



## 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.

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 circle with the number 1 points to the 'Partner Portal' link in the top right corner. Below the header, a red arrow points down to the 'HAPPYBOX PARTNER PORTAL' login page. On this page, a red circle with the number 2 points to the 'Email address' input field in the 'PARTNER LOGIN' form.

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' page. A red circle with the number 1 points to the 'Forgot password?' link below the login button. A red arrow points down to the 'FORGOT YOUR PASSWORD?' page. On this page, a red circle with the number 2 points to the 'Email address' input field. Another red arrow points to the 'YOUR REQUEST HAS BEEN SENT' confirmation page, which has an 'OKAY!' button.

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 'PARTNER PORTAL' header with the 'EDIT PROFILE' button highlighted by a red circle with the number 1. A red arrow points down to the 'EDIT YOUR PARTNER PROFILE' form. The form contains several input fields: 'Company Name', 'Contact Person's Name', 'Email Address', 'Business Category', 'Surname', 'Contact Mobile Number', and 'Business Location'. A red circle with the number 2 points to the 'Company Name' field. A red circle with the number 3 points to the 'UPDATE MY PROFILE' button at the bottom right of the form.

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](mailto: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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CHECK VALIDITY

4 VOUCHER NUMBER QWERTY0125 STATUS VALID BOX NAME | DESCRIPTION Hot Stone Massage, Body Scrub & Pedicure; Aromatherapy Massage, Body Scrub & Manicure; Moroccan Bath, Swedish Massage & Manicure, Pedicure; Deep Tissue Massage & Deep Cleansing Facial

5 Enter booking date

6 REDEEM VOUCHER

**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 [customerservices@happybox.ke](mailto: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. 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	awerty	CANCELLED	Bloggs	Joe	06/03/2020	10/03/2020			KH10 000.00
SPA EXPERIENCE	qwerty	REDEEMED	Smith	Joe	15/02/2020		20/02/2020	31/03/2020	KH10 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

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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	awerty	CANCELLED	Bloggs	Joe	06/03/2020	10/03/2020			KH10 000.00	
SPA EXPERIENCE	qwerty	REDEEMED	Smith	Joe	15/02/2020		20/02/2020	31/03/2020	KH10 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	✓	✓	✓	✓	✓	✓
Moroccan Bath, Sunbath 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