Yaamo Flow

Track a delivery

Guide for recipients

User guide · 3 November 2026

Track a delivery

Waiting for a parcel delivered with Yaamo Flow? This page shows you how to follow the rider, what to have ready and how to receive your parcel safely. Nothing to install: it all happens in your phone's browser.

For your team

This guide is for signed-in users, so your customers can't open this page. Send them the PDF version, which needs no account: customer guide (PDF).

---

1. Open your tracking link

Once your order is given to a rider, you get a **WhatsApp** message from Yaamo Flow on your number, then more messages during the delivery:

Message	What it means
WhatsApp: your order LIV-4821, the rider's name, the amount to pay and a button to track the delivery	A rider has your parcel. Have this amount ready and tap the button to open your tracking page.
Text message (in French) "Suivez votre livraison LIV-4821 en direct : …"	The link to your tracking page, sent again by the seller. Tap it to open it.
Text message (in French) "Votre livraison LIV-4821 est en route."	The rider has left the hub.
Text message (in French) "Le livreur est devant chez vous. Code de remise … — à donner en main propre."	The rider is at your door with your hand-over code: see step 3.

If the WhatsApp message can't reach you (no WhatsApp account on that number, for example), you get a text message with the same tracking link instead.

The seller may also send you the link (WhatsApp, email…). It stays valid for **two days**.

At the top of the page, tap **FR** or **EN** to switch language.

2. Follow the rider

Sahel Cosmetics

LIV-4821 · Awa Nkeng

FR EN

On the way

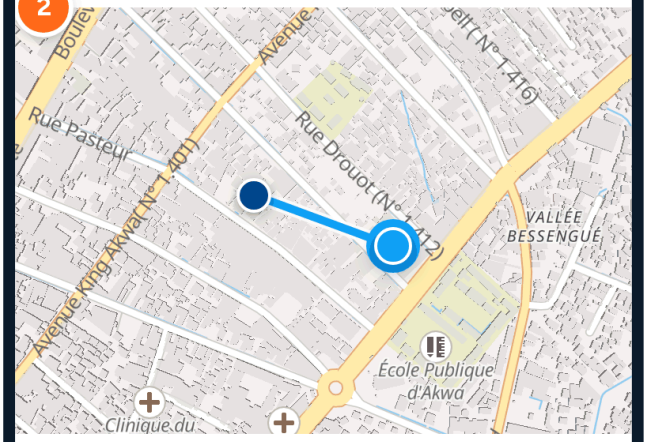
1

Your parcel arrives in

12 min

The dispatcher is near your address.

2



I

Ibrahim

motorbike · LT 4821-CM · 4.8

3

TO PAY ON DELIVERY

FCFA 25,500

Pay only on hand-over, after checking the parcel.

Cash

MTN MoMo

4

Hand-over code

6

5

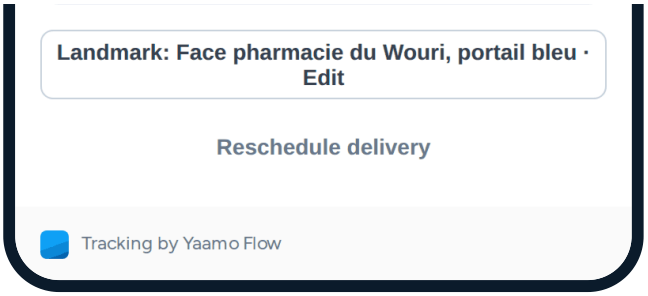
The code will appear here once the dispatcher is at your door.

Order details

Coffret karité premium × 2	FCFA 12,000
Total	**FCFA 25,500**

Tracking

- Order confirmed
- Dispatcher assigned
- Picked up
- On the way



1. **Your parcel arrives in**: the estimated time until the rider gets to you. Until their position is known you'll see "Locating the dispatcher…".
2. **Live map**: the blue dot is the rider, the dark dot is your address. The map updates by itself.
3. **To pay on delivery**: the total amount and the payment methods accepted for this order (**Cash**, **MTN MoMo** and/or **Orange Money**).
4. **Hand-over code**: stays empty until the rider is at your door.
5. **Order details**: items, quantities and total. Further down, **Tracking** lists each step (*Order confirmed*, *Dispatcher assigned*, *Picked up*, *On the way*).
6. **Add directions**: help the rider find you (see below).

Adding directions

If your address is hard to find, add a landmark:

1. Tap **Add directions** (or **Landmark: … · Edit** if there is one already).
2. Write a simple landmark, e.g. "blue gate, 2nd floor" or "opposite Wouri pharmacy".
3. Tap **Save**.

Your directions are added to the delivery to guide the rider.

---

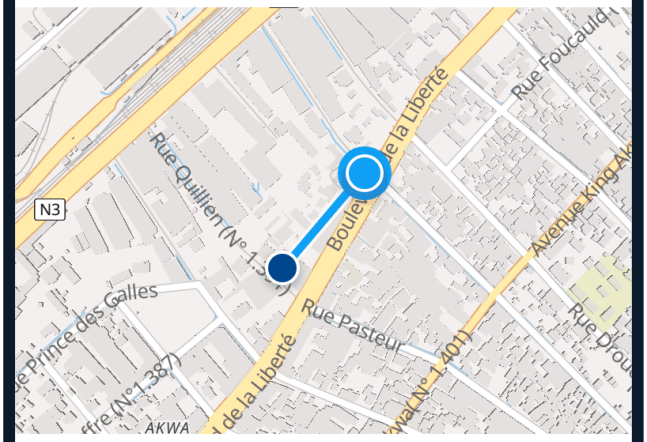
3. Receive your parcel

When the rider is at your door, the page shows **The dispatcher has arrived** and your 4-digit code. You also get it by text message.

Your parcel arrives in

5 min

The dispatcher is near your address.



Pauline
motorbike · LT 6633-CM · —

TO PAY ON DELIVERY

FCFA 58,000

Pay only on hand-over, after checking the parcel.

Cash · MTN MoMo

The dispatcher has arrived

7	4	2	9

Give this code to the dispatcher to confirm hand-over. Never share it over the phone.

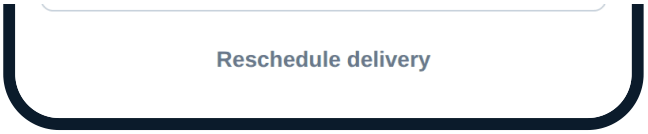
Order details

Coffret soins visage × 1	FCFA 56,000
Total	**FCFA 58,000**

Tracking

- Order confirmed
- Dispatcher assigned
- Picked up
- On the way

Landmark: Face pharmacie du Wouri, portail bleu · Edit



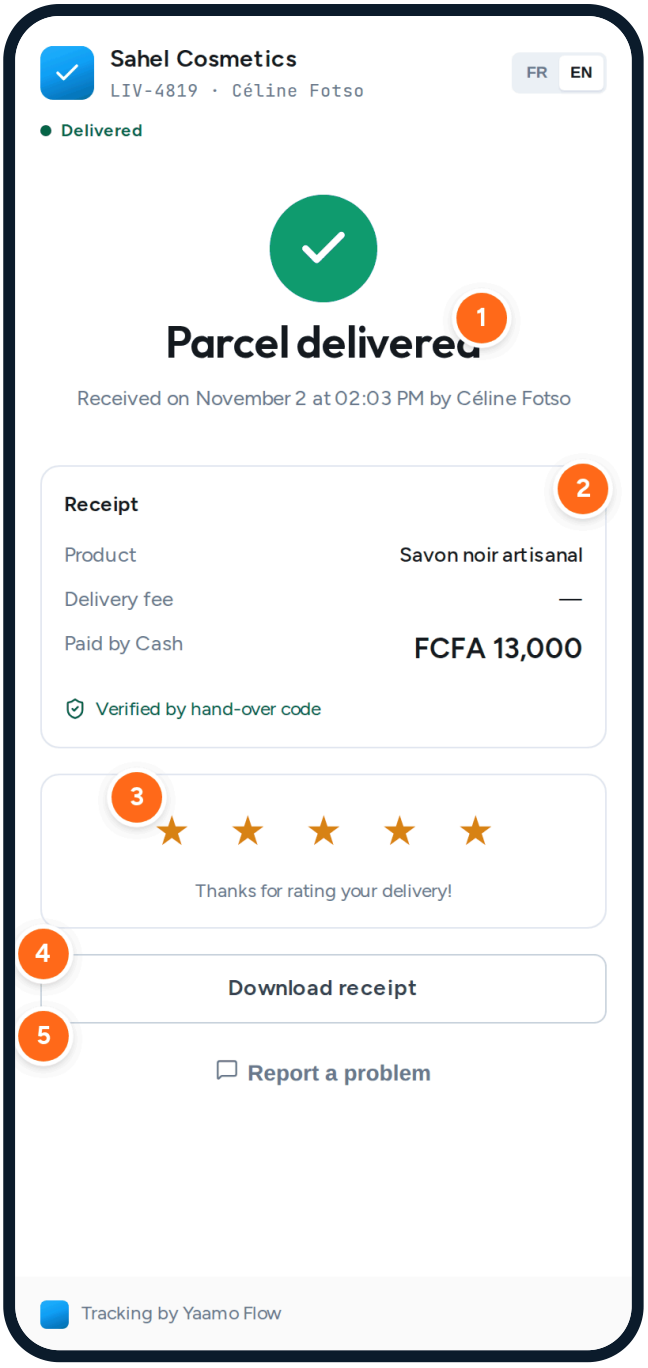
1. **Check the parcel** before paying.
2. **Pay** the amount shown: with one of the accepted methods shown on the page (cash, MTN MoMo or Orange Money).
3. **Give the code** to the rider, out loud, face to face. They enter it to confirm the hand-over.

> **Important**
>
> **Never** share your code by phone call, text or chat message. The code proves that you are the one who received the parcel: give it only to the rider, once the parcel is in your hands. Never pay before you have the parcel.

---

4. After delivery

The page shows your receipt.

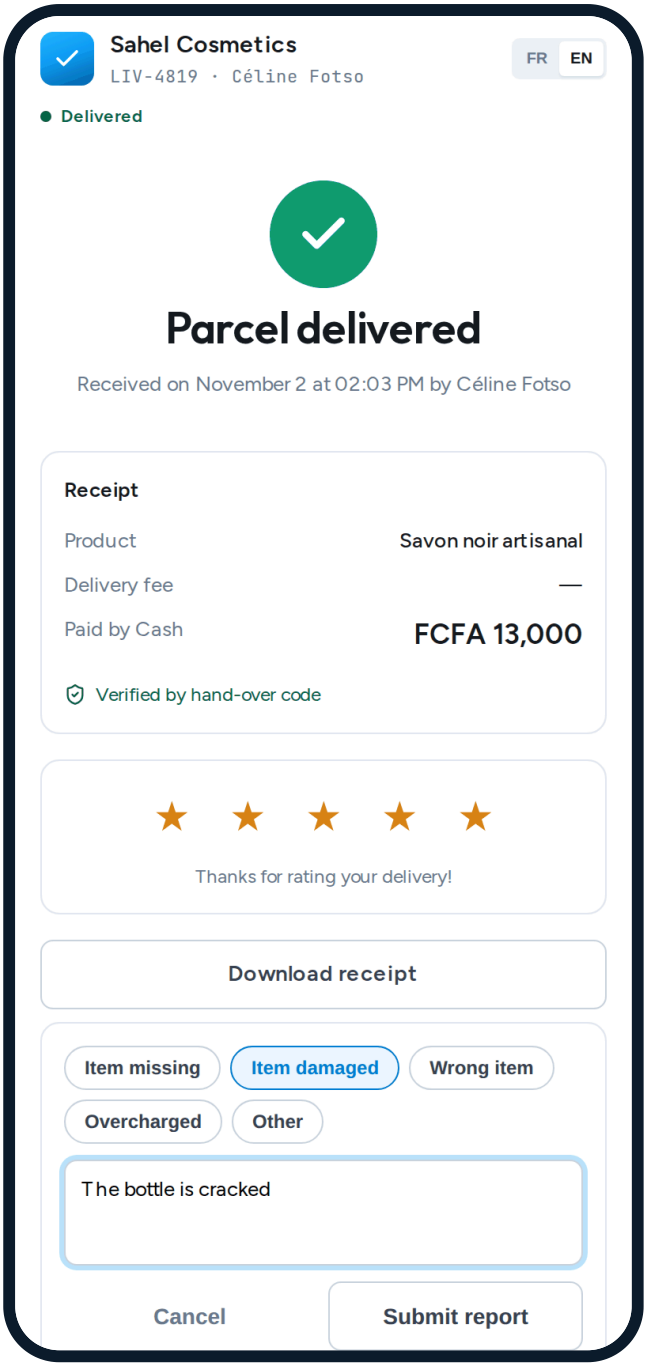


1. **Parcel delivered**: the date, time and name of the person who received it.
2. **Receipt**: the products, payment method and amount paid. "Verified by hand-over code" confirms the hand-over used your code.
3. **Stars**: rate the delivery from 1 to 5 with a single tap. You can change your rating later.
4. **Download receipt**: saves your receipt as a PDF on your phone.
5. **Report a problem**: let the seller know if something is wrong.

Reporting a problem

1. Tap **Report a problem**.

2. Pick the reason: **Item missing**, **Item damaged**, **Wrong item**, **Overcharged** or **Other**.
3. Add details if you like.
4. Tap **Submit report**.



"Thanks — we've received your report." confirms it was sent. The delivery team gets your report straight away.

FAQ

I didn't get a tracking link. The link comes by WhatsApp (or by text message if WhatsApp isn't available), or from the seller. If you don't have it, contact the seller you ordered from.

The page says "This tracking link is no longer valid." The link has expired (it lasts two days). Ask the seller for a new one.

The arrival time shows "—". The rider's position isn't known yet, for example just before they set off. The page updates as soon as they're on the way.

The code doesn't appear. That's normal: it only shows once the rider is at your door.

Someone calls me and asks for my code. Don't give it. The code is only given face to face, to the rider handing you the parcel.

I want to change my rating. Just tap another star: the new rating replaces the old one.

See also

- FAQ