GXPRESS · MERCHANT GUIDE

Merchant Quick Start

Set up your store, create your first delivery, and follow it through to completion.

A practical guide for online shops

GXpress Zimbabwe

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Before you dispatch

Take a few minutes to check account access, activation, and your pickup pin. These are the most common things that block a first order.

1. **Sign in to your Merchant account.** Use the portal link and login details provided for your business. Keep your password private.

2. **Check dispatch access.** Open **Subscriptions** and review the plan/access status. If a voucher is required, ask GXpress Support for the official code after any required payment is verified. Open **Enter Voucher**, enter the code, choose **Apply Voucher**, then complete the confirmation step if shown. Return to the overview and make sure dispatch access is active. Never share a voucher with another account.

3. **Save your default pickup pin.** Go to **Settings** → **Pickup Locations**. Enter a clear label, choose **Pin on Map**, place the pin at the actual collection entrance, choose **Use Pin**, and save. The address label alone is not a GPS pin. A valid pin inside the current Harare service area is required.

4. **Prepare the delivery information.** Have the recipient's full name and working phone number, the full address/landmark, and access or handling notes ready. A saved customer profile is optional; you can enter the recipient when creating the order.

> **Voucher reminder:** dispatch controls are locked while account access is inactive. A trial may be available to eligible accounts; check the status shown in your portal rather than assuming a voucher is unnecessary.

First-login checklist

- ☐ Confirm the store name and account details are correct.
- ☐ Confirm the default pickup address and exact map pin.
- ☐ Confirm dispatch access is active.
- ☐ Have recipient details and a contactable phone ready.
- ☐ For your first delivery, coordinate with the recipient and courier beforehand.

Create and dispatch an order

1. **Start a delivery.** From the dashboard choose **Quick Direct** for a single request, or open **Orders** to add an order to the dispatch queue.
2. **Enter recipient details.** Select a saved customer or enter the recipient's name and phone number. Check the number before dispatch.
3. **Confirm pickup and drop-off.** Check the pickup shown on the form. Enter a useful drop-off address and landmark, then use **Pin Map** to place an accurate GPS pin. Confirm the displayed pin before continuing.
4. **Set payment and parcel details.** Choose whether the customer or business pays the delivery fee. Enter the order/COD amount (use zero for prepaid), select the package type, and add handling or delivery notes.
5. **Review before sending.** Double-check the route, phone, map pins, COD amount, and who pays the delivery fee. If using the queue, review selected orders and dispatch them when ready.
6. **Watch for courier interest.** A dispatched request is offered to eligible fleets, which can review and bid. Check the order/delivery view for applications and status; a courier is not guaranteed until one is accepted/assigned.

> **Useful distinction:** the delivery fee and COD/order amount are different. COD is money the biker collects from the recipient for your goods; the delivery fee is the courier charge. Check both before dispatch.

During and after delivery

- Open **Deliveries** or the dashboard activity to check status updates.
- Keep your phone available if the courier or recipient needs clarification.
- Use the GXpress delivery/PIN flow to confirm the handoff when prompted. Do not send a PIN before the parcel is actually handed over.
- For COD, follow the settlement method recorded for that order. If anything is unclear, pause settlement and contact support with the order ID.

> **If the recipient cannot be reached after pickup:** contact the rider, then open the delivery details and choose **Request Cancel & Return**. The rider must also accept. The suggested return payout is the original delivery payout; discuss and confirm it before approval. After the rider reports the handback, confirm only when the parcel is physically back at your shop. Multi-stop routes continue after you confirm the returned stop. The app records the agreed amount but does not collect or transfer it automatically; settle directly with the rider.

Manage deliveries safely

Enter accurate order, recipient, pickup, and payment details. Let the recipient know a delivery is on its way, and use the portal's status and PIN steps to confirm the real handoff.

- ☐ Check the delivery fee payer, COD amount, pickup pin, drop-off pin, and recipient phone number before dispatch.
- ☐ Dispatch only when the parcel is ready and a courier can collect it.
- ☐ Keep your phone available in case the courier or recipient needs directions.
- ☐ Never share a delivery PIN before the parcel is physically handed to the recipient.
- ☐ For COD, confirm the amount and settlement method and follow the instructions recorded for the order.
- ☐ If a delivery is delayed or a detail is wrong, contact the courier and support promptly; avoid creating duplicate orders.

If something goes wrong

Do not repeatedly dispatch duplicates or share passwords, activation vouchers, or delivery PINs in a support message. If a request is stuck, take a screenshot and note its order ID and current status.

> **In-app:** use **Contact Support** / GXpress Support Chat in the portal.
> **WhatsApp or urgent help:** +263 71 252 5282
> **Email:** support@gxpresszw.com
> **Admin:** contact GXpress Admin for account/profile access or business-detail changes.

When reporting, include your business name, order ID, approximate time, device/browser, steps taken, and a screenshot with customer-sensitive information hidden where possible. For account access or operating issues, contact support before retrying a payment or dispatch.