

Grab Merchant Academy

Digitise. Adapt. Grow. Prosper.
Onboarding Training Guide



Onboarding with Grab

Introduction

Welcome onboard to GrabFood!

You're one step closer to optimising your sales through digitalisation and we're glad you've decided to partner with us.

This guide will equip you with the key requirements to help your business go live. You can expect to learn the following:

- How to operate your device and perform basic functions
- Available training documents and helplines for additional support
- Best practices to maximise your revenue

Onboarding with Grab

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Onboarding with Grab

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1. Getting Started

Accessing the GrabMerchant App

Accessing the GrabMerchant App

Installing the GrabMerchant App

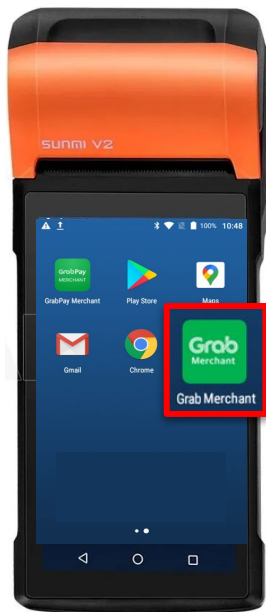
Want to opt-in for a Grab Grab Terminal?

Go to grb.to/dvc-help or scan this QR code



Download the GrabMerchant app

The GrabMerchant app is available for download in the app store of an iOS/ Android devices.



Grab Terminal (Android Mobile Terminal)

Opt-in for a Grab Terminal for:

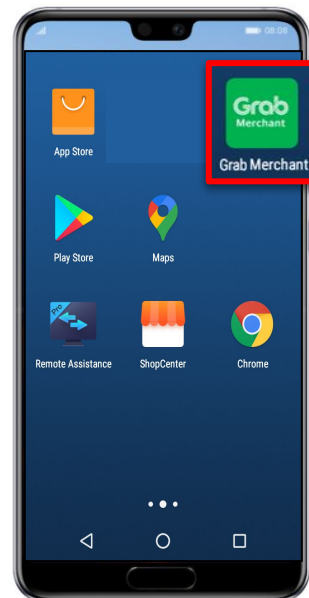
Streamlined Order Management

The Grab Terminal's ability to receive orders and print receipts supports seamless coordination between your kitchen and cashier, reducing risk of order errors

Enhanced Business Performance

The Grab Terminal boosts your business performance by enabling smoother and faster operations on the Grab platform

The GrabMerchant app is already downloaded in your device



Personal Device (Mobile Phone/Tablet)

You can manage orders via the GrabMerchant app on your mobile device

However, we highly recommend a Grab Grab Terminal for an optimal experience

Download the GrabMerchant app from the app store

**Supported on both iOS and Android devices*

Best Practices:

- For the best Grab platform experience, use a device equipped with at least Android 10/iOS 12 and 2GB RAM
- Opt-in for a Grab Terminal to maximize your order management efficiency and boost your business performance

Accessing the GrabMerchant App

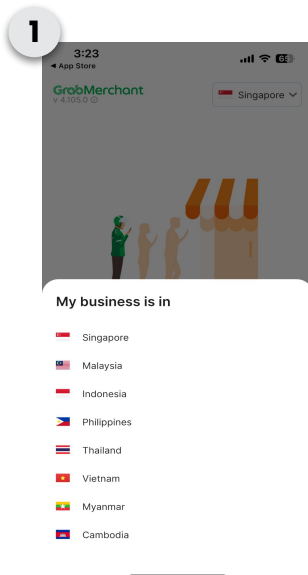
Logging In

Need to request for a new temporary password?

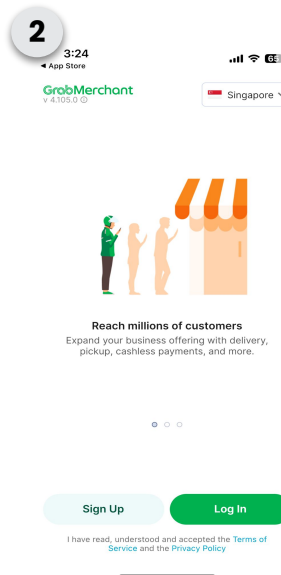
Go to grb.to/app-help or scan this QR code



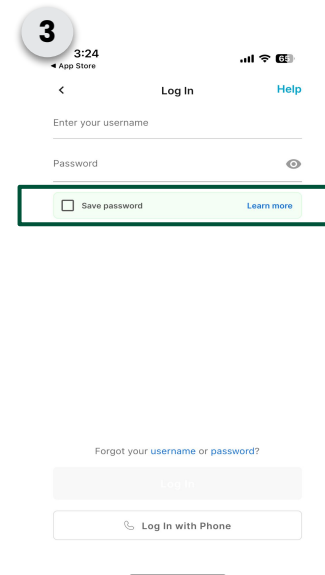
Login to the GrabMerchant App



Select country of operation



Select Log In



Input the username and password sent to your email

Best Practices:

- Save your username for quicker access in the future
- Temporary password expires after 3 days, do login and reset your password before it expires
- A single login is restricted to use on a single device at a time. To avoid involuntary logouts and missed orders, create additional logins if you need to access on multiple devices simultaneously.

Setting up your Grab Terminal

Setting up your Grab Terminal

Device Setting

Facing issues with your device?

Go to grb.to/dvc-help
or scan this QR code



Your device in a glance

1 Power button

Once you've received your device, press on the Power button on the right to start.

2 Volume Buttons

Test if the volume button works by increasing and decreasing the volume levels.

3 Printing Paper

Ensure printing paper is installed before starting the day



Best Practices:

- Use 57 x 40mm thermal paper rolls for receipt printing and make sure you have extra rolls stocked
- Place your device in a safe area, not near any cooking areas or spots with high heat
- Charge your device only when it's needed. Overcharging will overheat your device

Setting up your Grab Terminal

Device Setting

Facing issues with your device?

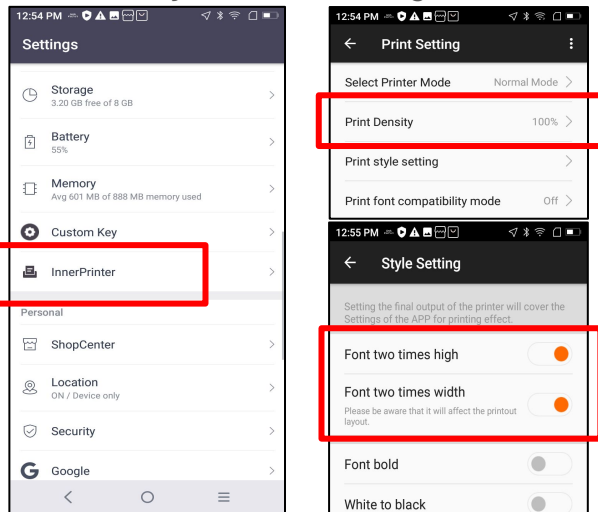
Go to grb.to/dvc-help or scan this QR code



Printer Settings

You can adjust font size and print density settings to ensure receipt can be read clearly

Adjust Printer Settings



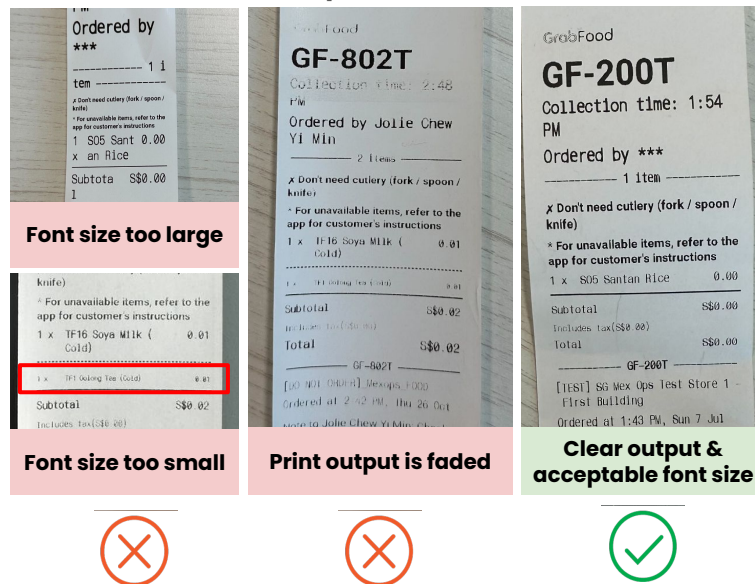
Step 1:
Go to "Settings", select
'Inner Printer'

Step 2: Increase "Print
Density" for clearer output,
and adjust font size under
"Print Style Setting"

Best Practices:

- Make sure receipt text is always clear and visible, and the font size should not be too small or too large
- A clear receipt helps our delivery riders identify their orders easily, preventing a case of wrong order pick-up

Receipt Guidelines



Setting up your Grab Terminal

Device Setting

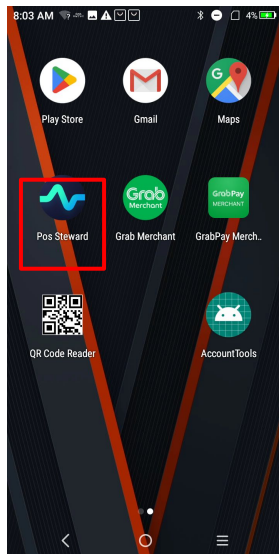
Facing issues with your device?

Go to grb.to/dvc-help
or scan this QR code

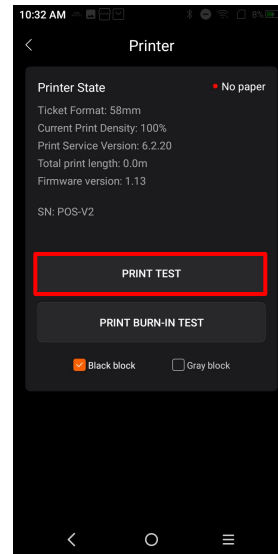


Testing your Printer Settings

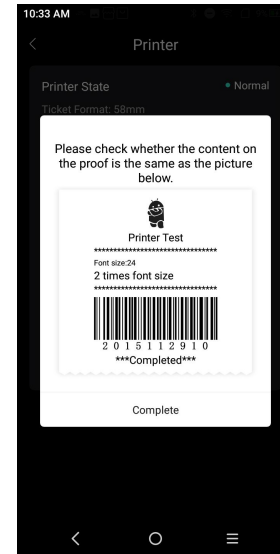
You can print a test receipt to make sure that your printer settings are optimal



Step 1:
Go to the "Pos
Steward" app



Step 2:
Select "Print Test"



Step 3:
Make sure the printed
sample receipt matches
the image

Best Practices:

- Conducting a test print will ensure that you have the optimal printer settings to print clear receipts before you start operations

Setting up your Grab Terminal

Device Setting

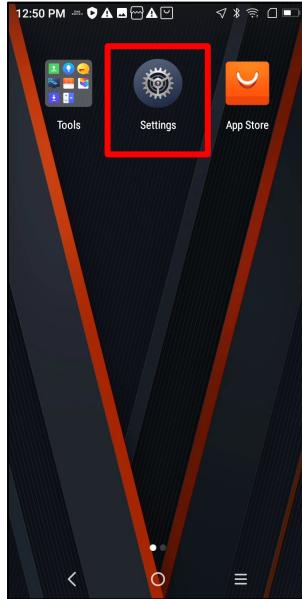
Facing issues with your device?

Go to grb.to/dvc-help
or scan this QR code

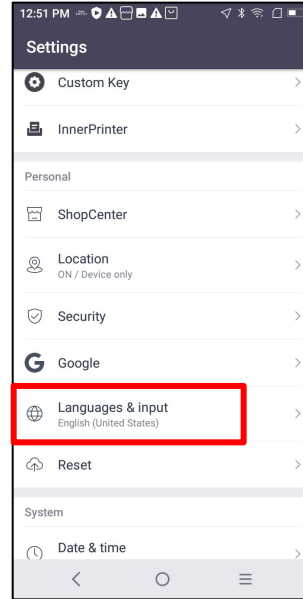


Language

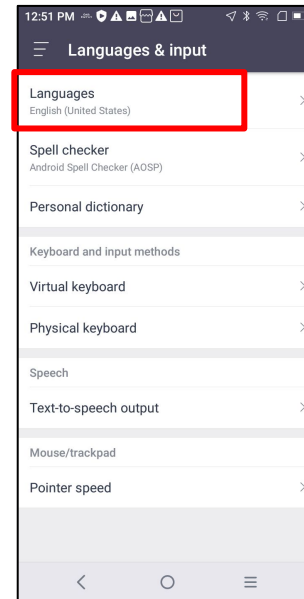
You may select a language that you are most comfortable with.



Step 1:
Select 'Settings'



Step 2:
Select 'Language &
input'



Step 3:
Select 'Language'

Setting up your Grab Terminal

Device Setting

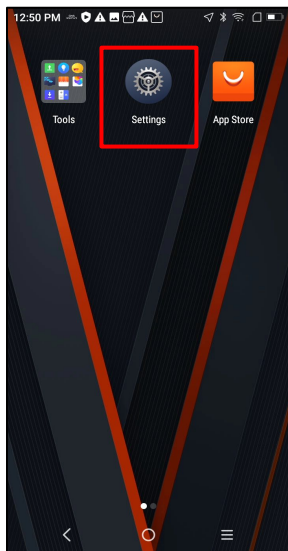
Facing issues with your device?

Go to grb.to/dvc-help
or scan this QR code

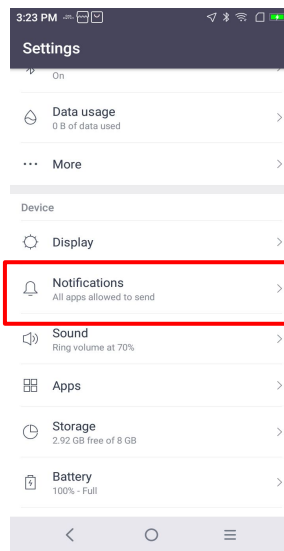


Notification

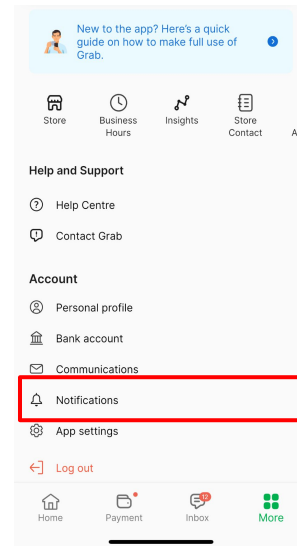
Make sure that you turn on notifications for the GrabMerchant App



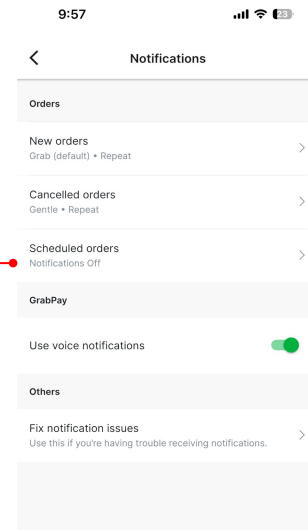
Step 1:
Select 'Settings'



Step 2:
Enable "Notifications" for
GrabMerchant App



Step 3:
Within your GrabMerchant App settings, make
sure to turn on notifications orders



Best Practices:

- Turn on notifications with sound for all order types
- Ensure your device volume is loud enough to be heard, so that you do not miss out on any orders!

Setting up your Grab Terminal

Device Setting

Facing issues with your device?

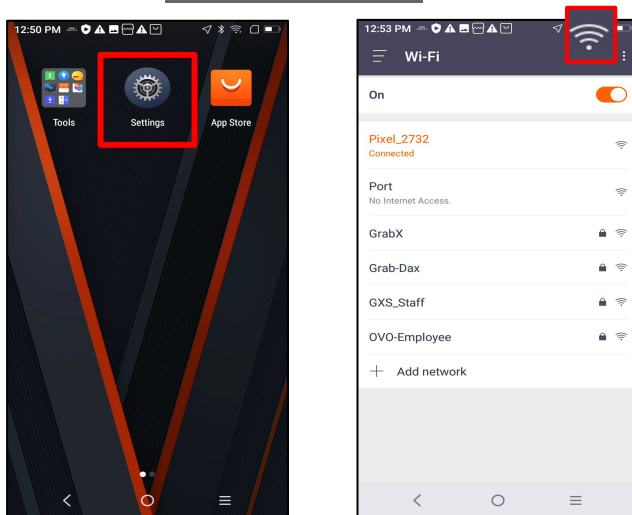
Go to grb.to/dvc-help
or scan this QR code



Network Connection

In order to receive orders, you will need either a 4G or Wifi connection for your device. Wifi is the preferred option of connection where possible.

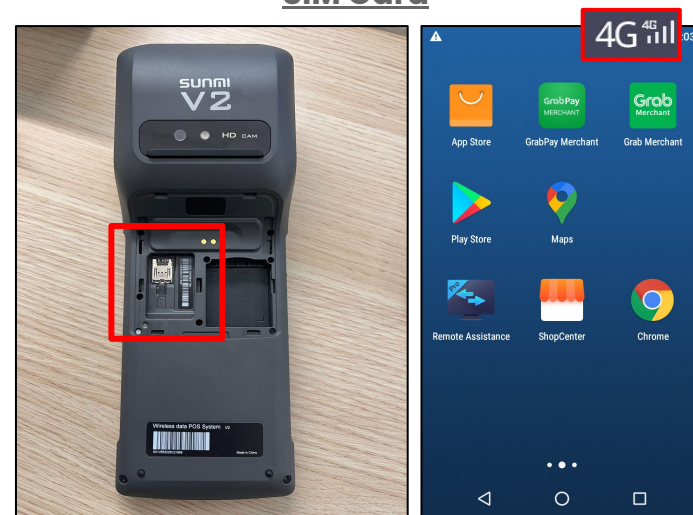
Wifi connection



Step 1:
Select 'Settings'

Step 2:
Check if Wifi is
on and connected

SIM Card



Step 1:
Insert a Nano SIM Card*
onto SIM Card Slot

Step 2:
Check your signal
strength

**Note: SIM Card will not be provided by Grab, you may purchase your own SIM card or connect to your store Wifi*

Enhancing visibility in your physical store

Enhancing visibility in your physical store

Displaying Point-of-Sale Marketing Materials

Need Grab point-of-sales marketing materials for your store?

Go to grb.to/req-posm or scan this QR code



Place Point-of-Sale Materials at prominent locations

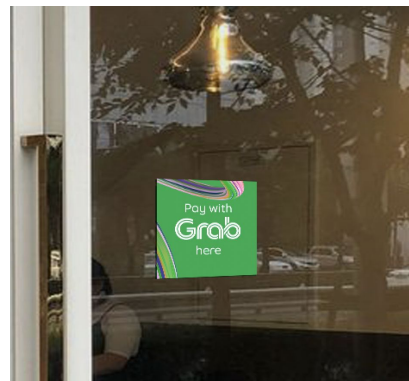
Upon onboarding, you should receive a set of marketing materials consisting of a window decal, wobblers & standee

Cashier Wobbler



Place wobblers on the **back of your POS terminal** or on your **cashier counter top**

Window Decal



Paste window decals on your **store entrance** or **store window**, ensuring they are visible to customers from outside the store

Standee



Standees should be placed on your **cashier counter**

Best Practices:

- Display Grab marketing materials prominently at various customer touch points around your store to drive awareness of the Grab services your store offers!

Enhancing visibility in your physical store

Collection Point

Mark order collection points

To prevent overcrowding at the store cashier counter, do allocate a designated **order collection point** for delivery orders and self-pick up orders



Best Practices:

- Display visible signages in your store to mark order collection points. When drivers can locate their packed orders easily, it will reduce instances of delayed orders to customers.

2. Introducing the GrabMerchant App

Managing your Store Information

Managing your Store Information

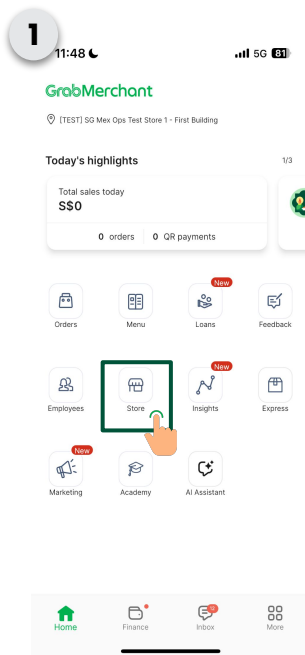
Updating Store Operating Hours

Need more guidance on Store Operating Hours?

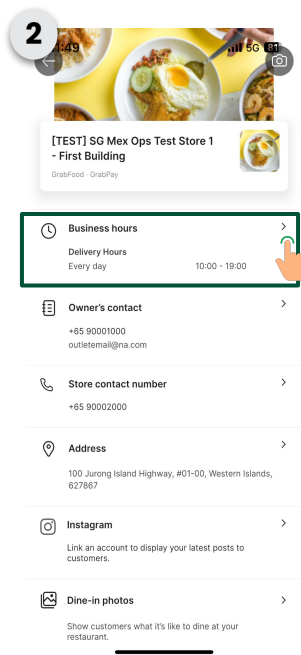
Go to grb.to/store-hrs or scan this QR code



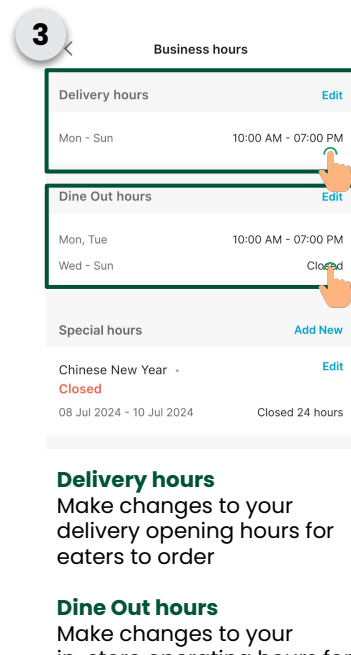
Update your Operating Hours: Delivery Hours



Click on Store



Click on Business hours



Delivery hours
Make changes to your delivery opening hours for eaters to order

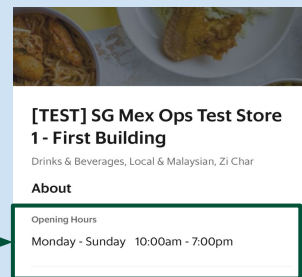
Dine Out hours
Make changes to your in-store operating hours for eaters to visit

Best Practices:

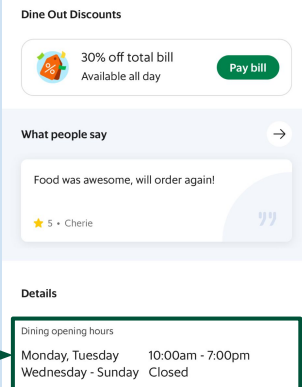
- Please remember to update your business hours to avoid disappointing your eaters!

How your opening hours appear on the Grab App

Store Profile Page



Dine Out Profile Page



Managing your Store Information

Updating Store Operating Hours

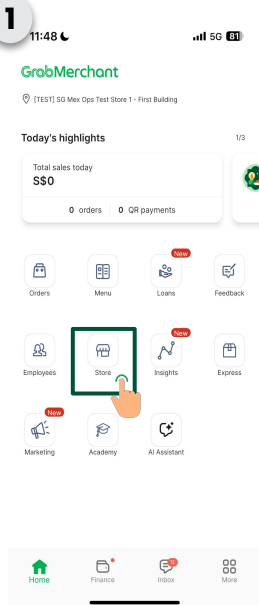
Need more guidance on Store Operating Hours?

Go to grb.to/store-hrs or scan this QR code



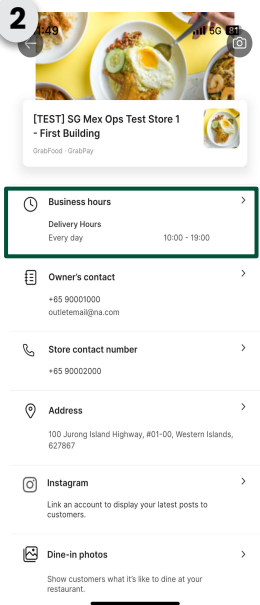
Update your Operating Hours: Special Hours

1



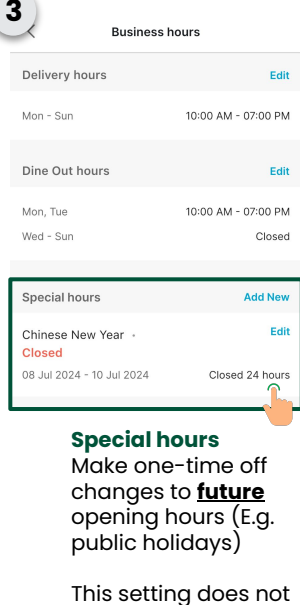
Click on Store

2



Click on Business hours

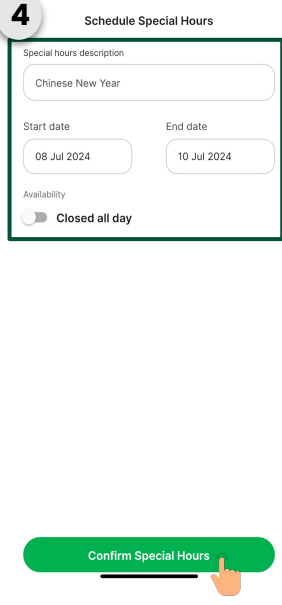
3



Special hours
Make one-time off changes to **future** opening hours (E.g. public holidays)

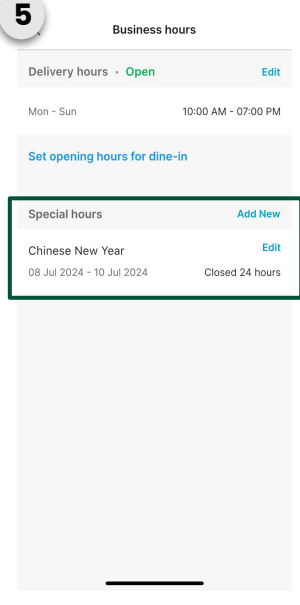
This setting does not affect the normal Delivery & Dine Out hours

4



Set description, date and time

5



Verify that operating hours are accurate

Best Practices:

- Please utilise the Special Hours features if you have days that operates differently from your regular opening hours (e.g. public holidays, renovation, company's event, or store's stock take)

Managing your Store Information

Updating Store Address

Requesting to adjust your store location to more than 100m away?

Go to grb.to/store-info or scan this QR code



Update your Store Address

1

Click on Store

2

Click on Address

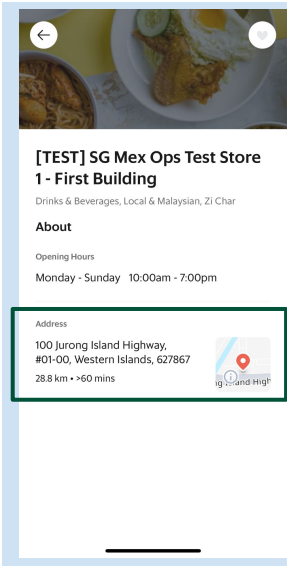
3

Click on Entrance

4

Drag the pin and Set Location

How your store address appear on the Grab App



Best Practices:

- Adjust your store location so that drivers are able to find your store more accurately
- If you are adjusting your store location more than 100m away, please submit your request through the QR code on the left. We will process your application within 3 days.

Managing your Store Information

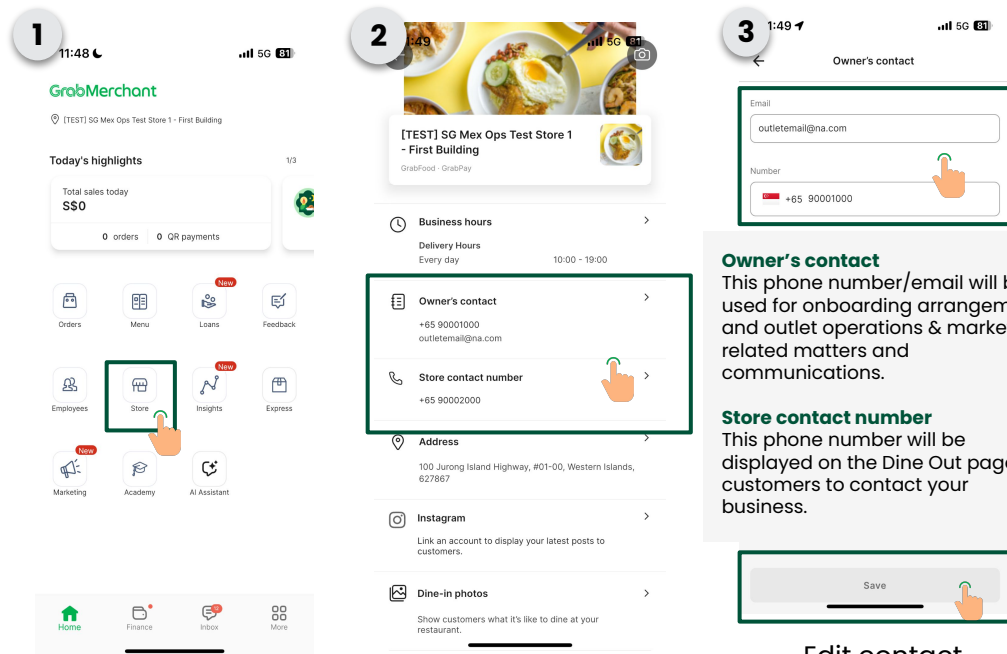
Updating Store Contact Information

Facing issues with updating your contact information?

Go to grb.to/store-info or scan this QR code



Update your Contact Details



Click on Store

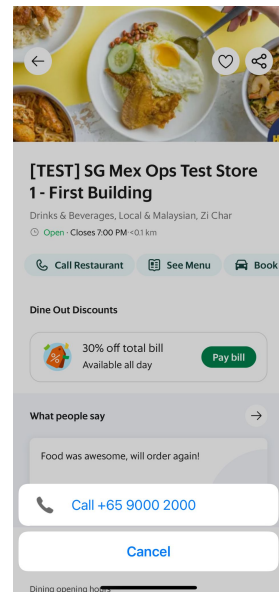
Click on Business hours

Edit contact information and save

Best Practices:

- Keep store contact information updated to ease communication between riders, customers and you! This also ensures that you will not miss out on important updates from Grab.

How your store contact number appear on the Grab App



Managing your Store Information

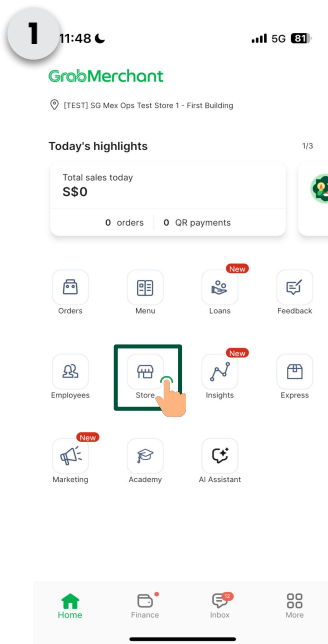
Updating Store / List Image

For more guidelines on the Do's and Don'ts for Images

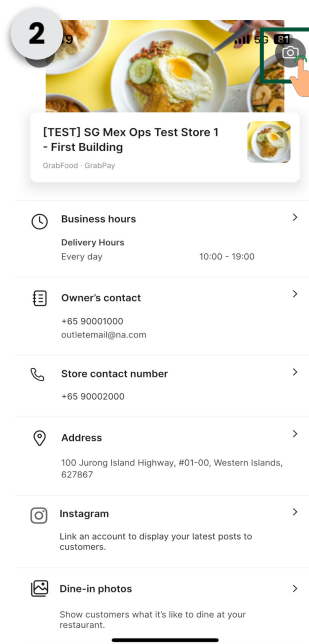
Go to grb.to/store-photos or scan this QR code



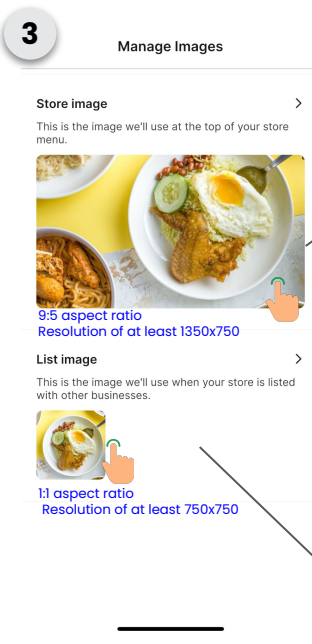
Update Store Images



Click on Store



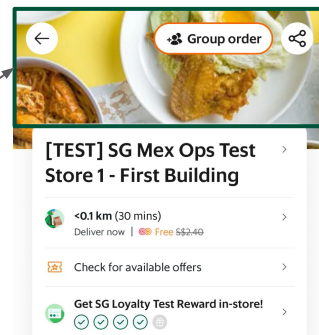
Click on camera icon



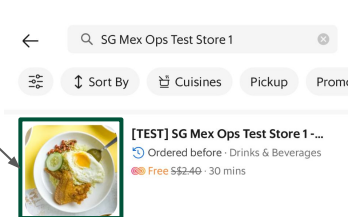
Click on Store / List Image

How your images appear on the Grab App

Menu Page



Restaurant Listing Page



Best Practices:

- Switch out your store and list photos seasonally to highlight promotions and/or new items
- Avoid using images that contain watermarks (i.e. other marketplace platform's logo) or that infringe on any third-party rights.

Managing your Menu

Managing your Menu

Setting up Menu & Catalogue

Need more help with your menu?

Go to grb.to/store-menu or scan this QR code



Setting up your Menu

1

Today's highlights

Supercharge your sales with Marketing Manager on desktop

Send login link to email

0 orders

Menu

Orders

Store

Marketing

Employees

Grab Academy

Insights

Feedback

Express

Loans

Just for you

Your menu could do with more photos. Take this chance to add them!

2

Menu

Items

Option Groups

Search

Availability schedule

Iced Coffee

Iced White

\$33.50

Test Item 1 (\$10)

\$10.00

Test Item 2 (\$5)

\$5.00

Test Item 3 (\$2)

\$2.00

Test Item 4 (\$2 No Pic)

\$2.00

SUP1 Supreme Pan Mee Soup

\$23.25

SUP2 Supreme Prawn Meehoon & ...

\$36.88

3

Add a New Item

Max. 4 photos, up to 2 MB each.

t1 aspect ratio
Resolution of at least 750x750

Item name in English *

Enter the name of this item

Description in English

Ingredients, preparation style, etc.

Price *

\$S 3.50

Set custom prices

Category *

Iced Coffee

Option groups

Select option groups

Availability schedule*

All opening hours

Mon - Sun Open 24 hours

Click on Menu

Click on
"+" and Select "Add a
New Item"

Fill in Item Information

How your store address appear on the Grab App

5:07

The Good Slice - Grab HQ

Sliced Cakes

Search

Sliced Cakes

Category

Chocolate & Hazelnut Praline

Decadent, moist & sure to satisfy even the most discerning chocoholic.

7.00

Price

Mocha

Item Name

Coffee or chocolate? Taste the best of both worlds in this bittersweet slice of heaven.

7.00

Ondeh Ondeh

Description

A tropical treat infused with Gula Melaka & Pandan goodness, topped with desiccated coconut...

5.90

Best Practices:

- Provide detailed, mouth-watering descriptions of each dish. Include key ingredients and any unique cooking methods. If a dish is a customer favorite or award-winning, mention that too.
- Customers appreciate consistency and fairness in pricing. Ensure that the prices of your items are the same both in-store and online!

Managing your Menu

Setting up Menu & Catalogue

Need more help with your menu?
Go to grb.to/store-menu or scan this QR code



Managing Out Of Stock Items

1

Today's highlights

Supercharge your sales with Marketing Manager on desktop

Send login link to email

0 orders

Orders

Menu

Store

Marketing

Employees

Grab Academy

Insights

Feedback

Express

Loans

Just for you

Your menu could do with more photos. Take this chance to add them!

Home

Payment

Inbox

More

2

Menu

Items

Availability schedule

Iced Coffee

Iced White

\$3.50

Test Item 1 (\$10)

\$10.00

Test Item 2 (\$5)

\$5.00

Test Item 3 (\$2)

\$2.00

Test Item 4 (\$2 No Pic)

\$2.00

SUP1 Supreme Pan Mee Soup

\$23.25

SUP2 Supreme Prawn Meehoon & ...

\$26.88

3

Menu

Items

Availability schedule

Iced Coffee

Iced White

\$3.50

Test Item 1 (\$10)

\$10.00

Test Item 2 (\$5)

\$5.00

Test Item 3 (\$2)

\$2.00

Test Item 4 (\$2 No Pic)

\$2.00

SUP1 Supreme Pan Mee Soup

\$23.25

SUP2 Supreme Prawn Meehoon & ...

\$26.88

Iced White

Out of Stock

Today

Indefinitely

Confirm

4

Menu

Items

Out of Stock (2)

Availability schedule

Iced Coffee

Iced White

\$3.50

Out of stock today

Test Item 1 (\$10)

\$10.00

Out of stock indefinitely

Test Item 2 (\$5)

\$5.00

Test Item 3 (\$2)

\$2.00

Test Item 4 (\$2 No Pic)

\$2.00

SUP1 Supreme Pan Mee Soup

\$23.25

SUP2 Supreme Prawn Meehoon & ...

\$26.88

Click on Menu

Click on the toggle beside the Out of Stock Item

Select if the item is out for Today or Indefinitely

Item will show us as Out of Stock Today or Indefinitely accordingly

- Best Practices:**
- Ensure that your items are regularly checked and updated with the accurate stock levels to ensure maximum customer satisfaction when ordering from your outlets!
 - Set individual sales limits through the edit function for dishes with limited daily/monthly inventory levels.

Managing your Menu

Setting up Menu & Catalogue

Need more help with your menu?

Go to grb.to/store-menu or scan this QR code



Photo guidelines



Best Practices:

- Use high-quality, appetizing photos of your dishes. These images should be well-lit and professionally taken if possible. Customers often eat with their eyes first, so making your food look appealing is critical.
- Photos that are stretched or distorted can look unprofessional and unappealing.
- Ensure your beverages are labelled with the appropriate Nutri-Grade for our customers to make and informed decisions
- Don't include non-food items in the image. Cluttered images can make your menu look messy and distract from the main attraction - the food.
- Avoid using images that contain watermarks (i.e. other marketplace platform's logo) or that infringe on any third-party rights.

Managing Delivery Orders

Managing Delivery Orders

Receiving & Preparing Orders

Need further help managing your orders?

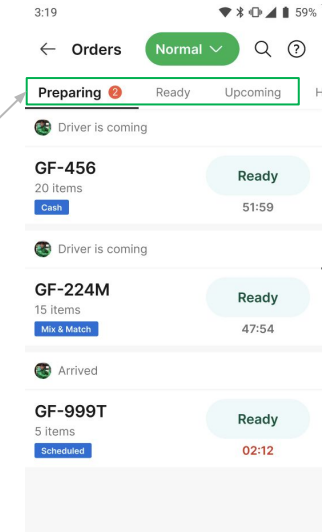
Go to grb.to/order-mgmt or scan this QR code



Receiving & Preparing Orders

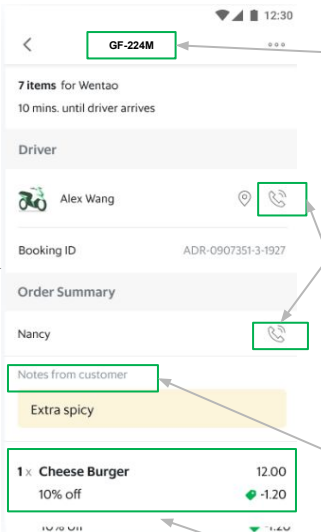
Order Status:
Orders are listed in the respective tabs based on the status.

Preparing: Orders that should be prepared immediately
Upcoming: Orders scheduled for a later time.



You will receive a **ringing notification** when you have a new order. All receipts will be **printed out automatically**.

Tap into the order to view the order details.



Short Order ID:
GF-xxx for Food Orders
GM-xxx for Mart Orders
GV-xxx for Dine Out Orders
GD-xxx for Instant Deals Orders

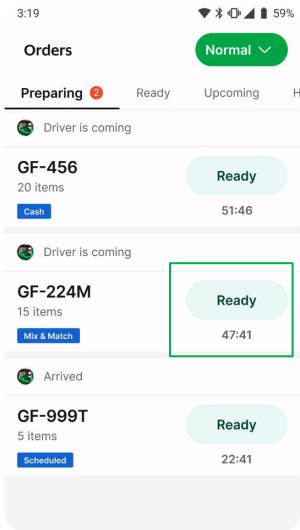
Delivery-Partner's and Customer's contacts:
For any order updates or delivery issues, you may contact them at their respective numbers by tapping on the phone icon.

⚠ Violation of PDPA is a chargeable offence, so please do not contact the customer or delivery-partner unless it is order related.

Special Customer Notes:
May contain special requests.

Items Ordered:
Take note of the quantity of each item so you don't end up with missing orders.

Did You Know?
Short Order ID can also be used to identify the type of orders:
- GF-xxxT for Self Pick-Up orders
- GF-xxxM for Mix & Match orders
- GF-xxxF for Scheduled orders



Mark your order as **Ready** once it has been prepared. Order will be moved from under the Preparing tab, to the Ready tab.

Best Practices:

- Turn on your device notification and keep it on high volume to know when there's an incoming order
- Prepare orders within 15 mins of receiving them to ensure timely delivery and minimise order cancellations
- It is important to mark your order as "Ready" to help us improve driver allocation time

Managing Delivery Orders

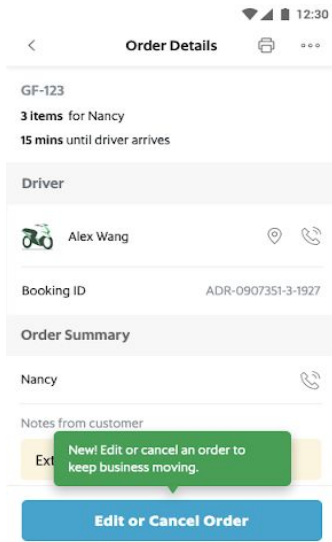
Managing Out Of Stock Items

Need further help managing your orders?

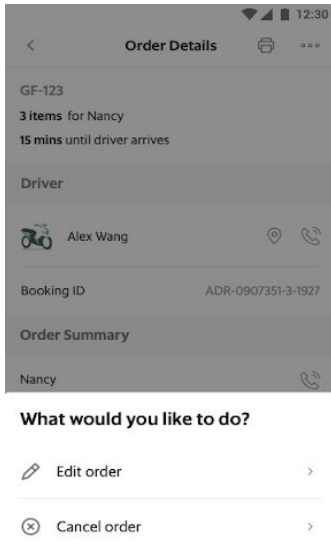
Go to grb.to/order-mgmt or scan this QR code



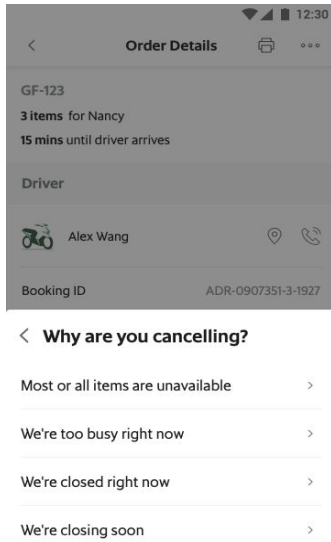
Managing Out Of Stock Items



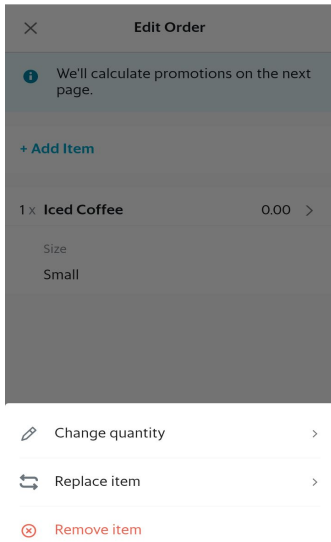
Under Order Details, tap on 'Edit or Cancel Order'



Select your choice to 'Edit Order' or 'Cancel Order' accordingly.



For Order Cancellation
Select the **right reason** for cancellation.



For Order Edits
You may **replace item & change quantity** accordingly.

Best Practices:

- ⚠ Please call the customer to inform them prior to cancelling or making amendments to the order.
- To prevent cancellation, update your item unavailability if the item is out of stock or pause the store temporarily if the kitchen is busy.

Managing Delivery Orders

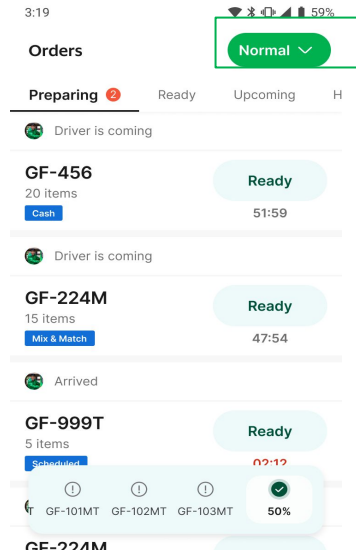
Managing Order Inflow

Need further help changing store status?

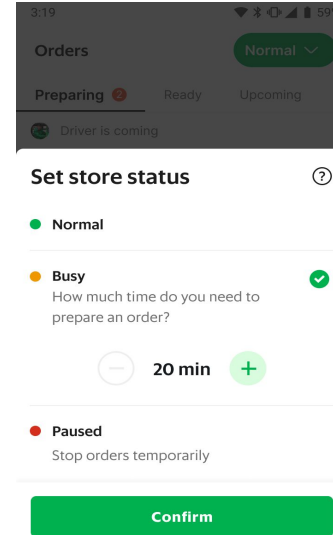
Go to grb.to/bz-mode or scan this QR code



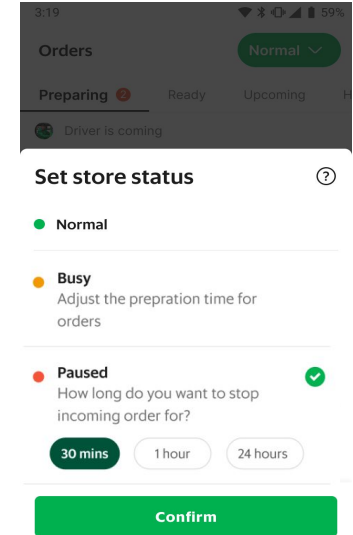
Managing Order Inflow, Busy Hours



You can see your store's status on the **top right** of the order screen. Click on it to toggle.



If more time is required for order preparation:
Select '**Busy**' to enable Busy Mode, which helps to manage eater's wait time expectation.



If your store is busy and overwhelmed with incoming orders
Select '**Paused**' to temporarily stop incoming orders.

Best Practices:

- Setting your store status according to the operational capacity will help Grab to better allocate and help to prevent cancellation
- Should your restaurant get very busy, Grab may activate Busy Mode automatically.

Managing Ratings & Reviews

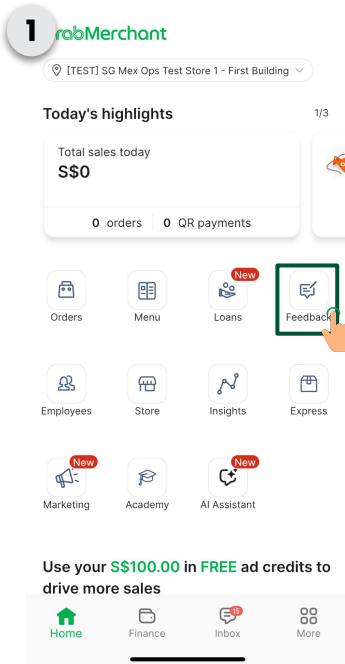
Managing Ratings & Reviews

To learn more about Ratings & Reviews

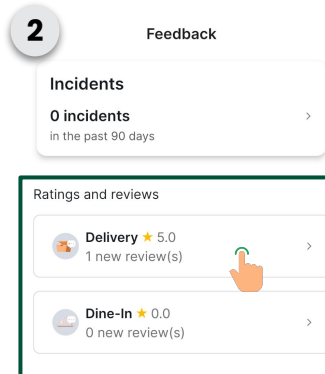
Go to grb.to/store-ratings or scan this QR code



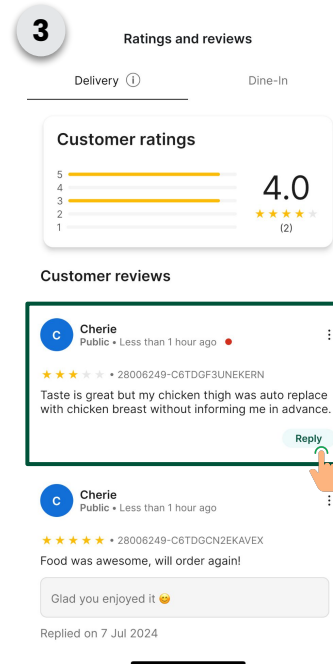
Managing Ratings & Reviews



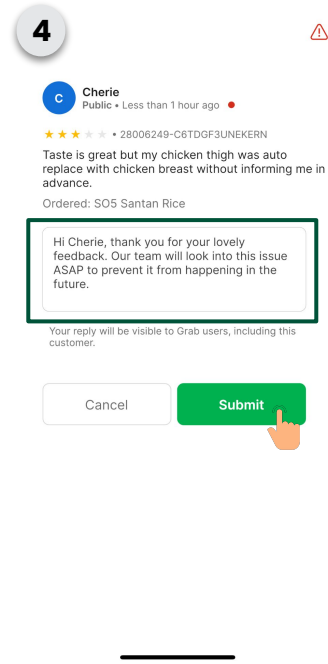
Click on Feedback



Click on new reviews



Read customer's reviews and engage with them by clicking on Reply



Reply your customers and click on Submit

Best Practices:

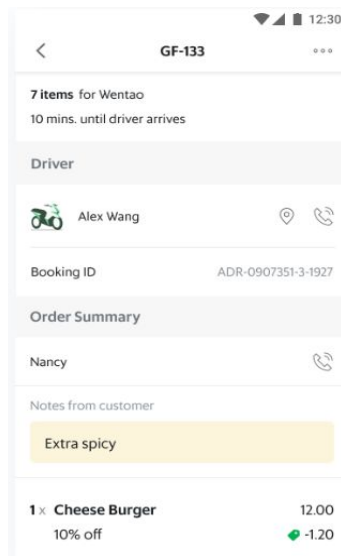
- Engage customers through your replies positively
 - Thank them for their feedback
 - Try to understand their point of view
 - Respond positively so they will order again

Managing Ratings & Reviews

Best Practices to Keep Your Customers Satisfied

Double-check your orders before handover

Satisfied customers improves your store ratings and reduces refunds cost



 **Double-check your orders** before handing orders to Delivery-Partners

- 01 Ensure that your prepared order is accurate by **reviewing order details**.
- 02 Ensure that the order is **properly packaged** to maintain freshness and prevent spillage.
- 03 **Confirm the order number** with the delivery partner before handing it off.

Once your delivery-partner has received the food, they will update via their own app. You do not need to update anything in the GrabMerchant App.

Best Practices:

- Setting up a collection point with visible signages will help drivers to locate packed orders easily, smoothening operational flow.
- Reminding your delivery-partner to swipe Order Pick Up will help to ensure the status of the order is updated, improving customer experience and reducing cancellations

Good Packaging Practices

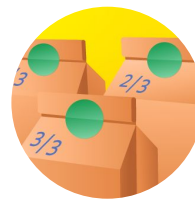
Did you know that ~80% of refunds are caused by missing or spilled items?

👍 Here are some tips to reduce missing items and spillages



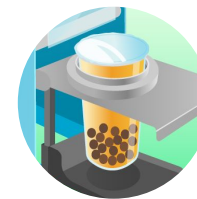
Label orders

Make sure the correct order ID is clearly shown on the package to ensure correct orders are picked up



Large orders

For orders with multiple packages, indicate on each bag that it's from the same order. You could also tie the bags together for extra security.



Sealing machines

If your drinks are not canned or bottled, use sealing machines to prevent spillage

Good Hygiene Practices

👍 Maintaining good hygiene in your daily operations ensures customer's safety



Wash thoroughly

Wash surfaces and cooking equipment with soap and water before and after use



Proper storage & check expiry

Proper food storage practices should also be followed to prevent food from spoiling.

Take note of 'use by' dates and throw away food that has surpassed the date



Keep it separated

Keep high-risk ingredients such as animal products, separated until cooked

Managing Dine Out redemptions

Managing Dine Out redemptions

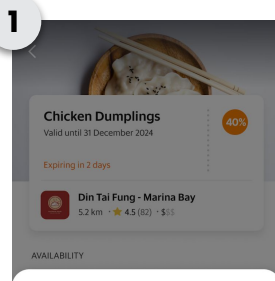
Dine Out Vouchers

Need more help with Dine Out Vouchers?

Go to grb.to/do-voucher or scan this QR code



Accepting Dine Out Vouchers



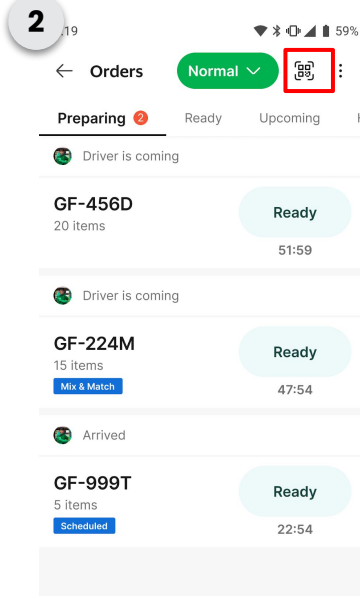
Show QR code to the cashier



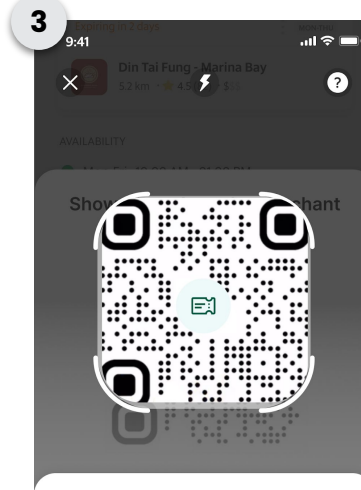
Voucher ID GV 0341

[QR not working? Tap to refresh](#)

Customer will show a QR Code for the store to scan

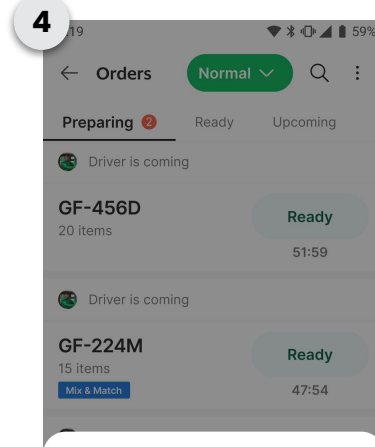


Launch the GrabMerchant App, in Orders & click on the camera icon



Accept voucher manually

Scan the QR Code provided by the customer.



Voucher GV 0341

40% Chicken Dumplings

Accept this voucher

View the terms of Voucher and click on "Accept the voucher" to process the voucher

Managing Dine Out redemptions

Dine Out Discounts

Need more help with Dine Out Discounts?

Go to grab.to/do-discount or scan this QR code



Verifying Dine Out Discounts

1

9:41

Dumpling Dynasty

Enter amount on receipt

\$S\$100.00

15% off total bill
No min. spend

Apply more offers

GrabPay Wallet
Balance - \$S\$200.00

Done

1 2 3
4 5 6
7 8 9
0

2

9:41

Dumpling Dynasty

Amount to pay

\$S\$85.00

You save 15%!

15% off total bill
Deal applied

Apply more offers

GrabPay Wallet
Balance - \$S\$200.00

Subtotal 100.00

10% off -15.00

Amount to pay **\$S\$85.00**

Pay

Customer will key in full amount on receipt

Discount to be auto-applied on total amount

3

Grab Merchant

Payment received for GD 12345678 on 9 Oct 9:41PM

34m ago

GD 12345678

A dine-in discount has been used for this bill.

Details:

- Original amount: 100.00
- Amount paid: 85.00
- Discount name: 15% off total bill
- Timestamp: 9 Oct, 9:41 PM

Notification will be given on payment confirmation. Clicking in will show the original amount paid.

4

Payment

GD 12345678
09:41 AM
GRABFOOD

+ 82.00

Home Menu **Payment** Inbox Account

Once payment is confirmed, transaction will be shown in "Payment" tab

Managing GrabPay Transactions

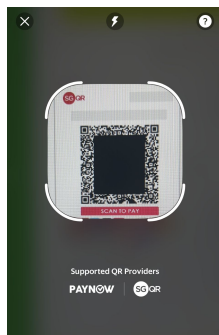
Accepting GrabPay

Find out more at [**grb.to/sqqr**](http://grb.to/sqqr) or go to [**grb.to/cust-pmt**](http://grb.to/cust-pmt). You can also scan the QR codes below.

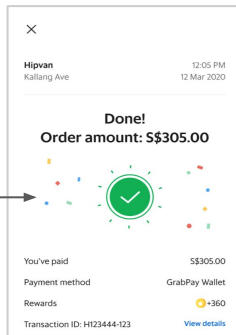


Issue with your customer's payment

Customer's App

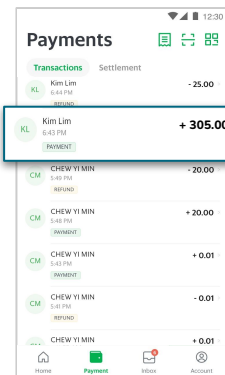


Customer scans SGQR & makes payment

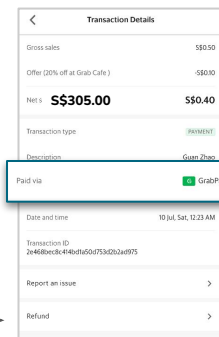


Confirmation of
successful payment

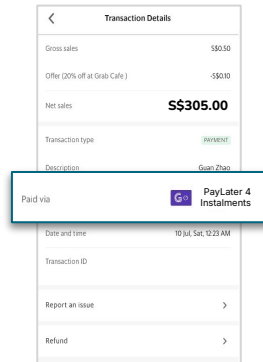
Merchant's App



Check the transaction in the "Payments" tab. Tap on each transaction to view transaction details



GrabPay transactions are labelled as "GrabPay"



For PayLater Merchants:
PayLater transactions
are labelled as
"PayLater 4
Instalments" or
"PayLater Postpaid"
Note: Full transaction
amount will be
reflected, even if user
paid in instalments

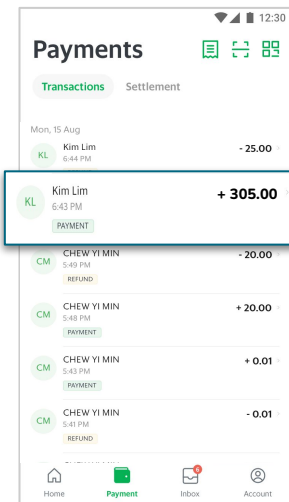
Best Practices:

- Always request to check your customer's App for the payment details - verify the amount, date and time of payment

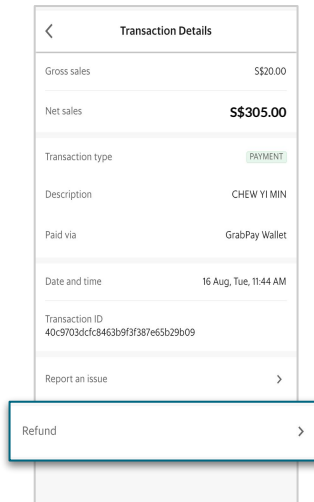
Managing GrabPay Transactions

Refunding Transactions

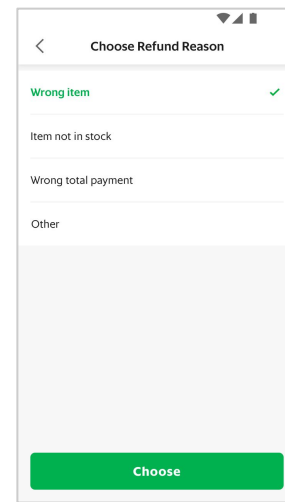
Refunding GrabPay Transactions



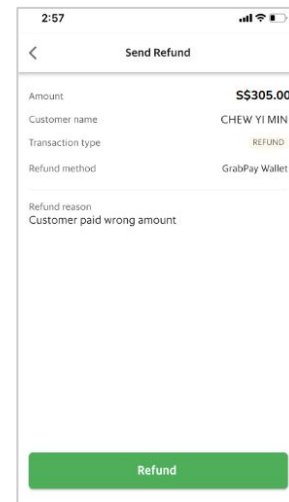
Select the transaction



Tap "Refund"



Select reason for refund



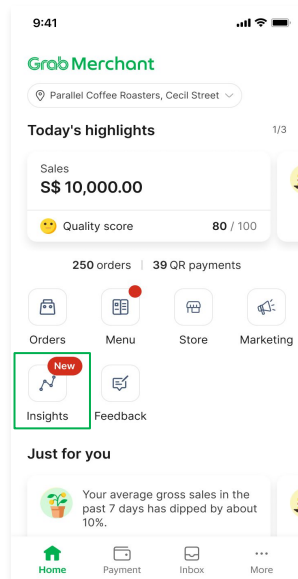
Confirm by tapping "Refund"

**For PayLater: Full transaction amount will be deducted from your merchant wallet, even if customer paid by instalments or postpaid*

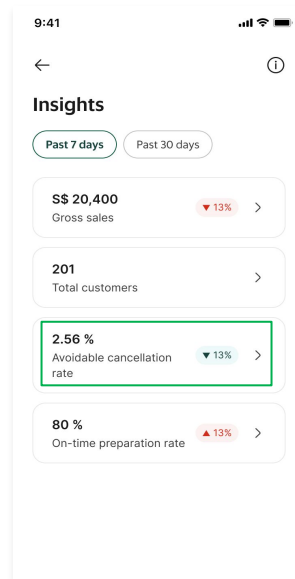
Managing Insights on the Merchant App

Discovering Business Insights

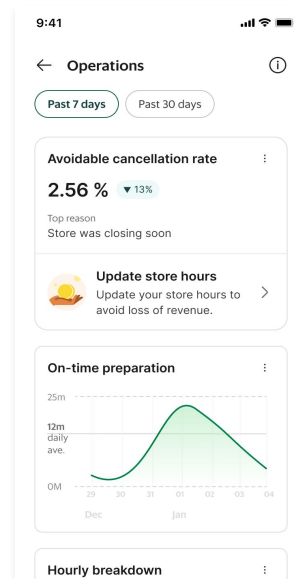
Note: Insights via the GrabMerchant App are only for one particular store. To discover trends across multiple stores, you may view Insights via the GrabMerchant Portal



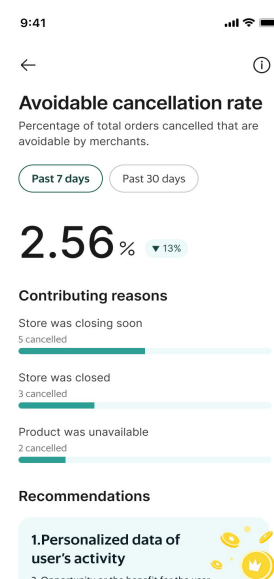
Discover **Insights** through one of the tiles in Home Page.



Explore a **summary** of your business insights. Click in to understand more about each category.



The category view shows you **top recommended actions** that you can take to improve your store operations.



Click in to **discover more recommendations** tailored to your store.

Best Practices:

- Take actions recommended via Insights to improve your operations and to understand your customers better. This will help improve your customer experience.

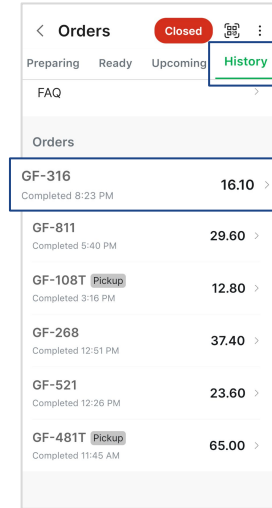
Payout & Reporting

Payout & Reporting

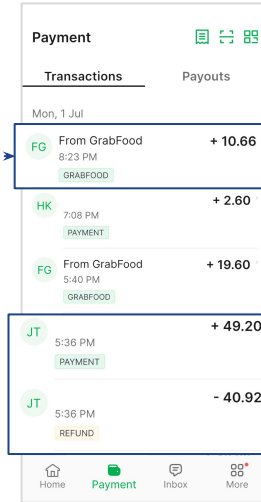
Reconcile your transactions to your payout

Transaction reconciliation

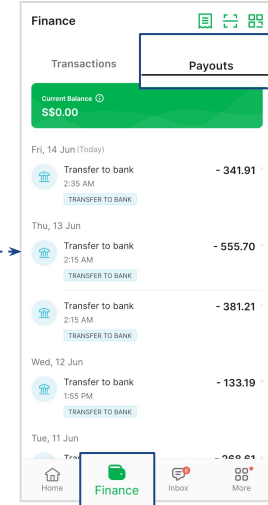
⚠️ Note that the displayed earnings for GrabFood/Mart are calculated AFTER deduction of commissions & merchant-funded promotion. However for GrabPay, the amount shown is BEFORE deduction of MDR.



Refer to History tab in the Orders tile to find your past orders.



Check the Transactions tab for your GrabFood/Mart and GrabPay earnings, including refunds.



Daily, your net earnings from GrabFood/Mart and GrabPay will be deposited into your bank account the following day.

Payout & Reporting

Daily payout reconciliation

Did not receive your payout, or received an incorrect amount?

Find out more at grb.to/pmt-errors or go to grb.to/pmt-issues. You can also scan the QR codes below.

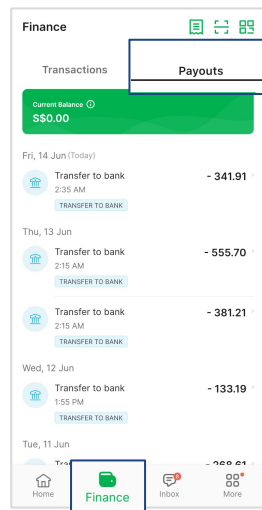


Understanding payout errors

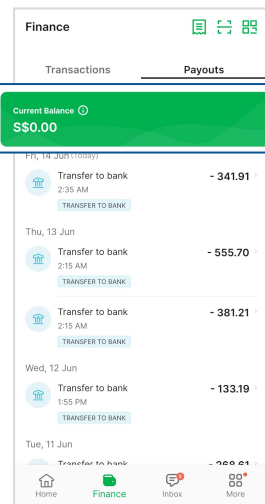


I have an issue with my payment

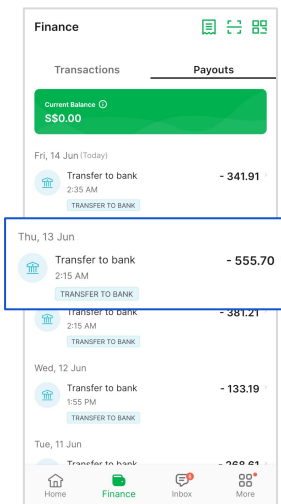
Reconciling your payout



Refer to Payouts tab for more details of your settlement.



Current Balance shows the amount be transferred to you after deductions



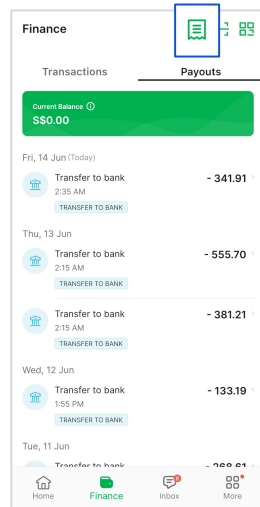
Reconcile your payout against your bank statement

If you've prepared an order that later gets cancelled, not because of something you did, rest easy. Reimbursement will be **automatically** processed should your cancelled order fall within the criteria.

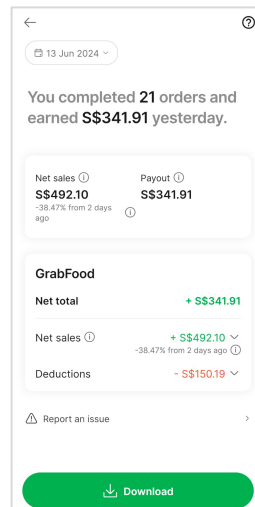
Best Practices:

- Regularly cross-check your daily payout with bank statements to maintain accurate bookkeeping and swiftly address discrepancies.
- You can also refer to the Finance section, Payouts tab in the GrabMerchant portal for more details.

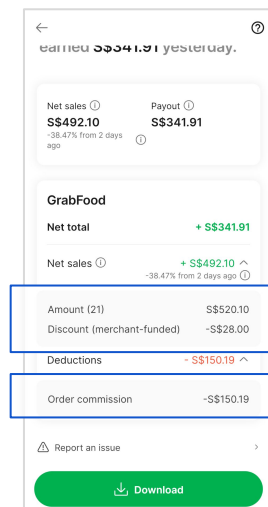
Sales Reporting



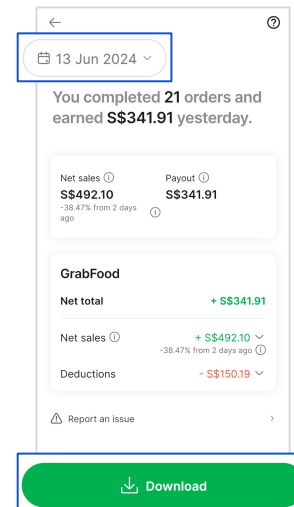
Click on Report icon



View your earning and deductions



Click into each section to see more details



Filter to other dates. You can also download your GrabMerchant Report

Best Practices:

- Leverage on this reporting feature to gain a high-level perspective of your daily sales, earnings and deductions across GrabPay/GrabFood/GrabMart
- For the order/transaction-level breakdown, refer to your GrabMerchant Report (Downloadable on your app or portal)

3. Introducing the GrabMerchant Portal

GrabMerchant Portal Basics

Logging in

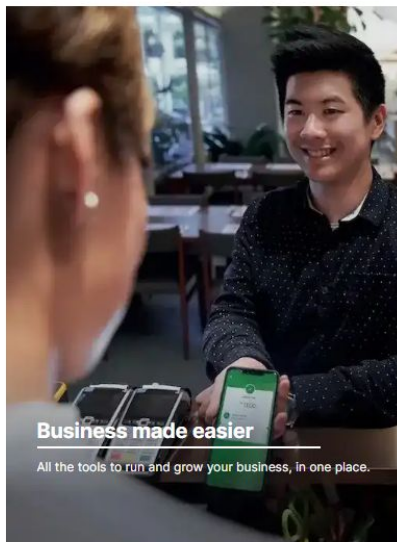
Need to request for a new temporary password?

Go to grb.to/apphelp or scan this QR code



Portal Login

GrabMerchant



Log in to get started

Your username

sgmexops.owner.1

Password

.....

Log In

[Forgot your password?](#)

[Forgot your username?](#)

Log In with SSO

Log In with Mobile Number

[Terms and Policies](#) • [Privacy Notice](#)

1

Go to <https://merchant.grab.com/portal>

2

Input the **username** and **password** sent to your email, and click Log In

Best Practices:

- Save your username for quicker access in the future
- Temporary password expires after 3 days, do login and reset your password before it expires
- A single login is restricted to use on a single device at a time. To avoid involuntary logouts and missed orders, create additional logins if you need to access on multiple devices simultaneously.

GrabMerchant Portal Basics

Portal at a glance

For more information on GrabMerchant Portal capabilities

Go to grb.to/portal-overview or scan this QR code



Portal at Glance

The GrabMerchant Portal is your all-in-one, self-serve platform to manage and grow your Grab business (GrabFood, GrabMart, and GrabPay) across all your stores!

1 **Insights**
Identify your most or least popular items, peak hours, or how long our delivery partners waited at your store.

2 **Feedback**
See the breakdown of ratings and feedback directly from customers.

3 **Finance**
Monitor your transaction history, and download it as a report anytime.

4 **Menu/Catalogue**
Make real-time updates and edits to your menu or catalogue items.

5 **Inventory**
Make real-time updates and edits to your inventory e.g managing out of stock.

6 **Employees**
Manage your employees' access by creating or suspending access

Grab Merchant

Home

Insights

Orders

Feedback

Finance

Marketing

Menu

Inventory

Employees

Help Centre

Welcome!

Multi-store view
View by stores.

All Grab services

All stores

Your business at a glance

Last updated: A few seconds ago

Net sales today
S\$ 0

Number of transactions today
0

Business insights

Based on data taken on 26 Jun

20 Jun - 26 Jun

Net sales
S\$ 37
0.00% from previous 7 days

Merchant-related cancellation rate
14.29%
0.00pp from previous 7 days

Key trends

Number of transactions
7
0.00% from previous 7 days

Gross sales
S\$ 40
0.00% from previous 7 days

Average transaction amount
S\$ 5.24
0.00% from previous 7 days

Driver waiting time
0 s
0.00% from previous 7 days

Total customers
7
0.00% from previous 7 days

Net sales from offers
S\$ 17
0.00% from previous 7 days

Top-performing store
[TEST] SG Mex Ops Test Store 7 - Seventh Walk

Top-selling item
Test Item 2

Reports & Invoices

Reports & Invoices

Finance Tab

Require further assistance in accessing your financial report?

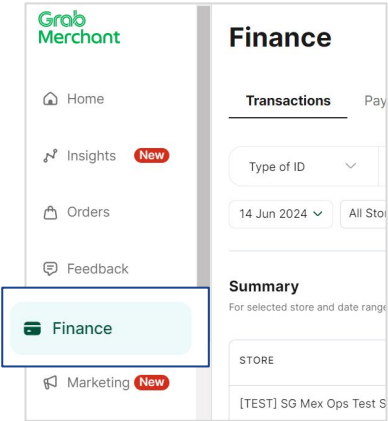
Go to grb.to/how-to-gmr or scan this QR code



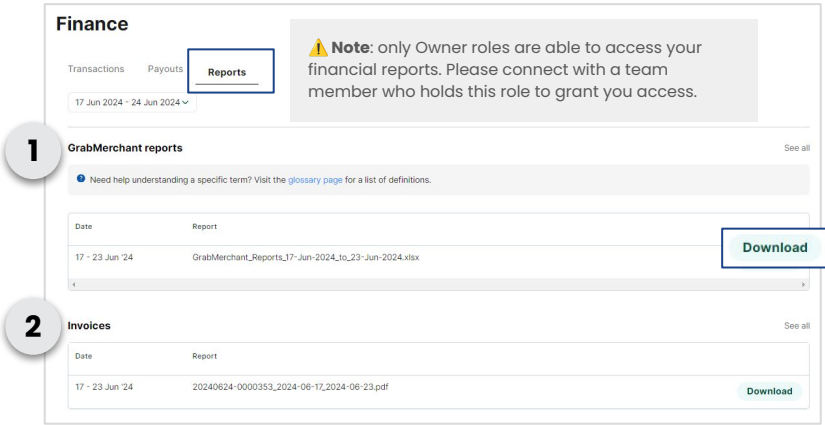
Retrieving your finance reports

Finance report available:

1. **GrabMerchant Report:** Weekly Excel file report, order/transaction details and bank account transfers
2. **Tax Invoice**
 - a. **GrabFood/Mart:** Weekly PDF report, tax invoice detailing taxable GrabFood/Mart services
 - b. **GrabPay:** Monthly PDF report, tax invoice detailing taxable GrabPay services



Refer to Finance section for your reports



Download your weekly GrabMerchant report and GrabFood/Mart invoices. Note that GrabPay invoices are not available on the portal yet and will be sent to the authorised invoice email (Stay tuned for more updates!)

Best Practices:

- Regularly download and store offline copies of your financial report (available in portal for up to 1 year)

Reports & Invoices

Understanding your GrabMerchant Report – 1

Need more help on understanding Grab's financial reporting term?

Go to grb.to/gmr-terms or scan this QR code



GrabMerchant Report – Transactions

The **Transactions** tab in your GrabMerchant Report (GMR) provides the detailed breakdown of your transactions/orders for the week.

		Transaction / Order details						Settlement details		Transaction/ Order amount	Merchant-funded discounts (MFD)				Net Sales	Grab Service Fee and Tax				Total	
Store Name	Created On	Type	Category	Subcategory	Status	Transaction ID	Long Order ID	Settlement ID	Transfer Date	Amount	Discount (Merchant-Funded)	Compensation Voucher (Merchant-Funded)	Delivery Fee Discount (Merchant-Funded)	Delivery Charge (Merchant Delivery)	Net Sales	Net MDR	Tax on MDR	Marketing success fee	Order Commission	Total	Tax on GrabFood / GrabMart Commission, Adjustments, Ads
Store 123	20 Jun 2024 6:30 PM	GrabFood Payment			Completed	1516853453sp	1860429-C6NJS	SSG2123	20 Jun 2024	20	0	0	-3.4	0	16.6			0	-6.54	10.06	-0.54
Store 123	20 Jun 2024 6:10 PM	GrabFood			Cancelled		1860429-C6NJS	SSG2124	20 Jun 2024	0										0	
Store 123	20 Jun 2024 2:28 PM	GrabFood Payment			Completed	1516610075sp	1860429-C6NJS	SSG2125	20 Jun 2024	20	0	0	0	0	20			0	-6.54	13.46	-0.54
Store 123	20 Jun 2024 2:04 PM	GrabFood			Cancelled		1860429-C6NJS	SSG2126	20 Jun 2024	0										0	
Store 123	20 Jun 2024 11:41 AM	GrabPay Payment			Completed	32ef70a2738543019009747a6		SSG2123	20 Jun 2024	0.01					0.01	0	0			0.01	
Store 123	19 Jun 2024 9:22 AM	GrabFood Adjustme		Deduction - Ea	Transferred	1514975458sp	4040534-C6NHS	SSG2124	20 Jun 2024	-1.93										-1.93	
Store 123	19 Jun 2024 9:21 AM	GrabFood Payment			Cancelled	1514974884sp	4040534-C6NHS	SSG2125	20 Jun 2024	2	0	0	0	0	2			0	-0.07	1.93	-0.01
Store 123	21 Jun 2024 10:50 AM	GrabMart Adjustme		Deduction - Ea	Completed	1517517408sp	385373136-C6N	SSG2126	20 Jun 2024	-0.02										-0.02	
Store 123	20 Jun 2024 1:58 PM	GrabMart Payment			Completed	1516564380sp	385373136-C6N	SSG2126	20 Jun 2024	0.02	0	0	0	0	0.02			0	-0.01	0.01	0

Transactions tab of your GMR

Key Components:

- Transaction/order details: *Information related to specific transactions/orders*
- Settlement details: *Settlement ID and date*
⚠️ Use Settlement ID to reconcile with your payouts (Found under Transfers tab in the GMR)
- Transaction/order amount: *Order value before discount*
- Merchant-funded discounts: *Item or order-related promotion/discount you have funded*
- Net Sales: *Gross Sales after deduction of offers you fund*
- Grab Service Fee and Tax: *Commission charged by Grab (inclusive of tax) for completed transaction/orders*
- Total: *Gross Sales after deduction of sales & non-sale related cost (eg Grab Service Fee and tax), which is the final earning transferred to your bank account*

Best Practices:

- To access detailed information about your orders, please navigate to the History tab in the Orders section of your GrabMerchant app/portal
- Regularly cross check the information in Transactions tab against Transfers tab and report any discrepancies to Grab.

Need to report an issue with your GrabMerchant Report?

Go to grb.to/gmr-issue or scan this QR code



GrabMerchant Report – Transfers

The **Transfer** tab in your GrabMerchant Report (GMR) provides the details of daily payouts made to your bank account. Note that the payouts are consolidated across GrabFood/Mart and GrabPay transactions for each store per day.

Date	Store Name	Store ID	Settlement ID	Net Total	Status	Transfer Date	Bank Statement Code	Bank Name
26/Jun/2024	Store 123	123	SSG2123	23.52	Completed	6/26/24 0:37	S123	Bank ABC
27/Jun/2024	Store 124	123	SSG2124	23.52	Processing	6/27/24 0:37	S123	Bank ABC
28/Jun/2024	Store 125	123	SSG2125	23.52	Failed	6/28/24 0:37	S123	Bank ABC
29/Jun/2024	Store 126	123	SSG2126	23.52	Completed	6/29/24 0:37	S123	Bank ABC

Transfers tab of your GMR

Key Components:

1. **Settlement ID:** *Unique identifier for each settlement. The breakdown of transactions can be found in the Transactions tab in the GMR*
2. **Net Total:** *Daily total earning. This amount should match with the sum credited to your bank account*
3. **Status**
 - a. **Completed:** *Payout transferred successfully; no further action is required*
 - b. **Processing:** *Payout process is still in progress; keep an eye on your portal to check the status of the cashout*
 - c. **Failed:** *Payout was unsuccessful. Please check your email for communications from Grab regarding your bank account detail updates, or contact Grab directly.*
4. **Transfer Date:** *The date when the earnings were credited to your bank account*
5. **Bank Statement Code:** *A unique identifier associated with each store, visible in your bank statement, to aid your reconciliation*

Best Practices:

- Regularly cross-check your daily payout with bank statements to maintain accurate bookkeeping and swiftly address discrepancies.

Reports & Invoices

Understanding your Tax Invoice

Need more help to reconcile your tax invoice and GMR?
Go to grb.to/how-to-recon

Need to report an issue with your tax invoice?
Go to grb.to/gmr-issue

Or you can scan the QR below.



How do I reconcile my tax invoice and GMR

I'd like to report an issue on GrabMerchant Reports/Invoice

Tax Invoice

The **Tax Invoice** details the taxable services provided through GrabFood/Mart and GrabPay. No further payment is required as the service fees were deducted from your daily earnings prior to the payout.



GrabCar Pte. Ltd

3 Media Close

Singapore 138498

GST Reg. No. 201427085E

Tax Invoice No.

Invoice Date

Transaction Period

20240624-0004371

2024-06-24

2024-06-17 to 2024-06-23

Partner ID

Name

Brand Name

Address

SGMG2024011103301011640

SG Mex Ops Test Merchant

SG MEX OPS TEST

Registered Address - Street., Singapore 101010

Item No.	Description	Total Amount Payable (Excl. GST)	9% GST	Total Amount Payable (Incl. GST)
		SGD	SGD	SGD
1	[TEST] SG Mex Ops Test Store 7 - Seventh Walk, 4-C6EDGN4GN6VJCN			
1.1	Grab Service Fee	12.00	1.08	13.08
	Subtotal	12.00	1.08	13.08
2	[TEST] SG Mex Ops Test Store 1 - First Building, 4-C6CKJRDDCZJ1BE			
2.1	Grab Service Fee	0.06	0.01	0.07
	Subtotal	0.06	0.01	0.07
	Total	12.06	1.09	13.15

Sample GrabFood/Mart Invoice

Grab

GPay Network (S) Pte Ltd

3 Media Close, #01-03/06

Singapore 138498

GST Reg. Number: 201722418R

Invoice No:

Invoice Date:

Billing Period:

GPNS-0000101852

02-06-2024

01-05-2024 to 31-05-2024

Merchant ID

Name

Address

S/N	Store Description	Net Collected	Amount Subject to MDR	MDR Amount	9% GST on MDR	Amount Subject to Commission	Commission Amount	9% GST on Commission
		SGD	SGD	SGD	SGD	SGD	SGD	SGD
1	[TEST] SG Mex Ops	2,282.79	2,282.79	27.38	2.45	0.00	0.00	0.00
2	[TEST] SG Mex Ops	1,523.80	1,523.80	18.28	1.65	0.00	0.00	0.00
3	[TEST] SG Mex Ops	388.45	388.45	4.66	0.41	0.00	0.00	0.00
	Total	4,195.04	4,195.04	50.32	4.51	0.00	0.00	0.00

Sample GrabPay Invoice

Note: Note that Grab provides separate tax invoice document for your GrabFood/Mart commissions and GrabPay MDR. Specifically for your GrabFood/Mart invoice, Grab also provide separate invoice for each of your brands. As PayLater Factoring Fee are non-taxable, they will not be included in the GrabPay invoice.

To reconcile your tax invoice and GMR:

- GrabFood/Mart invoice:
 - Check the GST and Total Amount Payable (Incl. GST) in the invoice against Order Commission and Tax on GrabFood/GrabMart Commissions, Adjustments, Ads column in your GMR
- GrabPay invoice: Check the MDR and GST amount in the invoice against the Net MDR and Tax on MDR column in your GMR

Best Practices:

- Regularly cross-check information between your tax invoice and GMR to ensure they align.

Managing your Menu on the Merchant Portal

Managing your Menu on the Merchant Portal

Menu Tab

Need more help with your menu?
Go to grb.to/store-menu or scan this QR code



Grab Merchant

Home

Insights New

Orders

Feedback

Finance New

Marketing New

Menu

MENU OVERVIEW

OPTION GROUPS

3

BULK UPDATE

2

Add new ▾

All availability schedules ▾

CATEGORIES		ITEMS
Mains	3	 Hor Fun S\$10.00
		 Mee Goreng S\$0.00
		 Fried Rice S\$0.00

1

Select Menu from the side bar

2

Add "Item" or "Category" individually via "Add new"

3

Add multiple items via the "Bulk Update" tab

Managing your Menu on the Merchant Portal

Menu Tab

Need more help with menu bulk update?

Go to grb.to/bulk-menu or scan this QR code



Menu Bulk Update is available for GrabFood stores!

4

+

Add items in bulk

×

ADD ITEMS IN BULK

Add up to 20,000 items to your menu in one go.

Step 1: Prepare your files

- Download the [.zip](#) file containing the spreadsheet template. Fill in the sheet with your item details.
- Next, prepare your item photos. Create a folder and place both your item photos and the spreadsheet file with item details inside the folder.
- Lastly, compress the folder into a .zip file.

Detailed instructions

→

Step 2: Upload your ZIP file

↑

Upload your ZIP file
Or drag and drop it here

5

✎

Edit items in bulk

×

EDIT ITEMS IN BULK

Edit multiple items in your menu in one go

Step 1: Prepare your files

- To edit, start by downloading your existing menu.

↓

Download menu

- Update your items. Change its details (Name, description, or price) or photos.
- Lastly, compress the folder back into a .zip file.

Detailed instructions

→

Step 2: Upload your ZIP file

↑

Upload your ZIP file
Or drag and drop it here

User Login Management

User Login Management

Employee Tab

Unsure on what access role you should give to your employees?

Go to grb.to/user-roles or scan this QR code



Creating New Logins

Grab Merchant

Home

Insights New

Orders

Feedback

Finance

Marketing New

Menu

Inventory

Employees

Help Centre

Employees

Username	Store Name	Role	Status
Chelsea GFTest5.chelsea	[TEST] SG Mex Ops Test Store 5 - Fifth Square	Manager	Active
Kelsey Store 2 Manager mexopstest2.storemanager.kels	[TEST] SG Mex Ops Test Store 2 - Second Loop	Manager	Active
duong lehai sgmexopste.duongleha	All stores	Owner	Pending
Chelsea GFTest7.Chelsea	[TEST] SG Mex Ops Test Store 7 - Seventh Walk	Manager	Active
Mexops Test mexops.chatbottest2	[TEST] SG Mex Ops Test Store 3 - Third View	Manager	Pending
Kenneth mexops.menumart1	[TEST] SG Mex Ops Test Store 2 - Second Loop	Manager	Active
Mexops Test mexops.chatbottest1	[TEST] SG Mex Ops Test Store 3 - Third View	Manager	Active
Charlotte mexopstest4.charlotte	[TEST] SG Mex Ops Test Store 4 - Fourth Lane	Manager	Active
Charlotte mexopstest3.charlotte	[TEST] SG Mex Ops Test Store 3 - Third View	Manager	Active

2

Add New Employee

1 Click Employees

User Login Management

Employee Tab

Unsure on what access role you should give to your employees?

Go to grb.to/user-roles or scan this QR code



- Home
- Insights New
- Orders
- Feedback
- Finance
- Marketing New
- Menu
- Inventory
- Employees**
- Help Centre

← Add a New Employee

Employee's details

Choose their role
Their role will determine their level of access *

☐ Manager
Able to view data and manage users

☐ Owner
Able to view data and manage users

☐ Cashier
Able to view data only

Choose their store
Select store

Full name
E.g. John Tan

Email
E.g. johntan@example.com
If this employee doesn't have an email, enter an email address where you can receive the temporary password.

Username
Same as the email above
This username can be used for both GrabMerchant app and Portal.

Mobile number Optional
SG +65 87800001

Add Employee

3 Choose their role

4 Choose their store

5 Fill in their particular and click on Add Employee

Managing Insights via the Portal

Managing Insights via the Portal

Overview of Insights

Want to understand more about Insights?

Go to grb.to/portal-insights or scan this QR code



Overview of Insights



Home

Insights

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Marketing New

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Inventory

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Feature Flags

Insights

Sales Menu / Catalogue Customers Operations Offers

1 Portal Insights can help you understand more about your business with Grab

Get more out of your business today!
Discover insights into your sales, customers, offers and more. Use these to optimise your business performance and plan your next move. [Learn More](#)

18 Oct - 24 Oct All Grab services All stores

2 Filter across date ranges, business types, or even your selected stores

Sales overview

Gross sales S\$ 111,120 -10.02% from previous 7 days	Net sales S\$ 111,120 -10.02% from previous 7 days	Number of transactions 4,709 -10.34% from previous 7 days	Average transaction amount S\$ 23.60 +0.35% from previous 7 days
--	--	---	--

Net sales

The total sales after deducting merchant-funded discounts, delivery charges and payment refunds.

[Learn more](#)



Best Practices:

- Use Insights solely for business analysis purposes. Refer to Finance section for finance reconciliation purposes.

4. Need More Help?

Need more
help?

Support &
Resources

Helpful links

[GrabMerchant
Help Centre](#)



[How to use Marketing
Manager to boost
your sales](#)



[GrabMerchant App
Training Video](#)



[Learn about the
Grab Merchant Centre](#)



[Merchant Device
Troubleshooting
Video](#)



[How to keep my
store menu updated](#)

