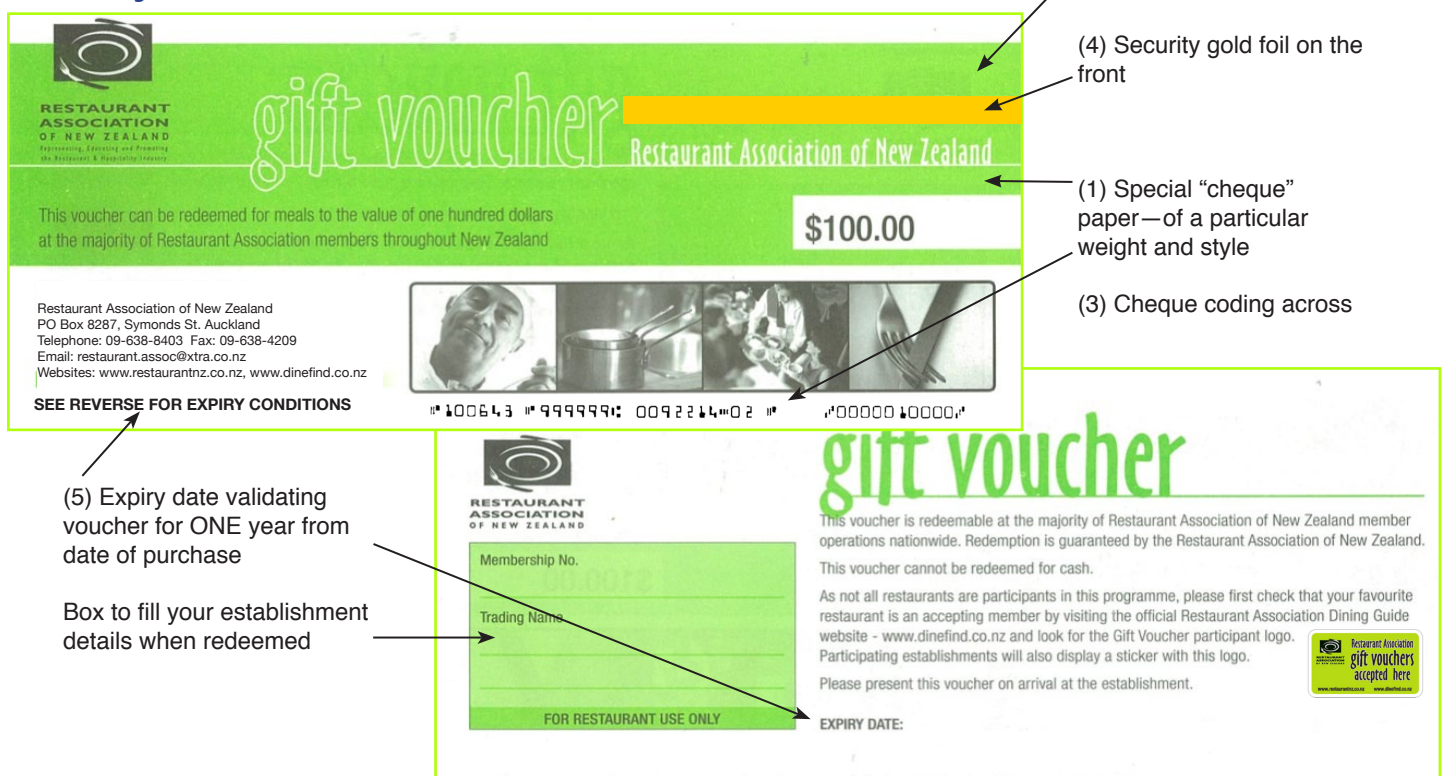
**What to do...** when you are presented with a Restaurant Association Gift Voucher:

**Accept it, but check the following security features:**

- Is it on cheque paper (1)?
- Has it got the lime green band of colour (2)?
- Does it have a serial number on it (3)?
- Does it have security gold foil on the front – this cannot be tampered with or photocopied (4)
- Check the expiry date on the back (5): each voucher has an expiry date validating it for ONE year from date of purchase. Do not accept expired vouchers.

If the customer has spent less than the voucher value, you are not required to give change, however, if you choose to, you are reimbursed for the full amount anyway. If the customer spends over the voucher value, they pay the balance to you.

## Security features....



## Reimbursement is simple:

- Westpac customers: Bank the voucher at Westpac with your daily banking (just like you would do with a cheque). You'll be reimbursed the full amount.
- Everyone else: Send the voucher back to Restaurant Association, PO Box 8287 Symonds Street, Auckland for reimbursement, OR, scan and email a copy to [info@restaurantnz.co.nz](mailto:info@restaurantnz.co.nz). The full amount will be direct credited into your bank account - voucher redemptions are made each Friday.

Please ensure that you confirm that you have provided us with your correct bank account number and if sending the voucher to us clearly indicate your membership details on the back of the voucher.



# Restaurant gift cards

**The restaurant gift card is a plastic card the look and size of a credit card or EFTPOS card.**

It is on sale at more than 2,000 Gift Station® outlets nationwide ~ The Warehouse, Warehouse Stationery, Paper Plus, New World, Countdown, Zed petrol stations and more.

There's no out of pocket cost and no changes in technology; this gift card works with all major EFTPOS terminals.

As a participant in this programme:

- Display the "Use Here" gift card sticker in your establishment to tell customers that you accept restaurant gift cards.
- Check your free listing on [www.dinefind.co.nz](http://www.dinefind.co.nz) and contact the Association if changes are needed. Your Dinefind listing has a logo indicating you are part of the gift voucher programme so customers know they can use their gift cards with you.

**What to do...** when you are presented with a restaurant gift card by a customer:

NB: You will first need to complete the registration form on the following page and return it to us.

- Swipe the card through your EFTPOS terminal
- Select CREDIT as the account
- Use the 4-digit PIN from the back of the card (under the gray scratchy panel)
- Just like an EFTPOS transaction, the card will return an accepted or declined response. On acceptance, the amount will be deducted from the gift card.

## Reimbursement:

- Once you have registered to be part of this programme you will be sent a guide for redeeming the cards. When a card is presented in your business as payment, your existing EFTPOS terminal is all you need to process the transaction. Our partners in the gift card scheme will pay you 100% of the value of the transaction (payments are made weekly on a Thursday for transactions from Monday to Sunday on the week previous).
- You'll receive weekly reports detailing all cards redeemed in your business for that period.



# Restaurant gift card registration

Please complete the following details and return to:  
Restaurant Association of NZ, PO Box 8287, Symonds Street. Auckland.  
Email: [info@restaurantnz.co.nz](mailto:info@restaurantnz.co.nz) Phone: 09 638 8403 Fax: 09 638 4209

Legal name of business	
Trading name	
Physical address	
Postal address	
Contact person	
Phone	
Email	
<b>Please note: we collect the following details so that we are able to reimburse you for any Gift Cards redeemed in your business.</b>	
<b>Terminal ID(s)</b> (you can find this on an EFTPOS receipt)	
<b>Merchant ID(s)</b> (you can find this on your monthly merchant statement)	
<b>Bank name and Branch</b>	
<b>Bank account no.</b>	

## Gift voucher direct credit instructions

For reimbursement of Restaurant Association Gift Vouchers please fill out this form and return it to us.  
Please include a blank deposit slip with your form for account verification.

Trading name	
Membership no. (if known)	
Contact person	
<b>Bank account no.</b> (we'll reimburse into this account)	
<b>Reference</b> (this will appear on your statement)	

**\*IF YOU ARE A NEW MEMBER, please also ➡ complete the following details over the page**



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Trading name of business	
Website address	
What social networks do you use?	<input type="checkbox"/> Facebook <input type="checkbox"/> Twitter <input type="checkbox"/> Instagram
Cuisine style	
Opening hours	
Seating capacity	<input type="checkbox"/> Inside <input type="checkbox"/> Outdoor
Typical main price	<input type="checkbox"/> Less than \$15 <input type="checkbox"/> \$15-\$25 <input type="checkbox"/> \$25-\$35 <input type="checkbox"/> More than \$35
Is the liquor licence...	<input type="checkbox"/> BYO <input type="checkbox"/> Licensed <input type="checkbox"/> No liquor licence
Do you have disabled access?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you take reservations?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you do takeaway or delivery?	<input type="checkbox"/> No <input type="checkbox"/> Takeaway <input type="checkbox"/> Takeaway and delivery
Is there customer parking?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Payment options	<input type="checkbox"/> Visa/Mastercard <input type="checkbox"/> AMEX <input type="checkbox"/> Diners <input type="checkbox"/> EFTPOS