If you have restaurants that will be staying open to offer pick-up and delivery and you want to ensure the community knows about it, this brief step by step guide will show you how to:

- Add a message to your homepage
- Add an Operational Message to every page
- Add a Takeout and Delivery page
- Creating a new custom category for “Take Out & Delivery” for center restaurants
- Marking stores as “Delivery/Pick Up Only” on your directory

WCAG 2.0 AA compliance is the generally accepted level of conformance.

If you should need support for any of this, or if you have a unique situation or request, please reach out to your account support representative directly. If you need emergency support after hours, please email coronasupport@placewise.com (this will alert our support team via text message).

- Your Team at PlaceWise
**ADDING A MODAL**
(recommended for Restaurant Pick Up and Delivery)

**Messaging Modal** - A messaging modal is a pop-up box on the homepage. On your site, you might be using a modal today to promote membership in your email club. We have created a specific modal that you can use to alert web visitors about COVID-19 updates, closings or promote the restaurants offering carry-out and/or delivery. [https://www.placewiseshoppingcenter.com/?health](https://www.placewiseshoppingcenter.com/?health)

- A modal message can contain links to more information on a secondary page.
- Modals can be dismissed by the user.

To set up a modal:

- Prepare the copy you want to include in the modal. NOTE: Please keep to a maximum of 2 sentences due to space restrictions on mobile devices.
- Send it to your account manager and PlaceWise will set this up.
- You may also send to coronasupport@placewise.com and this team will set up.

**Example:** [https://www.placewiseshoppingcenter.com/?health](https://www.placewiseshoppingcenter.com/?health)
ADDING AN OPERATIONAL MESSAGE
(recommended for Health, Safety and Closure info)

An operational message will appear in the header or footer of every page on your site. This is where the most important and time-sensitive information should go. **If you are closing all or part of your center, it is important to put that information in the Operational Message.** If you want to add a link about open restaurants or certain retailers, that can be included as well.

**Access in Retailhub:** Rollover “Events” then select “Operational Messages”

**Date and Time:**
- **Start Date:** The date the message starts.
- **End Date:** The date the message ends.

**Message:** Enter the message notification in the WYSIWYG text editor. If you want to link to another page, highlight the word(s), click the Link icon and enter the destination URL.

**Link:** Link the operational message to the page created above by highlighting the words you want to link and click the Link icon.

**Note:**
- There is a 250-character limit.
- Operational messages can contain links to secondary pages with more information.
- An operational message cannot be dismissed by the user and it appears on every page.

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PlaceWise Shopping Center will be closed March 17, 2020, through March 31, 2020 due to COVID-19. [Read more about COVID-19 here.](https://www.placewise.com/coronavirus)

Open Restaurants limited hours for takeout and delivery only.

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Brands You Love
ADDING A TAKE OUT & DELIVERY PAGE

Add a page to your site that lists stores or restaurants that are open for pickup or delivery

Access in RetailHub: Click “iFeatures”

Date and Time:
- Date to Display: The date the message starts.
- End Date: The date the message ends.

Headline: Headline for your announcement.

Click “Show More Options.”

Detail: Add extended copy, images, further information and links to the text editor. A new page will be created with the new content.

Example: https://www.placewiseshoppingcenter.com/Restaurant-Delivery-and-Takeout-Options

TAKEOUT AND DELIVERY ONLY RESTAURANTS

PlaceWise Shopping Center will be closed March 17, 2020 through March 31, 2020. Please see below for retailers and restaurants with additional hours.

- **Applebee’s**
  - Monday-Sunday: 11am-8pm (Curbside To-Go and Delivery only)

- **California Pizza Kitchen**
  - Monday-Sunday: 12pm-8pm (Curbside To-Go and Delivery only)
ADDING A SEPARATE TAKE OUT AND DELIVERY CUSTOM CATEGORY
Create a new custom category for your centers such as “Takeout/Delivery” or “Curbside Pickup.”

For example, Takeout/Delivery would read: https://www.placewiseshoppingcenter.com/directory/#TakeoutDelivery

Or Curbside Pickup would read: https://www.placewiseshoppingcenter.com/directory/#CurbsidePickup
ADDING A SEPARATE TAKE OUT AND DELIVERY CUSTOM CATEGORY (CONTINUED)

Access in RetailHub: Rollover “Directory” then select “Edit Categories”

1. In the “New Category” field, enter the desired category name, i.e. “Take-Out/Delivery”.
2. Click “Add”.
3. Select “All Stores” from category options in the left column.
4. Select desired restaurants from the store listing in the right column (click Ctrl/Command on your keyboard to select multiple restaurants).
5. Under “Move Selected Stores To”, select your new category from dropdown options.
6. Click “Add”.
7. Once created, you can add or remove restaurants as needed.
ADD A DELIVERY OR PICKUP LABEL TO A STORE
Stores/Restaurants can also be marked as Delivery/Pickup Only using the Store Opening tool in RetailHub.

Please refer to Page 5 in your Coronavirus RetailHub Guide for instructions on how to use this feature: https://www.placewise.com/pdfs/CVRH-communications.pdf

If you need any support with this, please reach out to your account team who can help.

You may also send urgent requests to: coronasupport@placewise.com

Additional information can be found at: https://www.placewise.com/covid-19/

ABOUT PLACEWISE
PlaceWise is the leading provider of digital services to the shopping center industry. Established in 1998, the company delivers over 200 million digital engagements annually, enabling unique data driven insights and connecting local shoppers to over 800 shopping center clients throughout North America.