



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

# 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.



# How to redeem Restaurant Association gift vouchers



## Accepting gift vouchers is simple.



New gift voucher

### Step 1: Accept the gift voucher.

### Step 2: Check the voucher for:

- **Expiry date** – do not accept expired vouchers
- **Gold metallic foil**

The vouchers come in denominations of: \$25, \$50, and \$100

If the customer has spent less than the voucher value, you are not required to give change unless you choose to. You are reimbursed for the full amount of the voucher regardless of if you provide change. If the customer spends over the voucher value, they must pay the balance to you.

Continue to accept the old gift vouchers in the same way as you have until December 2018.



Old gift voucher

## Reimbursement is simple.

### Email us a photo of the voucher.

Email a photo of the voucher, taken clearly on your phone (or scanned) to: [info@restaurantnz.co.nz](mailto:info@restaurantnz.co.nz)

OR

### Mail us the voucher.

Mail the voucher to the Restaurant Association at: P.O. Box 8287 Symonds Street, Auckland

Please **include the correct bank account number** when redeeming gift vouchers. If you are mailing us the voucher, clearly **indicate your membership number and business name** on the voucher. Payments go out every Friday.

If you have any questions on redeeming the gift vouchers, please contact the Restaurant Association on 0800 737 827. View participating restaurants accepting the gift voucher at [Dinefind.co.nz](http://Dinefind.co.nz)

# 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, Z 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 of this programme:

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.

## Accepting gift cards is simple.

- Step 1:** Complete the registration form on following page and return it to us to sign up to the programme.
- Step 2:** Swipe the card through your EFTPOS terminal.
- Step 3:** Select **CREDIT** as the account.
- Step 4:** Use the **4-digit PIN** from the back of the card (under the gray scratchy panel).
- Step 5:** The card will display an accepted or declined response. On acceptance, the amount will be deducted from the gift card.

## Reimbursement is simple.

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.

If you have any difficulties redeeming a gift card, please contact ePay (our partners in the Gift Card programme) immediately at 0800 64 999, or the Restaurant Association at 0800 737 827.



## 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 Phone: 09 638 8403 Fax: 09 638 4209

<b>Legal name of business</b>	
<b>Trading name</b>	
<b>Physical address</b>	
<b>Postal address</b>	
<b>Contact person</b>	
<b>Phone</b>	
<b>Email</b>	
<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.

<b>Trading name</b>	
<b>Membership no.</b> (if known)	
<b>Contact person</b>	
<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.**



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



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