O2C - Money Movements

📖 What is a Money Movement?

A **Money Movement** represents any financial transaction in the Glovo platform ecosystem. It tracks the flow of money between different actors (customers, partners/stores, couriers, and Glovo itself).

Each money movement defines:

- **Who pays** (the source actor)
- **Who receives** (the destination actor)
- **What type of transaction** it is (delivery fee, commission, tip, etc.)
- **The amount type** (gross or net)

Money movements are the foundation of the O2C (Order-to-Cash) Invoicing Platform, ensuring accurate tracking of all financial flows for billing, invoicing, and accounting purposes.

📝 **Auto-Generated Documentation**: This page is automatically generated from the MoneyMovementDefinition.kt code. Any changes to money movements should be made in the code, and this documentation will update automatically.

📋 Complete List of Money Movements

Below is the detailed breakdown of all money movements in the platform, organized by money flow direction.

🛵 COURIER ➜ 🎈 GLOVO

The following money movements represent transactions where **COURIER pays** and **GLOVO receives**:

🟢 `ACTIVATION_FEE_BY_COURIER`

One-time activation fee charged when courier joins the Glovo platform. Example: New courier pays €25 activation fee when onboarding.

- **Tax Type:** `GROSS`
- **Source:** `COURIER_ACCOUNT_ENTRY`

CASH_COLLECTED_BY_COURIER

Cash collected by courier from customers on behalf of Glovo (cash-on-delivery orders). Courier must remit this to Glovo. Example: Courier collected €150 in cash from cash-on-delivery orders.

- **Tax Type:** `GROSS`
- **Source:** `COURIER_ACCOUNT_ENTRY`

CASH_OUT_BY_COURIER

Records cash earnings already paid to courier, reducing their balance. Amount comes in as negative and is converted to positive. Business DateTime is creation time minus 1 day. Example: Courier was paid €200 in cash, balance is reduced by €200.

- **Tax Type:** `GROSS`
- **Source:** `COURIER_ACCOUNT_ENTRY`

FRAUD_BY_COURIER

Charges to courier for fraudulent activities detected on their account. Example: Courier charged €50 for fraudulently marking orders as delivered without delivering them.

- **Tax Type:** `GROSS`
- **Source:** `COURIER_ACCOUNT_ENTRY`

MATERIAL_FEE_BY_COURIER

Fee charged to couriers for physical materials and equipment provided by Glovo. Example: Courier pays €30 for insulated delivery bag.

- **Tax Type:** `GROSS`
- **Source:** `COURIER_ACCOUNT_ENTRY`

PLATFORM_FEE_BY_COURIER

Platform usage fee charged to couriers for using Glovo's infrastructure and courier app. Example: Courier pays €10 weekly platform fee.

- **Tax Type:** `GROSS`
- **Source:** `COURIER_ACCOUNT_ENTRY`

PRODUCT_INCIDENTS_BY_COURIER

Charges to courier for product-related incidents caused by the courier. Example: Courier damaged €15 worth of products during delivery and is charged for it.

- **Tax Type:** `GROSS`
- **Source:** `COURIER_ACCOUNT_ENTRY`

🟢 SALES_FEE_BY_COURIER

Sales-based fee charged to couriers based on delivery volume or earnings. Example: Courier pays 2% sales fee on €500 weekly earnings = €10.

- **Tax Type:** `GROSS`
- **Source:** `COURIER_ACCOUNT_ENTRY`

👤 CUSTOMER ➡ 🎈 GLOVO

The following money movements represent transactions where **CUSTOMER pays** and **GLOVO receives**:

🟢 BAD_WEATHER_SURCHARGE_BY_CUSTOMER

Extra fee charged to customers during bad weather (rain, snow, etc.) to compensate for difficult delivery conditions. Example: During a heavy rainstorm, a €2 bad weather surcharge is added to the order.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 DELIVERY_FEE_BY_CUSTOMER

Delivery fee paid by customer for order delivery. Includes surge fees during high demand. Example: Delivery fee €3.50 + surge fee €0.50 = €4.00 total. Set to zero for PICKUP orders.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 MINIMUM_BASKET_SURCHARGE_BY_CUSTOMER

Fee charged when order value is below the store's minimum basket requirement. Example: Store requires minimum €15 order, customer orders €12 worth of items, €3 surcharge is added.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 PRICING_SERVICE_FEE_BY_CUSTOMER

Service fee charged by Glovo for providing the platform and service. Example: Glovo charges €1.50 service fee for processing and facilitating the order. Set to zero for PICKUP orders.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 **PRODUCTS_BY_CUSTOMER**

The cost of products/items that the customer ordered. Example: Customer orders groceries worth €50. Set to zero for PICKUP orders and special order types (REORDER_COMPENSATION, REORDER, REMAKE, SPLIT, RESCUE).

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 **TIP_BY_CUSTOMER**

Optional tip paid by customer for the courier (Glovo later transfers to courier). Example: Customer adds €2 tip for the courier who delivered their food. Only created if customer chooses to tip.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 **PRIME_SUBSCRIPTION_BY_CUSTOMER**

Subscription fee customers pay for Glovo Prime membership. Charged periodically (monthly, annual, etc.) for benefits like free delivery and exclusive deals. Example: Customer pays €5.99/month for Prime membership.

- **Tax Type:** `GROSS`
- **Source:** `PRIME_SUBSCRIPTION`

🎈 GLOVO ➡️ 🛵 COURIER

The following money movements represent transactions where **GLOVO pays** and **COURIER receives**:

🟢 **CHALLENGE_REWARD_TO_COURIER**

Bonus payment for completing delivery challenges. Example: Courier completes 30 deliveries in a week and receives a €25 challenge reward.

- **Tax Type:** `GROSS`
- **Source:** `COURIER_ACCOUNT_ENTRY`

🟢 **EXTERNAL_EARNINGS_BONUS_TO_COURIER**

Special one-time bonuses for couriers (promotions, compensation, exceptional performance). Example: Courier receives €20 bonus for excellent customer ratings.

- **Tax Type:** `GROSS`
- **Source:** `COURIER_ACCOUNT_ENTRY`

🟢 GUARANTEE_TO_COURIER

Minimum earnings guarantee payment ensuring couriers earn a minimum amount during specific periods. Example: Courier only earned €40 but has a €60 guarantee, receives €20 guarantee payment.

- **Tax Type:** `NET`
- **Source:** `COURIER_ACCOUNT_ENTRY`

🟢 REFERRAL_TO_COURIER

Bonus payment to courier for referring new couriers to Glovo. Incentivizes courier recruitment. Example: Courier refers a friend who completes first 10 deliveries, courier receives €50 referral bonus.

- **Tax Type:** `NET`
- **Source:** `COURIER_ACCOUNT_ENTRY`

🟢 TIP_TO_COURIER

Tips transferred to couriers via account entry system. Different from TIP_BY_CUSTOMER (which tracks customer payment). Example: €3 tip is transferred to the courier's account.

- **Tax Type:** `GROSS`
- **Source:** `COURIER_ACCOUNT_ENTRY`

🟢 ORDER_EARNINGS_TO_COURIER

Payment to courier for completing a delivery (Cost Per Order / CPO). Calculated based on distance, time, difficulty, and other factors. Example: Courier delivers an order and earns €4.50 (base pay €3.50 + €1.00 for distance).

- **Tax Type:** `NET`
- **Source:** `ORDER`

🎈 GLOVO ➡ 👤 CUSTOMER

The following money movements represent transactions where **GLOVO pays** and **CUSTOMER receives**:

🟢 PROMOTION_BAD_WEATHER_SURCHARGE_BY_GLOVO

Discount on bad weather surcharge sponsored by Glovo. Example: During bad weather, €2 surcharge is applied but Glovo runs a promotion covering €1 of it.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 PROMOTION_DELIVERY_FEE_BY_GLOVO

Delivery fee discount sponsored by Glovo (or third parties) to the customer. Example: 'Free delivery' promotion means Glovo credits back the €3.50 delivery fee to customer.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 PROMOTION_PRODUCT_BY_GLOVO

Product discount/promotion sponsored by Glovo to the customer. Example: Glovo offers '20% off' promotion on order, if products cost €50, Glovo gives customer €10 back.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 REFUND_BY_GLOVO

Money refunded by Glovo to the customer due to order issues (missing items, quality problems, cancellation, etc.). Example: Items were missing from order, Glovo refunds customer €8. Can have multiple refunds per order.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 PROMOTION_PRIME_SUBSCRIPTION_BY_GLOVO

Promotional discount on Prime subscription sponsored by Glovo. Calculated as: originalFee - chargedFee. Example: Prime costs €5.99 but customer gets 50% off promotional discount, Glovo credits €3.00.

- **Tax Type:** `GROSS`
- **Source:** `PRIME_SUBSCRIPTION`

🎈 GLOVO ➜ 🏪 STORE_ADDRESS

The following money movements represent transactions where **GLOVO pays** and **STORE_ADDRESS receives**:

🟢 BAD_WEATHER_SURCHARGE_TO_PARTNER

Bad weather surcharge collected from customer, transferred from Glovo to the partner. Example: €2 bad weather fee charged to customer is passed to the partner.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 DELIVERY_FEE_TO_PARTNER

Delivery fee paid from Glovo to partner when partner handles their own delivery. Example: For orders where partner delivers, Glovo pays the partner €3 for the delivery service.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 INCIDENT_COMMISSION_BY_PARTNER

Commission refund or adjustment from Glovo to partner due to order incidents. Used to correct commission when incidents affect the order. Example: Commission adjustment of €2 returned to partner due to order incident.

- **Tax Type:** `NET`
- **Source:** `ORDER`

🟢 INCIDENT_PRODUCTS_AFFECTING_COMMISSION_BY_PARTNER

Non Taxable. Additional products added due to incidents that increase commission calculation. Example: Partner adds €5 worth of replacement items due to incident, this increases the amount subject to commission.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 INCIDENT_PRODUCTS_NOT_AFFECTING_COMMISSION_BY_PARTNER

Non Taxable. Additional products added due to incidents that do NOT affect commission. Example: Partner adds €5 replacement items as goodwill gesture, no commission charged on this amount.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 MINIMUM_BASKET_SURCHARGE_TO_PARTNER

Minimum basket surcharge transferred from Glovo to partner. Example: The €3 minimum basket fee charged to the customer is transferred to the partner.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 PRODUCTS_TO_PARTNER

Non Taxable. Payment for products sold, transferred from Glovo to the partner. Example: A restaurant sells €45 worth of food through Glovo, and Glovo transfers that €45 to the restaurant. Amount varies based on order status and cancellation.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 WAITING_TIME_FEE_TAXABLE_REFUND_TO_PARTNER

Refund of a waiting time fee back to the partner (if charged incorrectly). Example: €2 waiting time fee was charged by mistake and is refunded to the partner.

- **Tax Type:** `NET`
- **Source:** `ORDER`

🏪 STORE_ADDRESS ➜ 👤 CUSTOMER

The following money movements represent transactions where **STORE_ADDRESS pays** and **CUSTOMER receives**:

🟢 FLASH_DEAL_PROMOTION_FROM_PARTNER_TO_CUSTOMER

Discount on flash deal items, paid by the partner to the customer. Example: Partner offers 30% off during flash deal, paying €6 discount on a €20 item.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 PRODUCTS_REFUND_AFFECTING_COMMISSION_BY_PARTNER

Non Taxable. Refund amount charged to the partner that reduces Glovo's commission. Example: €5 refund for missing items reduces both partner earnings and the commission Glovo charges.

Partner setting 'isRefundForgiven=true' determines this affects commission.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 PRODUCTS_REFUND_NOT_AFFECTING_COMMISSION_BY_PARTNER

Refund amount charged to the partner that does NOT reduce Glovo's commission. Example: €5 refund for quality issue, but Glovo still charges commission on the original amount. Partner setting 'isRefundForgiven=false' determines commission is not affected.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 PROMOTION_DELIVERY_FEE_BY_PARTNER

Delivery fee discount sponsored and paid by the partner to reduce the customer's delivery cost. Example: Partner sponsors 'free delivery' and pays €3 to cover the customer's delivery fee.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 PROMOTION_MINIMUM_BASKET_SURCHARGE_BY_PARTNER

Partner-sponsored discount that waives or reduces the minimum basket surcharge for the customer. Example: Partner offers to waive the €3 minimum basket fee for loyal customers.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 PROMOTION_PRODUCT_AFFECTING_COMMISSION_BY_PARTNER

Product discount sponsored by partner that reduces the commission partner pays to Glovo. Example: Partner offers 20% off pizzas (€10 discount), this reduces what Glovo can charge commission on.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 PROMOTION_PRODUCT_NOT_AFFECTING_COMMISSION_BY_PARTNER

Product discount sponsored by partner that does NOT reduce commission. Partner pays Glovo commission on the original price. Example: Partner offers promotional discount but still pays commission on full amount.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🏪 STORE_ADDRESS ➜ 📍 GLOVO

The following money movements represent transactions where **STORE_ADDRESS pays** and **GLOVO receives**:

🟢 **MKT_GMO_DEBIT_BY_PARTNER**

Advertising fees charged to partners for marketing campaigns on the Glovo platform. Example: Partner pays €50 for sponsored placement at the top of search results for a week.

- **Tax Type:** `NET`
- **Source:** `ADS_REPORT`

🟢 **COMMISSION_BY_PARTNER**

Commission fee Glovo charges the partner for facilitating the sale. Calculated as: Commissionable Base × Commission Rate. Example: If commissionable base is €50 and commission rate is 15%, Glovo charges partner €7.50.

- **Tax Type:** `NET`
- **Source:** `ORDER`

🟢 **FLASH_DEAL_FEE_FROM_PARTNER_TO_GLOVO**

Fee charged to partners when their products are featured in flash deals (limited-time promotions). Calculated as: (1/2 × basket size) – discount. Example: Partner pays €5 to feature products in a 2-hour flash deal.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 **PRIME_ORDER_VENDOR_FEE_FROM_PARTNER_TO_GLOVO**

Fee charged to partners for orders from Glovo Prime members. Partners contribute to the cost of providing Prime member benefits. Example: For a Prime order, the partner pays €0.50 as a Prime vendor fee.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 **PRODUCTS_IN_CASH_BY_CUSTOMER_REDUCE_BALANCE_BY_PARTNER**

Non Taxable. Products paid in cash by the customer directly to the partner. Reduces the partner's balance with Glovo. Example: Customer pays €40 cash to partner for products, partner's balance with Glovo is reduced by €40.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 PRODUCTS_IN_CASH_BY_GLOVO_REDUCE_BALANCE_BY_PARTNER

Non Taxable. Cash that Glovo paid to the partner on behalf of the customer (courier delivered cash). Reduces partner's balance with Glovo. Example: Glovo pays €30 cash to partner for a customer order, partner's balance is reduced by €30.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 PRODUCTS_PAID_WITH_VOUCHER_REDUCE_BALANCE_BY_PARTNER

Non Taxable. Products paid with a voucher/gift card by the customer. Reduces partner's balance with Glovo because Glovo redeems the voucher. Example: Customer uses a €20 gift card, partner's balance with Glovo is reduced by €20.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 SERVICE_FEE_PAID_IN_CASH_REDUCE_BALANCE_BY_PARTNER

Non Taxable. Service fee paid in cash by customer to partner. Reduces partner's balance with Glovo to account for cash received. Example: Customer pays €1.50 service fee in cash to partner, partner's balance with Glovo is reduced by €1.50.

- **Tax Type:** `GROSS`
- **Source:** `ORDER`

🟢 WAITING_TIME_FEE_BY_PARTNER

Fee charged to partner when courier waits too long for order preparation. Example: Courier waits 15 extra minutes for food to be ready, partner is charged €2 waiting time fee.

- **Tax Type:** `NET`
- **Source:** `ORDER`

🟢 MATERIAL_FEE_BY_PARTNER

Fee charged to partners for materials and supplies provided by Glovo. Example: Partner pays €50 for branded packaging materials provided by Glovo.

- **Tax Type:** `NET`
- **Source:** `PARTNER_FEES`

🟢 PLATFORM_FEE_BY_PARTNER

Platform usage fee charged to partners for using Glovo's infrastructure and services. Separate from commission, may be fixed or variable per partner agreement. Example: Partner pays €10 monthly platform fee for using Glovo's ordering system.

- **Tax Type:** `NET`
- **Source:** `PARTNER_FEES`

🟢 SALES_FEE_BY_PARTNER

Sales-based fee charged to partners, separate from commission. Calculated based on sales volume or other metrics. Example: Partner pays 2% sales fee on €1,000 monthly sales volume = €20 sales fee.

- **Tax Type:** `NET`
- **Source:** `PARTNER_FEES`

🟢 SANCTIONS_BY_PARTNER

Penalties charged to partners for policy violations or quality issues. Severity varies by violation. Example: Partner charged €100 sanction for repeated late order preparation causing customer complaints.

- **Tax Type:** `NET`
- **Source:** `PARTNER_FEES`

🟢 INSTANT_PAYOUTS_ALREADY_PAID_TO_PARTNER

Records instant payout amount already transferred to partner, reducing their balance with Glovo. Example: Partner received €500 via instant payout, their balance with Glovo is reduced by €500.

- **Tax Type:** `NET`
- **Source:** `PAYOUT`

🟢 INSTANT_PAYOUTS_FEE_BY_PARTNER

Fee charged to partners for using instant payout service instead of waiting for regular payout cycle. Example: Partner pays €5 fee to get their €500 immediately instead of waiting.

- **Tax Type:** `GROSS`
- **Source:** `PAYOUT`