2025 Holiday Readiness Guide



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Overview

Guide Overview

What are some 2025 holiday readiness highlights?

While there are no new procedures for Arch Cards this holiday, there is a great deal of refresher information included in this guide that highlights what you need to know during the 2025 holiday season in terms of products, equipment, and people.

People/Training:

Visit the Arch Card section of the Cashless Page on @MCD for up-to-date Arch Card materials including:

1. Arch Card Re-Order Form
2. 2025 Holiday Arch Card Fact Sheet
3. Arch Card Ringing Instructions
4. Arch Card Cash Out Procedures and Crew Poster

Contacts

Department	***Contact name***	***Contact number***
Help Desk		(800) 515-3636
Operations	Designated Field Office OTM	Field Office
General Arch Card Questions	Arch_Card_Questions@us.mcd.com	
Corporate Sales	Visit the Arch Card page on https://www.mcdonalds.com/us/en-us/arch-card.html or email McDonalds_Arch_Cards@us.mcd.com	
Customer Satisfaction		(800) 244-6227
Arch Card Balance, Reload, Lost/Stolen Replacements	Visit the Arch Card page on https://www.mcdonalds.com/us/en-us/arch-card.html	
Operations Resource Center	the.orc@us.mcd.com	
Media Assistance Program		(630) 623-3400

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Arch Card

New Arch Card Designs!

Prepare for holiday gifting! To help your restaurant meet consumer demand, your **November 17th National POP kit includes a supply of the new seasonal Arch Card**, gifting sleeve, display inserts, and an updated holiday hours door decal. These materials are designed to support your team in creating a festive and convenient experience for customers looking to give the gift of McDonald's this season. You will also receive a supply of top-secret A**rch Card designs in your December 1st National POP kit**.

Quantities are based on prior year's activations, so restaurants should have enough to get through the holidays and well into 2026. However, if more card inventory is needed, use the Arch Card reorder form.

Scan QR code for quick access to NEW Arch Card Reorder Form.



Key Points

Prepare for holiday gifting!			
Why is it important?	**How do I get started?**	**What is the timing?**	**What is the cost?**
Gift cards mean business—especially during the holidays. The U.S. gift card market is valued at $336 billion, with 60–65% of consumers buying gift cards for holiday gifting and 72% purchasing them year-round for birthdays, graduations, housewarmings— or just because. McDonald's gift cards offer a simple way to boost revenue, increase foot traffic, and stay top-of-mind—no matter the season.	Conduct Shift Huddles to continue training for new and existing crew. Keep a neat and fully stocked Arch Card display accessible to customers at the front counter. Keep Arch Cards available for purchase in the drive thru at the pay window. **Ensure crew provides customer with their activation receipt <u>and</u> the purchase receipt.**	11/17: Be sure your display is merchandised as shown and that the holiday hours decal is set. 12/1: Be on the lookout for additional holiday LTO Arch Card designs in your 12/1 POP kit. These top secret designs are sure to surprise and delight customers! 12/29: Update your Arch Card display with the everyday display insert and Arch Cards.	There is no cost to the restaurant for the cards or carriers (unless you need express shipping). Transaction fees for gift cards are applied only when an Arch Card is used for payment in a restaurant. And as a reminder, Arch Cards are one of the lowest cost forms of payment. Each restaurant received a new display in March '23 at no charge. Replacement displays can be ordered from IMS ($24/display + shipping).

Frequently Asked Questions

Where can restaurants order Arch Cards and displays?	• Arch Cards can be reordered here: https://form.jotform.com/ArchCards/Reorders • Email mcdonaldsadmin@imsretail.com to order displays (SKU#163292)
Are Arch Cards a chargeback risk to restaurants?	• **No, they are not.** Arch Card purchases **in restaurant** made via chip-read cards **are protected** from fraud chargebacks. • Selling cards online and through third party retail outlets do not pose a chargeback risk to restaurant operators. • When redeemed in your restaurant, the redemption amount will be settled.
Are Arch Cards an expensive transaction type?	• No, they are the lowest cost of tender, arguably less expensive than cash. When small orders (<$5) are bundled into a $10 Arch Card, the transaction cost can be notably lower than that of a credit card.
How do operators order pre-loaded Arch Cards in bulk?	• To order Arch Cards in bulk for your business needs, you will need to register for a McDonald's Arch Card Corporate Account. The Account Application is found on the gift card page of McDonalds.com under "buy in bulk". Be certain to select "McDonald's Operators – Settlement" as your Method of Payment. • Once your account is set-up, you can quickly and easily place orders for 25+ cards loaded with $5 - $100 each ($125 minimum order). The Arch Card Team will deduct the order total from your gift card settlement.
How do guests purchase Arch Cards in bulk?	• To comply with AML policies, restaurant crew can sell up to 25 cards or $250 in total value per guest in the restaurant. A manager to be called when a customer wants to buy 25+ cards or $250 in value. Managers to disallow any customer from buying more than $10,000 in Arch Cards during their visit and notify other managers if a customer has reached this threshold. • If you'd like for us to handle bulk orders for you or if a customer needs more than $10,000 in Arch Cards, please direct customers to the McDonald's Gift Card Corporate Order site linked from the gift card page of McDoanlds.com for convenient online ordering (no cost to operators and guests only pay the load value and expedited shipping; free ground shipping). Or have them email MCDonalds_Arch_Cards@us.mcd.com.
How are gift card sales handled in drive-thru?	• Arch Cards can be sold in the drive-thru the same as they would be at front counter. Be sure to keep a stack of cards handy at the drive-thru window to support selling cards in drive-thru.

Do guests earn MyMcDonald's Rewards when they purchase an Arch Card?	• No, points **<u>are not</u>** earned when purchasing an Arch Card.
Do guests earn MyMcDonald's Rewards when they redeem their Arch Card for menu items?	• Yes, points are earned when using an Arch Card for purchasing menu items if the customer has identified with their 4-digit code in drive-thru or scanned their QR code at front counter/kiosk to identify as a loyalty member. Please note that the guest will need to turn off linked payment if they want to identify as a loyalty member and use an Arch Card to pay for their purchase out of app.
Can guests use Arch Cards to make a purchase from the McDonald's app?	• No, Arch cards cannot be redeemed in app at this time. We know this is important and are working on it. There's currently no ETA.
Are digital Arch Cards or e-gift cards available for purchase?	• No, McDonald's e-gift cards <u>are **not** currently</u> available. We know this is important and are working on it. There's currently no ETA.

Operations Resources

Holiday Readiness Countdown To-Go (CTG)

November	Arch Card/Cashless Readiness Countdown to Go
	Set restaurant sales goals and make it fun for crew to try to beat card sales last holiday
	Begin execution of Arch Card training plan for crew and managers. Verify crew know how to sell, redeem, reload, check balances on Arch Cards and give cash-out (where applicable)
	Provide crew the opportunity to PRACTICE-PRACTICE-PRACTICE
	Be sure the card display is properly displayed near POS with new card designs
Dec - Jan	
	Follow up on crew execution and address opportunities
	Check card supply on December 1 to ensure enough for peak holiday purchases

Manager Implementation Guide

Check all Card Swipe Devices (PEDs) Daily	Yes/No
1. At the front counter, verify all card devices display “Welcome to McDonald’s” on all open registers.	
2. If no, then troubleshoot the card devices using the Technology Cashless Troubleshooting section of this document. If troubleshooting techniques fail, call the **Help Desk at 1-800-515-3636**	
3. Perform at least one Arch Card Activation, Reload or Redemption at each of the front counter registers and repeat for Drive-thru. (For example: Use one Arch Card to purchase another card)	
4. Check for PED tampering by ensuring nothing is in the credit card slot or attached to the face of the PED, and the screen does not read "Maintenance Required”	
5. Notify GM and unplug the PED from the POS for any devices that have been potentially tampered with	
Validate Crew Know Arch Card Purchase Procedures	**Yes/No**
1. At the front counter, did the crew person direct you to swipe your card at the appropriate time?	
2. Did the crew person ask the customer to wait until the card reader displays ‘activate’ prior to swiping the Arch Card?	
3. In drive-thru, was the crew able to find the card quickly? Did they offer you a gift sleeve?	
4. Did the crew person give you the purchase receipt and the activation receipt?	
5. Did the crew person know to get a manager if the customer wanted more than 25 cards or more than $250 in card value?	
Validate Crew Can Reload an Arch Card	**Yes/No**
1. At the front counter, did the crew person acknowledge your request and “ring up” the correct reload amount?	
2. At the front counter, did the crew person ask you to swipe your card at the appropriate time?	
3. In the drive-thru, did the crew person ask for your card and swipe the card at the appropriate time?	
4. Did the crew person give you the purchase receipt and the activation receipt (at either the cash window or the present window)?	
Validate Crew Can Redeem an Arch Card	**Yes/No**
1. Can the crew perform a balance check?	
2. At the front counter, did the crew person direct you to swipe your card at the appropriate time?	
3. In the drive-thru, did the crew person ask for your card and swipe it at the appropriate time?	
4. Did you receive your purchase receipt? Did the crew tell you that the card balance is printed on the receipt?	
5. Did the crew person know to get a manager when cash out was requested?	
Validate Crew Know How to Manage Lost, Stolen or Damaged Arch Cards	**Yes/No**
1. Did the crew know about the procedures for lost, stolen, and damaged cards?	
Confirm You Know the Following Manager Functions	**Yes/No**
1. Does the manager know the current cash-out policies for your state?	
2. Was the manager able to perform a cash-out? (If applicable)	
3. Can the manager explain the Arch Card cash-out policies and procedures?	
4. Does the manager understand the procedures for activating a large number of cards?	

Confirm Marketing Materials	Yes/No
1. Is there a display unit by the front counter register accessible to customers? Are they filled with one of each of the new Arch Cards from the Nov. 11th National POP kit? Are gifting sleeves available?	
2. Are the proper Arch Card POP materials posted (received in the Nov. 11th National POP kit)?	

Security Tips

Always protect your password

When asked to assist a crewmember that has made an Arch Card transaction mistake, ensure you take the appropriate precautions to protect the password

- All management personnel should change their POS passwords a minimum of once per week in order to prevent unauthorized usage of passwords by a crew member
- If your password has been compromised, change your password immediately and notify your GM
- Do not share your POS password with anyone else

When should you check for ID?

- Customers purchasing large quantities of Arch Cards, or if they are buying several Arch Cards but are using different payment cards to complete the transaction
    - In these instances, check that the name on the ID matches the name on the credit card

What are some cashless practices the restaurants should avoid?

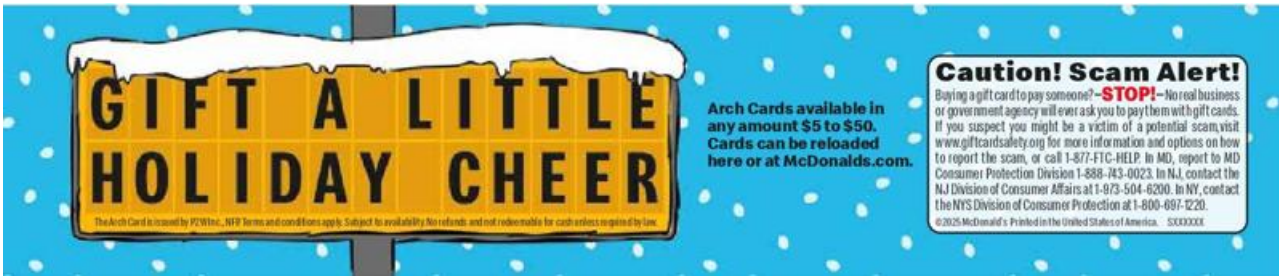
- Checking ID on every cashless transaction
- Recording information from the ID or credit card (e.g., printing the DL#, name, address, etc.)
- Taking a picture of the credit card or ID
- Telling the customer their card is fraudulent or counterfeit

Here are other security steps you should always follow:

- The manager on duty should always be involved on all **transactions above $250 or 25 cards**
- Contact your local police department and your Regional Security Manager if you feel your restaurant is a victim of fraud
- CCTV system is extremely helpful for the police to investigate credit card fraud
- Ensure management account for all Arch Card receipts at the end of each shift
- In all cases of suspected internal/external Arch Card fraud you should alert your Regional Security Manager, Supervisor, and/or Owner Operator
- If the media has any security questions you should call the Media Assistance Program at 630-623-3400

Scam/Fraud Awareness Training

- Ensure you are using the latest version of the Arch Card display insert. These inserts include important "scam alert" messaging now required by law in certain states. Contact mcdonaldsadmin@imsretail.com or call 800-937-7671 to place a replacement order of the insert if needed (SKU# S170829). Your kit includes an insert for use in the metal gift card display and a smaller version for restaurants with an integrated counter display.



- Arch Cards are only redeemable for menu items at McDonald's. No real business or government agency will ever ask anyone to pay them with gift cards.
- We recommend all employers train their employees on detecting and responding to gift card fraud. Some states mandate this training. Be aware of your state's requirements regarding fraud training.
- We recommend providing training to employees during a shift huddle, incorporating training on this topic into new hire onboarding, and/or by posting a resource in the crew room. Gift Card Fraud Detection & Response Training can be found on the in the Arch Card Section of the Cashless page on AtMCD.
- **Operators are solely responsible for compliance with all laws.** For questions specific to your organization's compliance with these laws, we encourage you to contact an attorney.

Delivery Scam Awareness

Scam Alert: Tablet Info Requests	Stay Alert - Report Suspicious Calls	Tips to Protect Your Credentials
Examples include: • Scammers posing as 3PO reps calling restaurants to request tablet details (e.g., username, email, password, serial number). • Scammers impersonating ATOS or help desk staff to obtain tablet credentials.	• If you receive a call asking for tablet information, hang up immediately and inform your manager, supervisor, and Owner Operator of the call. • Supervisor and/or Owner Operator should immediately report to the Market Security Team and **incident@us.mcd.com**.	• **NEVER** share log in credentials. 3POs will never call and ask for tablet information. • If there is an open help desk ticket, do not provide any information without a case number. • Train your team. Make sure anyone with table access knows never to share log in or tablet information—no matter who's asking—and to end suspicious calls that use urgency tactics. Always verify requests through official channels. • Manage account access by regularly reviewing authorized users. Remove former employees and unfamiliar emails. • Enable multi-factor authentication.

Arch Card Cash-Out & Anti-Money Laundering Policies

- To comply with anti-money laundering (AML) policies, restaurant crew can sell up to 25 cards or $250 in total value per guest in the restaurant
- A manager should be called in to perform the transaction when a customer wants to buy 25+ cards or $250+ in value
- Managers should disallow any customer from buying more than $10,000 in Arch Cards during their visit and notify other managers if a customer has reached this threshold
    - If a customer needs more than $10,000 in Arch Cards, manager should direct them to the McDonald's Gift Card Corporate Order site linked from McDonalds.com
    - Owner/operators may choose to set more stringent restaurant policies, but those location-specific policies must still adhere to the maximum amount of $10,000
- Know if your restaurant is in a state that requires mandatory cash-out
    - Restaurants in states with mandatory cash-out must be able to provide cash-out when the card value goes below a certain amount
    - Visit the Arch Card Cash-Out Procedures found in the **Arch Card section of the Cashless Page on @MCD** on the as an optional resource
    - For questions specific to your organization, please contact your local counsel.

Troubleshooting

Arch Card Activation Timeout

Occurs when a transaction has an extended delay (increments of 15 or 90 seconds) during which time no activity is taking place on the system. This frequently occurs when Arch Cards are not readily available at the front counter or drive-thru and the crew person must go back into the restaurant to retrieve cards for customers to purchase, or when multiple cards are being purchased/swiped. The result of the 'timeout' is a prompt for the crew person to refund the purchase, which subsequently slows service times because the transaction must be corrected to allow the original purchase request

- If **CANCEL** is selected or the 15 second timeout value is exceeded, an immediate forced refund is initiated (at this time, the crew member must call a manager to authorize the refund transaction, and there is no option to go back to begin the Arch Card activation process
- Once a manager enters their credentials (user and password), an immediate refund is generated. In addition, the customer can receive a refund as either **CASHLESS or CASH**
- Overall, if an Arch Card activation is left unattended, NP6 will prompt for a refund

Store and Forward (SAF)

Occurs if no DBU/WBU and connectivity is lost. Arch Card and debit transactions are not allowed when a payment device is in SAF mode. If a restaurant attempts to process Arch Card or debt transactions while in SAF mode, NP6 displays the message "AUTHORIZATION NOT AVAILABLE." If credit card transactions do SAF, they will be processed off the PED when connectivity is restored. To check SAF limits and current SAF totals on MX-915 devices, please see the Cellphie tool on the Back Office Server. Otherwise, please contact US-PaymentsTechnology@us.mcd.com for more information.

2025 Technology Readiness

Device Overview

	Why is it important?	What you need to do?	What is the timing?	What is the cost?
Payment Entry Device (PED) Maintenance	To ensure every register has a working cashless payment device and is taking cashless transactions To eliminate the hassle and stress of requesting customers to provide a different form of payment or sending them to an alternate register To prevent payment card information theft and fraud	Verify equipment is clean, in working order, and untampered with. Clean slot/swipe of heavily used devices weekly; cleaning kits are available from your **local Distribution Center – DC WRIN # – 06323-007**. Or order direct from **Iconex 1 (888) 979 8627.** Contact your OTP to replace defective devices. If OTP is not available, contact the Help Desk at 1-800-515-3636. Check PEDs daily for signs of device tampering, which include: • An unknown device inserted into the card slot or attached to the front of the PED • PED displays "Maintenance Required" • Signs of physical damage to the PED If you see evidence of tampering, immediately unplug the PED from the POS and notify your GM	PED is available for break-fix **Check equipment daily** Clean equipment monthly	Contact your POS supplier for details **A 5-year depot repair warranty is included in the purchase price**
Non-integrated Card Swipe Devices (FD150)	**To accept credit card transactions in the event of a connectivity failure** To minimize risk of not being reimbursed for lost or declined transactions	**Talk with your Owner/Operator or Supervisor about purchasing a non-integrated device.** Download order form from the Cashless Compliance page on @MCD and fax to First Data	Can be completed now	$585

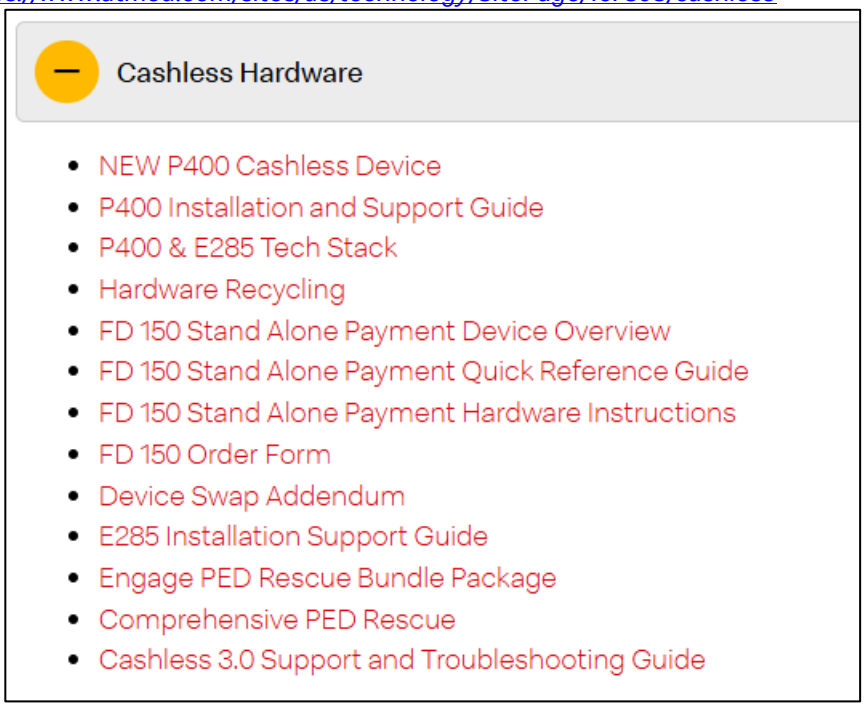
Frequently Asked Questions (FAQ)

Cashless Equipment Reliability/Wellness/Maintenance

1. What should I do if a Payment Entry Device is down?
   - Reboot by unplugging/re-plugging the power.
   - If the above step is unsuccessful, contact your OTP.
2. What should I do if my drive-thru PED is frequently not working?
   - Confirm all cables are securely connected and replace as needed if they appear worn.
   - PED swap with a working device from the restaurant.
   - Clean slot and swipe of heavily used devices weekly and others monthly.
   - If the above steps are unsuccessful, contact your OTP.
3. What should I do if the PED is not responding when a card is inserted/swiped?
   - Ensure Device has power & the application is not showing any error screens.
   - Confirm order is tendered and running lights are active on the Device.
   - Confirm the credit card is not the problem – re-insert card or try another.
   - Reboot the Device
   - If the above steps are unsuccessful, contact your OTP

Non-Integrated Cashless Back-up Units (FD150)

1. Why should the restaurant consider ordering a non-integrated back-up Unit?
   - Customer convenience, speed of service, less hassle for crew. DBU is an Arch Card/Cashless insurance policy.
2. Where can I find all the information related to how to order an FD-150?
   All the information for ordering and operating as FD-150 is on @MCD - *https://www.atmcd.com/sites/us/technology/SitePage/167808/cashless*



3. Do I need a separate phone line for the non-integrated Cashless back-up units?

- You do not need a separate phone line within the restaurant to manage dial backup. However, keep in mind that when dial back-up is in use, the phone line utilized is dedicated only to dial back-up and may not be used for other purposes (e.g., as a phone line accepting calls in the restaurant or for faxes).

  ***NOTE**: A phone line used for dial backup cannot have call waiting turned on.*

Mobile Order & Pay

1. What is McDonald's doing to protect against Card-Not-Present (mobile) fraud?
   - McDonald's reviews fraudulent transactions and actively mitigates to prevent future orders from taking place for those fraudulent users.
   - McDonalds has instituted changes to the fraud rules to ensure the optimal number of good customers are able to make purchases seamlessly while keeping overall CNP fraud as low as possible.
   - McDonald's has instituted anti-fraud tactics and adjusts these tactics regularly to adapt to changing fraud patterns.

Scheduled Closed Days

Overview

In order to prevent orders from being accepted during closed days, please follow the below instructions (separated out by restaurants on and not on Automatic Business Day Cutover).
Please note: To update hours for non-integrated delivery, please follow the additional instructions for each 3rd-party ordering system in the McDelivery Holiday Hours section.

Automatic Business Day Cutover (ABC) Restaurants

See below for step-by-step instructions on the following tasks for ABC restaurants:

1. Schedule Closed Day in QsrSoft Cash & Inventory
2. Update restaurant hours in RFM

With stores on Automatic Business Day Cutover (ABC), a Closed Day can be defined in QsrSoft Cash & Inventory, but this does not automatically flow to the POS. For planned closures, like a holiday or stack cleaning, the hours in RFM must be updated to reflect the correct restaurant hours. Verify that hours are set correctly in RFM to prevent mobile and delivery orders **from being received** when a restaurant is physically closed.

Non-Automatic Business Day Cutover (ABC) Restaurants

See below for step-by-step instructions on the following tasks for non-ABC restaurants:

1. Schedule Closed Day in QsrSoft Cash & Inventory
2. Update restaurant hours in RFM

Scheduled Closed Day Process

The restaurant manager has the option of entering scheduled closed days using Store Settings any time before 5pm local time on the closed day.

When these dates are set up in the system, a notification to the Home Page three days before the scheduled closed day(s) will show to let the user know that the Closed Day process will run.

This notification will appear for anyone who can perform a POS Open:

> **Notification Message**
> The Closed Day Process Will Run From XX/XX/XXXX-XX/XX/XXXX (Note: these are the specific days scheduled) – If You Do Not Want the Store to Be Closed on These Days, Change These Dates in Store Settings on The Closed Day Tab.

This notification message will remain on the home page until Closed Day, or the next POS Open after each close day has been performed. If the user changes the planned closed dates, the notification message will be deleted and re-added with the new dates within 3 days of performing the Closed Day process, or less days if there is less than a 3-day window.

NOTE: *The "Closed Day" process will run at 5pm local time - if a planned close was scheduled and the restaurant performs a store open before 5pm on a planned closed day, the system will ignore the closed day and proceed as a normal operating day.*

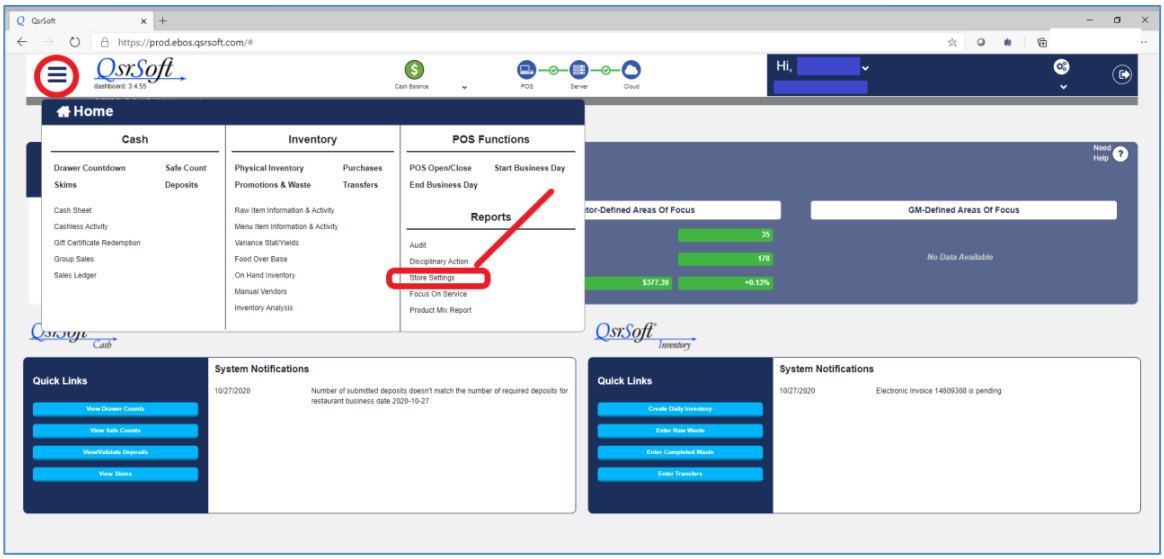
Step-by-Step Instructions for Scheduling Closed Days

1. QsrSoft Cash & Inventory (C&I)

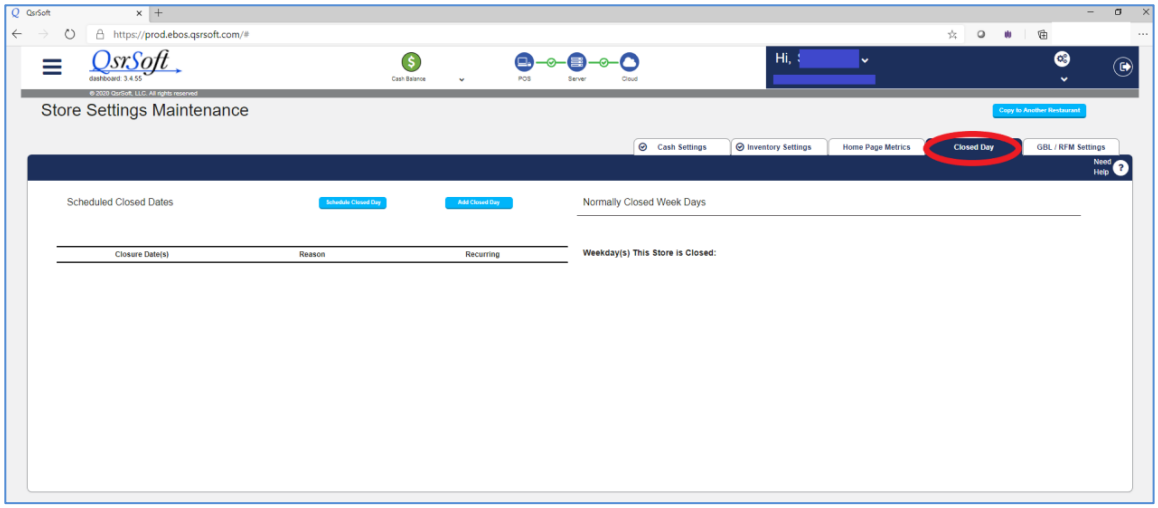
Note: *In order to ensure no orders are received during restaurant close, scheduling closed days in QsrSoft Cash & Inventory must be followed in conjunction with updating hours in RFM*

Instructions below apply to only non-ABC restaurants.

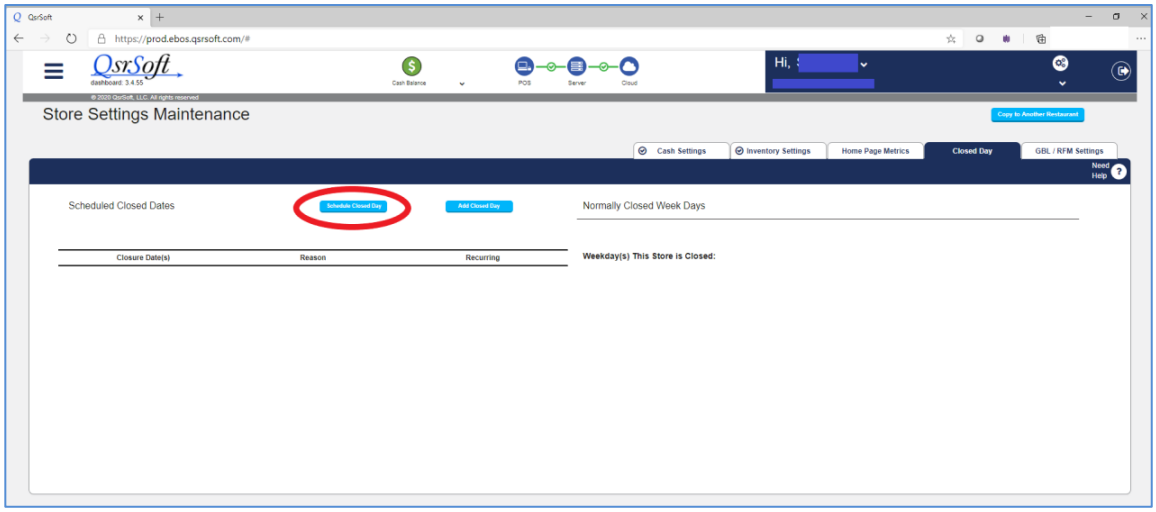
1. From the Main Menu in C&I choose STORE SETTINGS
   NOTE*: You must be an Above Store User to access*



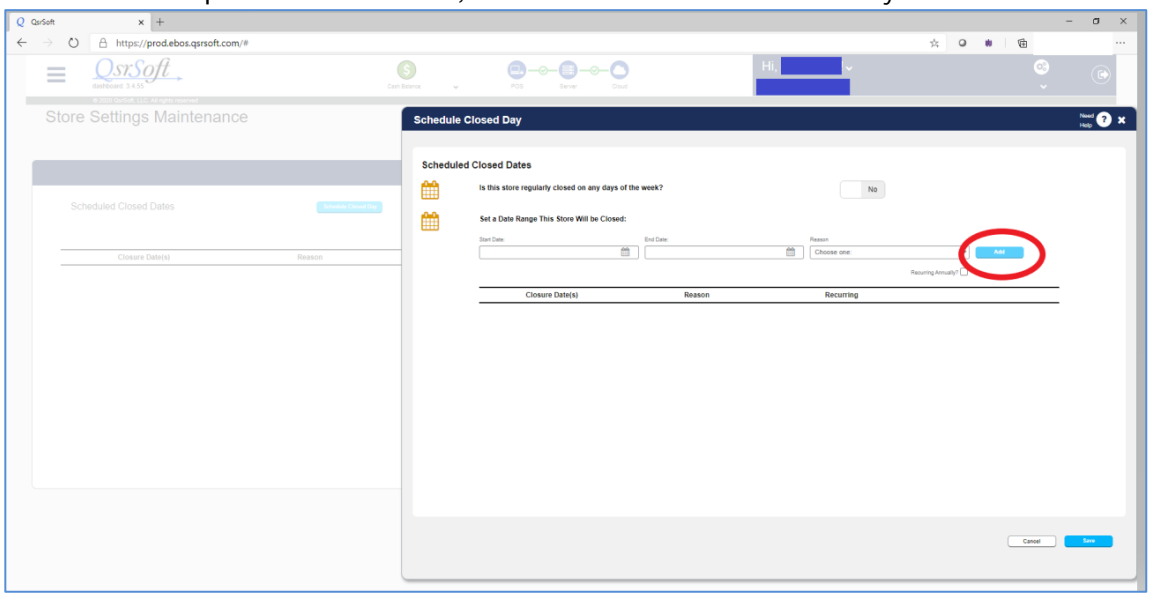
2. Select the "CLOSED DAY" Tab



1. Select “Schedule Closed Day”



2. New modal opens. Enter start date, End date and Reason for Closed Day then select “ADD.”



Ensure the date is entered correctly; this will automatically execute a CLOSED DAY for the store. When returning the day after the specified date, C&I application will be ready to run a STORE OPENING for the current date.
Call the Help Desk at 1-800-515-3636 for further assistance.

QsrSoft Cash & Inventory (C&I) Closed Day Process – Additional Information

Make sure you are completing your Store Close and Store Opens properly to prevent any unintended consequences.

Note: QsrSoft Cash & Inventory and POS cannot be opened twice on the same day.

A restaurant can be closed for several reasons:

Scheduled close examples	Unplanned store closes
• Always closed on weekends	• Earthquake or other natural disaster
• Holiday	• Fire, Flood, etc.
• Planned remodel	• Closed Day was not indicated in Store Settings

Unscheduled Closed Day Process (Not the Recommended Process)

The Closed Day Process page is always available from the menu, as "Closed Day, but a Closed Day cannot be recorded if the restaurant is open, or POS Close has occurred for the day. **If this is the case, you will need to mark this day as closed using the RBD (Reconstruct Business Day) feature.**

Cash Sheet - For a day marked as Closed Day, "Closed Day: YES" appears in the indicator row, before "Adjusted Figures."

NOTE: *No text will appear in this location for a day that is not a "Closed Day"*

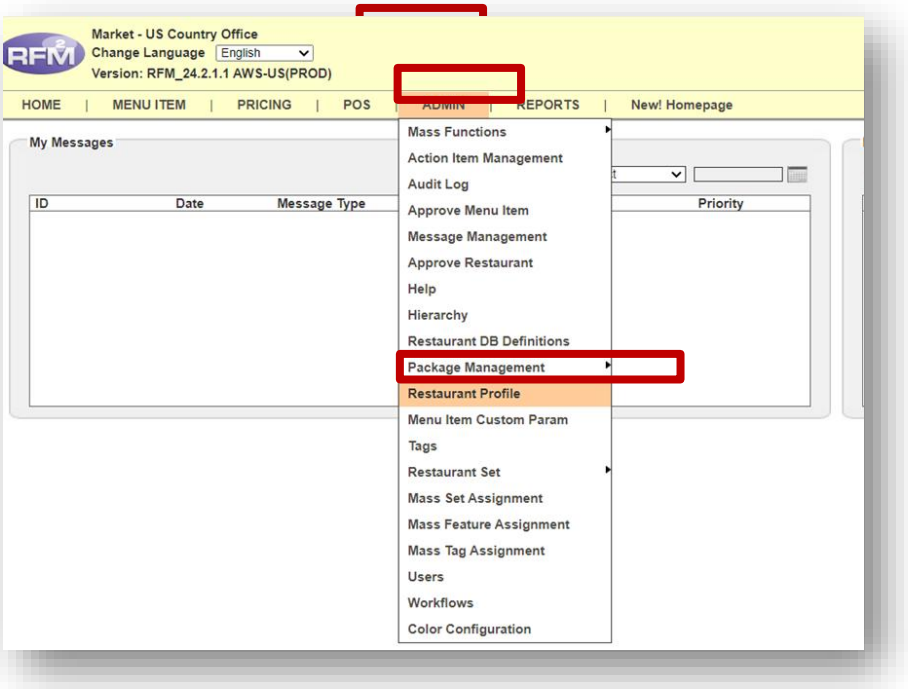
2. RFM Instructions

Note: *In order to ensure no orders are received during restaurant close, updating hours in RFM must be followed in conjunction with [scheduling closed days on QsrSoft Cash & Inventory].*

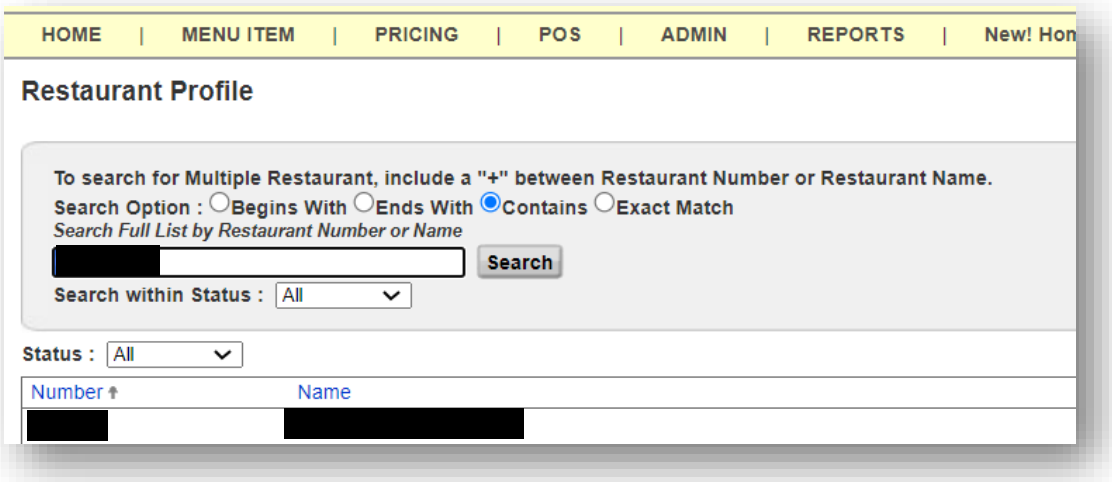
Instructions below apply to 24 and non-24 Hour Restaurants, ABC and non-ABC restaurants

A new feature called Special Hours is now available for your use – using this feature will automatically adjust business hours during a planned outage and revert them after the special hours end. These Special Hours will apply to Drive Thru, Curbside, Lobby, and McDelivery (Integrated Delivery).

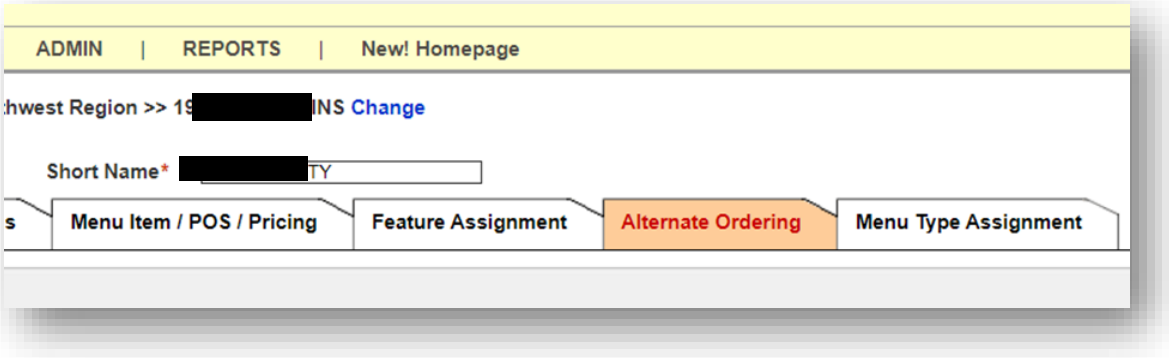
1. Go to **Admin** Tab -> Select **Restaurant Profile**



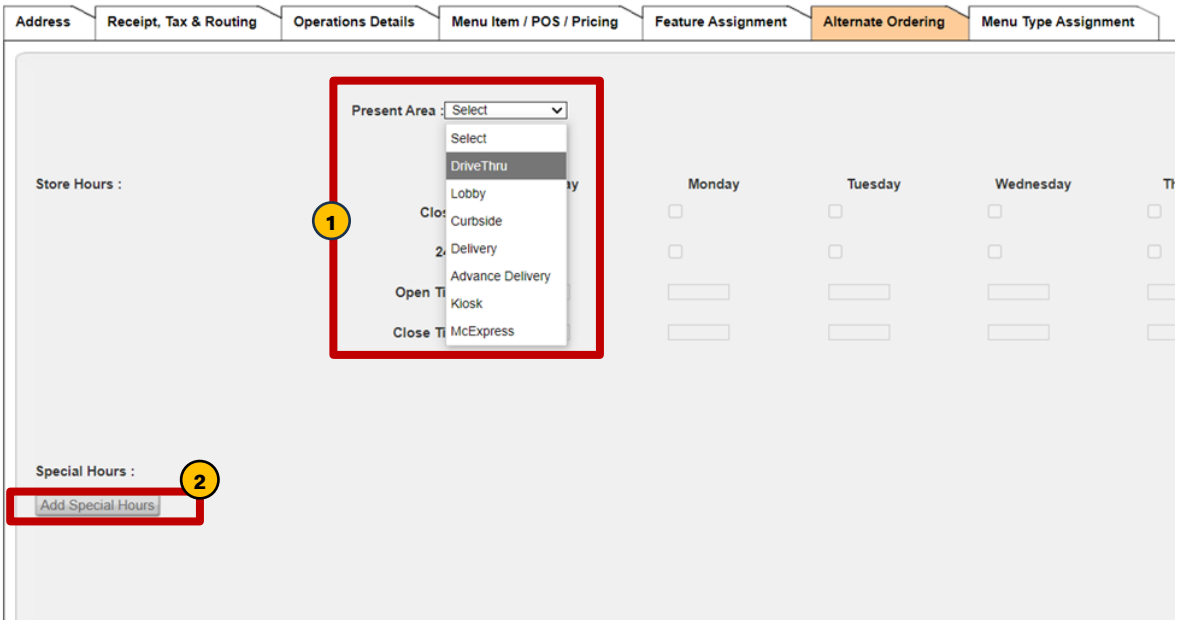
2. **Search** NSN & **Click** desired NSN



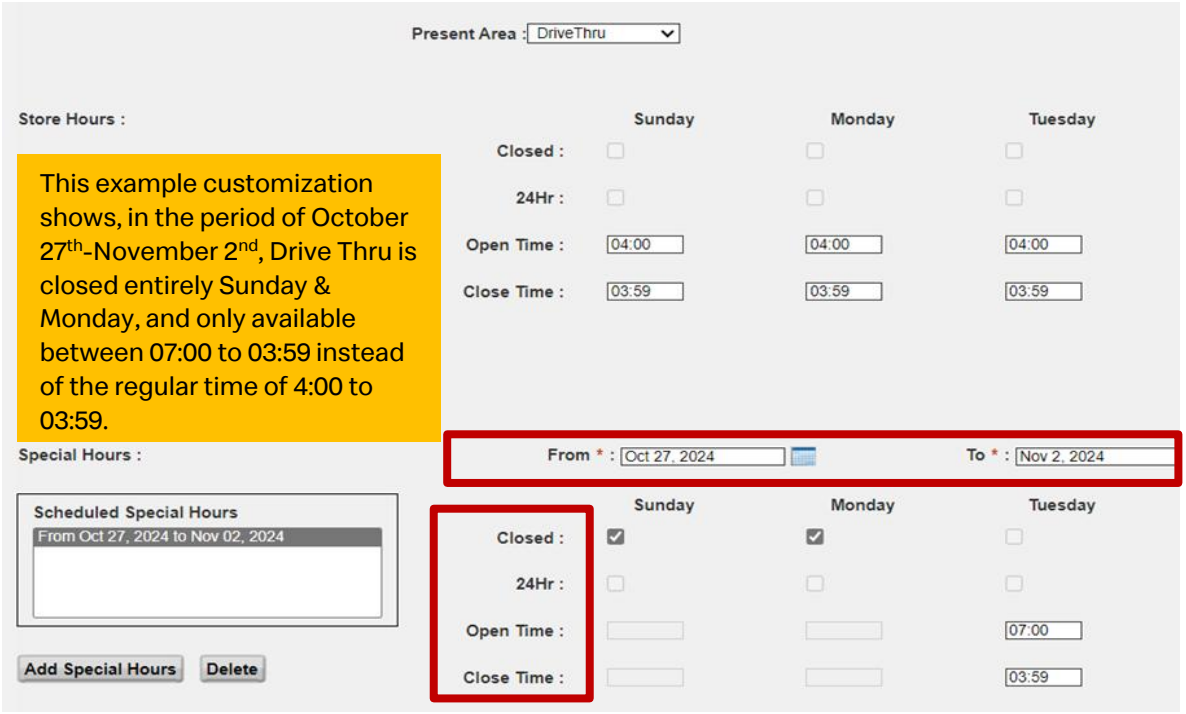
3. Click **Alternate Ordering Tab** in the restaurant profile



4. Choose the applicable **Present Area** under the Alternate Ordering Tab then click **Add Special Hours**



5. Fill in the **From** and **To** dates, and customize **Open Time** and **Close Time**



6. **Apply** the changes and save

McDelivery Holiday Hours Info

McDelivery information including instructions on updating and changing operating hours can be found on McDelivery Site on @mcd

DoorDash

Click here for instructions to update Holiday Hours on DoorDash

Ways to update hours:

- **Via the Merchant Portal pop-up window**
  - Merchants will be prompted via a pop-up window upon login to either update hours or confirm "regular hours" for the holiday. Selecting "Regular Hours" will automatically create a set of special hours for the day that match the store's regular hours and will serve as confirmation that the store has confirmed their hours for the day

- **Via the "Store Availability" tab in Merchant Portal**
  - Special hours can also be added under the "Store Availability" tab in the merchant portal. Simply click "Add New" under "Special Hours and Closures" and provide holiday operating hours. More detailed instructions can be found here and also on the McDelivery Site on @mcd

Key Dates to Submit Hours:

- Thanksgiving Eve & Day: Nov 27-28
- Christmas Eve & Day: Dec 24-25
- New Year's Eve & Day: Dec 31 and Jan 1

Portal pop up reminders typically show up one week prior to the holiday

Note: Stores who do not submit special hours will receive Are You Open (AYO) tablet pop-ups, so it is highly advised to update holiday hours to prevent unnecessary store closures

Uber Eats

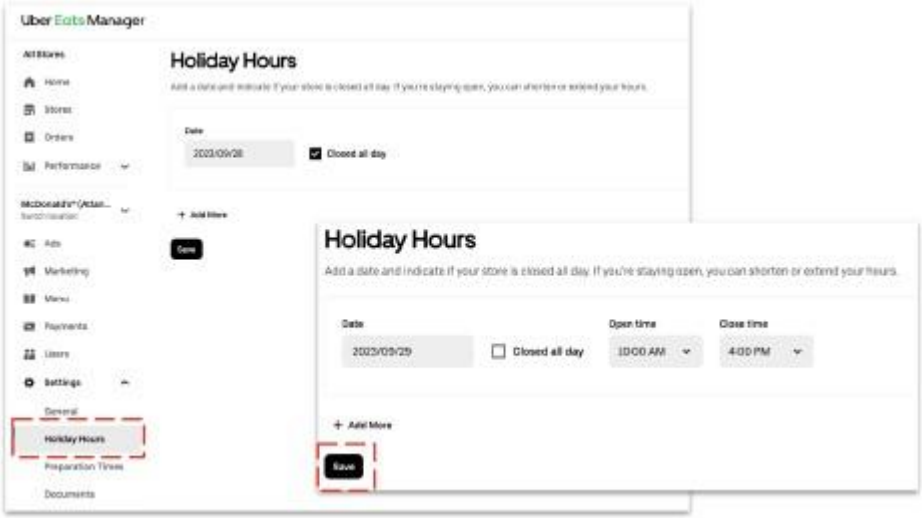
Click here for instructions to update Holiday Hours on UberEats.

Holiday Hours is a feature that enables restaurants to enter special hours that will override standard RFM hours. Owner/Operators, Store Managers, or employees can update their holiday hours either directly in the tablet or in the online Uber Eats Manager portal.

- **Tablet Instructions**:
  1. Click 3 horizontal lines in the top left corner.
  2. Click "Hours"
  3. Select "Holiday Hours" and "Add a date"
  4. Select the date and input the opening and closing times.
  5. Repeat Step 4 for additional dates if special hours apply to more than one day.
  6. Be sure to click "Submit" once complete

- **Restaurant Manager Instructions**:
  1. Log into Uber Eats Manager using any web browser at restaurants.uber.com
  2. Click “Settings” at the bottom of the left side menu to expand the dropdown menu
  3. Click “Holiday Hours”
  4. Click “Add More” to add a new entry
  5. Click the date field and select the date using the calendar*
  6. Repeat Step 5 for additional dates if special hours apply to more than one day.
  7. Be sure to click “Save” once complete

  ***Note: Unchecking the box for “Closed all day” will open up the boxes to the right, allowing you to select the specific open/close times for that day**



Examples:

Closed all day	Keep “Closed all day” checked.
Closing at mid-day	To close at 12 PM: Set hours to open at the desired time and close at 12 PM. RFM hours will take back over at 12 AM the following day.
Closed during select hours	To close from 12 PM - 2 PM: Set 2 separate date entries for the same day. Open from [open time] to 12 PM and open from 2 PM to [close time]. RFM hours will take back over at 12 AM the following day.

FAQ:

Q: I forgot to enter holiday hours, and now my store is showing as closed to customers. How can I open my store to start taking orders again?

A: Good news! This is super quick and easy. To resume orders, you’ll just access the Holiday Hours tool via the tablet dashboard or Restaurant Manager portal and delete the “Closed All Day” holiday hours that are set on the current date.

***Please note: if you are open with special hours that day, you should enter those special hours using the Holiday Hours tool.**

Grubhub

Click here for instructions to update Holiday Hours on Grubhub

For immediate/emergency store pause/closure requests, including changes of operating hours for holidays, the best practices are to either:

- Add Custom Hours within Grubhub For Restaurants portal (Instructions can be found on McDelivery Site on @mcd)
- Call in to our Elite Restaurant Care Team at 877-866-4482 Ext.3. to have them temporarily pause the account
    - If you choose to call in your request, the **Key Dates to Submit Hours** are**:**
        - Thanksgiving Eve & Day: Nov 13
        - Christmas Eve & Day: Dec 10
        - New Year's Eve & Day: Dec 17

Round-Up for Ronald McDonald House

What Is It?

Round-Up for Ronald McDonald House is a feature that allows McDonald's customers to donate to Ronald McDonald House by "Rounding Up" their purchase (after sales tax) to the next whole dollar or by adding a fixed donation, regardless of their payment method. The Round-Up feature can be enabled if an organization chooses. A Business Unit vote is not required for a restaurant to participate.

Round-Up for Ronald McDonald House functionality is available on the Front Counter POS register, Front Counter Payment Entry device (PED), Drive-Thru POS register, and Self-Order Kiosks 365 days of the year in restaurants that have activated the Round-Up feature.

Note: Restaurants **MUST** Price, Tax, and Activate (PTA) Round-Up and the National $1, $3, $5 menu keys to **ensure** that all four options are shown at Kiosk – Round-Up, $1, $3, and $5.

Instructions

Help restaurants spread holiday cheer seamlessly by confirming the following system configurations are in place:

1. Enable Round-Up via Manager Configuration Tool by utilizing the activation key in the 'Ronald McDonald House Donation' tab or via Restaurant Builder. This will automatically activate Round-Up across all relevant channels, except Front Counter Payment Entry Devices (PEDs).

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2. Once this feature is enabled, managers can also turn Round-Up on at the Front Counter PEDs by switching ‘Enable Ronald McDonald House Donation at FC PED' to ‘Yes’ in the Manager Configuration Tool.

3. Correctly Price, Tax and Activate the four Ronald McDonald House Menu Item Numbers in RFM:
    - Menu Item #8476 – Round-Up
    - Menu Item #8346 - $1.00
    - Menu Item #8347 - $3.00
    - Menu Item #8487 - $5.00

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