GUIDE



Glovo



CALL PARTNER SUPPORT ONLY FOR EMERGENCIES/ONGOING ORDERS: **+212520430012**



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



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



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.

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

I don't have one of the

products listed in the order



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





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)."



PAYMENTS

Change my bank/ payment details

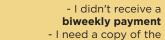


Send us a message indicating the changes needed-once received, we will respond by requesting a document of proof from your bank.

Canceled order, will I still be paid?

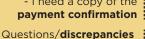


Cancelled orders appear on the Partner WebApp under REPORTS > HISTORY with a cross icon. Click any order to check the reason for the cancellation and if payment applies.



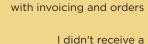


Send us a message indicating the time period and payment month.





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





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.



MY MENU

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

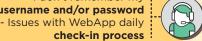
 Closing my store • Editing opening hours/menu prices



You can perfom 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.







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.



ISSUES WITH MY DEVICE

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



Please call us.



BAGS

I need **bags**



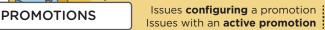
Send us a message through the WebApp selecting contact reason "Other".



How can I set up a promotion ·



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





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