



## **DOWNTOWN LUNCHBUCKS**

Information Sheet and FAQs for Restaurant Partners – updated May 17, 2022

For the most up-to-date program information, please head to <https://downtowncolumbus.com/lunchbucks/>

For the most up-to-date information related specifically to our restaurant partners, please head to <https://downtowncolumbus.com/lunchbucksbusinesses/>

If you have questions, please contact Nicholas Stefanik at [nstefanik@downtowncolumbus.com](mailto:nstefanik@downtowncolumbus.com)

### **Program Description**

Downtown LunchBucks is a pilot program aimed to get patrons back to Downtown restaurants.

This program is intended to run from June 7 through August 26.

Patrons will pick up physical vouchers valued at \$10 each from one of four locations:

- 1) Lazarus Building ([150 S Front Street](#))
- 2) Capital Crossroad & Discovery Special Improvement Districts ([23 N 4th Street](#))
- 3) Experience Columbus Visitor Center – Arena District ([277 W Nationwide Blvd #125](#))
- 4) Columbus Museum of Art ([480 E Broad Street](#))

These locations are subject to change.

Vouchers will be available for pickup (from those four locations) between 11:00 am and 2:00 pm on Tuesdays and Wednesdays ONLY.

On the voucher, there will be a QR code to this website:

<https://downtowncolumbus.com/lunchbucks/>, which provides program details and a list of participating restaurants.

Patrons will take their LunchBucks to a participating restaurant for redemption between 11:00 am and 2:00 pm on Tuesdays and Wednesdays ONLY.

By 5:00pm on Thursday, participating restaurants will submit their request for reimbursement to CDDC, using PayPal.

If there are no discrepancies, CDDC will send payment to participating restaurants within one week.

## **Program Requirements:**

1. Restaurants must be located Downtown to be eligible. This is defined as 670 to the north, 70/71 to the south, 71 to the east, and the CSX railroad tracks to the west. For a map, please click [here](#).
2. Restaurants must be open to the public for lunch (between 11:00 am – 2:00 pm) on Tuesdays and Wednesdays to participate from June 7 – August 24
3. Sign up [here](#) and fill out all of the fields to be considered. Please note you will not be considered a participating restaurant until you receive a confirmation email from CDDC.
4. Restaurants must have a PayPal account. This is how reimbursements will be disbursed.
5. Restaurants can opt out by Monday at 12:00pm for the upcoming week.
6. Restaurants must follow the instructions below. CDDC may choose to expel a restaurant from participation if program instructions are not followed.

## **Instructions for Restaurants:**

### Signing up and getting started:

1. Head to this website <https://downtowncolumbus.com/lunchbucksbusinesses> and complete the form.
  - a. Please note you will be asked for your PayPal account handle. This is required to receive reimbursement for the vouchers you collect.
2. Wait for an email confirmation from a CDDC staff member.
3. Set-up a discount code that will deduct \$10 from total ticket in your point of sale system.
4. Train wait staff and/or cashiers on the program.
5. Print off the FAQs (page 3 of this document) to serve as a reference point for employees.
6. Designate a specific location to keep and hold physical vouchers for at least one full week.

### Weekly steps:

1. On Tuesdays and Wednesdays, from 11:00 am – 2:00 pm, accept vouchers.
  - a. Each voucher is valued at \$10. This is limited to one voucher per person. Multiple people in one party can redeem vouchers.
  - b. LunchBucks can not be redeemed for alcohol or tips. Customers are encouraged to tip based on the original, pre-voucher value of their meal.
  - c. If somebody's bill is \$12.35, they would present a voucher and pay \$2.35 + tip.
  - d. If somebody's bill is \$4.75, they would present a voucher and pay \$0 + tip.
2. After 2:00 pm on Wednesday, collect all of the tickets for the week.
3. Using PayPal, create an invoice for CDDC. The value will be \$10 multiplied by the number of vouchers you have. Even if someone's bill was \$4.75, you receive the whole \$10 value of the voucher. If your PayPal account requires any transaction fees, CDDC will also offset those, so please include them as a line item.

### **Importantly, this invoice should include ALL of the following:**

- a. Restaurant name, contact name, phone number, email
  - b. Each individual LunchBucks code (unique 6-digit number on each voucher)
  - c. Total number of vouchers redeemed at your restaurant this week
4. Send this invoice to CDDC ([nstefanik@downtowncolumbus.com](mailto:nstefanik@downtowncolumbus.com)) by 5:00 pm on Thursday.
5. CDDC will reconcile all restaurants to ensure there are no duplicate claims on vouchers. If there are no discrepancies, CDDC will pay out within one week. If there are any discrepancies, restaurants will be required to show the physical vouchers (with unique codes) they would like to have redeemed. If the restaurant is unable to produce the physical voucher, no payment will be distributed for that code.

## **DOWNTOWN LUNCHBUCKS**

### **Frequently Asked Questions**

#### **Why are you doing this?**

We know the pandemic has been hard on many restaurants, but it was particularly challenging for those Downtown restaurants who depend on a busy Downtown office scene. The Downtown LunchBucks program was envisioned as a way to get some money in the hands of Downtown restaurants, while rewarding folks who spend time Downtown (and encouraging them to try a new restaurant or two).

#### **How can I be a part of the LunchBucks program?**

Sign up ([here](#)) and wait for a confirmation email from CDDC staff. Please note you must meet all of the program requirements detailed above.

#### **When should I sign up?**

As soon as you'd like to participate. Remember, this is an opt-in program and customers will only know you accept vouchers if you are confirmed to participate by CDDC. However, if you no longer want to participate, please email [nstefanik@downtowncolumbus.com](mailto:nstefanik@downtowncolumbus.com) by noon on that Monday so we can note it on the website. Consistent positive experience with transparent communication are key to create new habits for potential customers.

#### **How will customers know I'm participating?**

An up-to-date roster of participating restaurants will be kept here: (<https://downtowncolumbus.com/lunchbucks/>) On the physical voucher, a QR code will direct customers to this page, showing them the most up-to-date list.

#### **What are the vouchers good for?**

LunchBucks are valued at \$10 each. They can be redeemed for any food or drink at your restaurant, with the exception of alcohol. Customers are informed this does NOT count as tip, and they are encouraged to tip generously to support restaurant employees.

#### **Why do we have to use PayPal for invoicing?**

Given the number of restaurants we expect to participate, it was important that we have a standard process. PayPal allows you to send invoices, and allows us to track which vouchers have been redeemed. If you have an exceptional situation that does not allow for PayPal usage, please contact [nstefanik@downtowncolumbus.com](mailto:nstefanik@downtowncolumbus.com)

#### **What if I lost some vouchers?**

Unfortunately, we can only reimburse you for vouchers for which you can provide the unique six-digit code. If you feel you have an extenuating circumstance, please contact [nstefanik@downtowncolumbus.com](mailto:nstefanik@downtowncolumbus.com)

#### **What if I'm unable to participate one week due to unforeseen circumstances (staffing issues, COVID, etc.)?**

If you're not able to participate for specific dates, please email [nstefanik@downtowncolumbus.com](mailto:nstefanik@downtowncolumbus.com) by noon on that Monday so we can note it on the website.