

SOP OF GRAB DEVICE, MAHNAZ FOOD

General Grab Device Issue

WIFI/Network Unavailable

If your device won't connect to Wi-Fi, you should first **make sure that your device isn't on Airplane Mode, and that Wi-Fi is enabled**. If your device claims it's connected to Wi-Fi but nothing will load, you can try forgetting the Wi-Fi network and then connecting to it again.

→ Home (Exit GrabApp) → Setting → WIFI → Forgot Network and try to reconnect on the selected network.

*All device was included with Celcom SIM Card. It should be no problem with the WIFI or Network.

Change/update Business Hour

You can check and update your store business hour easily via Grab Merchant app:

- Tap on "More" in Grab Merchant app homepage.
- Select "Business Hour Icon"
- Click on Edit **Please ensure your Shop is Open/Online before update your business hour.*
- Update your business hour and tap on "Save".

Update stock availability

If an item is out of stock, **update your store's inventory to avoid customer's disappointment.**

- Tap Catalogue on the bottom bar.
- Toggle the menu item you'd like to mark as unavailable.
- Out of Stock will be display at your product.
- Roll back to the first step and mark as available to update product as available.

Alternatively, you may contact Grab Merchant Live Support Hotline at **03-27881300**.

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Unable to turn on my device / My device is not charging

- Check if device has been charged. If not, please charge the device to at least 50% battery capacity before turning it on.
- Check to see if the device works while being plugged in to a charger. If not, use a different cable/charger/power outlet.
- Charge the device for 15 minutes before turning it back on.
- Only attempt to turn the device on once the battery icon is displayed.
- Press & hold the power button and volume (up/down) button, wait for 10 seconds, then select 'Normal Boot' after the device vibrates.

My device is currently stuck on a blank screen

Kindly troubleshoot with these methods below:

- Tap on the '**Settings**' at your terminal.
- Scroll down and look for '**Apps**', then tap on it.
- Scroll and look for '**GrabFood Merchant**', then tap on it.
- Tap on 'Force Stop', then tap '**OK**'.

Note: Please ensure that the device is connected to a stable WiFi network and navigate back into the Grab Merchant Apps after troubleshooting these steps.

Alternatively, you may contact Grab Merchant Live Support Hotline at **03-27881300**.

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How To Cancel an Order

Order can be cancelled via Grab Marchant app: -

- Go to the order detail and tap on **'Edit or Cancel Order'**
- Choose 'Cancel order'.
- Select the right reason for cancellation. Eater will be informed accordingly.
- To avoid upsetting eaters with cancellation for upcoming orders, please change the item's availability immediately if the item is no longer available OR pause the store temporarily if the kitchen is busy.

Once the order is cancelled successfully, the eaters and drivers will be informed automatically.

Note: *Please be reminded that the contact information of eaters should only be used for the sole purpose of confirming the proposed cancellation.*

If your device is unable to print

- From the home screen, find 'Settings'.
- Tap on **'InnerPrinter'**.
- Tap on **'Test Print'**.
- Tap on 3 dots on the right top
- Tap on **'Print the sample'**.

If sample receipt was printed, it shouldn't be problem to print. Kindly, try reprint your pending order or restart the apps.

If your device issues still persist after attempting the troubleshooting steps above, kindly contact your supervisor for further action.

Alternatively, you may contact Grab Merchant Live Support Hotline at **03-27881300**.

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Note: Please be sure to include a video of your faulty device for our team to further investigate the issue.

Alternatively, you may contact Grab Merchant Live Support Hotline at **03-27881300**.