



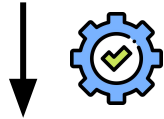
# Manager Portal **Playbook**

*A guide to get started*

# ORDERS APP VS MANAGER PORTAL

## Orders app

<https://partners.glovoapp.com>

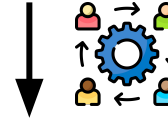


## OPERATORS

- Day to day tasks
- Orders and product management in the store (limited to availability and prices)

## Manager Portal

<https://managers.glovoapp.com>



## MANAGERS

- Responsible for the business success (*understanding performance*)
- Create & keep content offerings up to date
- Further grow the business



# WELCOME TO GLOVO!

We are glad to have you on board. This guide will provide you with **all necessary information** to get started and to become a successful Partner.

Thank you for your trust!

## The Glovo team

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# **01** CREATE

# HOW TO CREATE YOUR MANAGER ACCOUNT

## ⚠ IMPORTANT!

The **first time** you are accessing the **Manager Portal**, you'll have to log in with your **Orders app credentials** (email and password).

Once you have logged in you will see a **pop-up** inviting you **to create your Manager account!**

## EMAIL SELECTION

### ✉ OPTION 01

If you select the **business or invoicing email** account you have provided to us during the onboarding process:

- Click on the link within the email received to verify your email address by clicking on **'Set credentials'**.
- Define your password and PIN

### ✉ OPTION 02

If you select the **Operator email** account you have provided to us during the onboarding process:

- Simply click on the link within the email received to verify your email by clicking on **'Confirm email'**.


# 02 ACCESS

# ACCESSING THE MANAGER PORTAL



Until 2022, the only platform available to our partner base has been the Glovo Partners **Orders app** (previously referred to as Partner WebApp).

From the Manager Portal you will be able to access the key tools for managing and growing your business from a single place: **Dashboard, Menu manager, Order history, Invoices** (*\*only available in selected countries*), **Promotions, Store settings**, and many more features to come!  
**Self Service Advertisement is on the way! Stay tuned!**

  
**Glovo Partners**

Please provide a valid email

To access the Menu Manager go to **managers.glovoapp.com** and log in with your Glovo Partner credentials.

You can access the Menu Manager from your **mobile device or desktop**.

**Note:** *If Manager Portal is not yet available for your store and you need support updating your Menu, please send us a message by clicking on the “**Help and resources**” button in the Profile section of the **Orders app** with your request. Please remember to request menu changes at least **7 days in advance**.*

# **03** DISCOVER



# HOW TO MANAGE YOUR MENU

And make it appealing to new customers



**Photos make dishes/products much more visually appealing to customers.**

Products with images tend to be purchased 3 times more often than those without images.

Check our guidelines [HERE](#) to know how to take quality pictures!



Having top selling products with **descriptions and pictures included is key** to increasing your number of orders with Glovo. Top sellers are the first thing the user sees of your restaurant and having pictures and descriptions for them can **boost your performance**



**UPDATE YOUR MENU IN FEW SIMPLE STEPS!**

- 1 Log in to Manager portal** and complete the fields with your Glovo Partner credentials
- 2 In Products section**, scroll through your menu
- 3 Select** the product to which you want to add pictures
- 4** A panel will be opened in which you will be able **to edit your product**
- 5 Upload a picture** from your photo reel **or take a picture** of your dish in the moment by clicking on **“Upload Image”** in Menu Manager
- 6** Remember to click on **“Save changes”**

# 04 IMPROVE

# HOW TO PROMOTE YOUR BRAND AND GET MORE ORDERS

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- 1 Access the Manager Portal** and go to the tab named **“Promotions”**.
- 2 Select the Promotion type** you are interested in creating and click on the button **“Create promotion”**.

You'll be asked to provide the following information:

- **Stores** for which you'd like to run the campaign.
- **Dates** for the promotion to apply.  
*We suggest a duration of 1 week, but you can customise it to your needs.*
- **Hours** you want your promo to be displayed on the Glovo app (daily active times). *If not filled, the promotion will run as long as your store is open.*
- % discount to be offered/delivery fee (depending on the promotion selected).
- Only **for Delivery promotions: set a minimum spend** that the user needs to reach in order to benefit from your promotion.
- **Check and manage your active Promotions** and check your full Promotions history, including their performance data and Gross revenue coming from the Promotion period.
- You can also set up Promotions to New Customers only: visible only to customers that never bought from your store

**You'll receive an email with the performance metrics by the end of your Promotion.**



# **05** PERFORMANCE

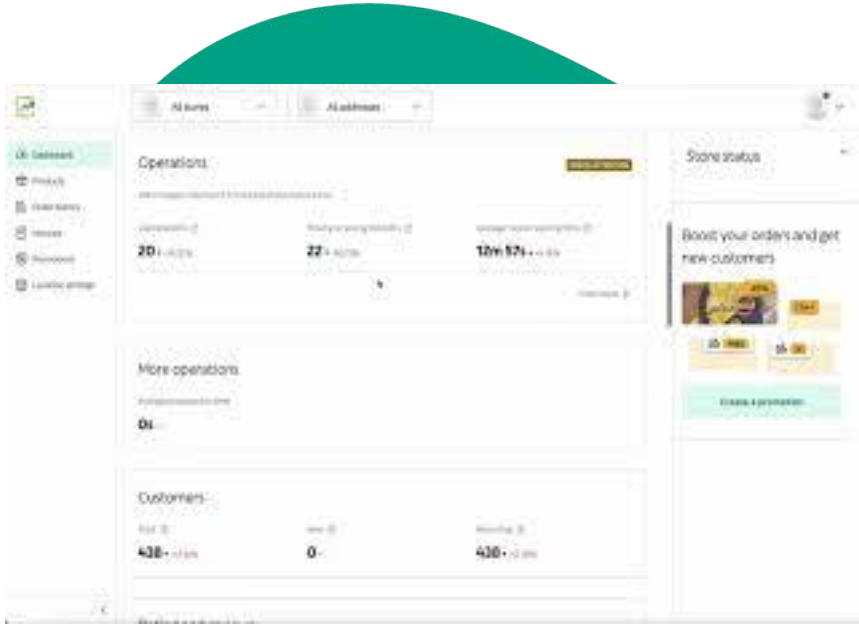
# HOW TO VIEW YOUR STORE(S) PERFORMANCE RESULTS

In the Dashboard section, Partners are able to check their **main business metrics** in the Manager Portal **Homepage**.

Can be accessed at: Store ID and Store Address level (all possible combinations)

**MAIN SECTIONS:**

- Gross Sales and Orders
- Store Issues
- Operations
- Customers
- Ratings and Reviews
- Product issues
- Product performance



# **06** CONTACT US

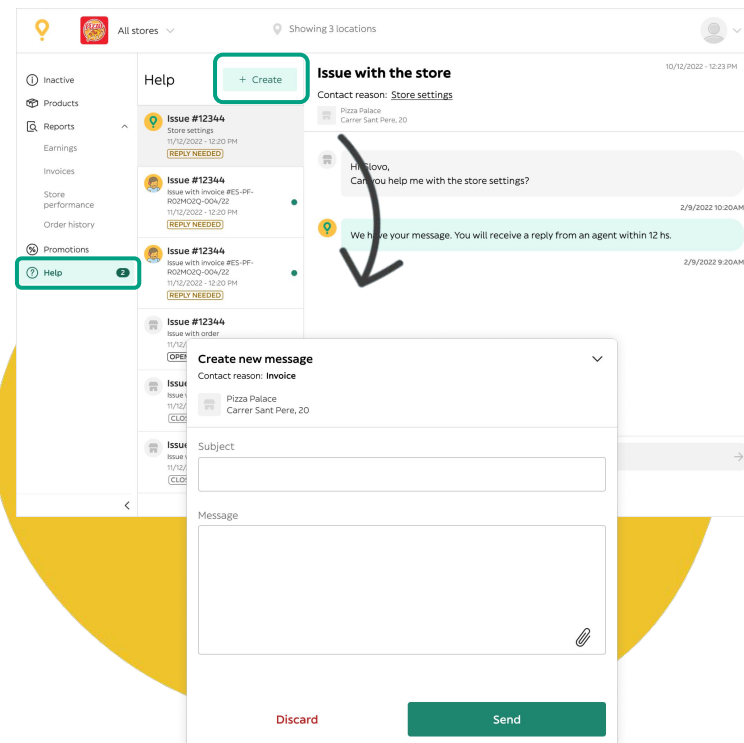
# HOW TO CONTACT US IF YOU NEED ANY HELP

Click on **Help**, located on the right-hand side menu in the **Manager Portal** to access a **direct channel** with Glovo support.

**Send** us a **message** from the Help section by:

- 1 Open** a new message from the button **Create**.
- 2 Select** the **topic** that addresses your issue.
- 3 Single-out** the **store**, if you have more than 1 store location.
- 4 Write** the **subject** and **message** explaining your issue.
- 5 Attach** any **documents** that can help clarify the issue.

After **sending** the message, the Support team will reply through **Manager Portal** within 12 hours of **submitting** your request.



# **07** PARTNERS WEB



# IF YOU STILL HAVE DOUBTS, VISIT THE [PARTNER WEB](#) :



## ORDERS APP TUTORIALS AND TIPS

How to use your device  
and receive orders



## PROMOTE YOUR STORE

Create Promotions or a  
Virtual Brand of your menu



## FAQ

How to:

- Accept and deliver orders
- Order history
- Solve general issues

<https://sell.glovoapp.com>

The background is a solid bright yellow color. There are several abstract, organic white shapes scattered across the page. One large shape is in the top right corner, another is in the bottom left corner, and a thin white line curves across the middle right side.

**THANK YOU!**