



SMITTY'S CANADA INC.

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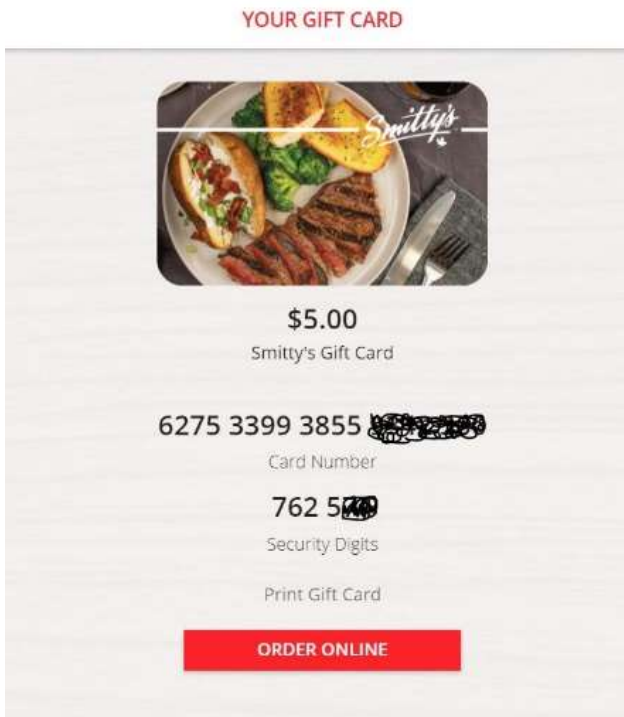
BULLETIN #9/19

DATE: January 20, 2021
TO: All Franchisees and Corporate Managers
FROM: Crystal Davies
RE: **Online Gift Cards Redemption on Different Model Instructions**

Hello Everyone,

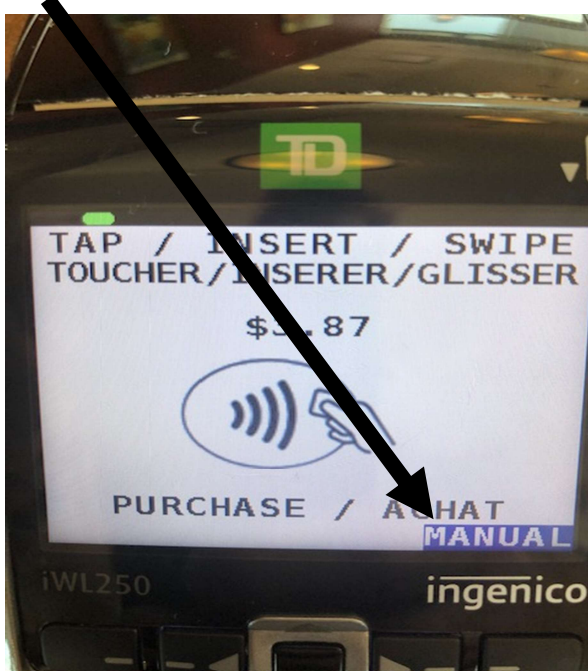
We have had many inquiries on how to redeem on-line gift cards. Please see the below instructions on how to redeem these on the Verifone and Ingenico handheld models. Please note that if your location has a model that is not listed, please reach out to Eigen and they will assist you (1-604-736-1066).

- 1) Guest may present a printed paper showing their gift card number and security digits or show the server on their phone (in this case, server should write down all digits).



- 2) Using the pin pad, the server should choose “Manual” as the method of payment, and input the digits as provided by the gift recipient.

Ingenico Model



Please note that if you do not see the manual option on your handheld, please reach out to have this feature added to your machines.

VeriFone Model



- 3) If there is a request for the expiry date, please hit enter to bypass this request.
- 4) Server may close out the cheque as normal or apply another method of payment if there is an outstanding balance on the table's cheque.

Please take some time to go thorough these steps. If your handheld does not follow these steps please reach out to Eigen and they will assist you.

If you have any question or concerns, please do not hesitate to reach out at cdavies@smittys.ca or 403-930-8749.

Warmest Regards,
SMITTY'S CANADA INC.



Crystal Davies
Business Intelligence and Operations Manager