



SOLVE IT YOURSELF FROM THE PARTNER WEBAPP - If you have any questions, send us a message from the Profile section > Help and Resources



CALL PARTNER SUPPORT ONLY FOR EMERGENCIES/ONGOING ORDERS: **+254205002062**



MESSAGE US THROUGH THE PARTNER WEBAPP (PROFILE > HELP AND RESOURCES) - Responses will be sent to your store's Operations email unless you provide a different one in your message.

ISSUE

ADDITIONAL INFO



ONGOING ORDERS

**Order status**  
(Cancelled/Ongoing)



You can check Picked up/Delivered/Cancelled orders and their corresponding reasons under REPORTS > HISTORY. If an order is still ongoing, it will appear in ORDERS > ACCEPTED.

**I don't have one of the products listed in the order**



1. Deactivate the product in the Partner WebApp.  
2. Call the client and offer them an alternative solution. If the client does not accept, call us to cancel the order.

**Issue with the courier**



Locate the order on the Partner WebApp under REPORTS > HISTORY and tap on 'Report courier'.

**Courier is delayed**



If the order appears on the Partner WebApp under ORDERS > ACCEPTED, contact the courier directly or call us. If it's not under ACCEPTED, the order was probably cancelled (confirm this by going to REPORTS > HISTORY).

Change my **bank/ payment details**



Send us a message indicating the changes needed—once received, we will respond by requesting a document of proof from your bank.

**Cancelled order**, will I still be paid?



Cancelled orders appear on the Partner WebApp under REPORTS > HISTORY with a cross icon. Click in any order to check the reason for the cancellation and if payment applies.

- I didn't receive a **biweekly payment**  
- I need a copy of the **payment confirmation**



Send us a message indicating the time period and payment month.

Questions/**discrepancies** with invoicing and orders



Send us a message indicating the order code and specifying the situation.

I didn't receive a **biweekly invoice**



Send us a message indicating the time period and the missing month.

I've been charged a **refund** and don't know why



Refunded orders appear on the Partner WebApp under REPORTS > HISTORY with a \$ icon. Click in any order to find out about the reason for the refund.

I want to **add/edit** a **Product's** name, description, attributes, picture, etc.



Send us a message from the Webapp selecting the contact reason "Content modifications". Remember that prices should be edited directly from the Partner WebApp.

- **Accepting orders**
- Browsing my **sales history**
- **Closing** my store
- Editing **opening hours/menu prices**
- **Deactivating products**
- Editing **contact details**



You can perform all these actions directly from the Partner WebApp. Learn all about the Partner WebApp [here](#). If any issue or question arise, send us a message.

- I don't remember my **username and/or password**  
- Issues with WebApp daily **check-in process**



Call us: we'll help you access the Partner WebApp once your identity is verified.

I am not receiving **order notifications**



Please ensure that you checked in to the Partner WebApp—If you did and issues persist, call us.

The device won't turn on, has no sound or **is broken**



Please call us.

I need **bags**



Send us a message through the WebApp selecting contact reason "Other".

How can I **set up** a promotion



Go to the 'Promotions' section of the Partner WebApp and follow the steps to create a promotion.

Issues **configuring** a promotion  
Issues with an **active promotion**



Send us a message through the WebApp selecting contact reason "Other" and provide the details of the issue.



INVOICING AND

PAYMENTS



REFUNDS



MY MENU



MY STORE IN GLOVO



ISSUES WITH MY DEVICE



BAGS



PROMOTIONS