

Delivery-app *onboarding checklist*

For restaurant, cafe and cloud-kitchen groups joining delivery apps in Saudi Arabia and the UAE. Compiled from the platforms' own public pages; tick each item before you register a brand or a branch.

Sources checked 30 September 2026

Partner sign-up pages

Platform	Countries	Public partner page
HungerStation	Saudi Arabia	https://partner.hungerstation.com/en
Jahez	Saudi Arabia (the form also lists Bahrain)	https://restaurant-registration.jahez.net/
The Chefz	Saudi Arabia	https://thechefz.co/en/apply-restaurant/
Keeta (Saudi Arabia)	Saudi Arabia	https://merchant.keeta-global.com/sa/web/joinin
Keeta (UAE)	UAE	https://merchant.keeta-global.com/ae/web/joinin
Talabat	UAE (separate partner pages for other countries)	https://ae.partner.talabat.com/en
Careem	UAE (the form also lists Saudi Arabia and Jordan)	https://www.careem.com/en-AE/restaurant-partner-signup/
Deliveroo	UAE	https://restaurants.deliveroo.com/en-ae/
noon Food	UAE	https://food-partners.noon.com/

Before you register: documents the platforms list

- ☐ **HungerStation:** valid commercial registration, Saudi national ID, menu, logo, product photos and branch coordinates; a tax certificate, authorised delegation and bank IBAN certificate if available
Source: <https://partner.hungerstation.com/en>
- ☐ **Talabat (UAE):** trade licence or business registration and an Emirates ID; a tax certificate, power of attorney and trademark certificate where applicable
Source: <https://ae.partner.talabat.com/en>
- ☐ **noon Food (UAE):** UAE trade licence, VAT (TRN) certificate or a non-VAT declaration on company letterhead, the owner's Emirates ID or passport, and a bank document (IBAN or cancelled cheque)
Source: <https://food-partners.noon.com/>
- ☐ **The Chefz:** national ID, commercial record, VAT certificate, IBAN document and national address; the form also has a freelancing certificate field
Source: <https://thechefz.co/en/apply-restaurant/>
- ☐ Jahez, Keeta, Careem and Deliveroo list no documents on their public sign-up pages: ask for the list when you start

Before you register: details the forms ask for

- ☐ Store or brand name as it appears on your logo, in English and Arabic (HungerStation and The Chefz; Keeta asks for an English version)
Source: <https://partner.hungerstation.com/en>
- ☐ Number of branches or outlets, plus an address or map link for the main branch
- ☐ Commercial registration or trade licence status (HungerStation and Talabat)
Source: <https://ae.partner.talabat.com/en>
- ☐ A local mobile number that can receive a one-time code (+966 for HungerStation, +971 for Talabat)
- ☐ A store landline number (HungerStation's form requires one; Talabat's asks for one)
Source: <https://partner.hungerstation.com/en>
- ☐ Company email, contact names and your role in the business
- ☐ **Jahez:** confirmation that the store is not inside a closed area such as a hospital, a residential compound, a military area or an embassy
Source: <https://restaurant-registration.jahez.net/>

Listing and menu

- ☐ One brand name on every app and on Google Maps
Source: <https://support.google.com/business/answer/3038177>
- ☐ Menu grouped the way customers order, with the main ingredients and portion in each description
- ☐ Arabic and English item names if your customers read both
- ☐ **Modifiers and add-ons:** sides, starters, drinks and combo options
Source: <https://www.careem.com/en-AE/food-partner-faqs/>
- ☐ Your own food photos (no AI-generated images, no stock images you lack the rights to), cropped to each app's specification
Source: <https://help.deliveroo.com/en/articles/3295699-menu-manager-sending-in-your-own-images-as-a-restaurant>
- ☐ Delivery prices checked against each app's pricing rules before you price above your menu
Source: <https://www.careem.com/en-AE/food-partner-faqs/>
- ☐ Sold-out items marked unavailable rather than cancelling accepted orders
Source: <https://food-partners.noon.com/>
- ☐ Google Business Profile menu link pointing at the menu on your own website, not at a delivery app
Source: <https://support.google.com/business/answer/3038177>

Several branches

- ☐ **One sheet per branch:** legal entity, registration or licence, address, map pin, phone, opening hours and signatory
- ☐ **Talabat (UAE):** the branch field accepts one to five branches; ask Talabat how larger groups are registered
Source: <https://ae.partner.talabat.com/en>
- ☐ **Keeta (Saudi Arabia):** choose Chain Store to add a store quantity
Source: <https://merchant.keeta-global.com/sa/web/joinin>
- ☐ A register of every merchant account: app, branch, owner email, who has access and the account manager
- ☐ **POS integration:** correct opening hours and map coordinates for every branch, then each branch mapped to its app listing
Source: <https://help.foodics.com/hc/en-us/articles/7530462943132-Jahez>
- ☐ Combos checked for sync before you build the delivery menu around them
Source: <https://help.foodics.com/hc/en-us/articles/9729589549724-Careem>
- ☐ Seasonal hours, such as Ramadan iftar and suhoor timings, changed days ahead on each app, in the POS and on Google Maps
- ☐ Ratings, cancellations and late orders reviewed by branch every week
- ☐ A new branch listed on the apps and on Google together; a closed branch closed everywhere

Fees and terms

- ☐ Commission, ad prices, minimum budgets and discount funding are set in your partner agreement or portal; the public partner pages checked publish no ad prices
- ☐ Get the commission rate, payout cycle and cancellation rules in writing before you sign

Compiled by Digital Space Co from each platform's public pages, Foodics' public integration pages and Google's Business Profile guidelines, checked on 30 September 2026. It is general guidance, not advice from any platform. Platform rules change; confirm documents, terms and fees in your partner portal or agreement. Full guide: digitalspaceco.com/restaurants/guides/delivery-apps