

MySmartCoke FAQs

GENERAL INFORMATION

1. **What is MySmartCoke?**

MySmartCoke is an online event solutions platform powered by The Coca-Cola Bottling Company of Ghana Limited (TCCBCG), where customers can order drinks and book auxiliary services such as canopies, chilling cans, food vendors, DJs, and other event essentials.

2. **Who can use MySmartCoke?**

Anyone planning an event from individuals to businesses.

3. **Is MySmartCoke available nationwide?**

MySmartCoke currently serves select regions with plans to expand. Availability may vary by location. Please check the website or contact support for region-specific services.

4. **Can I use MySmartCoke for last-minute bookings?**

Yes, but subject to vendor availability. We recommend booking at least 2 weeks in advance for full service.

5. **Does Coca-Cola own the listed vendors?**

No. Vendors are third-party partners carefully vetted and approved by TCCBCG for quality and reliable services.

SERVICES & OFFERINGS

6. **What types of services can I book on MySmartCoke?**

You can browse through the Service providers catalogue and book for any provider of your choice. If your choice is not listed, just let us know and it will be arranged for you.

7. Can I order drinks only without other services?

Yes. You can place standalone drink orders.

8. Can I book other auxiliary services only without drinks?

No, you will need to order at least Coca-Cola beverages to access the auxiliary services available.

9. Can I customize my event package?

Absolutely. We offer custom solutions tailored to your event type, budget, and guest count.

10. Are vegetarian or special food vendor options available?

Yes. When booking food vendors, you can specify dietary preferences including vegetarian, vegan, and local cuisines.

11. Can I request a specific DJ or vendor?

You may request specific provider, but availability is not guaranteed. Our team will suggest similar alternatives if needed.

12. Do you offer corporate or bulk booking services?

Yes. MySmartCoke offers tailored solutions for Event organizers, corporate functions, promotional events, and multi-location bookings.

ORDERING & PAYMENTS

13. How do I place an order?

Visit www.mysmartcoke.com, select your event, pick your services, and checkout securely.

14. What payment methods are accepted?

We accept mobile money, and credit/debit cards

15. Do I have to pay upfront?

Yes. All orders must be paid in full to confirm your booking

16. Will I get a receipt and confirmation?

Yes. You'll receive a confirmation email and digital receipt upon successful payment.

17. Can I modify or cancel my booking after payment?

Yes, modifications can be made up to 72 hours before the event. Cancellations may be subject to fees.

DELIVERY & EXECUTION

18. When will my order or services be delivered?

All deliveries and vendor setups are scheduled according to your event start time. You'll be contacted in advance. Also, confirmed orders for just beverages will be delivered within 48 hours.

19. Do I have to pay delivery fee?

Orders of Coca Cola beverages for 20 packs and above come with free delivery but you will pay a delivery fee for orders below 20 packs.

20. Can I track my order or booking?

Yes. You'll receive a booking ID and regular updates via SMS and/or email.

21. What happens if a vendor doesn't show up?

Our operations team tracks all events in real time. If a vendor fails to appear, we'll dispatch a backup or issue a full refund.

22. Do vendors clean up after the event?

Basic vendor responsibilities include cleanup of their equipment. You may book additional cleaning services separately.

23. Is there customer support during the event?

Yes. Our support line is available to assist you before, during, and after the event.

SUPPORT & CONTACT

24. How can I contact customer service?

Via live chat on the website, email on care@tccbcg.eccbcg.com, or phone calls only at 0551122555, and WhatsApp on 0593857043. Available Mondays to Saturdays, 8:00 AM to 6:00 PM.

25. What if I'm not satisfied with the service?

Please contact us immediately. We'll investigate and offer a resolution including refunds or service recovery as applicable.

26. Can I leave a review or feedback?

Yes! Your feedback helps us improve. After your event, you'll receive a link to rate your experience.