



Cut this out
and give it to the
managers in your
restaurant!

How to redeem Restaurant Association gift vouchers



Accepting gift vouchers is simple.



Gift voucher

Step 1: Accept the gift voucher.

Step 2: Check the voucher for:

- **Expiry date** – do not accept expired vouchers
- **Gold metallic foil** (security feature)

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.

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

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 are made 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

How to redeem Restaurant Association gift cards

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

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. If you accept the gift cards, there's **no out of pocket cost and no changes in technology**; this gift card works with all major EFTPOS terminals.

Check your free listing on www.dinefind.co.nz and contact the Association if changes are needed. Your Dinefind listing has a logo indicating you are part of the programme so customers know they can use their gift cards with you. If you aren't signed up yet, contact us today.



Accepting gift cards is simple.

- Step 1:** **Contact us** to sign up to the programme.
- Step 2:** Once signed up, **swipe the gift card** through your EFTPOS terminal.
- Step 3:** **Select PURCHASE** if prompted and then enter the dollar amount.
- Step 4:** **Select CREDIT** as the account.
- Step 5:** **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 and **the receipt will show the remaining balance on the card.**

Checking the balance is easy.

- Step 1:** **Select BALANCE ENQUIRY** transaction on your EFTPOS terminal.
- Step 2:** **Swipe the gift card** through the EFTPOS terminal when prompted.
- Step 3:** **Select PURCHASE** if prompted and then enter the dollar amount.
- Step 4:** **Select CREDIT** as the account.
- Step 5:** **Use the 4-digit PIN from the back of the card** (under the gray scratchy panel).
- Step 5:** The terminal will process and display the card balance on screen.

Reimbursement is simple.

When a card is presented in your business as payment, your existing EFTPOS terminal is all you need to process the transaction as long as you're signed up to the programme. 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 99 99, or the Restaurant Association at 0800 737 827.