

GrabMerchant

Handbook





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Let's Get Started



Welcome aboard, Merchant-Partner!

We're excited to have you onboard as a Grab Merchant. This handbook will serve as a guide to all things Grab, and we're here to help you kick start your journey!

We can't wait to work with you!

Download the GrabMerchant Application

To start your journey with Grab, download the GrabMerchant App. Please spare an Android device (smartphone, tablet, etc) then follow these steps below



Step 1

Open Play Store app

Step 2

Search for 'GrabMerchant'

Step 3

Click on 'Install'

Step 4

Once successfully install, GrabMerchant app will appear on your device homepage

Step 5

Open GrabMerchant app and login

Please note that GrabMerchant app is **available for Android devices only**

Setting Up Device

To set up your GrabMerchant Console



SunMI Device

Step 1

Press the power button on the right side to turn it on.

Step 2

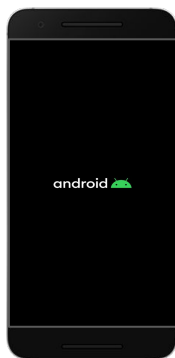
Connect to WIFI or Data.

Step 3

Set up the built-in printer.

Step 4

Charge the battery.



Own Device

Step 1

Press the power button on the right side to turn it on.

Step 2

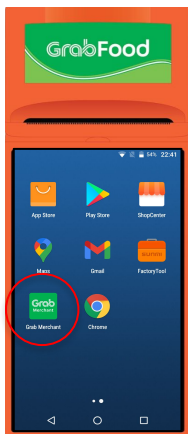
Connect to WIFI or Data.

Step 3

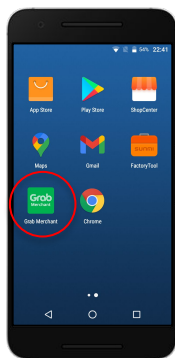
Charge the battery.

Logging In

To log in to the Grab Merchant app,



SunMI Device



Own Device

Step 1

Tap the 'Grab Merchant' application to open.

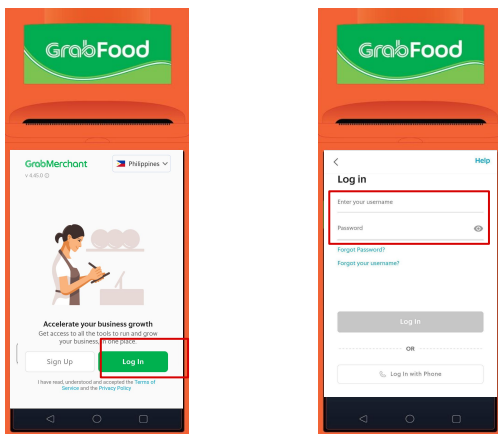
If you have forgotten your login information, please contact us through:



grb.to/cantlogin

Logging In using SunMI Device

To log in to the Grab Merchant app,



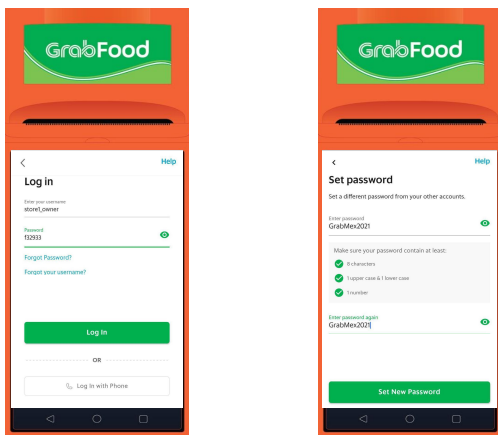
SunMI Device

Step 2

Open your Grab Merchant app then tap 'Log In' button.

Logging In using SunMI Device

To log in to the Grab Merchant app,



SunMI Device

Step 3

Type in your store's username account and the given temporary password from the email we sent.

Step 4

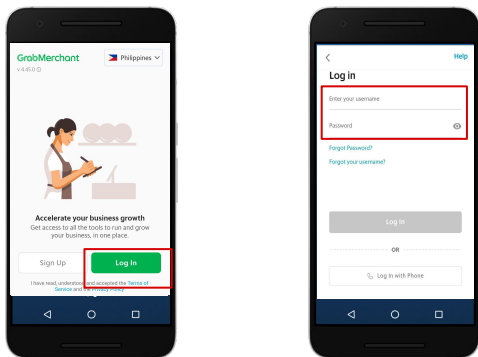
Tap 'Log in' on the home screen

Step 5

Tap 'Set New Password' once you have typed in your new permanent login information.

Logging In using Own Device

To log in to the Grab Merchant app,



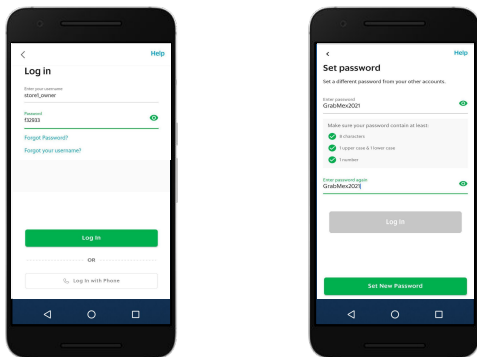
Own Device

Step 2

Open your Grab Merchant app then tap 'Log In' button.

Logging In using Own Device

To log in to the Grab Merchant app,



Own Device

Step 3

Type in your store's username account and the given temporary password from the email we sent.

Step 4

Tap 'Log in' on the home screen

Step 5

Tap 'Set New Password' once you have typed in your new permanent login information.

Logging In - Email Sample

Here's the sample email for your credentials. Please read carefully all the information stated on email for you to proceed successfully on your Grab Merchant App.

GrabMerchant

You've been invited to GrabMerchant!

Hello AOSupport_Test,

Grab has invited some of your colleagues to use GrabMerchant.

With a GrabMerchant account, they'll be able to access **GrabFood** on **App** or **Portal**.

To get started, they can log in to their accounts using the respective details:

Username	Temporary Password (Expires on 31 Jan)	Store	Role & Access

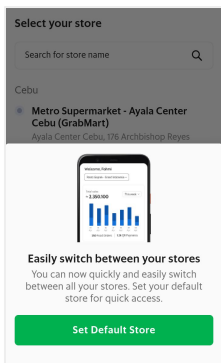
Please make sure your users **log in within 5 days**.

If they don't, their password will expire and you'll need to [request a new one](#). We'll send a new temporary password to

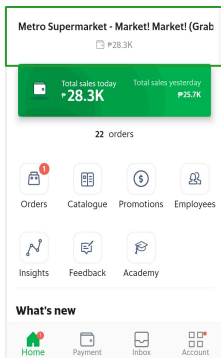
[Log in to GrabMerchant](#)

View to Different Stores

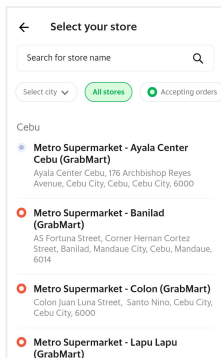
Here's the sample email for your credentials. Please read carefully all the information stated on email for you to proceed successfully on your Grab Merchant App.



Once you open your account, you can set the default store for your account

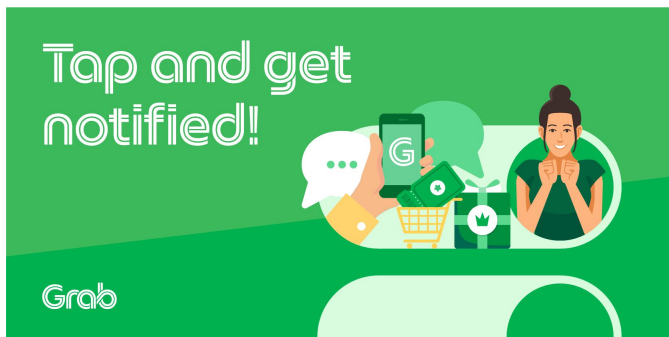


Click the store at the top



Then you can choose which store you want to check, you can also see here what stores are active/inactive.

GrabMerchant notifications



You're sure to get the most out of your GrabMerchant experience by keeping up with our VERIFIED communication channels. Be the first to know whenever we have new products, latest campaigns and more!

Get ALL the benefits of being a GrabMerchant:



Exclusive merchant campaigns and promos you can join to grow your business



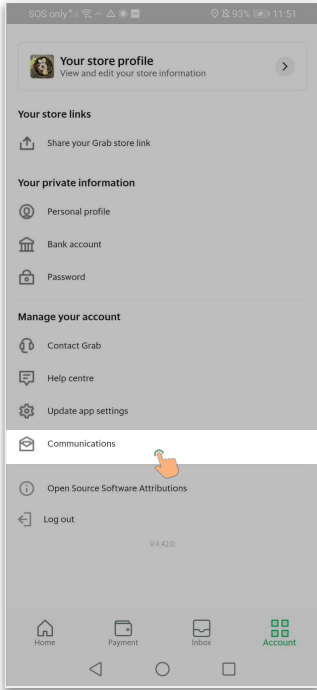
Latest updates on products and features on the GrabMerchant App and GrabMerchant Portal



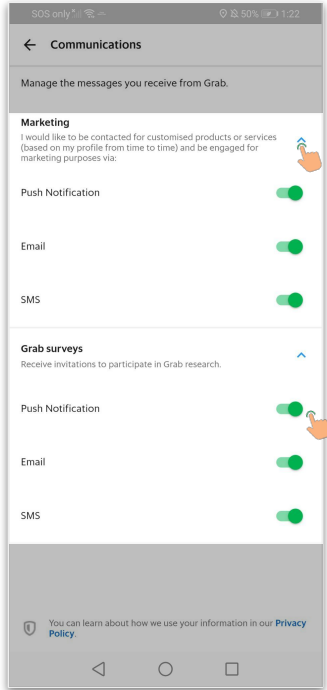
Special offers from Grab and other partner brands

Easily manage and choose your preferred channels

Finish the setup with just a few taps on the GrabMerchant app. Follow the steps below to get started!

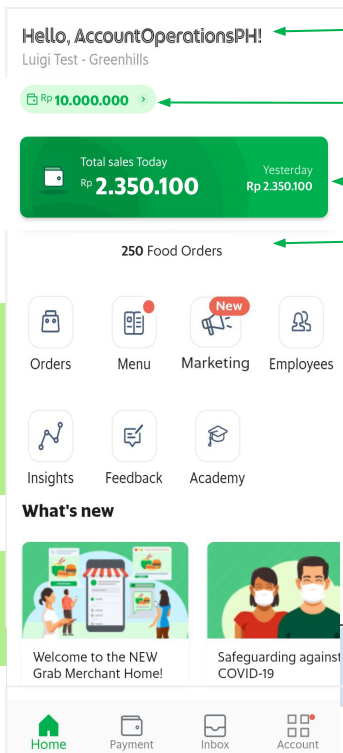


1. Tap on Account and choose Communications



2. Click on the drop down arrow to view different channel options
3. Toggle to receive notifications through these channels

Home Screen Management Owner's View



Greeting

Merchant Wallet Balance

Total Sales with comparison

Transaction Volume Today

App Features

Featured Content

Home Screen: Owner's View



Orders

View and manage incoming GrabFood orders



Menu

Manage and edit your GrabFood menu



Marketing

Incentivise customers to complete their order by offering attractive discounts



Employees

Manage securely your team's access to different features and business data



Insights

Get actionable insights into your business performance and customer behaviour



Feedback

You can check here the feedbacks coming from your customers who ordered thru the App.



Academy

Get access to educational content on how to use GrabMerchant and run a business successfully

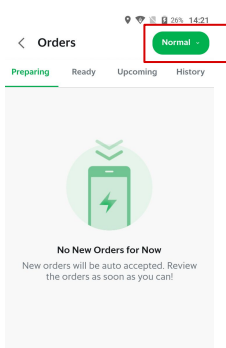
Home Screen: Orders Tab



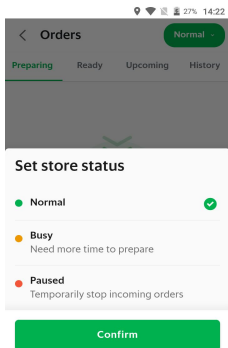
View and manage incoming GrabFood orders

Orders

To start receiving orders



Tap on the Store status to change the status from Temporary paused to Normal.



NORMAL MODE

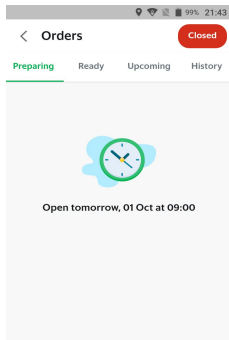
Things are under control, Merchant are able to handle orders on time.
Eg. Off peak hours or Normal days

BUSY MODE

Things are getting a little hectic. Merchant need a bit more time to prepare orders.
Eg. Lunch or dinner peak.

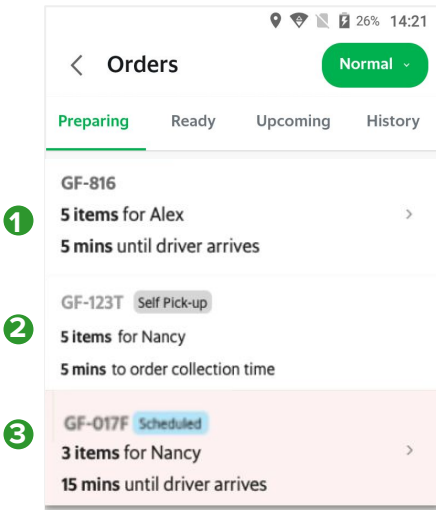
PAUSED MODE

Too many orders coming in. Merchant can't take new orders anymore.
Eg. Ongoing promotions or special occasions.



Closed store status: Store is not within opening hours/Closed.

Different Types of Orders



1. Delivery Order

- Allows eater to order in a usual transaction.

2. Self Pick-up order

- Allows eater to order through the app and pick up their own orders.
- End with an "T"

3. Scheduled Order

- Allows eater to schedule orders in advance.
- End with an "F"

Parts of Order Ticket

The image shows a screenshot of a Grab order ticket with various parts annotated. The annotations are as follows:

- Short order no.:** GF-123F Scheduled (highlighted in a red box)
- No. of items:** 3 items for Nancy
- Estimated arrival of rider:** 15 mins until driver arrives
- Driver:** Alex Wang (with a motorcycle icon)
- Rider's name:** Alex Wang
- Booking ID:** ADR-0907351-3-1927
- Rider's location:** Indicated by a location pin icon next to the rider's name.
- Customer's name:** Nancy
- Customer's number:** Indicated by a phone icon next to the customer's name.
- Customer's order:** A list of items:
 - 1 x Italian Chopped Salad (80.00)
 - 1 x Iced Latte (60.00)
 - Choice of milk
 - Soy Milk (10.00)
 - Size
 - Large (10.00)
- Item price:** The prices for each item (80.00, 60.00, 10.00, 10.00).
- Subtotal:** ₱295.00 (Includes Tax (₱30.00))
- Order Total:** ₱295.00

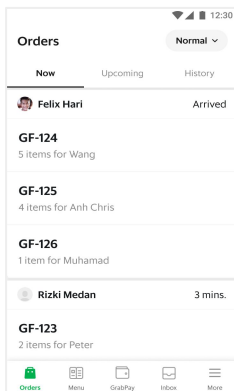
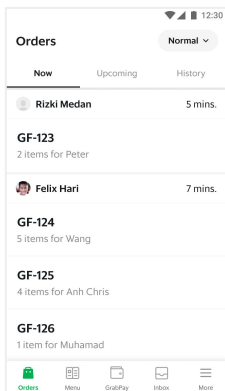
Packaging Procedure

To ready the order for transport, follow the procedure to minimize order issues



- After check out, properly package items to avoid crushing fragile items or cross contamination or any potential damage to the item
- Seal the packaging with tape, twine, or staple, and sign over the seal with your signature. This is to minimize any potential tampering and spoilage of food.
- Tape the ORDER SLIP and/or OFFICIAL RECEIPT and write the GF Order # on the packaging

Delivery-Partner Arrives



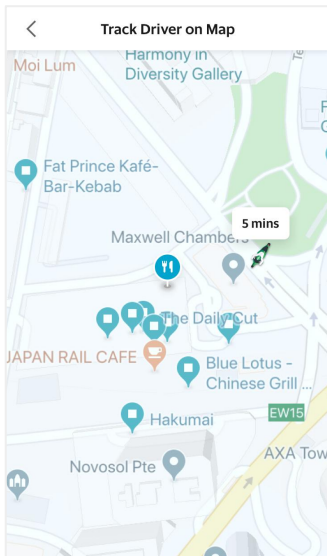
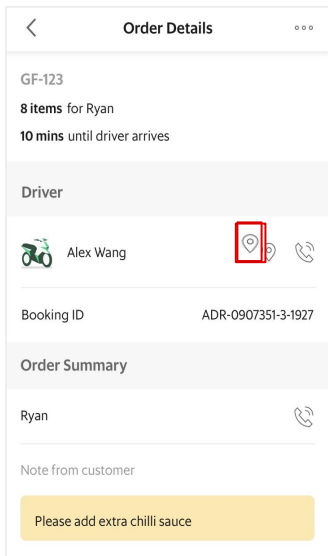
Driver arrival time is emphasized on the receipt.

Shows ETA, means that cashiers can triage orders based on when the driver arrives.

Felix taps on “I’ve arrived” button. The orders group is bumped to the top.

Tracking Driver's Location

If the order is ready for pickup, you can check the location of the assigned Delivery-partner.



Step 1: Tap on 'Orders' to see the order details.

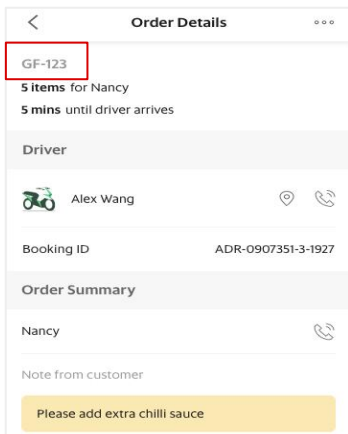
Step 2: Tap on the specific order that's ready for pickup.

Step 3: Tap on Location Pin icon to track where the Delivery-partner is.

Step 4: Tap on Call icon to get in touch with the Delivery-partner.

Store Pickup

Bring the order to the designated waiting area and wait for the rider-partners



Step 1: During multiple orders, please have at least 1 staff member to manage the handover of the item

Step 2: Ask the rider-partners to show their order details (GF order #) and give them the matching order. Inform the driver whether the order has any frozen or cold items

Step 3: Rider-partners will inspect the package. If it fails inspection, please fix the packaging.

Step 4: Assist the rider-partners as needed in packing them into the bags

Handover Tips

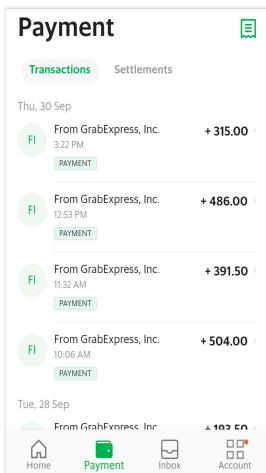
For best experience, make sure that your store is easy to locate for drivers



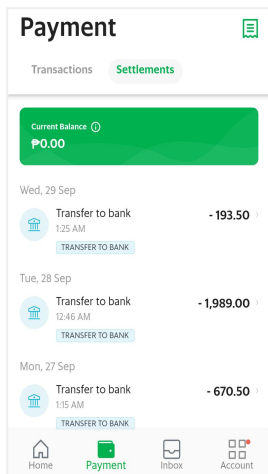
- 1 Set a parking area for the drivers close to the pickup location
- 2 Set up signs to make it easier for drivers to locate your store
- 3 Please have the items ready by the time the drivers arrive.

Payment Management

Transactions & Settlements



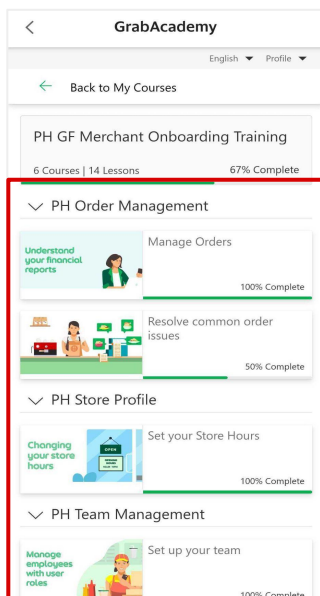
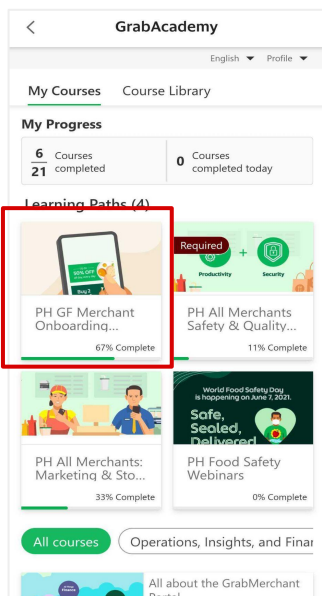
It will reflect here all the success transactions for every order.



You can check here all the success payments that Grab already transferred to your Bank Account.

GrabAcademy Topics

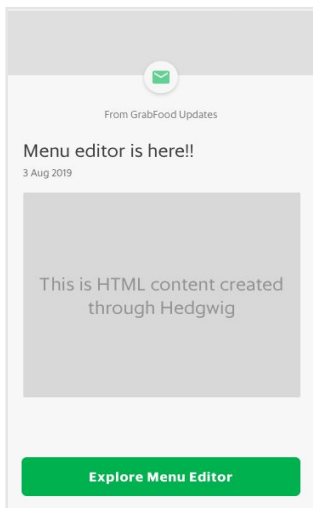
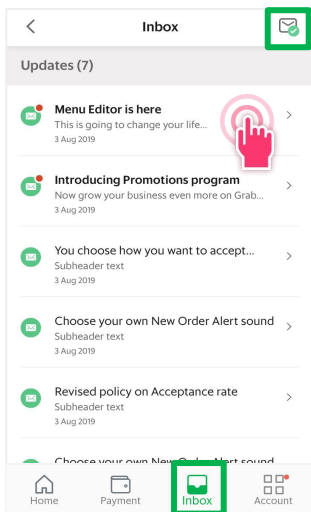
Here on GrabAcademy you can access different educational contents that will help you to run smoothly your business. It also offers different courses pertaining on how to manage your Orders, Store Profile and so on.



Remember that you can't skip one lesson to another, make sure to finish the first course to proceed with another topics.

Inbox Messages & Updates

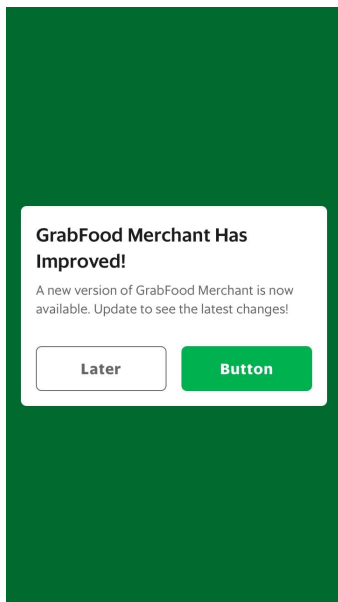
Stay up-to-date with the important Grab updates, this is where we will send you first-hand information,



- The inbox on the bottom navigation panel shows the number of unread messages
- Tapping on the top right icon to mark all new notifications read.
- Tap the message to open up the mail and it opens up into a new page.

Updating Your App

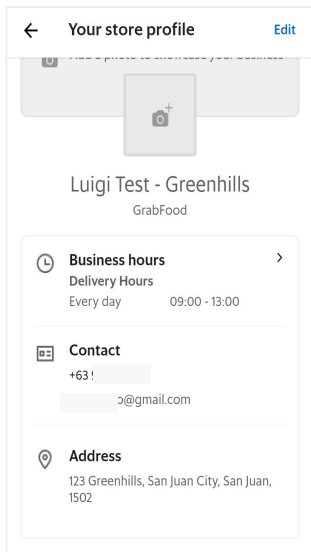
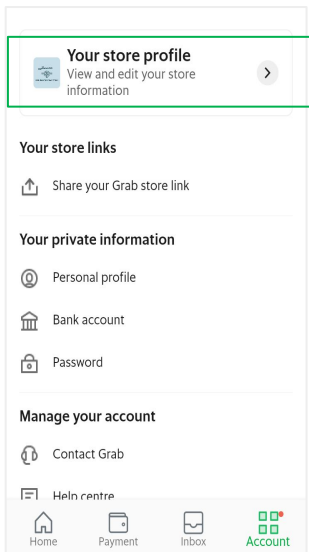
To update your Grab Merchant App,



- If you see a pop-up message, tap on 'Update' when you are prompted.
- Alternatively, tap on the More Icon (☰) at the bottom right corner to restart your Grab Merchant app by logging out and logging back in.

About your Account : Store Information

To properly manage all information about your store/restaurant



- Tap your store at the top
- Once you open the store tab, you will see the following information of your store the Business hours, Contact and Address details.

Please also please keep your email address updated on this field as we're sending out announcements based on what you enroll here.



GrabMerchant Portal

Introduction

- *Overview*
- *Functionalities*
- *How to access*
- *Access Types*

About your account

- *Log in - Username / Email Address and Password*
- *Log in - Mobile Number and OTP*
- *OTP Error*
- *Set up employee roles*

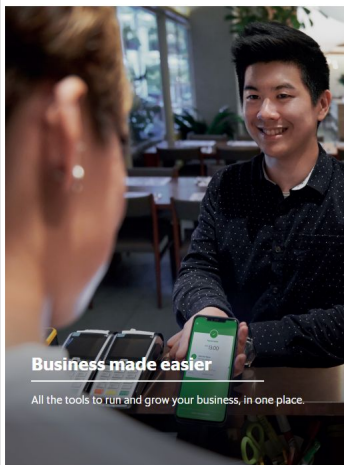
Overview

What is GrabMerchant Portal?

The GrabMerchant Portal is your all-in-one, self serve platform to manage and grow your business.

In this initial launch, it will allow you to see the financial reporting and business insights across your business in Grab. Over the coming months, new features such as menu editing and contacting support via GrabMerchant Portal will also be released.

GrabMerchant



Business made easier

All the tools to run and grow your business, in one place.

Log in to get started

Your username or email

Password

Log In

[Forgot your password?](#)

[Forgot your username?](#)

 Log In with Mobile Number

Functionalities

In this initial release, the GrabMerchant Portal allows you to:

Manage access of your team

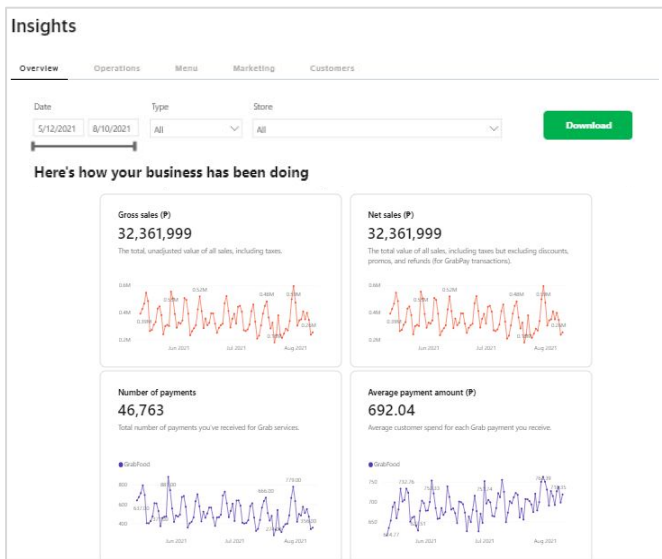
- Give team members access to the portal.

Gather insights about your performance:

- See an overview of your business' performance - total sales, average transaction data.
- Have an idea of peak hours, popular menu items and combos.
- Know effectivity of promos and ads campaigns.

View Transaction and Transfer Data

- View and download transaction data for all stores or single stores.
- View transfer status of your payouts from Grab.
- Download copies of your Merchant Settlement Reports (MSR) and Official Receipts



How to Access the GrabMerchant Portal

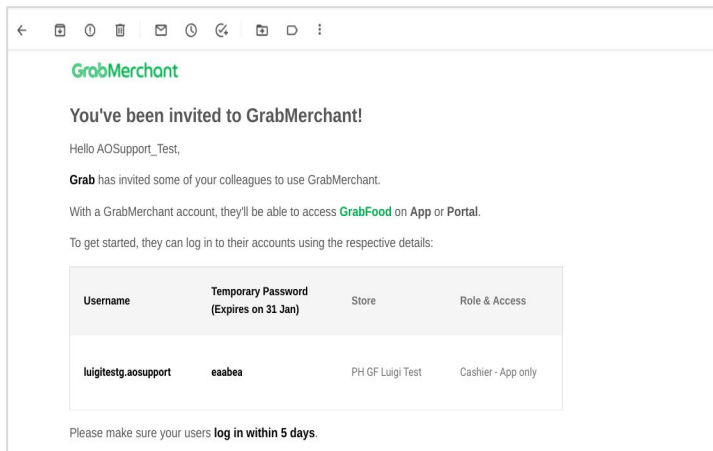
The GrabMerchant Portal is accessed through merchant.grab.com

The GrabFood team will help set-up your initial access to the GrabMerchant Portal.

The Grab Team will send an email with the temporary password to your app log-in email account.

- Your email serves as your username (i.e. restaurant@gmail.com)
- You will have to nominate a new password upon logging in.
 - Please create this new password within 3 days of receiving the email.
- The account that will be created for you is the OWNER Account. More details on roles Employee Roles section.

**If you do not receive an email, please check your SPAM Folder.*



The screenshot shows an email interface with a navigation bar at the top containing icons for back, home, refresh, delete, mail, clock, undo, share, print, and menu. The email content is as follows:

GrabMerchant

You've been invited to GrabMerchant!

Hello AOSupport_Test,

Grab has invited some of your colleagues to use GrabMerchant.

With a GrabMerchant account, they'll be able to access **GrabFood** on **App** or **Portal**.

To get started, they can log in to their accounts using the respective details:

Username	Temporary Password (Expires on 31 Jan)	Store	Role & Access
luigitestg.aosupport	eaabea	PH GF Luigi Test	Cashier - App only

Please make sure your users **log in within 5 days**.

Access Types :

Overview of employee roles

Merchants can assign employee roles to their team to manage access to sensitive information and to make it easy for their staff to use the Portal.

There are two types of employee roles on **Portal: Owner, Chain Manager***. Chain managers can see data for all stores across the Legal Entity.

Currently, both roles have similar levels of access. However, additional roles may be added in the future.

*In the GrabMerchant App, a Manager role can also be created. However, the role created in-app is a Store-level Manager only. Store-level managers will not yet have access to the portal in this release.

The screenshot displays the 'Manage users' section of the GrabMerchant interface. On the left is a sidebar with navigation options: Insights, Finance, Employees, Profile, and Help center. At the bottom of the sidebar are language settings (English) and a Logout button. The main content area is titled 'Manage users' and 'Add new team member'. It features a 'Choose their role' section with two options: 'Managers' (selected, with a checkmark) and 'Owners'. Below this is the 'Enter their details' section, which includes input fields for 'Full name' (containing 'Marc'), 'Username' (containing 'example@grab.com'), and 'Your mobile number' (with a dropdown for '+65' and a note to 'Email address or mobile number'). A note states that a temporary password would be sent to 'correspondence@company.com'. A green 'Add' button is at the bottom of the form.

GrabMerchant

Manage users
Add new team member

Choose their role
Their role will determine their level of access

Managers
Able to view data and manage users

Owners
Able to view data only

Enter their details

Full name
Marc

Username [Use email](#)
example@grab.com

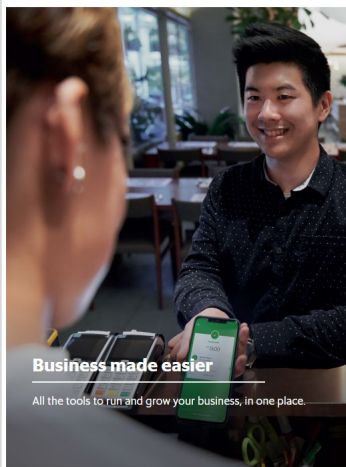
Your mobile number Optional
+65 Email address or mobile number

Temporary password would be sent to
correspondence@company.com

Add

Log in via Username / Email Address and Password

GrabMerchant



Business made easier

All the tools to run and grow your business, in one place.

Log in to get started

Your username or email

01

Enter your username or email

Password

Your Grab password

Log In

[Forgot your password?](#)

[Forgot your username?](#)

02

 Log In with Mobile Number

01

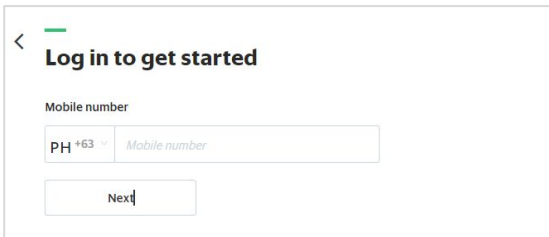
Input your username or email address and your password for the account you wish to login with.*

02

For other employees that will be set-up, they may also choose to login with mobile number and OTP.

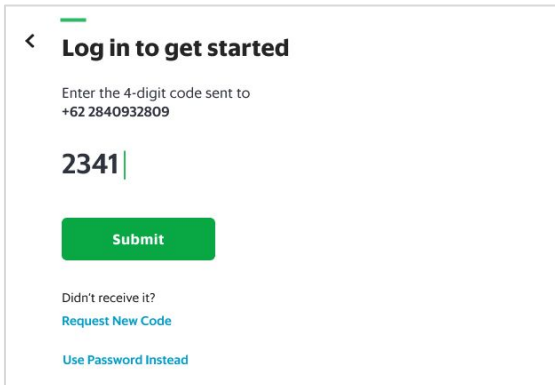
Log in via Mobile Number and OTP

01 Input your mobile number.



The screenshot shows a mobile application interface for logging in. At the top left, there is a back arrow icon. Below it, the title "Log in to get started" is displayed in bold black text. Underneath the title, the label "Mobile number" is shown. A text input field contains "PH +63" followed by a dropdown arrow and the placeholder text "Mobile number". Below the input field is a "Next" button.

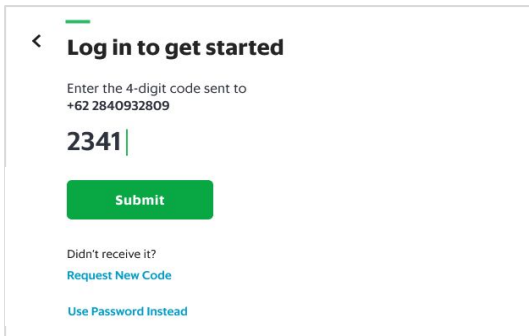
02 Enter the OTP sent to the mobile number.



The screenshot shows the same mobile application interface as the previous step. The title "Log in to get started" remains. Below it, the instruction "Enter the 4-digit code sent to +62 2840932809" is displayed. A text input field contains the digits "2341" followed by a vertical cursor bar. Below the input field is a green "Submit" button. At the bottom of the screen, there are two links: "Request New Code" and "Use Password Instead".

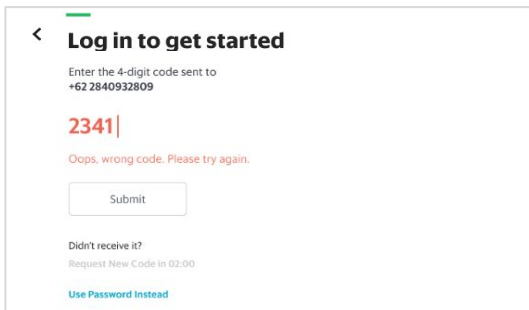
OTP Error

- 01 You will be prompted for the 4 digit OTP.



A screenshot of a mobile application login screen. At the top left is a back arrow icon. The title is "Log in to get started". Below the title, it says "Enter the 4-digit code sent to +62 2840932809". A text input field contains the number "2341" followed by a vertical cursor. Below the input field is a green "Submit" button. At the bottom, there are three links: "Didn't receive it?", "Request New Code", and "Use Password Instead".

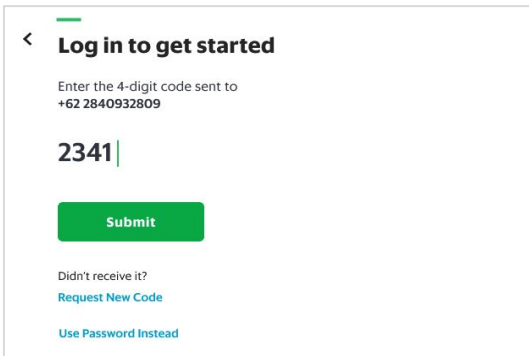
- 02 You will be prompted to try again if unsuccessful.
If unsuccessful:
3 requests for the OTP or 3 failures = 1 hour logout
Another 3 failures = 2 hours
Another 3 failures = 4 hours
Another 3 failures = 8 hours
And so forth...



A screenshot of a mobile application login screen, similar to the one above but showing an error. The title is "Log in to get started". Below the title, it says "Enter the 4-digit code sent to +62 2840932809". The text input field contains the number "2341" in red, followed by a vertical cursor. Below the input field, the text "Oops, wrong code. Please try again." is displayed in red. Below this is a white "Submit" button. At the bottom, there are three links: "Didn't receive it?", "Request New Code in 02:00", and "Use Password Instead".

Log in via Mobile Number and OTP

01 You will be prompted for the 4 digit OTP.



The screenshot shows a mobile application interface for logging in. At the top left is a back arrow icon. The main heading is "Log in to get started". Below this, it says "Enter the 4-digit code sent to +62 2840932809". A text input field contains the number "2341" with a vertical cursor to its right. Below the input field is a green "Submit" button. At the bottom, there are two links: "Request New Code" and "Use Password Instead", both in blue text.

02 You will be prompted to try again if unsuccessful.

If unsuccessful:

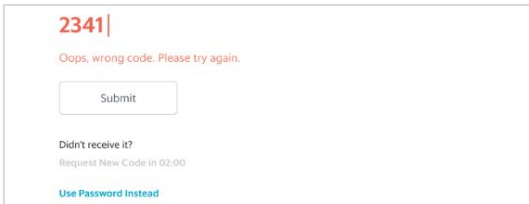
3 requests for the OTP or 3 failures = 1 hour logout

Another 3 failures = 2 hours

Another 3 failures = 4 hours

Another 3 failures = 8 hours

And so forth...



The screenshot shows the same mobile application interface as in the previous step, but with an error message. The text input field now shows "2341" in red, indicating it is incorrect. Below the input field, a red error message reads "Oops, wrong code. Please try again." Below this is a white "Submit" button. At the bottom, the "Request New Code" link now includes a timer: "Request New Code in 02:00". The "Use Password Instead" link remains in blue text.

How to Get Support?



Help Centre

Grab Help Center is a public self-help guide for our Grab customers to search for answers related to their payment, account, and booking concerns. While not all questions can be answered in an FAQ, the Help Center also offers channels such as call, chat, and email for customers to reach out to Support

Just visit the <https://help.grab.com/merchant/en-ph> for different landing page for each type of GrabMerchant Partner.

Grab Help Centre Merchant Philippines (English) Log in

We're always here to help you!

Useful guides for merchants

Get solutions that suits you best!
Log in to get personalised recommendations instantly. Log in

- How do I become a GrabFood Merchant
GrabFood Preferred Merchants
- How do I become a GrabMart Merchant
GrabMart Merchants
- How can I be a GrabExpress Merchant Partner
GrabExpress Merchant
- How do I sign up as a GrabPay Merchant
GrabPay Merchants
- I can't login to the app
GrabFood Preferred Merchants
- How to edit my store/menu catalogue myself
GrabFood Preferred Merchants
- How to pause or unpause my restaurant/store
GrabFood Preferred Merchants
- Request to update restaurant operating hours
GrabFood Preferred Merchants

Find more help

Browse by service Common problems

- GrabPay Merchants
 - Introduction to GrabPay Merchants
 - Join us
 - Guide to GrabPay
 - Account Matters
 - [View all](#)
- GrabFood Preferred Merchants
 - Guide to GrabFood
 - Account Management
 - Order Management
 - Restaurant Management
 - [View all](#)
- GrabFood Concierge Merchants
 - Becoming a GrabFood Partner
 - Restaurant Management
 - Menu Management
 - Promotion
 - [View all](#)

GrabMart Merchants ▼ GrabExpress Merchant ▼

Help Centre Articles

FAQ/Self-serve

- These articles contain detailed guides for customers on how to address their Grab questions or concerns.
- There are no contact support options to Grab Support within the article itself.

Example: [How do I change notification sound for orders](#)

Entry points

- While these articles also contain guides and answers for customers, these will have support options to connect them to Grab Support.
- There are 3 types of entry point articles:
 - **Call** - these are the articles with call buttons, usually added to Accident and Safety related articles
Example: : [I was in an accident](#)
 - **Form** - these are the articles with form fields that directs the report to Grab Support via email.
Example: [Grabfood Merchant Reimbursement](#)
 - **Chat** - these are the articles with 'chat now' buttons. All our chat features are only available in the Grab app

Grab Support Assistance

In case that self-serve option isn't available in processing the changes and/or updates you may have for your restaurant/store, we have dedicated Grab Support professionals available to help.

❖ Be assisted **via Email:**

We have support agents available who can assist you in having your concerns resolved and requests processed via email. Majority of the entry point articles that we have are being serviced through this channel.

Sample articles being served **via Email for GrabFood Preferred Merchants:**

- [GrabFood Merchant Reimbursement](#)
- [Request to update cover photo](#)

Sample articles being served **via Email for GrabFood Concierge Merchants:**

- [The statement is incorrect](#)
- [I need help with my store promotion](#)

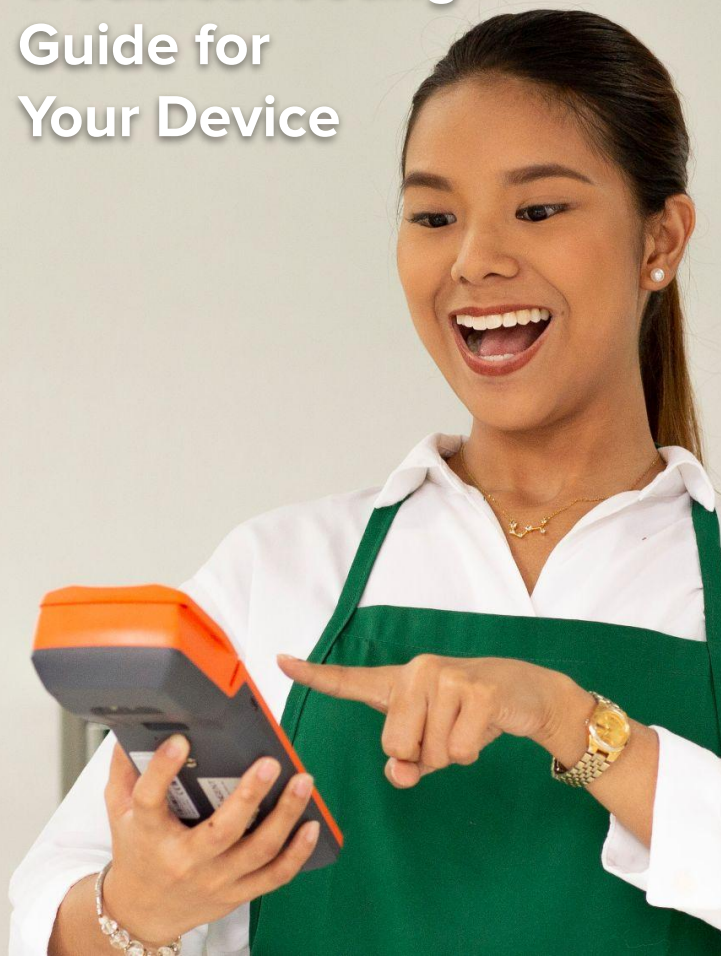
Sample articles being served **via Email for GrabMart Merchants:**

- [Request to add new branch or outlet](#)
- [Request to change email recipient for refund report](#)

❖ Be assisted **via Live Chat:**

We have Live Chat Support Agents available to assist you **daily from 9AM-6PM** except for the live chat article **Report a serious incident** w/c is available from **6AM-10PM**. **Take note** that all of our chat features are only available in the Grab app.

Basic Troubleshooting Guide for Your Device



Basic Troubleshooting



Step 1

Charge your battery for 1-2hrs



Step 2

Try to reboot or restart by holding the power button of your device.



Step 3

Check your Internet Connection ([speedtest.net](https://www.speedtest.net))



Step 4

Update your Grabfood Merchant App by checking the Playstore & Appstore



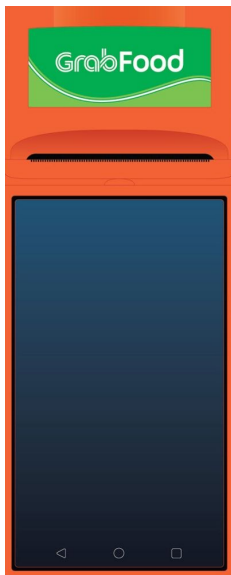
Step 5

Contact us through live chat if problem still persist:
grb.to/pmlivechat

#TIPS ON HOW TO AVOID DAMAGING YOUR DEVICE

1. Keep your Grab Merchant app updated. If it is not updated, you will not be able to log in. Make sure when doing the update, your internet is stable to avoid unfinished updates.
2. At the end of each shift, turn off the device to avoid the battery being fully drained on the next day. Charge your device once the battery reaches 20%.
3. Always place your device in a safe area (far from any liquids, sauces, or high places)

How to update the app



Play Store

Step 1

Open Playstore

Step 2

Tap more button(☰)

Step 3

Tap “My Apps & Games”

Step 4

Check if there’s an update for the Grabfood Merchant App



App Store

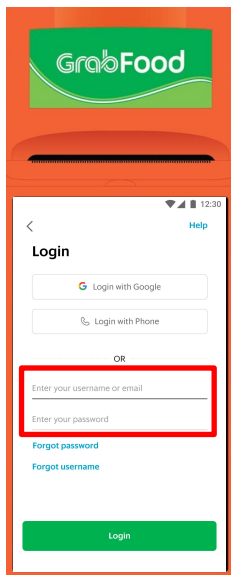
Step 1

Open App Store

Step 2

Then check if there’s an update for the Grabfood Merchant App

Proper way to log in



Step 1

Open your “Grab Merchant App”.

Step 2

Tap “Log in” button

Step 3

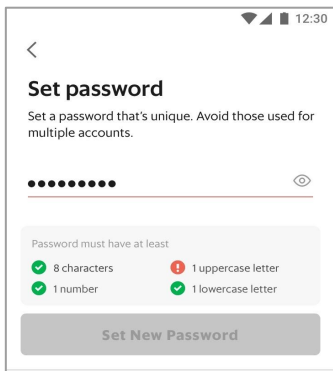
Type in your “User Name” and “Temporary Password” from the email. If you haven't receive your log in credentials please check your SPAM/JUNK inbox.

The email subject is “Welcome to Grab Merchant”

Step 4

Tap “Login” once you have typed in your correct login information.

Set New Password



Step 1

Tap “Set New Password” once you typed in your correct login information

Step 2

Set your “Permanent password”

To Reset Password

Step 1

Type in your “Store’s email account”

Step 2

Tap “Forgot Password” once you have typed in your correct login information.

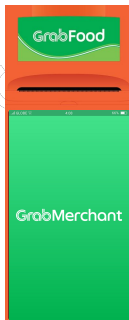
Step 3

Then check your inbox to get new temporary password.

Make sure to check your spam mail

Basic Troubleshooting

1. Device is stuck on GrabFood logo?



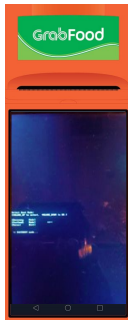
Check if internet connection is stable by opening Google Chrome and trying to access any website. If internet is working fine, make sure all apps are updated:

Open Play Store, go to "Apps and Games", check Updates and click "Update all".

Open App Store, make sure GrabFood Merchant app is updated.

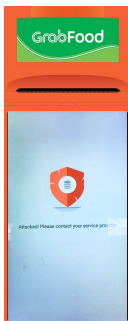
Once all apps are updated, restart device.

2. Device showing black screen upon startup



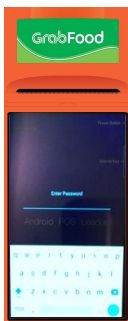
This usually means that the device is out of battery. Please make sure to charge the device for 1-2hrs. After that try to turn on the device again. If still not working, contact our live chat support immediately to grb.to/pmlivechat

3. Device shows "Attacked!" upon startup



Please contact immediately our live chat support to grb.to/pmlivechat and request a replacement for this device.

4. Device asking for a password/pattern to open



Passwords are set by the Head office or whoever created your Gmail account. This cannot be recovered by Grab, try to confirm this to your Manager or IT personnel from your Head Office.

Basic Troubleshooting

5.1 Printer troubleshooting



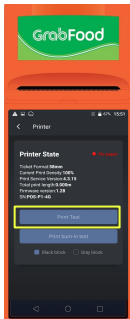
Go to "POS Steward" (app installed on the Grab Device)

5.2 Printer troubleshooting



Click "Printer", make sure that thermal paper is properly installed.

5.3 Printer troubleshooting



Click "Print Test" to test the printer if working.

REMINDER!

Take a video while doing the procedure and send to us the result for further assistance.

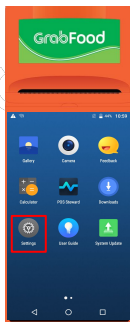
Make sure that the printer cover is locked properly

Make sure that the thermal paper is properly installed facing the shiny part of the paper.

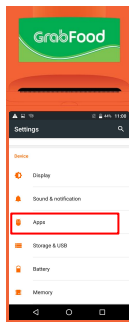
Basic Troubleshooting

6. How to clear cache & clear data Merchant App

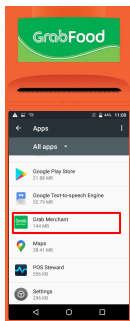
(It is applicable when you're encountering not responding application and/or if you're having hard times to logot your account)



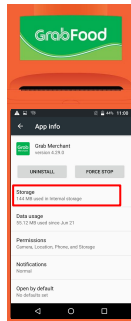
Step 1
Go to device setting



Step 2
Select "Apps"



Step 3
Select "Grab Merchant"

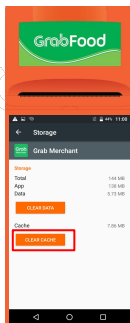


Step 4
Inside the settings of Grab Merchant, select "Storage"

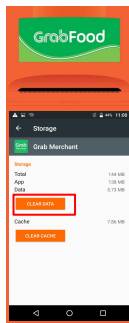
Basic Troubleshooting

6. How to clear cache & clear data Merchant App

(It is applicable when you're encountering not responding application and/or if you're having hard times to log your account)



Step 5.1
Select Clear Cache



Step 5.2
Select Clear Data

Join the GrabMerchant Community

The official Facebook group for GrabMerchants is finally here!



Scan the QR code to join our growing community of Grab merchant-partners!



Be up-to-date with **the latest offering and news** from Grab!



Learn the tips and tricks of the trade to help you on your daily operations!



Chat with our Grab representatives!



Let your voice be heard within the community!

Grab Website

Visit the Grab Official website and social media for important announcements.

Social Media

www.facebook.com/GrabPH

www.facebook.com/GrabFoodPH

Grab Website

www.grab.com/ph/

Grab Help Center

<https://help.grab.com/merchant/en-ph>

The goals we've set for ourselves aren't easy to achieve. But we believe one day soon, every single person in Southeast Asia will be able to travel safely, comfortably, and easily to work, to college, and to tea with a few friends.

With every single day that passes, we're more certain of it. Because we have you to help get us there. That's what Grab is really about. Bringing people together to make

life better for all.
Forward Together

