



Glovo Partner Metrics

As a **Glovo Partner** you are required to **achieve success** in specific KPIs that will determine your **business health**.

SIX MAIN METRICS TO MONITOR

Recommendation

1 Uptime

Based on your schedule that you indicated in settings of your store, this KPI will show the **percentage of time your store was open** and ready to take orders.

Check-in in the Orders App before you start accepting Glovo orders.

2 Menu quality

The percentage of **products with photos and descriptions** in your menu.

Add pictures & descriptions to your products

3 Avoidable cancellations

It is a percentage of **cancelled orders** that your store have **avoided**.

Deactivate products that are unavailable.

4 Avoidable waiting time

It's the amount of time **couriers have to wait** at your store **after the estimated preparation** time passes

Prepare orders within preparation time indicated in your Orders App.

5 Wrong and missing items

It is a percentage of orders that customers reported to have **wrong or missing products, items or ingredients**.

Always **double-check** the products in the order before handing it to the courier.

6 Customers ratings

It is a ratio between **positive and total ratings customers** give to your store.

Listen and adapt to customer feedback.

