

GrabMerchant

Handbook





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Let's Get Started

Welcome aboard, merchant-partner!

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

We can't wait to work with you!

Download the GrabMerchant App

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



Step 1

Open the Google Play Store app

Step 2

Search for 'GrabMerchant'.

Step 3

Click on 'Install'.

Step 4

Once successfully installed, the GrabMerchant app will appear on your device's home page.

Step 5

Open the GrabMerchant app and log in

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

Setting Up the Device

To set up your GrabMerchant console, follow these steps:



Grab Device

Step 1

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

Step 2

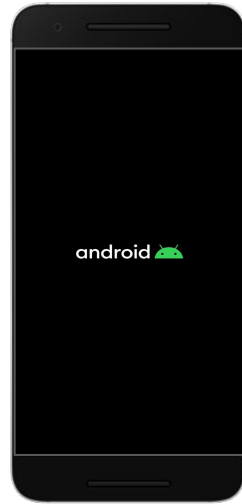
Connect to Wi-Fi or mobile data.

Step 3

Set up the built-in printer.

Step 4

Charge the battery.



Own Device

Step 1

Press the power button to turn the device on.

Step 2

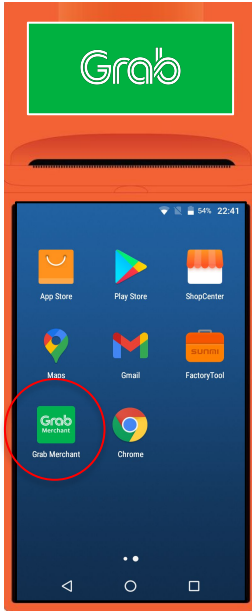
Connect to Wi-Fi or mobile data.

Step 3

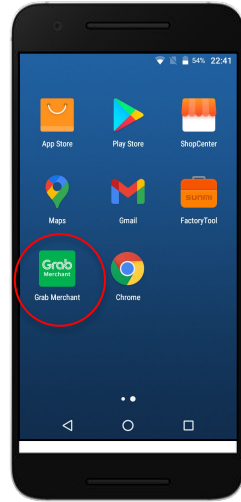
Charge the battery.

Steps to Logging in to the GrabMerchant App

To log in to the GrabMerchant app, follow these steps:



Grab Device



Own Device

Step 1

Tap on the 'GrabMerchant' app to open it.

Step 2

After opening the app, tap on the 'Log in' button.

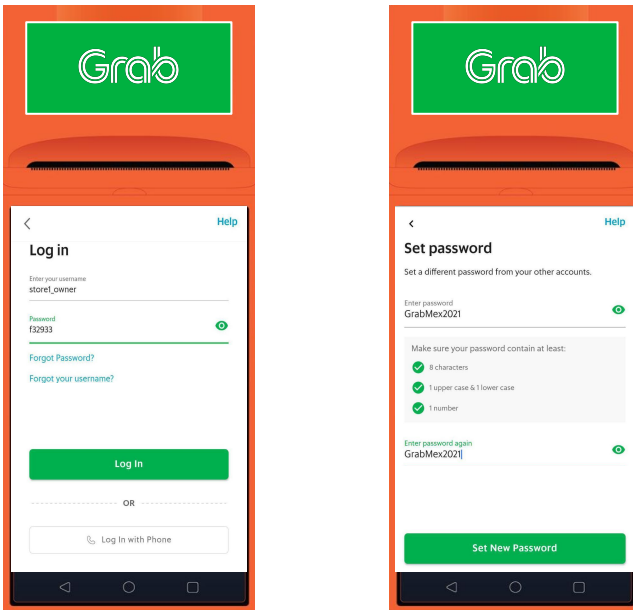
If you have forgotten your login information, please contact us through:



grb.to/cantlogin

Logging In Using the Grab Device

To log in to the GrabMerchant app,



Grab Device

Step 3

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

Step 4

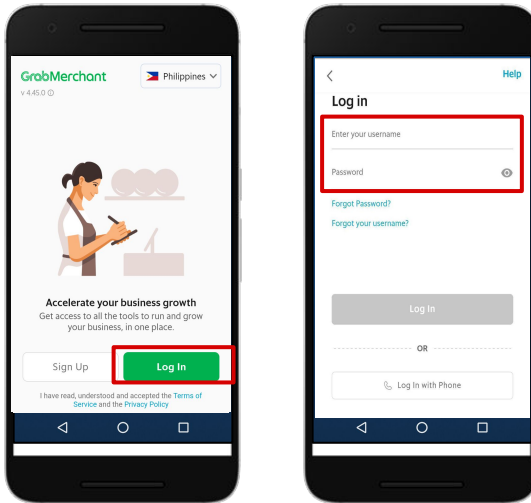
Tap on the 'Log in' button on the home screen

Step 5

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

Logging In Using Your Own Device

To log in to the GrabMerchant app, follow these steps:



Own Device

Step 1

Tap on the 'GrabMerchant' app to open it.

Step 2

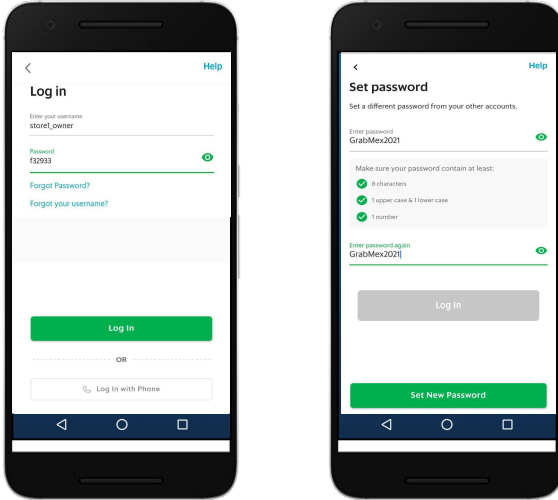
After opening the app, tap on the 'Log in' button.

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



grb.to/cantlogin

Logging In Using Your Own Device



Own Device

Step 3

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

Step 4

Tap on the 'Log in' button on the home screen

Step 5

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

Login Credentials - Email Sample

Here's a sample of the email you'll receive about your login credentials. Please read all relevant information carefully. These will be important in completing your GrabMerchant onboarding.

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 **ft.c**

Log in to GrabMerchant

Be Updated, Partners!

Tap and get notified!



Grab

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, campaigns and more!

Get ALL the benefits of being a GrabMerchant:



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



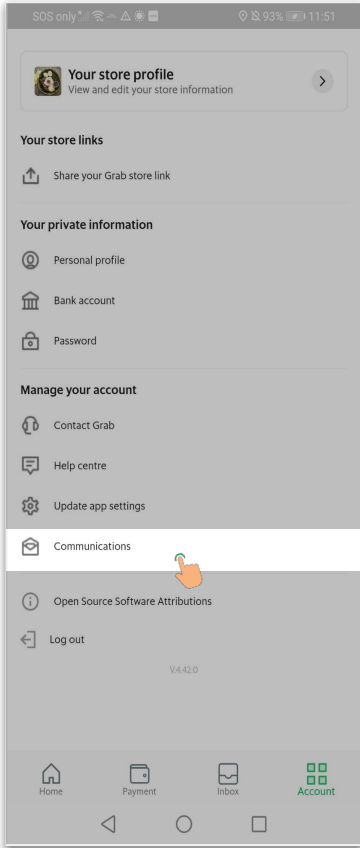
Latest updates about the products and features of the GrabMerchant App and the GrabMerchant Portal



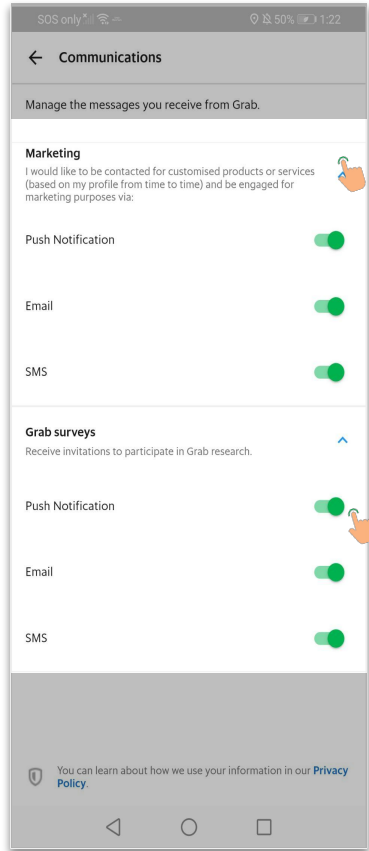
Special offers from Grab and other partner brands

Easily Manage and Choose Your Preferred Channels

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



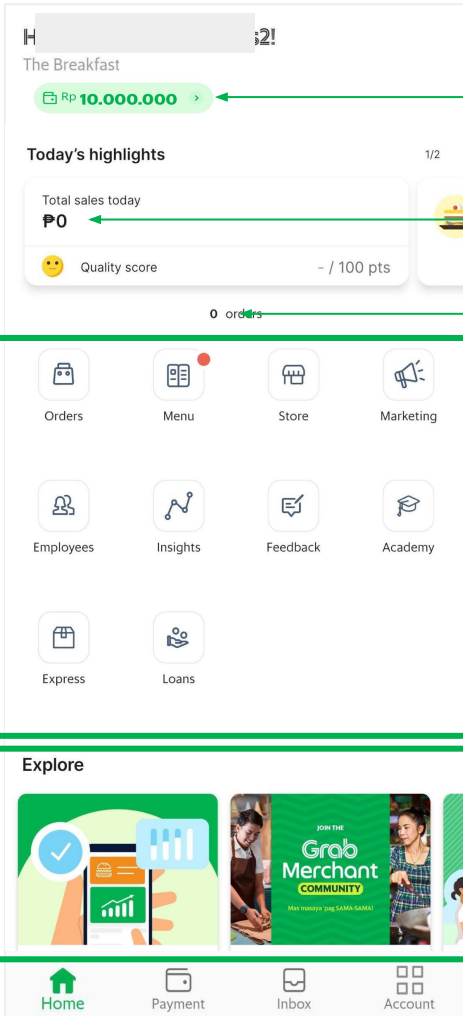
1. Tap on 'Account' and choose 'Communications'.



2. Click on the drop-down arrow to view different channel options.

3. Switch the toggles on to receive notifications through your preferred channels.

Home Screen Management: Owner's View



Merchant Wallet Balance

Total Sales

Transaction Volume Today

App Features

Featured Content

Home Screen: App Features



Orders

View and manage incoming GrabFood orders.



Menu

Manage and edit your GrabFood menu.



Store

Can view the Merchant's store information.



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.



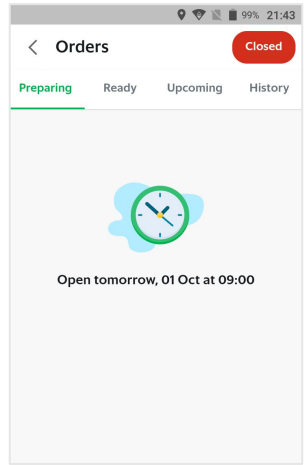
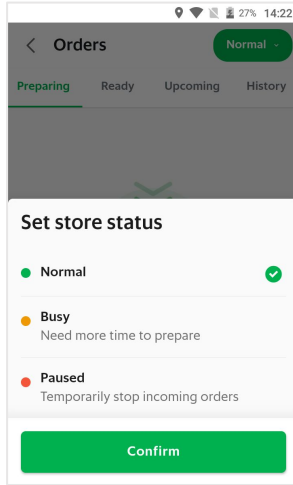
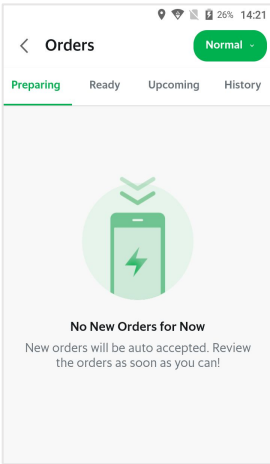
Express

Book and manage extra deliveries on this app.

Home Screen: Orders Tab ()

Orders

To start receiving orders :



Tap on the store status button to change the status from 'Paused' to 'Normal'.

NORMAL MODE

You have things under control. You are able to handle orders on time, e.g. when it's off peak hours or when it's a normal days

BUSY MODE

Things are a little hectic. You need a bit more time to prepare orders, e.g. lunch or dinner hours, or when it's peak season.

PAUSED MODE

Too many orders coming in. You can't accommodate new orders presently, e.g. when there's a special occasion or there's an ongoing promo you need to attend to.

CLOSED MODE

The store is not currently open, e.g. when it's closed because it's off-business hours.

Different Types of Orders

Orders Normal ▾

Preparing Ready Upcoming History

- GF - 123
5 items for Nancy
10 mins until driver arrives
5:15 PM
- GF - 123T
5 items for Nancy
10 mins until driver arrives
5:15 PM
- GF - 123F
5 items for Nancy
10 mins until driver arrives
5:15 PM
- GF - 123M
5 items for Nancy
10 mins until driver arrives
5:15 PM
- 🚫 Table 5
GF - 123D
3 items for Nancy
- 🚫 Table 5
GF - 123MD
3 items for Nancy

1. Delivery Orders

- This is the basic type of delivery order.

2. Self Pick-up order

- This order type allows a customer to order through the app and to pick up the order from the store. The short order number ends with 'T'.

3. Scheduled Order

- This order type allows a customer to schedule orders in advance. The short order number ends with 'F'.

4. Mix and Match Delivery Order

- This order type allows a customer to order from multiple stores while paying just one delivery fee for all orders. The short order number ends with 'M'.

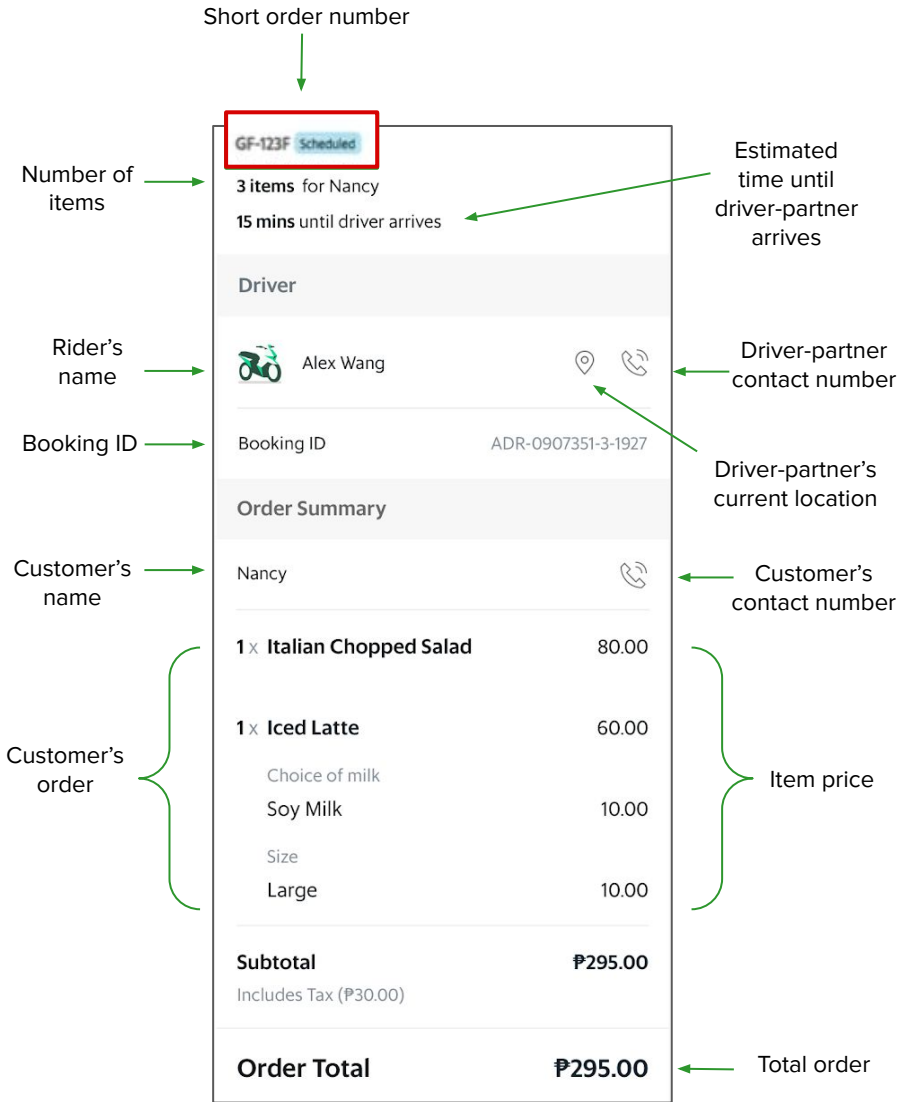
5. Scan to Order/Dine-in Order

- This order type allows a customer to order through the app via QR code when opting for a dine-in setup. The short order number ends with 'D'.

6. Mix and Match Dine-in Order

- This order type allows a customer to order through the app via QR code when opting for a dine-in setup. The customer can order from multiple stores with just one QR code. The short order number ends with 'MD'.

Parts of an Order Ticket



Packaging Procedure

When preparing an order for transport, follow these procedures to avoid potential issues:



**Signature
and Seal**

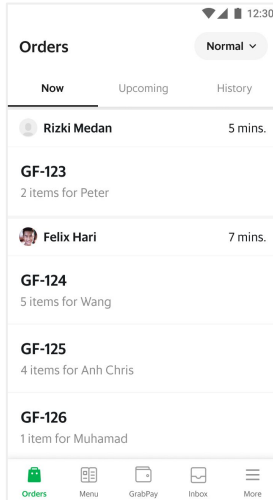
Receipt and short order number

- After check out, please properly pack the order. This helps avoid cross contamination and spillage of any food or beverage items.
- Seal the packaging with tape, twine, or staple, then sign over the seal with your signature. This is to minimize the possibility of tampering.
- Tape the order slip and/or official receipt and write the short order number on the packaging.

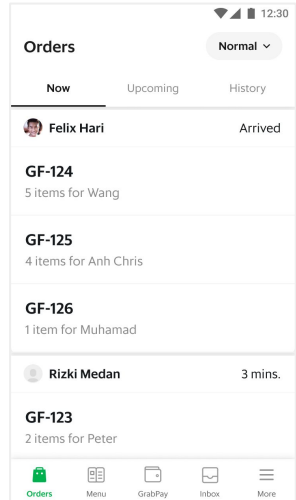
Interacting with Our Driver-Partners



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.

Dos

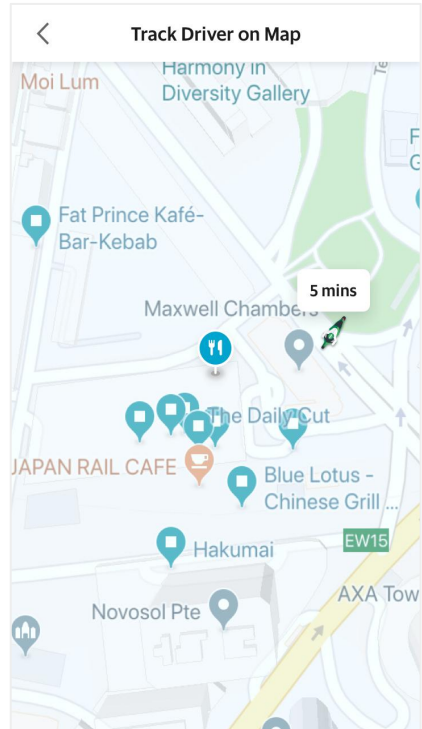
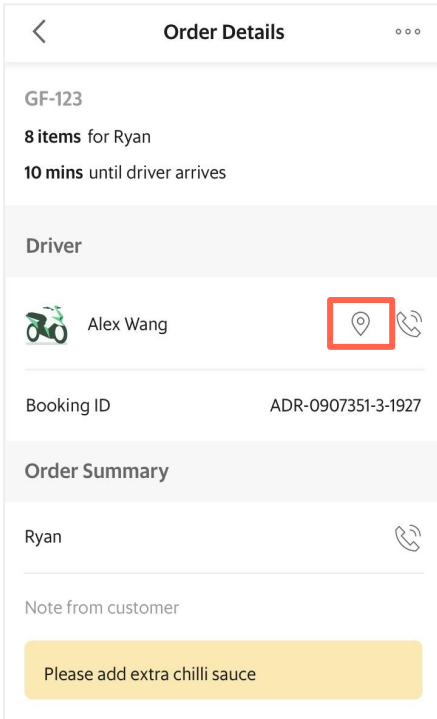
1. Greet them politely and ask for the short order number of the items to be collected once they arrive at the store.
2. Show them their respective waiting area while you prepare the orders.
3. Announce the short order number with the driver-partner's first name. (eg. GF-567 for Sir Toni, GM-789 for Ma'am Tin)

Don'ts

1. Ignore our driver-partner.
2. Use rude or inappropriate language or gestures.
3. Keep them waiting without giving them an update regarding the status of the order(s).

Tracking Driver-Partner's Location

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



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

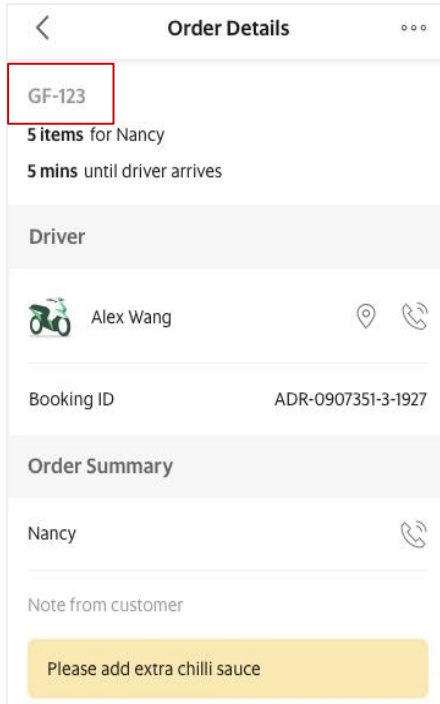
Step 2: Tap on the specific order that's ready for pickup.

Step 3: Tap on the location pin icon to track where the driver-partner is.

Step 4: Tap on the call icon to get in touch with the driver-partner.

Store Pickup

Bring the order to the designated waiting area and wait for the driver-partner.



Step 1: When handling multiple orders, have at least one staff member to oversee the handover of the orders.

Step 2: Ask the driver-partners to show their order details then hand over the matching orders accordingly. Inform each driver-partner, whether the order contains any frozen or cold items.

Step 3: The driver-partner will inspect the package. If it fails inspection, please fix the packaging.

Step 4: Assist driver-partners as needed when packing ordered items into the bags.

Handover Tips

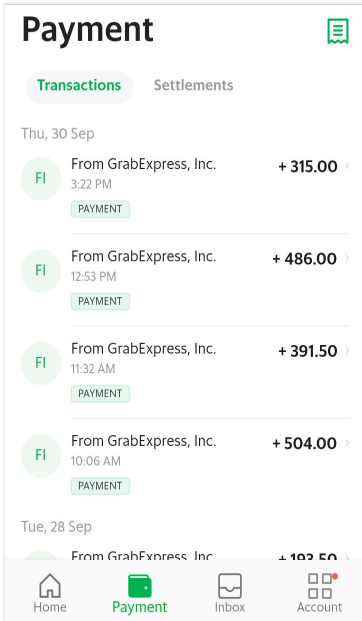
For best experience, make sure that your store is easy to locate for driver-partners.



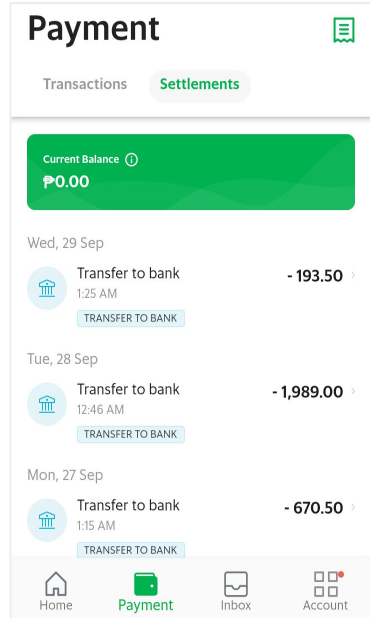
1. Establish a parking area for driver-partners, one that is close to the pickup location.
2. Set up signs to make it easier for driver-partner to locate your store.
3. Please have the items ready by the time the drivers arrive.
4. It's best practice to have a logbook where all driver-partners can acknowledge that they were handed over the items in good condition.
5. Lastly, proper communication with our driver-partners should be maintained at all times.

Payment Management

Transactions & Settlements



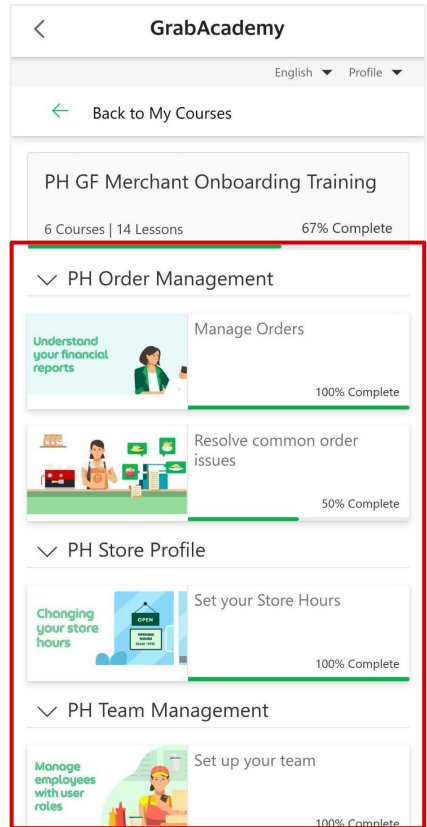
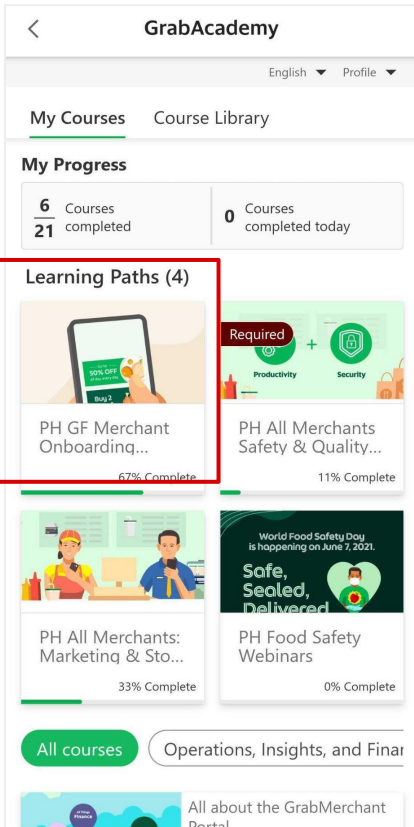
It will reflect here all the success transactions for every order.



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

Free Learning Tools Provided by Grab

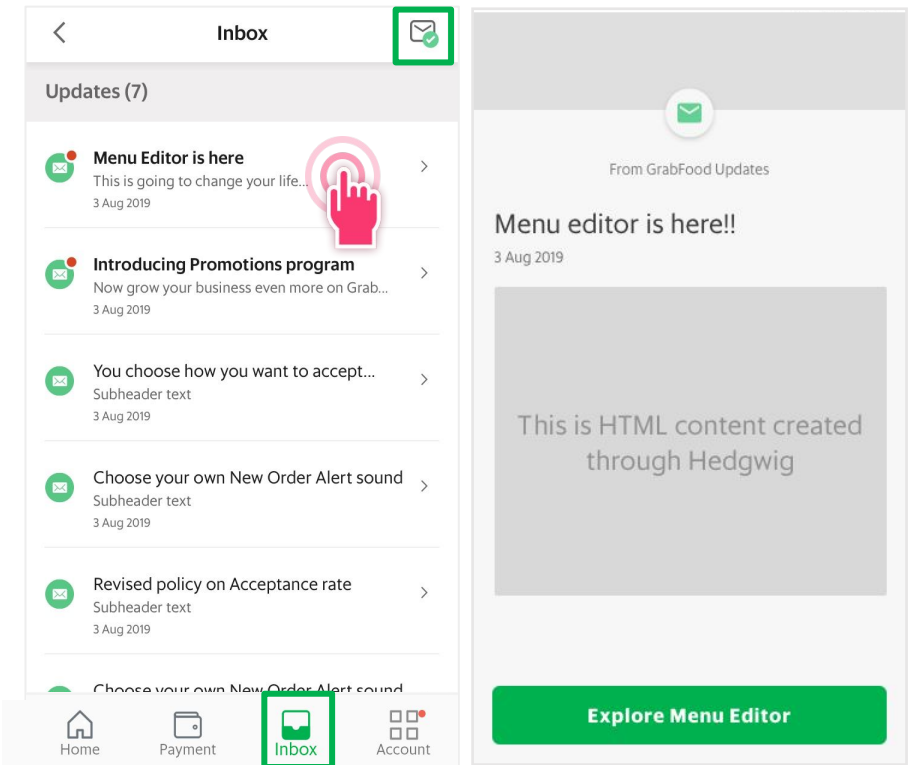
On GrabAcademy, you can access a variety of educational materials on how to smoothly run your business. It also offers different courses on how to manage your orders, store profile, and so on.



Remember: You can't proceed to the next lesson if you haven't finished your current one.

Inbox Messages and Updates

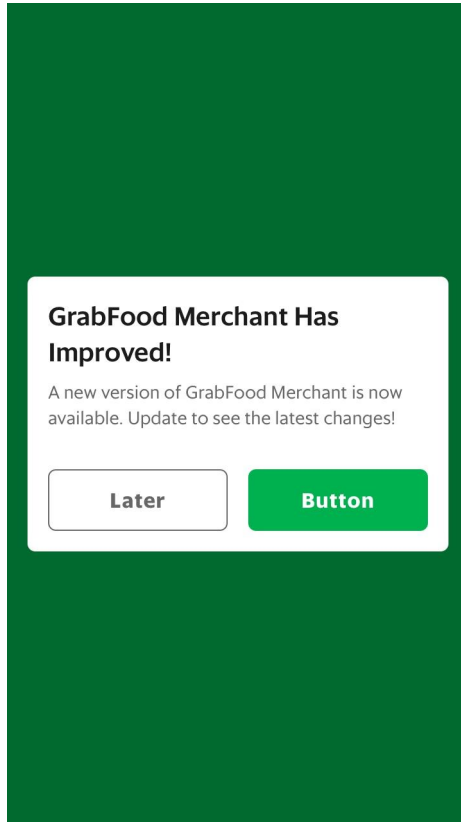
Stay up to date with latest updates from Grab. Your inbox is where you'll find messages sent by our team.



- The 'inbox' icon on the bottom navigation panel shows the number of unread messages
- Tap on the envelope icon on the top right corner of the screen notifications as read.
- To read a particular message in full, tap on its preview and it will open in a new page.

Updating Your App

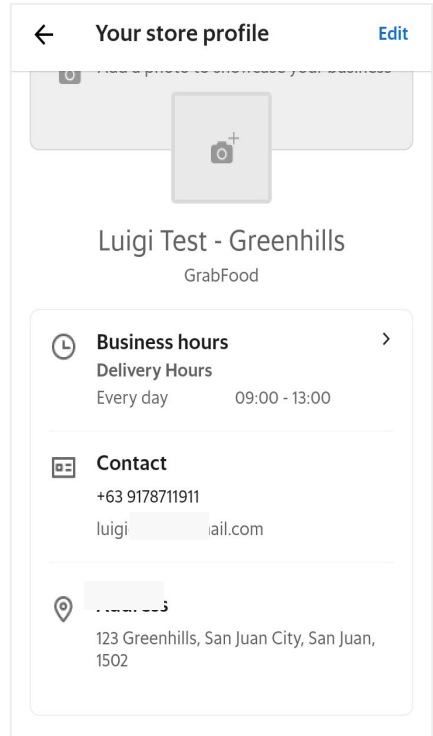
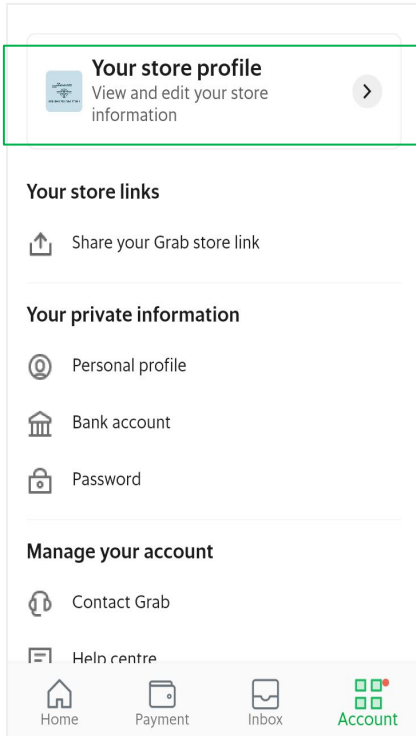
To update your Grab Merchant App,



- 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've opened the store tab, you will see the following information of your store: the Business hours, Contact and Address details.

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*



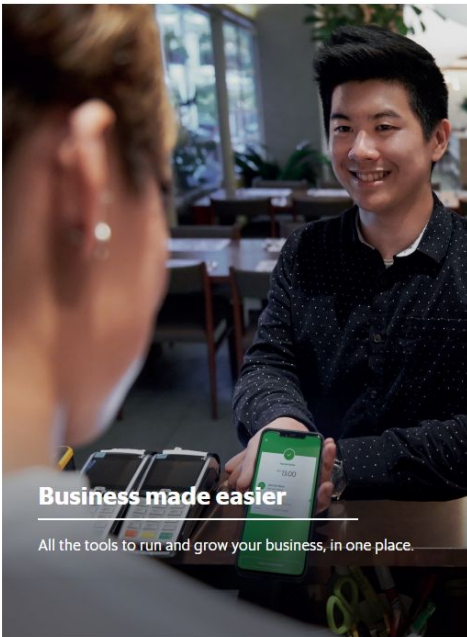
Overview

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



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 Your Team's Access

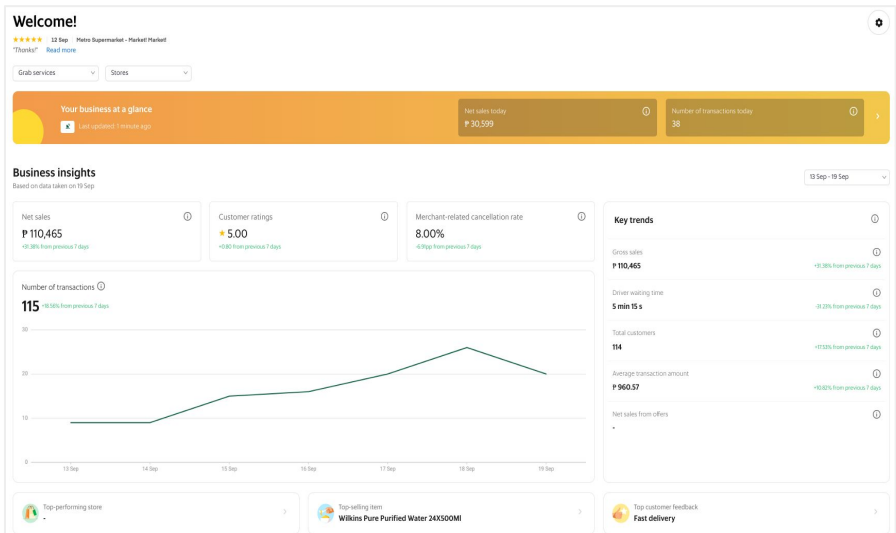
- Give team members access to the portal.

Gather Insights about Your Business's Performance

- See an overview of your business's performance, such as total sales and average transaction data.
- Get an idea of your business's peak hours as well as its popular menu items and combos.
- Know the effectiveness of your business's ads campaigns.

View Transaction and Transfer Data

- View and download transaction data for all stores or for a single store.
- View the transfer status of your payouts from Grab.
- Download copies of your Merchant Settlement Reports (MSR) and official receipts.



How to Access the GrabMerchant Portal

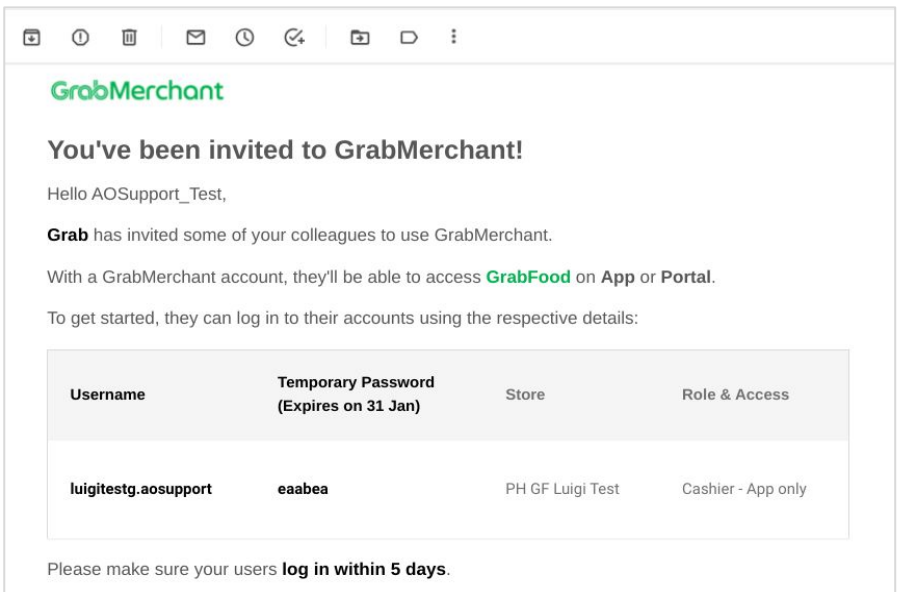
The GrabMerchant Portal is accessed through <https://merchant.grab.com>

The Grab team will help you gain initial access to the GrabMerchant Portal.

The Grab team will send the temporary password to the email address you used to sign up.

- 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 three days of receiving the email.
- The account that will be created for you is the Owner account. See the Employee Roles section for more information about Owner accounts.

**If you do not receive the email, please check your spam folder.*



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 members. This helps merchants manage each member's access to sensitive information and make it easy for their staff to use the Portal.

There are two types of employee roles in the GrabMerchant **Portal: Owner and Store Manager**. Store Managers can see data for all stores across the Legal Entity.

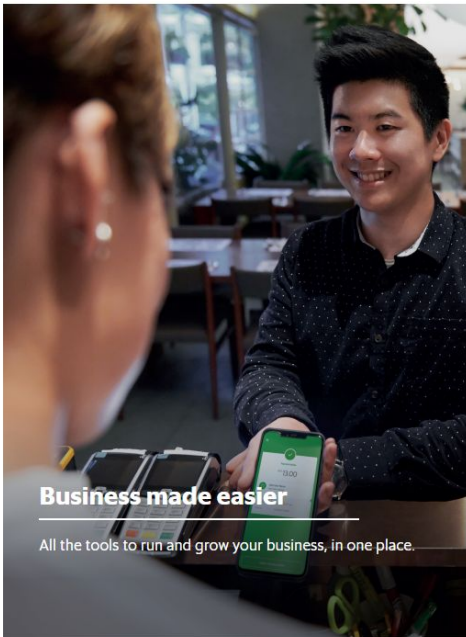
Currently, both roles have similar levels of access. However, additional roles may be added in the future.

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

The screenshot shows the 'Manage users' section of the GrabMerchant portal. On the left is a sidebar with navigation options: Insights, Finance, Employees, Profile, and Help center. The main content area is titled 'Manage users' and 'Add new team member'. It features a 'Choose their role' section with two options: 'Manager' (Able to view data and manage users) and 'Owner' (Able to view data and manage users). Below this is the 'Enter their details' section, which includes a 'Full name' field (containing 'Marc'), a 'Username' field (containing 'example@grab.com') with a 'Use email' link, and a 'Your mobile number' field (containing '+65') with an 'Optional' label and a link to 'Email address or mobile number'. A note states 'Temporary password would be sent to correspondence@company.com'. At the bottom is a green 'Add' button.

About Your Account: Logging In via Username/Email Address and Password

GrabMerchant



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 log in to.

02

For other employees that will be setup, they can also choose to log in with their mobile number and OTP instead.

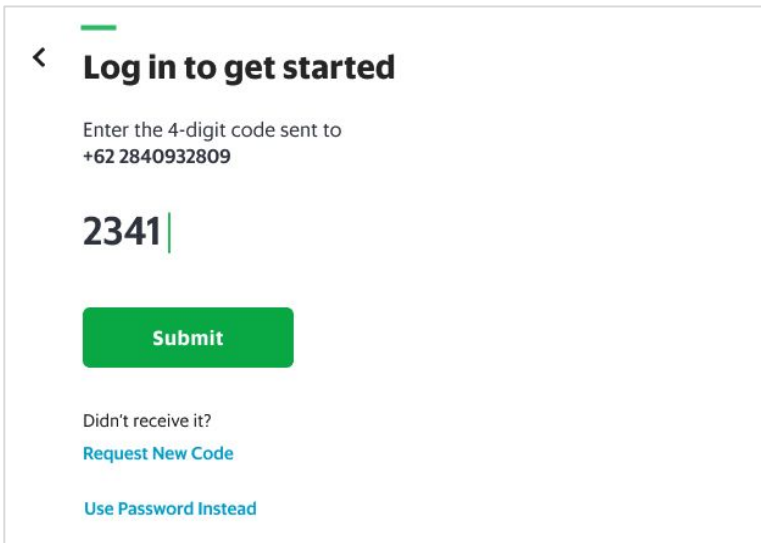
Logging in via Mobile Number and OTP

01 Input your mobile number.



The screenshot shows a mobile application interface for logging in. At the top left, there is a back arrow and a green horizontal line. The title "Log in to get started" is displayed in bold black text. Below the title, the text "Mobile number" is shown. There is a text input field containing "PH +63" with a dropdown arrow and "Mobile number" as a placeholder. 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" is still present. Below the title, the text "Enter the 4-digit code sent to +62 2840932809" is displayed. There is a text input field containing "2341" with a vertical cursor. Below the input field is a green "Submit" button. At the bottom, there are two links: "Request New Code" and "Use Password Instead".

Logging in via Mobile Number and OTP

03

You will be prompted to try again if unsuccessful.

If unsuccessful:

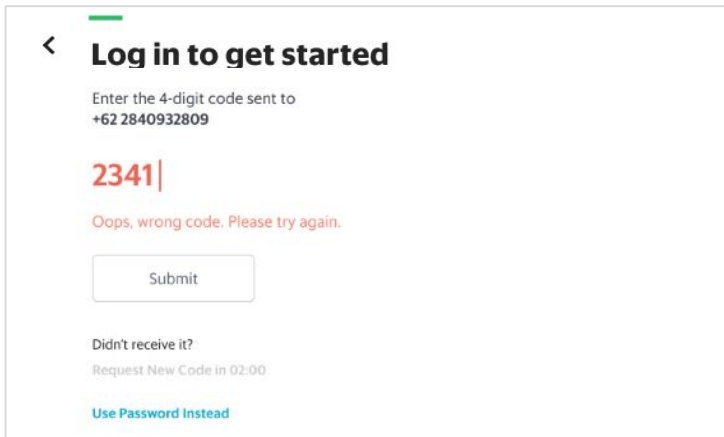
3 requests for the OTP or 3 failures = 1 hour logout

Another 3 failures = 2 hours

Another 3 failures = 4 hours

Another 3 failures = 8 hours

And so forth...



The screenshot shows a mobile application interface for logging in. At the top left, there 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". The input field contains the code "2341" in red text, followed by a vertical bar. Below the input field, a red error message reads "Oops, wrong code. Please try again." There is a "Submit" button below the error message. At the bottom, there is a link "Didn't receive it?" with the text "Request New Code in 02:00" below it, and another link "Use Password Instead" in blue text.

How to Get Support

- **Help Centre**
- **Grab Support**
- **Live Chat**



Help Centre

Grab Help Center is a public self-serve guide where our Grab merchants can search for answers related to their payment, account, and booking concerns. Help Centre also offers channels such as call, chat, and email where customers can reach out to Grab Support.

Just visit <https://help.grab.com/merchant/en-ph> to view our different landing pages 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 merchants on how to address their Grab questions or concerns.
- These articles do not feature any options for contacting Grab Support.

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

Entry Points

- These articles not only contain guides and answers that address customer concerns but also several options for contacting Grab Support.
- There are three types of entry point articles:
 - **Call** - These are the articles with call buttons. Often, these are accident and safety related articles
Example: [I was in an accident](#)
 - **Form** - These are the articles that come with forms you can fill out. It will be sent directly to Grab Support.
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 the self-serve option isn't available for 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 processing your requests and resolving your concerns via email. A majority of our entry point articles are being through this channel.

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

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

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

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

Sample articles **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 to 6PM** except for the live chat article **Take note** that our chat features are only available within the Grab app.

Basic Troubleshooting Guide for Your Device



Basic Troubleshooting



Step 1

Charge your device's battery for one to two hours.



Step 2

Try to reboot or restart your Grab device by long pressing its power button.



Step 3

Check your internet connection, download and upload speeds via <http://speedtest.net>.



Step 4

Check and install any available updates for the GrabMerchant app via the Google Play Store.



Step 5

Contact us via live chat if the problem still persists at [https:// grb.to/pmlivechat](https://grb.to/pmlivechat).

TIPS FOR 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. When updating the app make sure your internet connection is stable to avoid unfinished updates.
2. At the end of each shift, turn off the device to prevent the battery from fully draining overnight. Charge your device once its battery level goes down to 20%.
3. Always keep your device in a safe area. Avoid placing it near any liquids or on high surface.

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

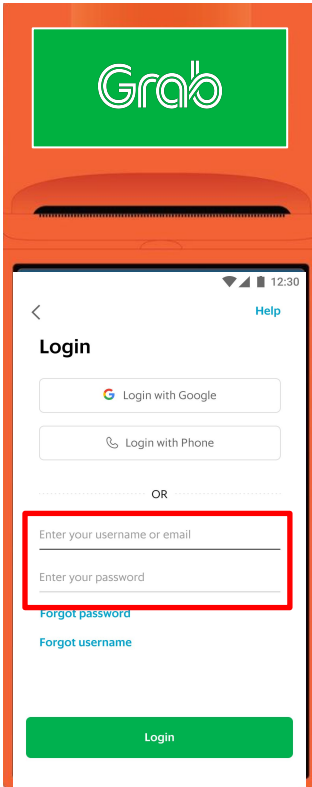
Step 1

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

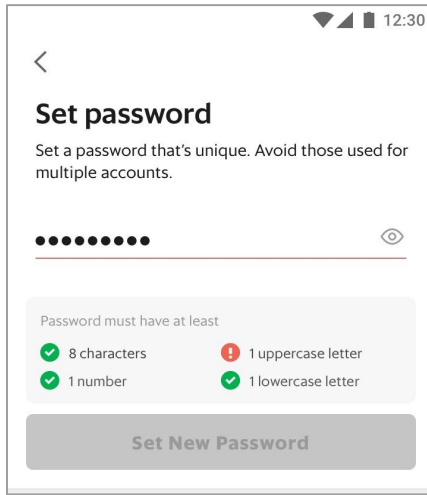
Type in your ”User Name” and “Temporary Password” from the email.If you haven’t receive your log in credentials please check your SPAM/JUNK inbox.

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 on 'Set New Password' once you've typed in your correct login information.

Step 2

Set your permanent password.

Reset Password

Step 1

Type in your username or email address.

Step 2

Tap 'Forgot Password'.

Step 3

Check your inbox to get your new temporary password.

Make sure to check your spam mail

Basic Troubleshooting

1. Device Is Stuck on logo



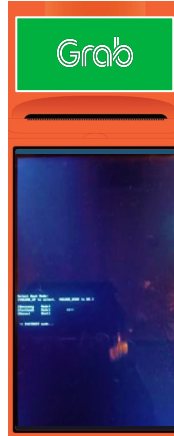
Check if your internet connection is stable by opening Google Chrome and trying to access any website. If your internet is working fine, make sure all of your apps are updated:

Open 'Play Store', go to Apps and Games, check 'Updates' and tap on Update All.

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

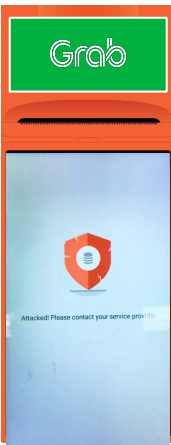
Once all apps are updated, restart device.

2. Device Shows Black Screen on Startup



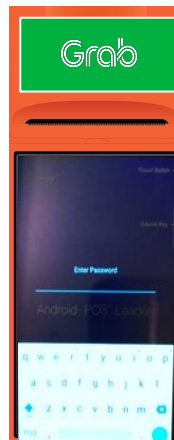
This usually means that the device has run out of battery. Please make sure to charge the device for one to two hours. After that try to turn on the device again. If it's still not working, contact our live chat support immediately at <https://grb.to/pmlivechat>.

3. Device Shows "Attacked!" Message on Startup



Please immediately contact our live chat support at <https://grb.to/pmlivechat> and request a replacement for this device.

4. Device Asking for Password/Pattern to Open

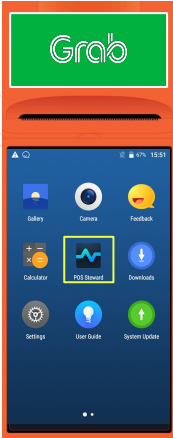


Passwords are set by your head office or whoever created your Gmail account. Passwords cannot be recovered by Grab.

Basic Troubleshooting

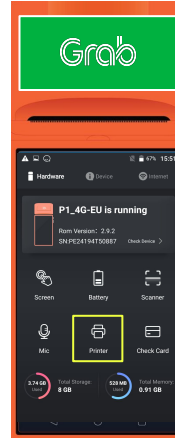
5. Printer Troubleshooting

Step 1



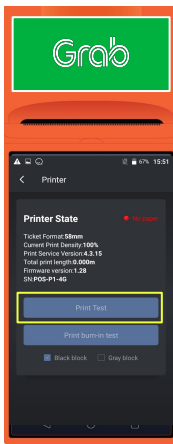
Tap on the 'POS Steward' app.

Step 2



Select 'Printer'. Make sure that the thermal paper is properly installed into the printer.

Step 3



Select 'Printer Test' to test if the printer is working.

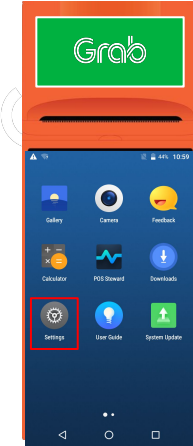
REMINDER!

Make sure that the printer cover is locked properly

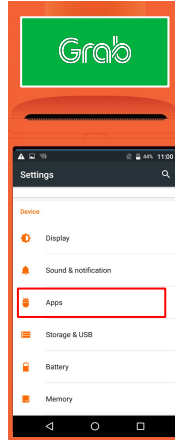
Basic Troubleshooting

6. How to Clear Cache and Clear Data on the Merchant App

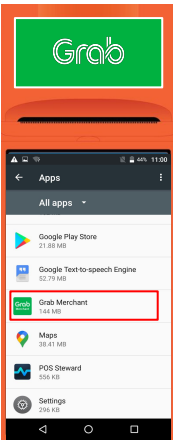
Try the following steps if your application isn't responding and/or you're having a hard time logging out of your account.



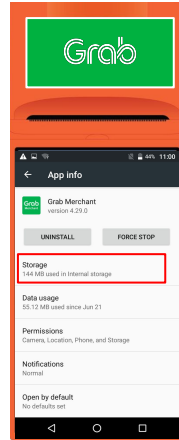
Step 1
Go to your device's 'Settings' app.



Step 2
Select 'Apps'.

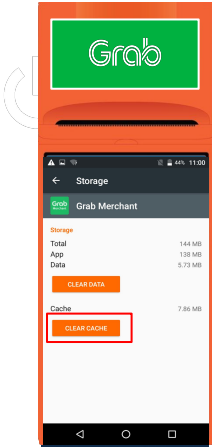


Step 3
Select 'Grab Merchant'.

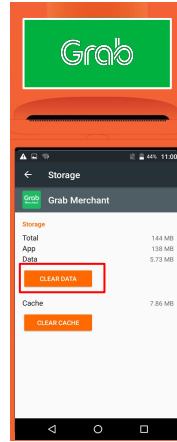


Step 4
On the GrabMerchant settings page, select 'Storage'.

Basic Troubleshooting



Step 5.1
Select 'Clear Cache'.



Step 5.2
Select 'Clear Data'.

Grab Official Website and Social Channels

Visit Grab's official website and social media accounts for important announcements.

Social Media

<https://www.facebook.com/GrabPH>

<https://www.facebook.com/GrabFoodPH>

Grab Website

<https://www.grab.com/ph>

Grab Help Centre

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

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!



**Scan this QR Code for a PDF Copy
of GrabMerchant Handbook**



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

