

Gift voucher & restaurant gift card

Essential information
kit & staff instruction
sheets

If you have any
queries about the
Restaurant Association
gift vouchers and
restaurant gift cards
at any time phone
0800 737 827



Designed to deliver new business to Association members, annual sales for these two programmes is in excess of \$2 million dollars!

RA gift vouchers, eVouchers and restaurant gift cards can be used exclusively at members' establishments throughout New Zealand, with participating businesses promoted on www.dinefind.co.nz. You can update all of your details and check if you are setup to receive them by logging into your membership dashboard on the RA website.

Restaurant Association gift vouchers are sold through the Association (predominantly via 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, paid weekly). 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.

Enrollment 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. [Click this link to register now.](#)

Remember: It is important that your staff know about these programmes and what to do if a customer comes in with a voucher, eVoucher or card. Keep this key information at your till & include training as part of your induction process for new staff.





How to redeem Restaurant Association Gift Vouchers and eVouchers

Accepting gift vouchers is simple.

Step 1: Accept the gift voucher

(eVoucher? Jump to Step 3)

Step 2: (Physical Vouchers) Check the voucher for:

- Expiry date** Do not accept expired vouchers
- Gold metallic foil** Security feature
- Paper vouchers** Come in denominations of \$20, \$50, and \$100.
- eVouchers** Range from \$5 – \$2000.

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.



Step 3: Redeeming

Go to dinefind.co.nz/redemption

Enter the voucher number followed by your membership number, you can record this in the box below. Confirm your business name to verify the redemption.

Got an eVoucher?

You can also scan the QR code on the voucher with a smart phone or tablet to take you directly to the redemption page.

Payments are made every Friday to your nominated bank account. If you have any questions on redeeming the gift vouchers, please contact the Restaurant Association on 0800 737 827 or **09 632 1410**. View participating restaurants accepting gift vouchers at [Dinefind.co.nz](https://dinefind.co.nz). Please note that all vouchers (including eVouchers) need to be redeemed in full.



Need information on Restaurant Gift Cards?

Turn over for instructions



Membership number

How to redeem Restaurant Gift Cards

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



To be part of the programme and start receiving restaurant gift cards complete the registration form [here](#).

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 needed; 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 gift card programme so customers know they can use their gift cards with you.



Accepting gift cards is simple

- Step 1:** Swipe the gift card through your EFTPOS terminal.
- Step 2:** Select PURCHASE if prompted and then enter the dollar amount.
- 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 and the receipt will show the remaining balance on the card.

Do not accept any expired cards as you will not be able to be reimbursed for cards past their expiry. Encourage your customer to follow up with ePay on 0800 64 9999.

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 64 999, or the Restaurant Association at 0800 737 827 or 09 632 1410

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 6:** The terminal will process and display the card balance on screen.