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everybody wins

Welcome to Dealfind!

We're thrilled to share your amazing business with thousands of our subscribers.



**Get ready for your big deal—  
you're about to make headlines!**

Everything you need to make the best of your Dealfind experience is right here. Please take the time to thoroughly read over all of the information we've provided below. In just 15 minutes you'll have a solid understanding of what to expect come the day of your amazing Dealfind feature. And remember, good staff communication and setting achievable expectations will help make the process go smoother than ever.

We'll do our best to make sure that you have a great experience with Dealfind. As well, if you have any further questions, please don't hesitate to contact your account representative or our helpful Customer Satisfaction Experts at 1 (888) 320-6368. We look forward to your deal's success and hope to work together again in the future!



Very Important!



In a short time your business will be featured on Dealfind, and to make sure you're prepared there are a few things you will need to do first. Right off the bat you should know that on the day of your deal your phones will be ringing non-stop. As well, you'll notice a dramatic increase in foot traffic and web traffic: but don't let it ruffle your feathers! It simply means that your business has been bumped up to super-star status, and that's a good thing. Check out our [feature checklist](#) to help you stay organized

### Average Volume of Dealfind Traffic



This has all been done before so you can totally relax knowing that we'll be here to help you every step of the way. Each voucher you sell is like a potential new customer just waiting to become a returning customer—so of course we're going to do everything we can to get you ready for the new wave of business that you'll be receiving! To hear from business owners who have had great success being in your shoes and have sold tons of vouchers, just take a look at these helpful videos.

- [Restaurant Testimonials](#)
- [Business Testimonials](#)
- [What to Expect](#)



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## Redeeming a Dealfind Voucher

Sorting out all the vouchers you'll receive from all your new customers is an easy and straightforward process with Dealfind. How easy? Just take a look below and you'll see how you can keep track of who's been spending their money on your business.

**Redeeming vouchers via your printed list**



### Download Your List and get Organized

- Once your featured deal 'goes live' an automatic email gets sent to your inbox (at about 5:30 a.m.) containing all the information you need to keep track of your vouchers. It also informs you of when you'll be receiving your cheques, too!
- Download the attached PDF of your list(s) and cross-check the printed voucher numbers against your customer list.
- Be sure to check off each voucher once it's redeemed to keep things in order.

It's as simple as that!

**This is how to redeem your customer's vouchers**



- 1 Collect the printed vouchers from the customers.
- 2 Cross your customer's voucher number off the printed PDF list then deduct the Dealfind face value from the customer's total bill and collect the difference.
- 3 Store the printed vouchers away for future reference.



**It's finally here!**



Don't forget, ensuring that your customers have an amazing time is paramount if you want to gain their repeat business. Positive word of mouth is a business owners best friend, and in order to reap the benefits it's important to communicate effectively with your staff and to ensure they're all fully prepared. Just take a look here at our "[What to Expect](#)" video for an in depth look at how to get the most from your Dealfind experience!

**What to expect**



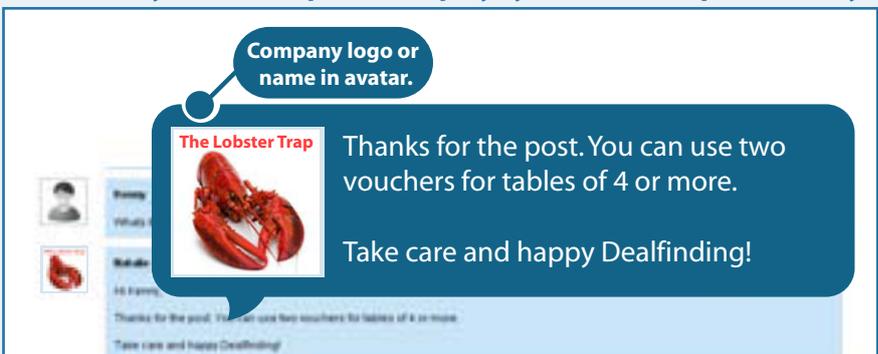
Dealfind's Customer Satisfaction Experts answer customers' questions on the day of your feature, but it is always great for potential clients to be able to reach the merchant directly. Responding to their inquiries as thoroughly as possible will only help to increase sales and make your new customers feel more secure about their purchases. It's all part of keeping the customer happy—and a happy customer, is a returning customer.

- Your phones will be ringing non-stop.
- You will be online all day helping to answer questions and clarifying details of your products and services.
- You will have more traffic at your establishment and on your website.

**Company logo or name in avatar.**



**Make sure your online profile displays your business prominently**



**Eager-to-Redeem Customers**



Your vouchers will not be valid for use until the day after your deal has run, however, you may get some customers that are so excited to start saving, they come in the same day expecting to redeem their vouchers. It is completely your decision to honour them or not.





## A small tip about tipping



Customers should tip from the original amount of the products and/or services provided. Display the pre-discounted amount on their bill to help make this clear to them.

When your deal is featured things will get busy. Very busy. But that's no cause to panic: just relax, breathe, and make sure to give your customers an unforgettably amazing experience so they'll keep coming back over and over again.

## How to charge taxes



When it comes to calculating the tax on redeemed vouchers, it really depends on whether or not your deal includes food and beverages.

- For restaurants, the sales tax is calculated on the amount of the final bill (Example: If a deal is \$20 for \$60 worth of food and a customer's bill comes up to \$76.50, the tax on the meal would be calculated on the \$76.50, excluding the Liquor Tax).
- For all other merchants, the tax is calculated on the cost of the voucher (Example. \$35 for a Relaxation Massage, the tax would be calculated on the \$35 paid for the voucher).

## Stay Connected



In all the hustle and bustle for your big Dealfind debut it's likely there are going to be a few questions that need answering and a few details that need clarifying. This is why it is absolutely essential that your sales representative, customer satisfaction experts and customers can easily reach you and your business. Keep your cell phone on you at all times, and participate on the discussion boards ready and willing to help your business make as much money as possible.

Reminders:

- Customers with unanswered questions are 10 times less likely to purchase vouchers
- Keeping a direct and open line of communication with Dealfind is a must to ensure your success
- And it only makes good business sense to be on top of everything that's going on while your deal is running



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# Tracking Customers and the Revenue they Generate

## Tracking the Revenue Generated



The whole point of doing business with Dealfind is to make money for your business and to bring in as many new and repeat customers as you possibly can. In doing so, you want to make sure you're keeping track of all the revenue you're generating by maintaining an organized log of receipts, vouchers and important notes.

### Tips:

- On the Voucher Redemption Worksheet, write down the total amount customers end up spending on your products and services
- Make note if customers booked follow-up sessions or treatments (if applicable)
- Track whether or not customers brought people with them
- Make note of successful up-sales and any other ways you generate revenue