



**CONTACT PARTNER SUPPORT
FOR EMERGENCIES/ONGOING
ORDERS: +233 24 242 6632**



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

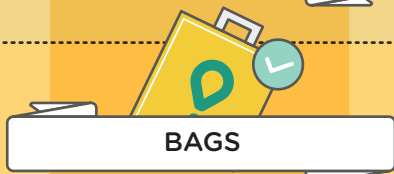
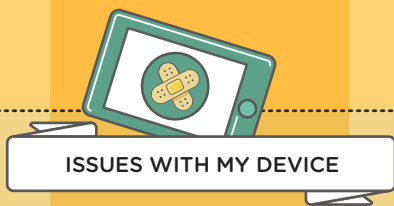
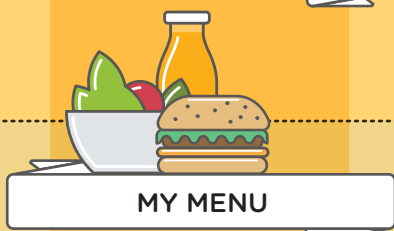


**WRITE US A MESSAGE
FROM THE PARTNER WEBAPP**
(‘Profile’ section)

Please, provide your email and
phone number

ISSUE

WHAT TO DO



Order status
(Canceled/Ongoing)



- If it was canceled, it should be in the 'History' section
(you can find the reason here)
- If it's still ongoing, it should be
in the "Accepted" section

Issue with the courier



Locate the order on the WebApp
and tap on 'Report courier'

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



1 - Deactivate the product in the WebApp
2 - Call the client and offer them
an alternative solution.
If they don't accept, remove the product
from the order. If you have any issues,
call us to cancel the whole order.

Courier is delayed



Reach out directly to them or call us to confirm
they're on their way.

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



Indicate the following as the subject:
'Change in content'

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



If you have any questions after trying solving it
yourself, please send us a message
from the Profile section.

I want to edit
a product's price



Edit the price of your product in the Products section
of the Partner WebApp.

I don't remember
my user and/or password



Call us: we'll help you once your identity is verified

Modifying banking details



Contact us indicating the data to be updated

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



Call us or send us a message from the Webapp
from another device (<https://partners.glovoapp.com>)

Canceled order, will I still be paid?



You'll find the canceled orders
in the 'History' section of the WebApp
- If the price is higher than €0, you will still be paid
- You can see the reason by tapping on the order

I can't find a biweekly payment



Contact us indicating the time period
and payment month

Doubts/differences
with invoicing and orders



Contact us indicating the order code
and specifying the situation

I didn't receive a biweekly invoice



Contact us indicating the time period
and the missing month

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



Go to the 'History' section of the WebApp
and filter by 'Refund'
- Tap on the order to see the reason

I need bags



Tap on 'Ask for more bags' in the 'Profile' section
of the WebApp and access the GlovoStore
to make the request. Let us know on the WebApp
if you have any problems accessing the Glovo Store.