



1. Your first connection

As a new HappyBox Partner, you have received a “Welcome email” with a link to “Activate your Account” on our website. Click on this link and then login on your Partner Portal using the user name (email address) and the password provided in this email. **We strongly recommend changing this password the first time you log in by following Step 3.**

From then on, you will have access to your Partner Portal on **www.happybox.ke.**

2. Connect to your account

1. Click on “Partner Portal”.

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

3. Forgot your password

1. In the case you forget your Password or want to change it, 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

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 | 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 VOUCHER CODE IS INVALID. DO NOT REDEEM IT.

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Enter customer voucher code here

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		

5

6

THE VOUCHER HAS BEEN REDEEMED

You can access this booking under My Voucher List

7 OKAY!

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 director@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. Select the service 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	Bloggs	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

SAVE MY CHANGES

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

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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	Bloggs	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.

You will find the information you need to prepare the HappyBox INVOICE*:

1. Voucher number
2. Date of booking
3. Amount (Partner reimbursement)

*to be sent to director@happybox.ke

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	✓		✓			✓
Maroccan 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