

OpenTable 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 redeeming your OpenTable Gifts. Be sure to share this guide with your staff to ensure a smooth redemption process for your guests.

Manually Loading Online Gift Cards into Your POS System

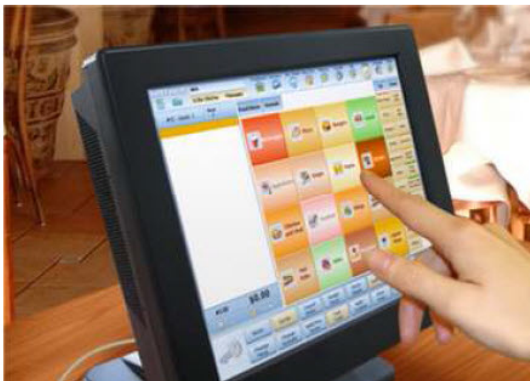
When a gift card is sold you will receive a notification email that includes the gift card number and amount. **You must manually load these gift cards into your POS system so it recognizes the gift card when it is redeemed.** To do this, follow your normal process for loading a gift card. Be sure to type in the gift card number that was emailed to you. You will need to do this in lieu of swiping the physical card. If you need to enter a payment, most OpenTable Gifts partners enter the transaction as “Cash” or create a “House Account” for OpenTable Gifts.

Redeeming an OpenTable Gift

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

TO REDEEM THE GIFT CARD: Type the gift card 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) to have the certificate resent.

QUESTIONS? You can always contact OpenTable Customer Support at 1-800-OPENTABLE or email us at support@treatful.com.