



Receiving Error Messages & Alerts?

2 min

About the Resource

Receiving error messages and alerts? Check out this resource to view the most common error messages and alerts that appear in the Spark Driver™ app.

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START

Codes

Retrieving Location to Match You with Nearby Offers Alert

- The Spark Driver™ app accesses your location to make sure you see offers based on your specific location.
- This feature is enabled only when you have *Spark Now* activated.
- Seeing an alert labeled *Retrieving location to match you with nearby offers* ensures that you can receive offers in your zone.

NEXT

Time Running Out Alert

- You'll receive this notification when completing Shopping & Delivery orders if you haven't left the store approximately five minutes prior to the start of the delivery schedule window.
- As long as you complete the delivery by the scheduled delivery time, exceeding the suggested shopping time will not affect your metrics or your Spark Driver account standing.

PREVIOUS

NEXT

Invalid Scan Message for UPC Codes

- Sometimes when completing Shopping & Delivery offers, UPC codes may be scanned for specific products, such as electronics.
- This error on the app appears if the scanning function isn't available or working for a UPC label during a Shopping & Delivery order.
- Press **Help** on the top-right corner of the *Find Item* screen, and then press **Barcode won't scan** to manually enter the UPC (barcode number) and quantity details.

PREVIOUS

EXIT