



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



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.

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.

- 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