



## Receiving offers

2 min

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### About the Resource

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### Offer availability

#### Offer availability

- Available offers depend on the order volume within your zone and vary from day to day.
- Offers are generally available between 8:00 AM and 10:00 PM.
- Some days and times tend to be busier than others; many offers are usually available on Sunday afternoons.
- If your zone is not showing as many offers as you would like, you may change your zone to a neighboring area.
- If you choose to change your zone, doing so during the incentive period can affect your eligibility to receive the incentive.
- Using the heatmap feature on the Your Zone screen, you can also determine if moving closer to an area with a high order demand may provide you with a greater selection of offers to accept.

### Offers are not guaranteed

Offers are not guaranteed and change daily based on demand in your area. You are welcome to decide what offers you would like to accept and are not required to accept a minimum number of orders. To receive offers, you'll need Spark Now turned on in your Spark Driver™ app.

You can find the tools and information you need to troubleshoot any issues in the app. Spark Driver support cannot address offer-related concerns or resolve any connectivity and notification issues. Try this checklist of troubleshooting tips if needed:

- Are you using the latest version of the app?
- Are your notification and location settings enabled?
- Have you tried restarting your device? If you're experiencing issues receiving offers, see article [Not receiving offers](#).

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## Notification issues

If you continue to experience notification issues, or think there may be a technical problem, you may use the **Report Issue** feature. Using this feature, you can share:

- Make and model of your phone
- Current version of the app installed on your phone (available at bottom of the *Settings* screen)
- How often or how long has this been happening
- Screenshots containing any error messages
- Your location. Using the heatmap feature, you can also determine if moving closer to an area with a high order demand will provide you with a greater selection of offers to accept.

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