



1. Your first connection

As a new HappyBox Partner, you have received a “Welcome email” with a link to login to your Partner Portal on our website. Enter your email address, choose and confirm your password. From then on, you will have access to your Partner Portal on happybox.ke.

2. Connect to your account

The screenshot shows the HappyBox website header with the logo and navigation links. A red arrow points to the 'Partner Portal' link in the top right. Below the header, the 'HAPPYBOX PARTNER PORTAL' section is visible, featuring a 'PARTNER LOGIN' form with fields for 'Email address' and 'Password', and a 'LOGIN' button. A red arrow points to the 'LOGIN' button.

1. Click on “Partner Portal”.

2. Log in with your Email address and your Password.

3. Forgot your password

The screenshot shows the 'PARTNER LOGIN' form with a 'Forgot password?' link. A red arrow points to the 'Forgot password?' link. Below the login form, the 'FORGOT YOUR PASSWORD?' section is visible, featuring a form with an 'Email address' field and a 'SEND LINK' button. A red arrow points to the 'SEND LINK' button. To the right, a confirmation message states 'YOUR REQUEST HAS BEEN SENT' and 'Please check your emails for a link to reset your password'.

1. In the case you forget your Password, click on “Forgot password”.

2. Enter your Email address and click on “SEND LINK”. You will receive by email a link to reset your password.

3. Check your emails to finish this request and use the link “Reset your password”.

4. Edit your profile

The screenshot shows the HappyBox Partner Portal header with the 'EDIT PROFILE' link. A red arrow points to the 'EDIT PROFILE' link. Below the header, the 'EDIT YOUR PARTNER PROFILE' section is visible, featuring a form with fields for 'Company Name', 'Business Category', 'Contact Person's Name', 'Surname', 'Email Address', 'Contact Mobile Number', and 'Business Location'. A red arrow points to the 'UPDATE MY PROFILE' button.

1. If you want to edit your profile*, click on “EDIT PROFILE”.

2. Make your changes.

3. Click on “UPDATE MY PROFILE” to save your changes.

*Any request for a change of your email address must be done by phone +254 112 454 540 or by email to customerservices@happybox.ke

5. Take a booking

HAPPYBOX Choose your gift! | PARTNER PORTAL Partner Company Name

Take A Booking My Voucher List My Experience List

HOW IT WORKS

- STEP 1 Customer calls for a booking
- STEP 2 YOU request customer voucher code
- STEP 3 YOU check the voucher code validity online
- STEP 4 YOU indicate the booking date
- STEP 5 YOU redeem & confirm booking to customer

CHECK VOUCHER VALIDITY

To make a booking, enter the customer voucher code below to check it's validity.

1 Enter customer voucher code here

2 CHECK VALIDITY

3

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CHECK VALIDITY

4

VOUCHER NUMBER	QWERTY0125	STATUS	VALID	BOX NAME DESCRIPTION	Enter booking date	REDEEM VOUCHER
				Hot Stone Massage, Body Scrub & Pedicure		
				Aromatherapy Massage, Body Scrub & Manicure		
				Moroccan Bath, Swedish Massage & Manicure, Pedicure		
				Deep Tissue Massage & Deep Cleansing Facial		

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Enter customer voucher code here

CHECK VALIDITY

THE VOUCHER HAS BEEN REDEEMED

You can access this booking under My Voucher List

7

OKAY!

VOUCHER NUMBER QWERTY0125 STATUS VALID BOX NAME | DESCRIPTION Enter booking date REDEEM VOUCHER

On the tab **"Take A Booking"** :

1. Inform the Voucher number
2. Check validity
3. If the voucher is invalid, a pop-up appears. In that case, the Voucher can not be redeemed and used. Ask the customer to contact our customer services by email customerservices@happybox.ke or by phone +254 112 454 540.
4. If the Voucher is valid, the name of the Box and the list of the services corresponding to this Voucher number will appear. This will help you to know which service can be chosen by the customer.
5. Fill the date of the booking.
6. Redeem the Voucher.
7. The Voucher has been redeemed, you can exit this page. The Voucher number and the date of booking are saved in the system.

6. Cancel a booking or modify the date of a booking

Take A Booking **My Voucher List** My Experience List

MY VOUCHER LIST
Your list of Redeemed and Cancelled vouchers

BOX NAME	VOUCHER CODE	STATUS	CUSTOMER NAME	CUSTOMER SURNAME	DATE REDEEMED	DATE CANCELLED	BOOKING DATE	PARTNER PAYMENT DATE	PARTNER REIMBURSEMENT
SPA EXPERIENCE	azerty	CANCELLED	Blagus	Joe	06/03/2020	10/03/2020			KWD 000.00
SPA EXPERIENCE	qwerty	REDEEMED	Smith	Joe	15/02/2020		20/02/2020	31/03/2020	KWD 000.00

WARNING
Request a cancellation ONLY when it complies with your Terms & Conditions.
DO NOT request a cancellation in the case of a booking date modification.

1 CANCEL VOUCHER 2 MODIFY DATE

SAVE MY CHANGES

March 2020

On the tab "My Voucher List" :

1. You can **cancel a booking** by clicking on "CANCEL VOUCHER" on the corresponding line and then "SAVE CHANGES"

! A booking can be cancelled only once per voucher. A cancellation is your responsibility and follow your T&C. Any cancellation will not be paid by HappyBox.

2. You can **change a booking date** by clicking on "MODIFY DATE" and then "SAVE CHANGES"

7. Check the list of vouchers redeemed with you

Take A Booking **My Voucher List** My Experience List

MY VOUCHER LIST
Your list of Redeemed and Cancelled vouchers

BOX NAME	VOUCHER CODE	STATUS	CUSTOMER NAME	CUSTOMER SURNAME	DATE REDEEMED	DATE CANCELLED	BOOKING DATE	PARTNER PAYMENT DATE	PARTNER REIMBURSEMENT	VOUCHER ADMINISTRATION
SPA EXPERIENCE	azerty	CANCELLED	Blagus	Joe	06/03/2020	10/03/2020			KWD 000.00	
SPA EXPERIENCE	qwerty	REDEEMED	Smith	Joe	15/02/2020		20/02/2020	31/03/2020	KWD 000.00	CANCEL VOUCHER MODIFY DATE

SAVE MY CHANGES

On the tab "My Voucher List":

You can check at any time, all the bookings made through HappyBox

8. Check the list of the services you promote ("MY EXPERIENCE LIST")

HAPPYBOX | PARTNER PORTAL Partner Company Name

Take A Booking My Voucher List **My Experience List**

MY EXPERIENCE LIST
Your list of experiences offered.

EXPERIENCE LIST	BOX NAME	BOX NAME	BOX NAME	BOX NAME	BOX NAME	BOX NAME
Hot Stone Massage, Body Scrub & Pedicure	✓	✓	✓	✓	✓	✓
Aromatherapy Massage, Body Scrub & Manicure	✓		✓			✓
Manicure Bath, Swedish Massage & Manicure, Pedicure		✓		✓	✓	
Deep Tissue Massage & Deep Cleansing Facial	✓		✓	✓		

On the tab "My experience List":

You can find all the services you have made available per Box