



## OpenTable Gifts Basics Guide

Welcome to OpenTable Gifts! We are delighted to have you as a valued restaurant partner.

In this simple guide we will cover the basics of selling and redeeming OpenTable Gifts. Be sure to share this guide with your staff to ensure a smooth gift card redemption process for your guests.

### Loading Online Gift Cards into Your POS System

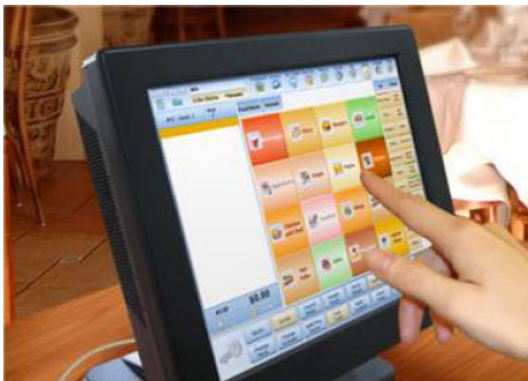
OpenTable Gifts is integrated with your gift card processor, so your gift cards automatically load into the system when they are purchased. You can opt to receive a notification with each gift card sale, **but no action is necessary on your part until the gift card is redeemed.**

### Redeeming an OpenTable Gift

Your guest will present their OpenTable Gift either by handing over a printed copy or displaying the card on his/her smartphone. In either case, you will need to verify the unique number that appears on the bottom right corner of each gift card.

**TO REDEEM THE GIFT:** Type the gift certificate number in to the POS. Enter the redemption amount as you would for a physical gift card. You will not be swiping a gift card.

**TYPE DON'T SWIPE!**



If a balance remains, you may note the remaining balance on the paper gift card and give it back to the guest for future use. Or, if they prefer, the guest may reprint their gift card.

If a gift card is accidentally deleted, the guest can contact OpenTable Gifts support ([gifts@opentable.com](mailto:gifts@opentable.com)) to have the certificate resent.

### **QUESTIONS?**

You can always contact OpenTable Customer Support at 1-800-OPENTABLE or email us at [gifts@opentable.com](mailto:gifts@opentable.com).