

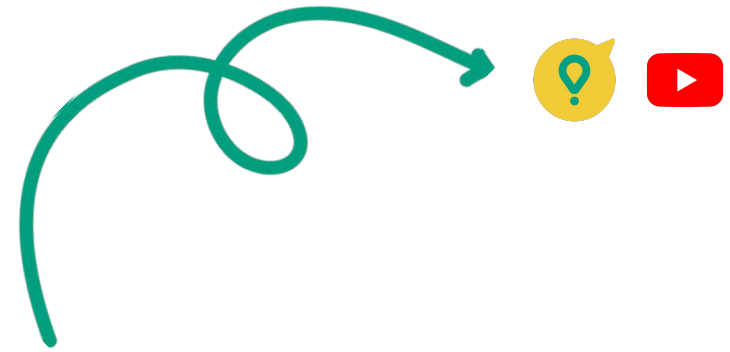


GLOVO MANUAL

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WEB OF GLOVERS



The Web of Glovers is intended for all couriers, where you can follow our blog with news, check the benefits offered by Glovo, monitor your progress,...

To make it easier to understand the application, you can watch short presentation videos for each set on our YouTube channel.

You will find all the information you need before starting work in this document or on our YT channel.

COLLECTION AND EXCHANGE OF EQUIPMENT



1. The delivery bag has been destroyed, what can I do?

In the event that your bag has been destroyed or is no longer suitable for delivery due to wear and tear, you can contact us at any time to pick up a new bag. You can bring the old bag to us or you can throw it in the black garbage container yourself (only if it is destroyed). Check below what the procedure is for the city you are delivering in.

2. I need a new jacket, t-shirt, power bank, phone holder or other equipment.

At any time, you can exchange a piece of equipment or come in to pick up a piece of equipment you don't have yet. Check below what the procedure is for the city you are delivering to.

3. I no longer want to deliver for Glovo, what do I do with the equipment?

You can return the equipment you received when you started working with Glovo. You can keep the phone holder and the powerbank, while you have to return all the other equipment (delivery bag, winter jacket, rain jacket, t-shirt, car magnet,...)



LJU, KRJ, DOM: Pick up location -> **Cesta Ljubljanske brigade 21, 1000 Ljubljana. Every workday** between **9:30-12:00** and **14:00-16:00**



MRB, MRS, CEJ, KPE, PTJ, NME: Before the activation of your profile, you will receive all the information about the collection of the equipment by e-mail. To replace the equipment in case it is destroyed or for a refund, please contact in-app support.

SCHEDULE AND SLOTS BOOKING



1. I work in Ljubljana. What does Zone A and B mean?

In Ljubljana, you can choose the area of the city where you want to deliver. The delivery area is divided into zone A and B. You can read all the detailed information about it [at this link](#)

2. I got sick, I have urgent business,... and I can't come to the booked appointments. What can I do?

If there is more than 24 hours to the booked appointment, simply log out of the appointment in the application - this will not affect the assessment.

If you cancel your slots within 24 hours of the appointment, it will affect your excellence score. However, we understand that unforeseen situations occur in life, so individual cancellations or no-shows have a minimal impact on the score. As long as you come to the booked appointments regularly, you will not have any problems with the score. By not showing up to booked slots, you prevent other couriers from working.

If it is no longer possible to unbook from the slots, please do not contact support. Instead turn off the "I'm **available**" button.

EXCELLENCE SCORE



1. I have a low score and because of that I don't get any free slots. How can I increase my rating?

We often add appointments to the calendar. Pay attention to our notifications and sign up for additional free appointments. If possible, choose dates with increased demand and further improve your rating. Also, don't forget regular arrivals at booked slots and a friendly attitude towards customers.

2. My rating changed even though I didn't deliver anything. What happened?

From time to time, when the application is updated, your rating may change, even if you have not made any deliveries. If you notice such a change, please contact support via the app. Our team will carefully check your rating status and provide you with an accurate answer.

3. I'm going on vacation and won't be working for a few weeks. How will this affect my rating?

The excellence rating remains the same during the period when you do not connect to participate. When you return, the score is calculated based on the last 28 days of app usage before you went on vacation. It may happen that the price goes up or down if other deliverers have improved or deteriorated.

DELIVERY PROCESS



1. The customer is not responding, but I am already at the delivery address.

In the application, under the contact reason "Problems at the drop-off point", select "Customer is absent". The customer receives an automatic call and at the same time you will see a countdown in the app. If the customer does not respond within 10 minutes, you can complete the order and keep it.

2. What are "Package delivery" orders.

This is an order when a customer wants to ship something from one location to another. You just have to simply pick up the order and deliver it. The customer can be at the pickup location or the delivery location.

3. I had a problem with a partner/client.

We are sorry that you encountered problems with our partner or customer. If you had problems with a partner (long waiting time, tablet turned off, inappropriate behavior) or with a customer, let us know via the form: [Link to the form](#)

4. Can I cancel/reassign an order?

Yes. You can reject the order before acceptance.

If you have already accepted the order, you can reassign it in the delivery overview by selecting the cross to reassign the order to another delivery person in the upper right corner.

Reassigning orders too often can have a negative impact on the Excellence Score, as the decision affects the use of the application by customers, partners and other deliverers.



5. I want to take a break while working. How can I do this?

If you want to take a snack break during work, use the "I'm available" button in your profile at the bottom right and turn it off. The option can be turned off for a maximum of 30 min.

If the option is still turned off after 30 minutes, the system will automatically remove you from the reserved appointment.

6. My order was canceled what to do with my order.

In the event that you have already received the order and it is then cancelled, you will receive payment (base x bonus = approx. €2). In such a case, the order remains to you, with which you can do whatever you want, but of course we recommend that usable food not be thrown in the trash.

If you delivered products from the store, you return the order to the partner. In this case, contact our support so that we can arrange compensation for the additional journey you made to return the order to the partner.

CASH BALANCE AND DEPOSIT



1. Instructions for downloading the mBills app and depositing cash

You can find more detailed instructions [at this link](#)

2. The tax number is not registered in the mBills app and I cannot make a cash deposit.

In this case, contact support through the application by selecting “Support” -> “My earnings” and then select “Problems with accounts”. Send us a message and don't forget to add your tax number. Support will arrange it in the shortest possible time.

3. Since I do not have a permanent residence in Slovenia, I cannot deposit cash using the mBills application.

In this case, contact support through the application by selecting “Support” -> “My earnings” and then select “Problems with accounts”. Describe your problem and support will respond as soon as possible.

4. I have not received payment for the past period.

Students: Check that you have an active “Napotnica” through the e-student service for Glovo App SI d.o.o.

Revolut/N26 accounts: If you have a card with one of the aforementioned providers, it may happen that there is a slight delay in the payment. If you still do not receive the transfer after three days, please contact us.

If you have not received the payment, please contact support within the Glovo Courier application.

USER ACCOUNT



1. How can I change the vehicle type?

In the application at the bottom right, select "Support" then click on "Delivery" and select "Update invoice".

2. How can I change the bank details where I want to receive payouts?

In the application at the bottom right, select "Support" then click on "Delivery" and select "Update invoice".

3. How can I deliver in another additional city?

In the application at the bottom right, select "Support" then click on "Delivery" and select "Update invoice".

4. I no longer want to deliver for Glovo. How can I close my profile?

We're sorry you're leaving... Don't forget you can always come back and re-open your account. You can close your account using in-app support. In your profile at the bottom right, select "Support" then click on "Delivery" and select "Delete Account". Thank you for your cooperation!

5. My account is locked and I can't book appointments.

Glovo is committed to providing the best experience for couriers, partners and customers. In order to maintain a healthy and fair platform, it is sometimes necessary to intervene if one of the users does not respect fair use. If your account is locked, you will still have access to your account, but you will not be able to perform any actions. To unlock your account, please contact support in the delivery driver app.

ADDITIONAL BENEFITS



1. What challenges are currently active?

We currently have an active weekly challenge with which you can earn from €7-€25.

Milestone - This is available to all delivery people who have achieved 90% attendance at their booked appointments in the previous week. If you reach the mentioned limit in the current week, you will receive a challenge in the application in the following week and you will see it in the section "Challenges" or by clicking on the icon



You must join the challenge!

2. Do I get a reward if I refer a friend?

OF COURSE! In this case BOTH receive the prize. In the application, under your profile, click on "Invite and earn" and share your unique link with your friends/acquaintances.

In the same view, you also have an overview of all active referrals of people who registered through your link.

INSURANCE AND OTHER GLOVO BENEFITS



1. What does the insurance cover?

The insurance company covers you during the use of the application and the delivery of orders up to one hour after the end of the participation. If an incident occurs (e.g. an accident) or if you cause damage to third parties (e.g. partners or customers).

2. How can I claim insurance in the event of an accident?

You can submit an insurance claim here. Provide full details of the accident, personal information and upload police or medical center reports (if available).

3. What is **Glovo+** or **Loyalty**?

Glovo+ is our loyalty program, with which we want to additionally reward the most loyal deliverers. It is currently available in **Ljubljana** and **Maribor**. It gives you the possibility of **additional earnings** and access to **many useful rewards**, from annual membership of the Association of Social Workers to personalized equipment. You can find more about the Glovo+ program [on this portal](#).



WORKING IN BAD WEATHER



If there is bad weather in your city (rain, snow), you can check in application whether it is for this slot active additional bonus.

1. I can't work in the rain because I don't have rain gear.

At Glovo, we have rain gear available (rain jacket). Come to our office or contact us through support, if you are from a more distant city and we will send you the equipment through post service.

2. Why work in bad weather? Am I paid more for this work?

For each slot when it rains or snows or there are emergency situations on the field, the bonus increases by 10-50%. You are informed about this the day before or the same day before the slot starts.

3. I received an SMS notification that you need help in the field. Can I start working before the slot I have booked starts?

Of course! If your slot starts at 12:00 and you could start work, for example, 20 minutes earlier, simply sign up for the slot from 11:00-12:00 and check-in. Regardless of the fact that it is already after 11:40.

GROUP AND INDIVIDUAL MEETINGS



ARE YOU JOINING?

Do you have problems during delivery that you cannot solve with the help of support? Do you have a question or suggestion that you cannot find the answer to on our website? Do you want to share with us your experiences from the field and possible improvements?

You can join us at group meetings or book your own individual appointment.

Do you have suggestions to improve the experience of Glov's deliverers, partners or customers? Want to highlight a specific issue you're facing in the field?

Sign up for the next meeting, which will be held in our office.

[SIGN UP](#)

Have you encountered an issue that has not been successfully resolved? Need help using the app or additional explanation?

Book your appointment in our office.

[SIGN UP](#)