Feature discovery - 000

- Dynamic mechanism for BNP & SNP to mutually discover the features supported:
  - All features supported by the protocol will be documented as part of the API contract;
  - Features will be of 2 types:
    - "Baseline" - to be supported by all NPs;
    - "Enhanced" - NPs may prioritize & enable specific features, as per their business requirements;
  - BNP will communicate the list of "enhanced" features that are supported, as part of (full catalog) /search;
  - SNP will need to maintain the list of features supported by each BNP, so that order & post-order flows for a specific BNP can complete successfully;
  - In case SNP sends payload for a function not supported by a BNP, BNP can NACK the response with error code 21001;
  - New features will mostly start as "enhanced", but may move to "baseline" in a future version;
  - With every change in the "baseline" list, context.core_version will be updated;

- List of features is [here](#);

Payload changes

```
{
 "context":
 {
  "action":"search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "intent":
  {
   ..
   "tags":
   [
    ..
    {
     "code":"bap_features[1]",
     "list":
     [
      {
       "code":"001[2]",
       "value":"yes[3]"
      },
      {
       "code":"002",
       "value":"yes"
      },
      {
       "code":"003",
       "value":"yes"
      },
      ..
     ]
    }
   ]
  }
 }
}
```

---

[1] list of enhanced features supported, details [here](#);
[2] maps to feature id [here](#);
[3] enum - "yes", "no";

Other baseline features - 000

Other baseline features include:

- **Catalog taxonomy changes**:

  - Grocery (RET10)
    - Sub-category Cleaning & Household to be removed;
    - New sub-categories - "**Detergents and Dishwash**" (for detergent bars / powders / liquids, dishwash bars / powders / liquids / paste, fabric pre & post wash);

  - Fashion (RET12)
    - New catalog attribute - "**style_code**", to be provided by brands & will be unique descriptor for branded product;
    - New sub-categories - "**Stoles & Scarves**", "**Mufflers**";

  - Appliances (RET15)
    - Following sub-categories moved to BPC (RET13):
      - "Trimmer"
      - "Shaver"
      - "Epilator"
      - "Hair Straightener"
      - "Hair Dryer"
      - "Hair Curler"
      - "Hair Crimper"

  - Home & Kitchen (RET16)
    - Sub-category "Cleaning Supplies" to be removed;
    - New sub-categories:
      - "**Bins and Bathroom**" - for disinfectant sprays & cleaners, buckets & mugs, dustbin, hangers, clips & rope, plasticware, soap cases & dispensers, toilet cleaner, floor cleaner;
      - "**Car and Shoe Care**" - for car polish & cleaners, shoe polish, shoe shiners & brushes;
      - "**Disposables and Garbage Bags**" - for kitchen rolls, paper napkins, wet wipes, toilet paper;
      - "**Fresheners and Repellents**" - for air freshener, insect repellant, mosquito repellant;
      - "**Mops, Brushes and Scrubs**" - for brooms & dust pans, dust & cloth wipes, mops, utensils scrub pad, glove, toilet & other brushes;
      - "**Party and Festive Needs**" - for caps, balloons & candles, decorations, disposable cups and plates, gifts, gift wraps & bags;
      - "**Flowers**" - for fresh flowers, artificial flowers;
      - "**Pooja Needs**" - for agarbatti, incense sticks, camphors & wicks, lamp & lamp oils, candles & matchbox, pooja thalis, other pooja needs;

- **Rating**:
  - As part of the catalog, fetch rating for provider, items;

Rating[4] - 000

- BNP sending buyer rating for seller & item:

Payload changes

```
{
 "context": {
   "action": "rating",
   "core_version": "1.2.5",
   …
 },
 "message": {
   "order_id": "O1",
   "ratings": [
     {
       "rating_category": "PROVIDER[5]",
       "id": "18275-ONDC-1",
       "value": "4[6]"
     },
     {
       "rating_category": "ITEM",
       "id": "18275-ONDC-1-10001",
       "value": "5"
     },
     {
       "rating_category": "ITEM",
       "id": "18275-ONDC-1-10002",
       "value": "3"
     }
   ]
 }
}
```

- SNP sharing feedback URL/form for buyer input:

```
{
 "context": {
   "action": "on_rating",
   "core_version": "1.2.5",
   …
 },
 "message": {
   "order_id": "O1",
   "feedback_form": {
     "form": {
       "url[7]": "www.sellerapp.com/rating-capture",
       "mime_type": "text/html[8]"
     }
   }
 }
}
```

---

[4] for overview and technical details, refer to the document here
[5] enums for rating_category are: ITEM, PROVIDER, FULFILLMENT, AGENT, ORDER;
[6] buyer rating in stringified integer format ranging from 1 to 5 (inclusive);
[7] feedback URL/form; content must be processed according to the specified mime_type;
[8] enum - text/html, application/xml, application/html

Item availability - 001

- for catalog items available, within specific time slots, or that are currently out-of-stock, SNP may send item availability timings as part of the catalog;

Payload changes

```
{
 "context":
 {
  "action":"on_search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "catalog":
  {
   "bpp/providers":
   [
    {
     "id":"P1",
     ..
     "items":
     [
      {
       "id":"I1",
       "time":
       {
        "label":"enable",
        "timestamp":"2025-01-07T07:30:00.000Z"
       },
       ..
       "tags":
       [
        {
         "code":"timing9",
         "list":
         [
          {
           "code":"day_from10",
           "value":"1"
          },
          {
           "code":"day_to",
           "value":"5"
          },
          {
           "code":"time_from11",
           "value":"1800"
          },
          {
           "code":"time_to",
           "value":"2200"
          }
         ]
        }
       ]
      }
     ],
     ..
    }
   ]
  }
 }
}
```

---

[9] item availability timing; if separate timing for each day, can create multiple such groups. If there is an overlap across these availability timing groups, the union of timings will be considered;
[10] day of week ("1" - Monday to "7" - Sunday);
[11] 24hr format ("0000" to "2359");

Self-pickup - 002

- Provider will define whether their store supports delivery, self-pickup or both options, along with the timings for delivery, self-pickup;
- SNP will forward delivery (only if pickup & delivery locations serviceable), self-pickup option for buyer to select:
    - delivery option will have an O2D TAT while self-pickup option will have the O2S TAT;
    - delivery will be the 1st fulfillment option, (with the SNP assigning this delivery option for the items), but the quote will include the cost for both delivery & self-pickup types (including "delivery", "packing", "tax" (with quote type "fulfillment"), as applicable);
- BNP should check the default fulfillment(s) assigned to item(s) and extract the cost only for these fulfillment(s), from the quote, for displaying to the buyer along with other line items such as item, tax, etc;
- Buyer may change the fulfillment option to self-pickup and this will be updated in /init:
    - when the buyer selects a fulfillment option, among options provided by the SNP, the selected fulfillment option will be communicated in /init. In this case, the selected fulfillment option will impact the quote and the quote in /on_init may be different from the quote in /on_select;
    - BNP will need to validate that the updated quote in /on_init matches the quote in /on_select after adjusting for the changes in quote due to the fulfillment option selected e.g. if /on_select quote included a value for delivery charge and this was the default fulfillment option and the buyer selects self-pickup, the updated quote should have a delivery charge of 0 in /on_init;
- If cart selection changes (i.e. change in items and / or quantity), BNP needs to call /select;
- SNP should check that the quote in /confirm matches the last quote sent in /on_init;
- In case of self-pickup:
    - after the order is packed, it is ready for pickup by seller;
    - pickup code will be generated by SNP and communicated to BNP;
    - authorization code (OTP, etc.) may optionally be generated by SNP and communicated to BNP;
    - additional details that may be required to be communicated over the protocol include vehicle no. for curbside self-pickup;
    - instructions if any (e.g. with register / counter no for buyer self-pickup);

Payload changes

```
{
 "context":
 {
  "action":"on_search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "catalog":
  {
   ..
   "bpp/providers":
   [
    {
     ..
     "fulfillments12":
     [
      {
       "id":"F1",
       "type":"Delivery",
       "contact13":
       {
        "phone":"988609886014",
        "email15":"abc@xyz.com"
       }
      },
      {
       "id":"F2",
       "type":"Self-Pickup",
```

---

[12] store level fulfillment options;
[13] contact details for merchant - if merchant is in multiple locations, this will be the contact detail for merchant and contact detail for the storefront (specific location) will be in fulfillment.start;
[14] valid 10 digit (mobile no) or 11 digit no;
[15] email id of merchant or SNP;

```
                    "contact":
                    {
                      "phone":"9886098860",
                      "email":"abc@xyz.com"
                    }
                  }
              ],
              ..
              "tags":
              [
                ..
                {
                  "code":"timing",
                  "list":
                  [
                    {
                      "code":"type",
                      "value":"Self-Pickup"
                    },
                    {
                      "code":"location",
                      "value":"L1"
                    },
                    {
                      "code":"day_from",
                      "value":"1"
                    },
                    {
                      "code":"day_to",
                      "value":"7"
                    },
                    {
                      "code":"time_from",
                      "value":"1100"
                    },
                    {
                      "code":"time_to",
                      "value":"2000"
                    }
                  ]
                },
                ..
              ]
            }
          ]
        }
      }
    }

{
  "context":
  {
    "action":"on_select",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      ..
      "items":
      [
        {
          "id":"I1",
          "fulfillment_id":"F1[16]"
        }
      ],
      "fulfillments":
      [
        {
          "id":"F1",
          "type":"Delivery",
          ..
          "@ondc/org/TAT":"PT60M[17]",
```

---

[16] "Delivery" fulfillment option assigned to items;

[17] O2D = O2S (i.e. max of time_to_ship for items in order) + S2D (for delivery);

```json
},
{
  "id":"F2",
  "type":"Self-Pickup",
  "@ondc/org/provider_name":"",
  "tracking":false,
  "@ondc/org/category":"Takeaway[18]",
  "@ondc/org/TAT":"PT15M[19]",
  "state":
  {
    "descriptor":
    {
      "code":"Serviceable[20]"
    }
  }
},
],
"quote[21]":
{
  ..
  "breakup":
  [
    {
      ..
    },
    {
      "@ondc/org/item_id":"F1",
      "title":"Delivery charges",
      "@ondc/org/title_type":"delivery",
      "price":
      {
        "currency":"INR",
        "value":"50.00"
      }
    },
    {
      "@ondc/org/item_id":"F1",
      "title":"Tax",
      "@ondc/org/title_type":"tax[22]",
      "price":
      {
        "currency":"INR",
        "value":"9.00"
      },
      "item":
      {
        "tags":
        [
          {
            "code":"quote",
            "list":
            [
              {
                "code":"type",
                "value":"fulfillment"
              }
            ]
          }
        ]
      }
    },
    {
      "@ondc/org/item_id":"F1",
      "title":"Packing charges",
      "@ondc/org/title_type":"packing",
      "price":
      {
        "currency":"INR",
        "value":"25.00"
      }
    },
    {
      "@ondc/org/item_id":"F2",
      "title":"Delivery charges",
      "@ondc/org/title_type":"delivery",
      "price":
      {
```

---

[18] enums for fulfillment type "Self-Pickup" are "Takeaway", "Kerbside";

[19] O2S time, i.e. max of time_to_ship for items in order;

[20] **Self-Pickup fulfillments are always serviceable;**

[21] includes breakup for "Delivery", "Self-Pickup" fulfillments;

[22] tax on fulfillment level charges, to be included only if not 0 (i.e. logistics BNP provides tax inclusive fulfillment level charges);

```
                    "currency":"INR",
                    "value":"0.00"
                  }
                },
                {
                  "@ondc/org/item_id":"F2",
                  "title":"Packing charges",
                  "@ondc/org/title_type":"packing",
                  "price":
                  {
                    "currency":"INR",
                    "value":"25.00"
                  }
                },
                {
                  "@ondc/org/item_id":"I1",
                  "title":"Tax",
                  "@ondc/org/title_type":"tax",
                  "price":
                  {
                    "currency":"INR",
                    "value": "60.00"
                  }
                }
              ],
              "ttl":"PT30M"
            }
          }
        }
      }

{
  "context":
  {
    "action":"init",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      ..
      "items":
      [
        {
          "id":"I1",
          "fulfillment_id":"F2"23"
        }
      ],
      ..
    }
  }
}

{
  "context":
  {
    "action":"on_init",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      ..
      "items":
      [
        {
          "id":"I1",
          "fulfillment_id":"F2"
        }
      ],
      "fulfillments":
      [
        {
          "id":"F2",
          "type":"Self-Pickup",
          "@ondc/org/provider_name":"",
          "tracking":false,
```

---

[23] fulfillment option changed to "Self-Pickup";

```
          "@ondc/org/category":"Takeaway",
          "@ondc/org/TAT":"PT15M",
          "state":
          {
            "descriptor":
            {
              "code":"Serviceable"
            }
          }
        }
      ],
      "quote24":
      {
        ..
        "breakup":
        [
          {
            ..
          },
          {
            "@ondc/org/item_id":"F2",
            "title":"Delivery charges",
            "@ondc/org/title_type":"delivery",
            "price":
            {
              "currency":"INR",
              "value":"0.00"
            }
          },
          {
            "@ondc/org/item_id":"F2",
            "title":"Packing charges",
            "@ondc/org/title_type":"packing",
            "price":
            {
              "currency":"INR",
              "value":"25.00"
            }
          },
          ..
        ],
        ..
      }
    }
  }
}

{
  "context":
  {
    "action":"confirm",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      ..
      "fulfillments":
      [
        {
          "id":"F2",
          "type":"Self-Pickup",
          "@ondc/org/category":"Kerbside",
          ..
          "vehicle25":
          {
            "registration":"3LVJ945"
          }
        }
      ],
      ..
    }
  }
}
```

---

24 only includes breakup for "Self-Pickup" fulfillment;
25 only for "Self-Pickup" fulfillment, category "Kerbside";

```
{
 "context":
 {
  "action":"on_confirm",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   ..
   "fulfillments":
   [
    {
     "id":"F2",
     "type":"Self-Pickup",
     "@ondc/org/category":"Kerbside",
     ..
     "start":
     {
      ..
      "instructions26":
      {
       "code":"227",
       "name":"ONDC order",
       "short_desc":"value of PCC28",
       "long_desc":"additional instructions such as register or counter no for self-pickup"
      },
      ..
     },
     "vehicle":
     {
      "registration":"3LVJ945"
     }
    }
   ],
   ..
  }
 }
}

{
 "context":
 {
  "action":"on_status",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   ..
   "state":"Completed",
   ..
   "fulfillments":
   [
    {
     "id":"F2",
     "type":"Self-Pickup",
     "@ondc/org/category":"Kerbside",
     "state":
     {
      "descriptor":
      {
       "code":"Order-picked-up29"
      }
     },
     ..
     "start":
```

[26] optional
[27] type of pickup confirmation code (PCC), enum - "1" (buyer contact no (for self-pickup));
[28] value of PCC (required when order is "Packed"):
contact no - 10 digits;
[29] "Packed" means order ready for pickup, "Order-picked-up" is terminal state for "Self-Pickup";

```
{
  ..
  "instructions30":
  {
    "code":"231",
    "name":"ONDC order",
    "short_desc":"value of PCC32",
    "long_desc":"additional instructions such as register or counter no for self-pickup"
  },
  ..
},
"vehicle":
{
  "registration":"3LVJ945"
}
}
],
..
}
}
}
```

[30] optional
[31] type of pickup confirmation code (PCC), enum - "1" (buyer contact no (for self-pickup));
[32] value of PCC (required when order is "Packed"):
contact no - 10 digits;

Slotted delivery - 003

- BNP may show buyer available delivery slots for fulfillment (/on_select):
  - NP providing fulfillment may maintain inventory of all fulfillment slots;
  - SNP, providing fulfillment, can communicate available delivery slot(s) for buyer to select:
    - each delivery slot will be for an unique fulfillment;
  - BNP, providing fulfillment, can show available delivery slots to buyer but only communicate the selected delivery slot to SNP;
- BNP communicates selected delivery slot to SNP (/init);

Payload changes

```
{
 "context":
 {
  "action":"on_select",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   ..
   "items":
   [
     {
      "id":"I1",
      "fulfillment_id":"F1"
     }
   ],
   "fulfillments":
   [
     {
      "id":"F1",
      "type":"Delivery",
      ..
      "@ondc/org/TAT":"PT60M",
      "end33":
      {
       "time":
       {
        "range":
        {
         "start":"2025-01-07T09:30:00.000Z",
         "end":"2025-01-07T10:00:00.000Z"
        }
       }
      }
     },
     {
      "id":"F2",
      "type":"Delivery",
      ..
      "@ondc/org/TAT":"PT90M",
      },
      "end":
      {
       "time":
       {
        "range":
        {
         "start":"2025-01-07T10:30:00.000Z",
         "end":"2025-01-07T11:00:00.000Z"
        }
       }
      }
     },
     {
      "id":"F3",
```

---

[33] delivery time slot - either of the following required:
time slot (end.time.range) or TAT & (optionally) time slot;
if both provided, time slot will override;

```json
            "type":"Self-Pickup",
            ..
            "@ondc/org/TAT":"PT30M",
            "start34":
            {
              "time":
              {
                "range":
                {
                  "start":"2025-01-07T09:15:00.000Z",
                  "end":"2025-01-07T09:30:00.000Z"
                }
              }
            }
          },
          {
            "id":"F4",
            "type":"Self-Pickup",
            ..
            "start":
            {
              "time":
              {
                "range":
                {
                  "start":"2025-01-07T10:30:00.000Z",
                  "end":"2025-01-07T10:45:00.000Z"
                }
              }
            }
          }
        ],
        ..
      }
    }
}

{
  "context":
  {
    "action":"init",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      ..
      "items":
      [
        {
          "id":"I1",
          "fulfillment_id":"F2"
        }
      ],
      ..
    }
  }
}
```

---

[34] self pickup time slot - either either of the following required:
time slot (start.time.range) or
TAT & (optionally) time slot;
if both provided, time slot will override;

Fulfillment by BNP - 004

- Logistics fulfillment by BNP will be based on the logistics API contract;
- Since logistics is a separate domain, BNP needs to register as LBNP;
- Since SNP may support BNP fulfillment for all or specific items, they need to enable the fulfillment type "**Buyer-Delivery**", for items for which this is supported;

a. Pre-order flow

- LBNP sends /search to gateway & gateway broadcasts to LSPs:
  - Logistics /search requires start & end gps coordinates & city code, weight / dimensions of package being shipped, etc.;
  - LSP(s) send logistics catalog directly to LBNP;
  - Logistics /search may be sequenced after receiving response for retail /select;
- BNP may also maintain local rate card for logistics, which includes rate, TAT for distance slabs;

- If SNP supports "**Buyer-Delivery**" fulfillment type, /on_select should have for the corresponding fulfillment:
  - delivery charge of 0, for this fulfillment;
  - quote with packaging charges / convenience fee, as applicable;
  - O2S TAT;
  - for fulfillment options from LSP, BNP will need to compute O2D as O2S + S2D (S2D will have 1st mile & last mile components and there may be an overlap between O2S & 1st mile component especially for F&B);
  - **weight & dimensions of package**;
- SNP may also include their own fulfillment types (for delivery, self-pickup);
- BNP consolidates fulfillment options from LSP & SNP for buyer;

- If buyer selects fulfillment corresponding to "**Buyer-Delivery**" fulfillment type, corresponding fulfillment id should be mapped to item and passed in /init to SNP:
  - In response, SNP will send the updated quote, for the selected fulfillment, including packaging charges / convenience fee (as applicable) & O2S TAT;
  - **SNP also updates whether RTO action should result in actual return to origin**;
- Order will be confirmed with SNP with the above fulfillment id / quote / TAT, as sent by SNP in /on_init:
- Logistics order will be confirmed by LBNP with the fulfillment id selected above;

Payload changes

```
{
 "context":
 {
  "action":"on_search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "catalog":
  {
   ..
   "bpp/providers":
   [
    {
     "id":"P1",
     ..
     "fulfillments":
     [
      ..
      {
       "id":"F3",
       "type":"Buyer-Delivery",
       "contact":
       {
        "phone":"9886098860",
        "email":"abc@xyz.com"
       }
      }
     ],
     ..
    }
   ]
```

```
      }
    }
  }

  {
   "context":
   {
    "action":"on_select",
    "core_version":"1.2.5",
    ..
   },
   "message":
   {
    "order":
    {
     ..
     "items":
     [
       {
         "id":"I1",
         "fulfillment_id":"F3³⁵"
       }
     ],
     "fulfillments³⁶":
     [
       ..
       {
         "id":"F3",
         "type":"Buyer-Delivery",
         "@ondc/org/provider_name":"",
         "tracking":false,
         "@ondc/org/category":"",
         "@ondc/org/TAT":"PT15M³⁷",
         "state":
         {
           "descriptor":
           {
             "code":"Serviceable³⁸"
           }
         },
         "tags":
         [
           {
             "code":"order_details³⁹",
             "list":
             [
               {
                 "code":"weight_unit⁴⁰",
                 "value":"kilogram"
               },
               {
                 "code":"weight_value⁴¹",
                 "value":"3.0"
               },
               {
                 "code":"dim_unit⁴²",
                 "value":"centimeter"
               },
               {
                 "code":"length⁴³",
                 "value":"1.0"
               },
               {
                 "code":"breadth⁴⁴",
                 "value":"1.0"
               }
               {
```

---

[35] only one fulfillment option assigned to items;

[36] can have multiple options, including SNP fulfillment options for "Delivery", etc;

[37] O2S TAT, i.e. max of time_to_ship for items in order;

[38] Buyer-Delivery fulfillments are always serviceable by SNP;

[39] order details - replaces weight, length, breadth, height in v1.2.0 spec; contains same info as "linked_order" in logistics API contract;

[40] order weight unit;

[41] order weight;

[42] package dimension unit;

[43] package dimension;

[44] package dimension;

```
                    "code":"height45",
                    "value":"1.0"
                  }
               ]
             }
          ]
        }
      ],
      "quote46":
      {
        "price":
        {
          ..
        },
        "breakup":
        [
          ..
          {
            "@ondc/org/item_id":"F3",
            "title":"Delivery charges",
            "@ondc/org/title_type":"delivery",
            "price":
            {
              "currency":"INR",
              "value":"0.00"
            }
          },
          {
            "@ondc/org/item_id":"F3",
            "title":"Packing charges",
            "@ondc/org/title_type":"packing",
            "price":
            {
              "currency":"INR",
              "value":"25.00"
            }
          },
          {
            "@ondc/org/item_id":"F3",
            "title":"Convenience fee",
            "@ondc/org/title_type":"misc",
            "price":
            {
              "currency":"INR",
              "value":"0.00"
            }
          }
        ],
        ..
      }
    }
  }
}

{
  "context":
  {
    "action":"init47",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      ..
      "items":
      [
        {
          "id":"I1",
          "fulfillment_id":"F3"
        }
      ],
      ..
    }
  }
}
```

---

[45] package dimension;

[46] includes costs for all fulfillment options;

[47] in case SNP sends multiple fulfillment options in /on_select & buyer selects the "**Buyer-Delivery**" option, this needs to be explicitly assigned to items for which this option was selected;

```
{
 "context":
 {
  "action":"on_init",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   ..
   "items":
   [
    {
     "id":"I1",
     "fulfillment_id":"F3",
     "quantity":
     {
      "count":2
     },
     "tags":
     [
      ..
      {
       "code":"rto_action⁴⁸",
       "list":
       [
        {
         "code":"return_to_origin",
         "value":"yes"
        }
       ]
      }
     ]
    }
   ],
   "fulfillments":
   [
    {
     "id":"F3",
     "type":"Buyer-Delivery",
     ..
     "tags":
     [
      {
       "code":"order_details⁴⁹",
       "list":
       [
        {
         "code":"weight_unit",
         "value":"kilogram"
        },
        {
         "code":"weight_value",
         "value":"3.0"
        },
        {
         "code":"dim_unit",
         "value":"centimeter"
        },
        {
         "code":"length",
         "value":"1.0"
        },
        {
         "code":"breadth",
         "value":"1.0"
        },
        {
         "code":"height",
         "value":"1.0"
        }
       ]
      },
      {
```

---

[48] for partial RTO cases, "return_to_origin" can also be specified at item level, which overrides value at fulfillment level;
[49] as in /on_select;

```json
          "code":"rto_action⁵⁰",
          "list":
          [
            {
              "code":"return_to_origin",
              "value":"yes"
            }
          ]
        }
      ]
    }
  ],
  "quote⁵¹":
  {
    ..
  }
}
}
}
}

{
  "context":
  {
    "action":"on_confirm",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      ..
      "items":
      [
        ..,
        {
          "id":"I1",
          "fulfillment_id":"F3",
          "quantity":
          {
            "count":2
          },
          "tags":
          [
            ..
            {
              "code":"rto_action⁵²",
              "list":
              [
                {
                  "code":"return_to_origin",
                  "value":"yes"
                }
              ]
            }
          ]
        }
      ],
      "fulfillments":
      [
        {
          "id":"F3",
          "type":"Buyer-Delivery",
          "@ondc/org/TAT":"PT15M⁵³",
          ..
          "tags":
          [
            {
              "code":"order_details⁵⁴",
              "list":
              [
                {
                  "code":"id",
                  "value":"RO1⁵⁵"
```

---

[50] whether RTO results in actual return to origin;
[51] for fulfillments, includes breakup only for selected fulfillment option(s);
[52] for partial RTO cases, "return_to_origin" can also be specified at item level, which overrides value at fulfillment level;
[53] O2S TAT;
[54] as in /on_init;
[55] merchant order no, used for PCC type "2";

```
            },
            {
              "code":"weight_unit",
              "value":"kilogram"
            },
            {
              "code":"weight_value",
              "value":"3.0"
            },
            {
              "code":"dim_unit",
              "value":"centimeter"
            },
            {
              "code":"length",
              "value":"1.0"
            },
            {
              "code":"breadth",
              "value":"1.0"
            }
            {
              "code":"height",
              "value":"1.0"
            }
          ]
        },
        {
          "code":"rto_action⁵⁶",
          "list":
          [
            {
              "code":"return_to_origin",
              "value":"yes"
            }
          ]
        }
      ]
    }
  ],
  "quote⁵⁷":
  {
    ..
  }
 }
}
}
}
```

b. **Post-order flow**

Status update

- SNP updates retail order state to "Packed";
- **SNP notifies "ready_to_ship" for retail order**:
  - "ready_to_ship" and "Packed" may be sent in any sequence:
    - at the same time;
    - "ready_to_ship" followed by "Packed";
    - "Packed" followed by "ready_to_ship";
- SNP may provide pickup instructions for rider;
- On receiving "ready_to_ship" from SNP, LBNP notifies "ready_to_ship" to LSP, with pickup code & merchant order reference no:
  - In response, LSP updates pickup slot & shipping label for hub-based delivery only;
  - **BNP forwards pickup slot & shipping label (for hub-based delivery) to SNP using /update**;
- When agent is assigned ("Agent-assigned"), LSP sends agent details to LBNP using /on_status:
  - **BNP forwards this status to SNP using /update**:
  - SNP will need to handle cases where fulfillment states are received out of sequence, e.g. "Agent-assigned" before "Packed";
- Update of fulfillment states from pickup to delivery:
  - After fulfillment is picked up, LSP updates status of logistics order to "Order-picked-up", with pickup time:

---

[56] **whether RTO results in actual return to origin - will also be part of /confirm & /on_confirm;**
[57] for fulfillments, includes breakup only for selected fulfillment option(s);

- **BNP requests update of retail order / fulfillment state & pickup time using /update**;
  - After fulfillment is delivered, LSP updates state of logistics order to "Order-delivered":
    - **BNP requests update of retail order / fulfillment state & delivery time using /update**;
  - All interim states to be updated the same way;
  - After all fulfillments are marked "Order-delivered", SNP should update order state to "Completed";

Payload changes

```
{
  "context":
  {
    "action":"on_status",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      "id":"O1",
      ..
      "fulfillments":
      [
        {
          "id":"F3",
          "type":"Buyer-Delivery",
          ..
          "@ondc/org/TAT":"PT15M",
          "state":
          {
            "descriptor":
            {
              "code":"Packed58"
            }
          },
          "start":
          {
            ..
            "instructions59":
            {
              ..
              "long_desc60":"instructions for pickup e.g. register or counter no",
              "additional_desc61":
              {
                "content_type":"text/html62",
                "url":"url for additional info63"
              }
            }
          },
          "tags":
          [
            {
              "code":"state64",
              "list":
              [
                {
                  "code":"ready_to_ship",
                  "value":"yes"
                }
              ]
            },
            {
```

---

[58] SNP to maintain updated fulfillment state, after receiving update from LBNP (e.g. "Order-picked-up") or otherwise (e.g. "Packed");

[59] PCC, such as static OTP, will be sent by LBNP & updated here;

[60] seller instructions, for pickup, to be provided by SNP here;

[61] additional instructions for pickup, if any;

[62] enum - "text/html", "text/plain";

[63] URL should be accessible to LSP and valid until fulfillment state is "Order-picked-up";

[64] **whether fulfillment is ready to ship;**

```
                          "code":"order_details65",
                          "list":
                          [
                            {
                              "code":"id",
                              "value":"RO166"
                            },
                            {
                              "code":"weight_unit",
                              "value":"kilogram"
                            },
                            {
                              "code":"weight_value",
                              "value":"3.0"
                            },
                            {
                              "code":"dim_unit",
                              "value":"centimeter"
                            },
                            {
                              "code":"length",
                              "value":"1.0"
                            },
                            {
                              "code":"breadth",
                              "value":"1.0"
                            }
                            {
                              "code":"height",
                              "value":"1.0"
                            }
                          ]
                        },
                        ..
                      ]
                    }
                  ],
                  ..
                  "updated_at":"2025-01-01T10:00:30.201Z"
                }
              }
            }

{
  "context":
  {
    "action":"update",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "update_target":"fulfillment",
    "order":
    {
      "id":"O1",
      "fulfillments":
      [
        {
          "id":"F367",
          "tags":
          [
            {
              "code":"update_verification68",
              "list":
              [
                {
```

---

[65] as in /on_confirm;
[66] merchant order no;
[67] If fulfillment not found, SNP can send error code 50007;
if fulfillment has reached terminal state, SNP can send error code 50008;
[68] update verification code for:
forward shipment - pickup code;
RTO shipment - delivery code;

```
            "code":"type",
            "value":"5⁶⁹"
          },
          {
            "code":"value",
            "value":"9876⁷⁰"
          }
        ]
      },
      {
        "code":"update_state⁷¹",
        "list":
        [
          {
            "code":"state",
            "value":"Order-picked-up⁷²"
          },
          {
            "code":"reason_id⁷³",
            "value":"007"
          },
          {
            "code":"timestamp⁷⁴",
            "value":"2025-01-01T09:30:00.000Z"
          },
          {
            "code":"start_time⁷⁵",
            "value":"2025-01-01T09:00:00.000Z"
          },
          {
            "code":"end_time",
            "value":"2025-01-01T09:30:00.000Z"
          }
        ]
      },
      {
        "code":"update_fulfillment_delay⁷⁶",
        "list":
        [
          {
            "code":"state",
            "value":"Order-picked-up⁷⁷"
          },
          {
            "code":"reason_id",
            "value":"002⁷⁸"
          },
          {
            "code":"start_time",
            "value":"2025-01-01T09:30:00.000Z"
          },
          {
            "code":"end_time",
            "value":"2025-01-01T10:00:00.000Z"
          },
          {
            "code":"attempt⁷⁹",
            "value":"yes⁸⁰"
          }
        ]
      },
```

---

[69] "5" - static OTP, verification flow here;
[70] up to 4 digit verification code;
[71] request update for new fulfillment state; **multiple fulfillment states can be updated by sending "update_state" for each new unique fulfillment state update;**
[72] valid fulfillment state as defined here;
[73] for failed states, e.g. "Pickup-failed" / "Delivery-failed", applicable reason may be provided from here;
[74] timestamp for initial (Order-picked-up) or terminal (Order-delivered, RTO-Delivered / RTO-Disposed) shipment state;
[75] start_time, end_time identifies the slot for initial or terminal shipment state, as identified by "state";
[76] includes pickup / delivery delay - start_time & end_time identifies the updated slot;
[77] enum for type of delay - "Order-picked-up" (pickup), "Order-delivered" (delivery);
[78] reason codes for pickup delay, delivery delay;
[79] whether pickup / delivery attempt made;
[80] enum - "yes", "no";

```json
            {
              "code":"update_agent_details⁸¹",
              "list":
              [
                {
                  "code":"name",
                  "value":"agent_name"
                },
                {
                  "code":"phone",
                  "value":"9886098860"
                },
                {
                  "code":"provider_id",
                  "value":"lsp.com⁸²"
                }
              ]
            },
            {
              "code":"update_label",
              "list":
              [
                {
                  "code":"type",
                  "value":"pdf⁸³"
                },
                {
                  "code":"url⁸⁴",
                  "value":"public link to pdf"
                }
              ]
            }
          ]
        }
      ]
    }
  }
}

{
  "context":
  {
    "action":"on_update",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      "id":"O1",
      ..
      "items":
      [
        {
          "id":"I1",
          "fulfillment_id":"F3",
          "quantity":
          {
            "count":1
          },
          "tags":
          [
            ..
            {
              "code":"rto_action⁸⁵",
              "list":
              [
                {
                  "code":"return_to_origin",
                  "value":"yes"
```

---

⁸¹ agent details;

⁸² unique id of fulfillment provider - subscriber id (on-network LSP) or bap_id (off-network fulfillment);

⁸³ enum - "webp", "png", "jpeg", "pdf";

⁸⁴ shipping label, required for hub-based (P2H2P) shipment;

⁸⁵ **for partial RTO cases, "return_to_origin" can also be specified at item level, which overrides value at fulfillment level;**

```
            }
          ]
        }
      ]
    }
  ],
  ..
  "fulfillments":
  [
    {
      "id":"F3",
      "provider_id":"lsp.com⁸⁶",
      "type":"Buyer-Delivery",
      "@ondc/org/TAT":"PT60M",
      ..
      "state⁸⁷":
      {
        "descriptor":
        {
          "code":"Order-picked-up",
          "short_desc":"007⁸⁸",
        }
      },
      "start":
      {
        ..
        "time⁸⁹":
        {
          "range":
          {
            "start":"2025-01-01T09:30:00.000Z",
            "end":"2025-01-01T10:00:00.000Z"
          },
          "timestamp":"2025-01-01T09:45:00.000Z"
        },
        "instructions⁹⁰":
        {
          "code":"5",
          "name":"ONDC Order",
          "short_desc":"9876",
          ..
        },
        ..
      },
      "end":
      {
        ..
        "time":
        {
          "range":
          {
            "start":"2025-01-01T10:30:00.000Z",
            "end":"2025-01-01T11:00:00.000Z"
          },
          "timestamp":"2025-01-01T11:00:00.000Z"
        },
        ..
      },
      "agent⁹¹":
      {
        "name":"agent_name",
        "phone":"9886098860"
      },
      ..
      "tags":
      [
        ..
        {
          "code":"order_details⁹²",
          "list":
          [
            {
              "code":"id",
```

---

[86] unique id of fulfillment provider, maps to unique entry in registry;

[87] from /update request;

[88] applicable reason for pickup / delivery failures;

[89] from /update request;

[90] static OTP for forward shipment;

[91] from /update request;

[92] as in /on_init;

```
                "value":"RO1⁹³"
              },
              {
                "code":"weight_unit",
                "value":"kilogram"
              },
              {
                "code":"weight_value",
                "value":"3.0"
              },
              {
                "code":"dim_unit",
                "value":"centimeter"
              },
              {
                "code":"length",
                "value":"1.0"
              },
              {
                "code":"breadth",
                "value":"1.0"
              }
              {
                "code":"height",
                "value":"1.0"
              }
            ]
          },
          {
            "code":"rto_action⁹⁴",
            "list":
            [
              {
                "code":"return_to_origin",
                "value":"yes"
              }
            ]
          },
          {
            "code":"shipping_label⁹⁵",
            "list":
            [
              {
                "code":"type",
                "value":"pdf⁹⁶"
              },
              {
                "code":"url",
                "value":"public link to pdf"
              }
            ]
          },
          {
            "code":"fulfillment_delay⁹⁷",
            "list":
            [
              {
                "code":"state",
                "value":"Order-picked-up"
              },
              {
                "code":"reason_id",
                "value":"002"
              },
              {
                "code":"attempt",
                "value":"yes"
              }
            ]
          },
```

---

[93] merchant order no, used for PCC type "2";
[94] **whether RTO results in actual return to origin - will also be part of /confirm & /on_confirm;**
[95] replacing fulfillment.start.instructions.images;
[96] enum - "webp", "png", "jpeg", "pdf";
[97] from /update request - pickup slot updated, timestamp for update is Context.timestamp;

```
                {
                  "code":"state",
                  "list":
                  [
                    {
                      "code":"ready_to_ship",
                      "value":"yes"
                    }
                  ]
                }
              ]
            }
          ],
          ..
          "updated_at":"2025-01-01T10:00:30.000Z"
        }
      }
    }
```

Cancellation

LSP cancels
- LSP cancels logistics order using /on_cancel, with appropriate [reason code](#) and subscriber id in "cancelled_by";
- BNP initiates cancellation of retail order / fulfillment, cascading the cancellation reason from LSP;
- **BNP requests state update, for forward & RTO fulfillment, as applicable for retail order** (see "**update_state**" above);
- Cancellation charges, if any, will be communicated by BNP to SNP, if SNP is liable for such charges:
  - **state update & cancellation charges will be communicated to SNP using /update, before order reaches terminal state**;
  - **cancellation charges will not be included in the order quote and separate keys will be provided for this (as these are receivables due from SNP to BNP)**;

BNP cancels
- BNP cancels retail order / fulfillment using /cancel;
- BNP cancels logistics order using /cancel;
- **BNP requests state update, for forward & RTO fulfillment, for retail order** (see "**update_state**" above);
- Cancellation charges, if any, will be communicated by BNP to SNP, if SNP is liable for such charges:
  - **state update & cancellation charges will be communicated to SNP using /update**;
  - **cancellation charges will not be included in the order quote and separate keys will be provided for this (as these are receivables due from SNP to BNP)**;

SNP cancels
- SNP cancels retail order / fulfillment using /on_cancel;
- BNP cancels logistics order, cancelling the cascaded reason from SNP;
- **BNP request state update, for forward & RTO fulfillment, for retail order** (see "**update_state**" above);
- Cancellation charges, if any, will be communicated by BNP to SNP, if SNP is liable for such charges:
  - **state update & cancellation charges will be communicated to SNP using /update**;
  - **cancellation charges will not be included in the order quote and separate keys will be provided for this (as these are receivables due from SNP to BNP)**;

Payload changes

```
{
 "context":
 {
  "action":"cancel98",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order_id":"O1",
  "cancellation_reason_id":"10399",
  "descriptor100":
  {
   "name":"fulfillment",
   "short_desc":"F1101",
   "tags":
   [
    {
     "code":"cancel_request",
     "list":
     [
      {
       "code":"initiated_by",
       "value":"lsp.com"
      }
     ]
    }
   ]
  }
 }
}
```

---

[98] separate cancellation request required for each fulfillment;
[99] cancellation reason codes are defined [here](#);
[100] optional, only if fulfillment reason is being cascaded;
[101] fulfillment id - required only if cancellation initiated for specific fulfillment;

```
{
  "context":
  {
    "action":"on_cancel",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      "id":"O1",
      "state":"In-progress[102]",
      ..
      "fulfillments":
      [
        {
          "id":"F1",
          "type":"Delivery",
          ..
          "state":
          {
            "descriptor":
            {
              "code":"RTO[103]"
            }
          },
          ..
          "tags":
          [
            {
              "code":"cancel_request",
              "list":
              [
                {
                  "code":"rto_id",
                  "value":"F1-RTO"
                },
                {
                  "code":"reason_id",
                  "value":"103"
                },
                {
                  "code":"initiated_by",
                  "value":"lsp.com"
                }
              ]
            },
            ..
          ]
        },
        {
          "id":"F1-RTO",
          "type":"RTO",
          "state":
          {
            "descriptor":
            {
              "code":"RTO-Initiated[104]"
            }
          },
          "start":
          {
            "time":
            {
              "timestamp":"2025-01-03T11:00:30.000Z[105]"
            },
            "location[106]":
            {
```

---

[102] order terminal state will be "Cancelled" when all forward fulfillments are "Cancelled"; for RTO, the corresponding forward fulfillment terminal state will be "**RTO**" and RTO fulfillment terminal state will be "RTO-Disposed" / "RTO-Delivered;
[103] forward fulfillments state will be "Cancelled" for non-RTO fulfillments and "**RTO**" when forward fulfillment is RTO'd;
[104] enum - "RTO-Initiated", "RTO-Delivered", "RTO-Disposed";
[105] in this case, same as Context.timestamp;
[106] for now, defaults to fulfillment.end.location for corresponding forward fulfillment;

```
            ..
          }
        },
        "end":
        {
          "time¹⁰⁷":
          {
            "timestamp":"2025-01-04T11:00:30.000Z"
          },
          "location¹⁰⁸":
          {
            ..
          }
        },
        ..
      }
    ],
    ..
    "updated_at":"2025-01-03T11:00:30.000Z"
  }
 }
}

{
 "context":
 {
   "action":"update",
   "core_version":"1.2.5",
   ..
 },
 "message":
 {
   "update_target":"fulfillment",
   "order":
   {
    "id":"O1",
    "fulfillments":
    [
      {
        "id":"F1-RTO",
        "tags":
        [
          {
            "code":"update_verification¹⁰⁹",
            "list":
            [
              {
                "code":"type",
                "value":"5¹¹⁰"
              },
              {
                "code":"value",
                "value":"9876¹¹¹"
              }
            ]
          },
          {
            "code":"update_state",
            "list":
            [
              {
                "code":"state",
                "value":"RTO-Delivered"
              },
              {
                "code":"timestamp",
                "value":"2025-01-04T11:00:30.000Z"
              }
            ]
          },
          {
```

---

[107] to be updated with timestamp for RTO terminal state, as received from BNP;
[108] for now, defaults to fulfillment.start.location for forward fulfillment;
[109] update verification code for RTO delivery;
[110] "5" - static OTP, verification flow here;
[111] up to 4 digit verification code;

```
        "code":"bnp_receivables_claim112",
        "list":
        [
          {
            "code":"type",
            "value":"delivery113"
          },
          {
            "code":"currency",
            "value":"INR"
          },
          {
            "code":"value",
            "value":"50.00"
          }
        ]
      }
    ]
  }
]
}
}
}

{
  "context":
  {
    "action":"on_update",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      "id":"O1",
      "state":"Cancelled",
      ..
      "fulfillments":
      [
        {
          "id":"F1",
          "type":"Delivery",
          ..
          "state":
          {
            "descriptor":
            {
              "code":"RTO"
            }
          },
          ..
          "tags":
          [
            {
              "code":"cancel_request",
              "list":
              [
                {
                  "code":"rto_id",
                  "value":"F1-RTO"
                },
                {
                  "code":"reason_id",
                  "value":"103"
                },
                {
                  "code":"initiated_by",
                  "value":"lsp.com"
                }
              ]
            },
```

---

[112] receivables claim by BNP for cancellation charges (wherever SNP/seller liable);
[113] fulfillment level charges:
"delivery", "packaging", "misc", "tax" - matching quote.title_type;
"diff", "tax_diff" - for weight differential charges (in logistics contract);

```
            ..
          ]
        },
        {
          "id":"F1-RTO",
          "type":"RTO",
          "state":
          {
            "descriptor":
            {
              "code":"RTO-Delivered"
            }
          },
          "start":
          {
            "time":
            {
              "timestamp":"2025-01-03T11:00:30.000Z"
            },
            "location":
            {
              ..
            }
          },
          "end":
          {
            "time":
            {
              "timestamp":"2025-01-04T11:00:30.000Z"
            },
            "location":
            {
              ..
            }
          },
          ..
          ..
          "tags":
          [
            {
              "code":"bnp_receivables_claim[114]",
              "list":
              [
                {
                  "code":"type",
                  "value":"delivery[115]"
                },
                {
                  "code":"currency",
                  "value":"INR"
                },
                {
                  "code":"value",
                  "value":"50.00"
                }
              ]
            }
          ]
        }
      ],
      ..
      "updated_at":"2025-01-03T11:00:30.000Z"
    }
  }
}
```

---

[114] receivables claim by BNP for cancellation charges (wherever SNP/seller liable);
[115] fulfillment level charges:
"delivery", "packaging", "misc", "tax" - matching quote.title_type;
"diff", "tax_diff" - for weight differential charges (in logistics contract);

Return

Scenarios

- SNP handles return pickup:
    - existing scenario applies, no payload changes;
    - no additional charges to be sent in order quote;
- **SNP doesn't handle return pickup:**
    - BNP sends return request (same as for above scenario);
    - SNP approves return request with state "Return_Approved":
        - **SNP also includes reverse qc input for return pickup check**;
    - BNP creates order for logistics for return pickup;
    - **BNP requests update for fulfillment state, reverse qc output for return fulfillment** (see "Status update" above);
    - **BNP will need to factor in return costs;**

Payload changes

```
{
 "context":
 {
  "action":"on_update",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   "id":"O1",
   ..
   "items":
   [
     {
       "id":"I1",
       "fulfillment_id":"F1",
       "quantity":
       {
         "count":2
       }
     }
   ],
   ..
   "fulfillments":
   [
     {
       "id":"F1",
       "state":
       {
         "descriptor":
         {
           "code":"Order-delivered"
         }
       },
       ..
     },
     {
       "id":"R1",
       "type":"Return",
       "state":
       {
         "descriptor":
         {
           "code":"Return_Approved"
         }
       },
       ..
       "tags":
       [
         {
           "code":"reverseqc_input116",
           "list":
           [
             {
               "code":"P001",
               "value":"Atta"
             },
```

---

[116] reverse QC SOP, in the form of codified checklist, with product attributes and questionnaire;

```json
        {
          "code":"P003",
          "value":"1"
        },
        {
          "code":"Q001",
          "value":""
        }
      ]
    },
    ..
    ]
  }
  ],
  ..
  "updated_at":"2025-01-06T13:30:00.000Z"
  }
 }
}
{
 "context":
 {
  "action":"update",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "update_target":"fulfillment",
  "order":
  {
   "id":"O1",
   "fulfillments":
   [
    {
     "id":"R1",
     "tags":
     [
      {
       "code":"update_state",
       "list":
       [
        {
         "code":"state",
         "value":"Return-Picked[117]"
        },
        {
         "code":"reason_id",
         "value":"007[118]"
        },
        {
         "code":"timestamp[119]",
         "value":"2025-01-06T09:30:00.000Z"
        }
       ]
      },
      {
       "code":"update_agent_details[120]",
       "list":
       [
        {
         "code":"name",
         "value":"agent_name"
        },
        {
         "code":"phone",
         "value":"9886098860"
        },
        {
         "code":"provider_id",
```

[117] valid return states - "Return-Picked" / "Return-Delivered", "Return-Pick-Failed" / "Return-Failed" / "Return_Rejected";
[118] only for "Return-Rejected", valid rejection reason codes are here;
[119] timestamp for "Return-Picked" or "Return-Delivered" state;
[120] agent details;

```json
                          "value":"lsp.com¹²¹"
                        }
                      ]
                    },
                    {
                      "code":"reverseqc_output¹²²",
                      "list":
                      [
                        {
                          "code":"P001",
                          "value":"Atta"
                        },
                        {
                          "code":"P003",
                          "value":"1"
                        },
                        {
                          "code":"Q001",
                          "value":"yes¹²³"
                        }
                      ]
                    }
                  ]
                }
              ]
            }
          }
        }

{
  "context":
  {
    "action":"on_update",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      "id":"O1",
      ..
      "fulfillments":
      [
        ..
        {
          "id":"R1",
          "type":"Return",
          "provider_id":"lsp.com",
          ..
          "state":
          {
            "descriptor":
            {
              "code":"Return_Picked"
            }
          },
          ..
          "start":
          {
            ..
            "time":
            {
              "timestamp¹²⁴":"2025-01-06T09:30:00.000Z"
            },
            ..
          },
          ..
          },
          "end":
          {
```

---

[121] unique id of fulfillment provider - subscriber id (on-network LSP) or bap_id (off-network fulfillment);
[122] reverse qc output;
[123] enum - "yes", "no";
[124] timestamp for "Return-Picked";

```
          ..
          "time":
          {
            "range¹²⁵":
            {
              "start":"2025-01-07T10:30:00.000Z",
              "end":"2025-01-07T11:00:00.000Z"
            },
            "timestamp¹²⁶":"2025-01-07T11:00:00.000Z"
          },
          ..
        },
        "agent¹²⁷":
        {
          "name":"agent_name",
          "phone":"9886098860"
        },
        ..
        "tags":
        [
          ..
          {
            "code":"reverseqc_input¹²⁸",
            "list":
            [
              {
                "code":"P001",
                "value":"Atta"
              },
              {
                "code":"P003",
                "value":"1"
              },
              {
                "code":"Q001",
                "value":""
              }
            ]
          },
          {
            "code":"reverseqc_output",
            "list":
            [
              {
                "code":"P001",
                "value":"Atta"
              },
              {
                "code":"P003",
                "value":"1"
              },
              {
                "code":"Q001",
                "value":"yes"
              }
            ]
          }
        ]
      }
    ],
    ..
    "updated_at":"2025-01-06T12:00:00.000Z"
  }
}
}
```

---

[125] return delivery slot may be provided;

[126] timestamp for "Return-Delivered";

[127] from /update request;

[128] reverse QC SOP, in the form of codified checklist, with product attributes and questionnaire;

Tracking

- Tracking of order / fulfillment will be directly between BNP & LSP:
- Tracking by SNP may be enabled later;

Weight differential charges

- LSP sends updated quote / weight / dimension due to weight differential to LBNP (BNP):
  - **BNP forwards weight / dimension differentials, receivables due from SNP;**
  - Resolution of weight differential charges:
    - SNP to inform BNP if they accept or dispute the weight differential updates:
    - If SNP disputes:
      - SNP may use error code 41002 to indicate non-acceptance;
      - LBNP may communicate to LSP that weight differential charges are rejected;
      - LSP handles order delivery as per agreed terms;
      - resolution of dispute will follow IGM route;
    - If SNP accepts:
      - **differential cost will not be included in order quote and separate attribute keys will be provided for this (as these are receivables due from SNP to BNP)**;

Payload changes

```
{
 "context":
 {
  "action":"update",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "update_target":"fulfillment",
  "order":
  {
   "id":"O1",
   "fulfillments":
   [
     {
       "id":"F3129",
       "tags":
       [
         ..
        {
          "code":"linked_order_diff130",
          "list":
          [
           {
             "code":"id",
             "value":"RO1"
           },
           {
             "code":"weight_unit",
             "value":"kilogram"
           },
           {
             "code":"weight_value",
             "value":"3.0"
           },
           {
             "code":"dim_unit",
             "value":"centimeter"
           },
           {
             "code":"length",
             "value":"1.0"
           },
           {
             "code":"breadth",
```

---

[129] If fulfillment not found, SNP can send error code 50007;
if fulfillment has reached terminal state, SNP can send error code 50008;
[130] updated weight & dimension from LSP - only required if bap_receivables_claim includes type "diff";

```
              "value":"1.0"
            },
            {
              "code":"height",
              "value":"1.0"
            }
          ]
        },
        {
          "code":"linked_order_diff_proof[131]",
          "list":
          [
            {
              "code":"type",
              "value":"image"
            },
            {
              "code":"url",
              "value":"https://lsp.com/sorter/images1.png"
            }
          ]
        },
        {
          "code":"bnp_receivables_claim[132]",
          "list":
          [
            {
              "code":"type",
              "value":"delivery[133]"
            },
            {
              "code":"currency",
              "value":"INR"
            },
            {
              "code":"value",
              "value":"50.00"
            }
          ]
        }
      ]
    }
  ]
}
}
}

{
  "context":
  {
    "action":"on_update",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      "id":"O1",
      ..
      "fulfillments":
      [
        {
          "id":"F3",
          "provider_id":"lsp.com[134]",
          "type":"Buyer-Delivery",
          ..
          "tags":
          [
            ..
            {
              "code":"linked_order_diff",
```

---

[131] in case of updated dimensions and / or weight, the proof (images from sorter) can be added here;
[132] receivables claim by BNP for cancellation charges (wherever SNP/seller liable);
[133] fulfillment level charges:
"delivery", "packaging", "misc", "tax" - matching quote.title_type;
"diff", "tax_diff" - for weight differential charges;
[134] unique id of fulfillment provider, maps to unique entry in registry;

```
        "list":
        [
          {
            "code":"id",
            "value":"RO1"
          },
          {
            "code":"weight_unit",
            "value":"kilogram"
          },
          {
            "code":"weight_value",
            "value":"3.0"
          },
          {
            "code":"dim_unit",
            "value":"centimeter"
          },
          {
            "code":"length",
            "value":"1.0"
          },
          {
            "code":"breadth",
            "value":"1.0"
          },
          {
            "code":"height",
            "value":"1.0"
          }
        ]
      },
      {
        "code":"linked_order_diff_proof",
        "list":
        [
          {
            "code":"id",
            "value":"RO1"
          },
          {
            "code":"type",
            "value":"image"
          },
          {
            "code":"url",
            "value":"https://lsp.com/sorter/images1.png"
          }
        ]
      },
      {
        "code":"bnp_receivables_claim",
        "list":
        [
          {
            "code":"type",
            "value":"delivery"
          },
          {
            "code":"currency",
            "value":"INR"
          },
          {
            "code":"value",
            "value":"50.00"
          }
        ]
      }
    ]
  }
],
..
"updated_at":"2025-01-06T10:00:30.000Z"
  }
 }
}
```

COD collection

```
{
 "context":
 {
  "action":"update",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "update_target":"payment",
  "order":
  {
   "id":"O1",
   ..
   "payment":
   {
    "collected_by":"BAP",
    "status":"PAID",
    "time135":
    {
     "timestamp": "2025-01-07T10:00:00.000Z"
    }
   }
  }
 }
}

{
 "context":
 {
  "action":"on_update",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   "id":"O1",
   ..
   "payment":
   {
    ..
    "collected_by":"BAP",
    "status":"PAID",
    "time136":
    {
     "timestamp": "2025-01-07T10:00:00.000Z"
    }
   }
   ..
   "updated_at":"2025-01-07T10:00:30.000Z"
  }
 }
}
```

---

[135] SNP updates timestamp after collecting payment;
[136] SNP updates timestamp after collecting payment;

Force cancellation - 005

1. Considering that /cancel is a request by BNP for SNP to cancel order / fulfillment, there may be a need for BNP to initiate "force cancellation" for certain cases like buyer requesting cancellation due to fulfillment TAT breach;
2. Cancellation terms may be defined by SNP:
    a. includes cancellation fee as flat amount / % (% to be interpreted as follows):
        i. % of order value (excluding taxes) for order cancellation;
        ii. % of fulfillment value (i.e. item + fulfillment level costs excluding taxes) for fulfillment cancellation (in case of multiple fulfillments);
        iii. for order with multiple fulfillments, cancellation fees may be defined as %;
    b. can be optionally defined at:
        i. order level (in /on_init);
    c. will be applicable, for cancellation of order / fulfillment, only after corresponding order state is "Accepted";
3. Cancellation terms definition:
    a. /on_init - cancellation fee for specific fulfillment state & reason code, with option for wildcard ("*") as the catch-all clause covering combination of fulfillment state & reason code not specifically defined;
4. Cancellation fee calculation:
    a. for /on_cancel response:
        i. (order value - updated order value in /on_cancel)
    b. for no /on_cancel response:
        i. if matching the specific fulfillment state & reason code, the cancellation fee will be as defined in cancellation terms for /on_init;
        ii. if not matching, cancellation fee will be 0;
5. Cancellation:
    a. BNP initiates cancellation for order / fulfillment using /cancel (with reason code / fulfilment id, as applicable);
    b. Includes TAT for receiving valid cancellation response;
    c. If SNP sends valid /on_cancel response within TAT:
        i. response has updated quote, order / fulfillment state set to cancelled;
        ii. BNP processes response and calculates cancellation fee as defined above;
    d. If SNP doesn't send valid response / doesn't respond within TAT:
        i. BNP sends force cancel request for order / fulfillment, i.e. /cancel request with "force" = "yes";
        ii. If SNP sends valid response within TAT, processing will be as defined in c above;
        iii. If SNP doesn't send (valid) response:
            - ~~BNP will create IGM issue for resolution (after expiry of TAT), including details such as cancellation fee calculated, refund issued (as applicable);~~
            - ~~resolution of IGM issue will create a valid /on_cancel response for the "force" cancellation;~~
            - BNP will refund the order amount to the buyer and no settlement will be processed with SNP;
            - In case of a disagreement regarding the settlement process, SNP will raise an IGM issue for resolution;

Return with pickup - 006

- Return of items can only be initiated, within the return window for the item (as defined in the catalog), when fulfillment state for item is "Order-delivered";
- Return, with pickup, can have following scenarios:
    - Scenario A - Return approved, Return pick successful:
        - Return_Initiated -> Return_Approved -> Return_Picked (refund triggered here) -> Return_Delivered
        - Return_Initiated -> Return_Approved -> Return_Pick_Failed -> Return_Picked (refund triggered here) -> Return_Delivered
    - Scenario B - Return approved, Return failed:
        - Return_Initiated -> Return_Approved -> Return_Pick_Failed -> Return_Failed
    - Scenario C - Return rejected:
        - Return_Initiated -> Return_Rejected
- It is assumed that the LSP assigned for return pickup will have a certain no of pickup attempts and will trigger scenario B after all pickup attempts failed;

c. **Buyer initiates return request (item i1, qty 1)**

```
{
 "context":
 {
  "action":"update",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "update_target":"item137",
  "order":
  {
   "id":"O1",
   "fulfillments":
   [
    {
     "type":"Return138",
     "tags":
     [
      {
       "code":"return_request",
       "list":
       [
        {
         "code":"id",
         "value":"R1139"
        },
        {
         "code":"item_id",
         "value":"I1"
        },
        {
         "code":"parent_item_id140",
         "value":"DI1"
        },
        {
         "code":"item_quantity",
         "value":"1"
        },
        {
         "code":"reason_id",
         "value":"003141"
        },
        {
         "code":"reason_desc",
```

---

[137] enum - "item", "fulfillment", "billing", "payment";
[138] new fulfillment of type "Return" created, with return request initiated from BNP; separate return requests can be created for each item (except in cases of make-to-order items where base item & customization can be in same return request), with 1 fulfillment object per return request;
[139] unique id for each return request;
[140] optional - only to be used for make-to-order items;
[141] enum for reason codes here - for invalid reason code, SNP can NACK with error code 30005;

```
              "value":"detailed description for return142"
            },
            {
              "code":"images",
              "value":"url_for_image1,url_for_image2"
            },
            {
              "code":"ttl_approval143",
              "value":"PT24H"
            },
            {
              "code":"ttl_reverseqc144",
              "value":"P3D"
            }
          ]
        }
      ]
    }
  ]
}
}
}
```

d. SNP sends interim status for return request

```
{
  "context145":
  {
    "action":"on_update",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order146":
    {
      "id":"O1",
      ..
      "items":
      [
        {
          "id":"I1",
          "fulfillment_id":"F1147",
          "quantity":
          {
            "count":2
          }
        }
      ],
      ..
      "fulfillments":
      [
        {
          "id":"F1",
          "state":
          {
            "descriptor":
            {
              "code":"Order-delivered"
            }
          },
          ..
        },
        {
          "id":"R1148",
```

---

142 buyer comment;

143 ttl for either approving or rejecting the return request;

144 ttl for initiating reverse qc, reverse qc (if required) should be completed within the return window;

145 same message_id as /update;

146 shows the current state of order with the new fulfillment for part cancel by merchant;

147 forward shipment fulfillment;

148 new fulfillment created with the same id as return request with status code "Return_Initiated". If return is approved ("Return_Approved" or "Liquidated"), the items will be assigned to this fulfillment, else, the status code will change to "Return_Rejected";

```
      "type":"Return",
      "state":
      {
        "descriptor":
        {
          "code":"Return_Initiated"
        }
      },
      "tags":
      [
        {
          "code":"return_request",
          "list":
          [
            {
              "code":"item_id",
              "value":"I1"
            },
            {
              "code":"item_quantity",
              "value":"1"
            },
            {
              "code":"reason_id",
              "value":"003"
            },
            {
              "code":"reason_desc",
              "value":"detailed description for return"
            },
            {
              "code":"images",
              "value":"url_for_image1,url_for_image2"
            },
            {
              "code":"ttl_approval",
              "value":"PT24H"
            },
            {
              "code":"ttl_reverseqc",
              "value":"P3D"
            },
            {
              "code":"initiated_by",
              "value":"bnp.com"
            }
          ]
        }
      ]
    }
  ],
  "quote149":
  {
    ..
  },
  ..
  "updated_at":"2024-12-26T10:31:30.000Z"
}
}
}
```

e. SNP approves request & wants items returned

```
{
  "context150":
  {
    "action":"on_update",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
```

---

[149] no change in quote;
[150] unsolicited callback, with new message_id;

```
"order":
{
  "id":"O1",
  ..
  "items":
  [
    {
      "id":"I1",
      "fulfillment_id":"F1151",
      "quantity":
      {
        "count":2
      }
    }
  ],
  ..
  "fulfillments":
  [
    {
      "id":"F1",
      "state":
      {
        "descriptor":
        {
          "code":"Order-delivered"
        }
      },
      ..
    },
    {
      "id":"R1",
      "type":"Return",
      "@ondc/org/provider_name":"LSP courier 1",
      "state":
      {
        "descriptor":
        {
          "code":"Return_Approved152"
        }
      },
      "start":
      {
        "location":
        {
          "gps":"12.4535,77.9283",
          "address":
          {
            "name":"my house or door or floor #",
            "building":"my building name or house #",
            "locality":"my street name",
            "city":"Bengaluru",
            "state":"Karnataka",
            "country":"IND",
            "area_code":"560037"
          }
        },
        "time":
        {
          "range153":
          {
            "start":"2024-12-26T10:00:00.000Z",
            "end":"2024-12-26T10:30:00.000Z"
          }
        }
      },
      "end":
      {
        "location154":
        {
          "gps":"12.9563,77.6368",
          "address":
          {
            "locality":"Jayanagar 4th Block",
            "city":"Bengaluru",
            "area_code":"560076",
            "state":"KA"
          }
        }
```

---

[151] forward shipment fulfillment;

[152] if rejected, status code will be "Return_Rejected";

[153] time slot for reverse pickup, should be within the return window;

[154] reverse pickup end location, i.e. seller address;

```
      },
      "tags":
      [
        {
          "code":"return_request",
          "list":
          [
            {
              "code":"item_id",
              "value":"I1"
            },
            {
              "code":"item_quantity",
              "value":"1"
            },
            {
              "code":"reason_id",
              "value":"003"
            },
            {
              "code":"reason_desc",
              "value":"detailed description for return"
            },
            {
              "code":"images",
              "value":"url_for_image1,url_for_image2"
            },
            {
              "code":"ttl_approval",
              "value":"PT24H"
            },
            {
              "code":"ttl_reverseqc",
              "value":"P3D"
            },
            {
              "code":"initiated_by",
              "value":"bnp.com"
            }
          ]
        },
        {
          "code":"igm_request155",
          "list":
          [
            {
              "code":"id",
              "value":"Issue1156"
            }
          ]
        }
      ]
    }
  ],
  "quote157":
  {
    ..
  },
  ..
  "updated_at":"2024-12-26T13:30:00.000Z"
    }
  }
}
```

f. __Return picked__

```
{
  "context158":
  {
    "action":"on_update",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
```

---

[155] (optional) reference to issue related to return request raised in IGM, this will be added here only after issue resolution and returned in all post-order APIs like /on_status, /on_update, /on_cancel;

[156] IGM issue id;

[157] no change to quote;

[158] unsolicited callback, with new message_id;

```
     "order":
     {
      "id":"O1",
       ..
      "items":
      [
        {
         "id":"I1",
         "fulfillment_id":"F1",
         "quantity":
         {
          "count":1
         }
        },
        {[159]
         "id":"I1",
         "fulfillment_id":"R1",
         "quantity":
         {
          "count":1
         }
        }
      ],
       ..
      "fulfillments":
      [
        {
         "id":"F1",
         "state":
         {
          "descriptor":
          {
           "code":"Order-delivered"
          }
         },
          ..
        },
        {
         "id":"R1",
         "type":"Return",
         "@ondc/org/provider_name":"LSP courier 1",
         "state":
         {
          "descriptor":
          {
           "code":"Return_Picked[160]"
          }
         },
         "start":
         {
          "location":
          {
           "gps":"12.4535,77.9283",
           "address":
           {
            "name":"my house or door or floor #",
            "building":"my building name or house #",
            "locality":"my street name",
            "city":"Bengaluru",
            "state":"Karnataka",
            "country":"IND",
            "area_code":"560037"
           }
          },
          "time":
          {
           "timestamp[161]":"2024-12-27T10:15:00.000Z"
          }
         },
         "end":
         {
```

---

[159] return item (i1, qty 1) assigned to return fulfillment R1;
[160] status updated;
[161] pickup time updated;

```
        "location¹⁶²":
        {
          "gps":"12.9563,77.6368",
          "address":
          {
            "locality":"Jayanagar 4th Block",
            "city":"Bengaluru",
            "area_code":"560076",
            "state":"KA"
          }
        }
      },
      "tags":
      [
        {
          "code":"return_request",
          "list":
          [
            {
              "code":"item_id",
              "value":"I1"
            },
            {
              "code":"item_quantity",
              "value":"1"
            },
            {
              "code":"reason_id",
              "value":"003"
            },
            {
              "code":"reason_desc",
              "value":"detailed description for return"
            },
            {
              "code":"images",
              "value":"url_for_image1,url_for_image2"
            },
            {
              "code":"ttl_approval",
              "value":"PT24H"
            },
            {
              "code":"ttl_reverseqc",
              "value":"P3D"
            },
            {
              "code":"initiated_by",
              "value":"bnp.com"
            }
          ]
        },
        {
          "code":"igm_request¹⁶³",
          "list":
          [
            {
              "code":"id",
              "value":"Issue1¹⁶⁴"
            }
          ]
        },
        {¹⁶⁵
          "code":"quote_trail",
          "list":
          [
            {
              "code":"type",
              "value":"item"
```

¹⁶² reverse pickup end location, i.e. seller address;
¹⁶³ (optional) reference to issue related to return request raised in IGM, this will be added here only after issue resolution and returned in all post-order APIs like /on_status, /on_update, /on_cancel;
¹⁶⁴ IGM issue id;
¹⁶⁵ reversal of item cost;

```
          },
          {
            "code":"id",
            "value":"I1"
          },
          {
            "code":"currency",
            "value":"INR"
          },
          {
            "code":"value",
            "value":"-170.00"
          }
        ]
      }
    ]
  }
],
"quote":
{
  ..
  {
    ..
  },
  "breakup":
  [
    {
      "@ondc/org/item_id":"I1",
      "@ondc/org/item_quantity":
      {
        "count":1[166]
      },
      "title":"Atta",
      "@ondc/org/title_type":"item",
      "price":
      {
        "currency":"INR",
        "value":"170.00"
      },
      "item":
      {
        "price":
        {
          "currency":"INR",
          "value":"170.00"
        }
      }
    },
    ..
  ],
  ..
},
..
"updated_at":"2024-12-27T12:00:00.000Z"
}
}
}
}
```

g. **Return pick attempted & failed, rescheduled**

```
{
  "context[167]":
  {
    "action":"on_update",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      "id":"O1",
```

---

[166] updated count for item in original order, after return;
[167] unsolicited callback, with new message_id;

```json
    ..
    "items":
    [
      {168
        "id":"I1",
        "fulfillment_id":"F1",
        "quantity":
        {
          "count":2
        }
      }
    ],
    ..
    "fulfillments":
    [
      {
        "id":"F1",
        "state":
        {
          "descriptor":
          {
            "code":"Order-delivered"
          }
        },
        ..
      },
      {
        "id":"R1",
        "type":"Return",
        "@ondc/org/provider_name":"LSP courier 1",
        "state":
        {
          "descriptor":
          {
            "code":"Return_Pick_Failed",
            "short_desc":"010169",
          }
        },
        "start":
        {
          "time":
          {
            "range170":
            {
              "start":"2024-12-27T10:00:00.000Z",
              "end":"2024-12-27T10:30:00.000Z"
            },
            "timestamp171":"2024-12-27T10:15:00.000Z"
          }
        },
        "tags":
        [
          {
            "code":"return_request",
            "list":
            [
              {
                "code":"item_id",
                "value":"I1"
              },
              {
                "code":"item_quantity",
                "value":"1"
              },
              {
                "code":"reason_id",
                "value":"003"
              },
              {
                "code":"reason_desc",
```

---

[168] no change to items array;

[169] valid pickup failure reason codes are here;

[170] if return pick failed, rescheduled time slot to be provided here;

[171] time when pickup attempted;

```json
        "value":"detailed description for return"
      },
      {
        "code":"images",
        "value":"url_for_image1,url_for_image2"
      },
      {
        "code":"ttl_approval",
        "value":"PT24H"
      },
      {
        "code":"ttl_reverseqc",
        "value":"P3D"
      },
      {
        "code":"initiated_by",
        "value":"bnp.com"
      }
     ]
    },
    {
      "code":"igm_request¹⁷²",
      "list":
      [
        {
          "code":"id",
          "value":"Issue1¹⁷³"
        }
      ]
    }
   ]
  }
 ],
 "quote":
 {
  ..
 },
 ..
 "updated_at":"2024-12-27T12:00:00.000Z"
  }
 }
}
```

h. __Return pick attempted, rejected__

```json
{
 "context¹⁷⁴":
 {
  "action":"on_update",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   "id":"O1",
   ..
   "items":
   [
     {¹⁷⁵
       "id":"I1",
       "fulfillment_id":"F1",
       "quantity":
       {
         "count":2
       }
     }
   ],
```

---

[172] (optional) reference to issue related to return request raised in IGM, this will be added here only after issue resolution and returned in all post-order APIs like /on_status, /on_update, /on_cancel;
[173] IGM issue id;
[174] unsolicited callback, with new message_id;
[175] no change to items array;

```json
          ..
          "fulfillments":
          [
            {
              "id":"F1",
              "state":
              {
                "descriptor":
                {
                  "code":"Order-delivered"
                }
              },
              ..
            },
            {
              "id":"R1",
              "type":"Return",
              "@ondc/org/provider_name":"LSP courier 1",
              "state":
              {
                "descriptor":
                {
                  "code":"Return_Rejected[176]",
                  "short_desc":"rejection reason code[177]",
                }
              },
              "start":
              {
                "time":
                {
                  "range":
                  {
                    "start":"2024-12-27T10:00:00.000Z",
                    "end":"2024-12-27T10:30:00.000Z"
                  },
                  "timestamp[178]":"2024-12-27T11:00:00.000Z"
                }
              },
              "tags":
              [
                {
                  "code":"return_request",
                  "list":
                  [
                    {
                      "code":"item_id",
                      "value":"I1"
                    },
                    {
                      "code":"item_quantity",
                      "value":"1"
                    },
                    {
                      "code":"reason_id",
                      "value":"003"
                    },
                    {
                      "code":"reason_desc",
                      "value":"detailed description for return"
                    },
                    {
                      "code":"images",
                      "value":"url_for_image1,url_for_image2"
                    },
                    {
                      "code":"ttl_approval",
                      "value":"PT24H"
                    },
                    {
                      "code":"ttl_reverseqc",
                      "value":"P3D"
```

---

[176] **if QC rejected, this will be set to "Return_Rejected";**
[177] valid rejection reason codes are [here](#);
[178] **time when return marked as failed after number of return pickup attempts exhausted;**

```
          },
          {
            "code":"initiated_by",
            "value":"bnp.com"
          }
        ]
      },
      {
        "code":"igm_request¹⁷⁹",
        "list":
        [
          {
            "code":"id",
            "value":"Issue1¹⁸⁰"
          }
        ]
      }
    ]
  }
],
"quote¹⁸¹":
{
  ..
},
..
"updated_at":"2024-12-27T12:00:00.000Z"
    }
  }
}
```

i.   Return delivered[182]

```
{
"context¹⁸³":
{
  "action":"on_update",
  "core_version":"1.2.5",
  ..
},
"message":
{
  "order":
  {
    "id":"O1",
    ..
    "items":
    [
      {
        "id":"I1",
        "fulfillment_id":"F1",
        "quantity":
        {
          "count":1
        }
      },
      {
        "id":"I1",
        "fulfillment_id":"R1",
        "quantity":
        {
          "count":1
        }
      }
    ],
    ..
    "fulfillments":
    [
      {
```

---

[179] (optional) reference to issue related to return request raised in IGM, this will be added here only after issue resolution and returned in all post-order APIs like /on_status, /on_update, /on_cancel;
[180] IGM issue id;
[181] no change to quote;
[182] **continuation of return flow after "Return_Picked"**;
[183] unsolicited callback, with new message_id;

```
      "id":"F1",
      "state":
      {
        "descriptor":
        {
          "code":"Order-delivered"
        }
      },
      ..
    },
    {
      "id":"R1",
      "type":"Return",
      "@ondc/org/provider_name":"LSP courier 1",
      "state":
      {
        "descriptor":
        {
          "code":"Return_Delivered¹⁸⁴"
        }
      },
      "start":
      {
        "location":
        {
          "gps":"12.4535,77.9283",
          "address":
          {
            "name":"my house or door or floor #",
            "building":"my building name or house #",
            "locality":"my street name",
            "city":"Bengaluru",
            "state":"Karnataka",
            "country":"IND",
            "area_code":"560037"
          }
        },
        "time":
        {
          "timestamp":"2024-12-27T10:15:00.000Z"
        }
      },
      "end":
      {
        "location¹⁸⁵":
        {
          "gps":"12.9563,77.6368",
          "address":
          {
            "locality":"Jayanagar 4th Block",
            "city":"Bengaluru",
            "area_code":"560076",
            "state":"KA"
          }
        },
        "time":
        {
          "timestamp¹⁸⁶":"2024-12-28T11:00:00.000Z"
        }
      },
      "tags":
      [
        {
          "code":"return_request",
          "list":
          [
            {
              "code":"item_id",
              "value":"I1"
            },
            {
```

---

[184] status updated;
[185] reverse pickup end location, i.e. seller address;
[186] timestamp when order is return delivered;

```json
        "code":"item_quantity",
        "value":"1"
      },
      {
        "code":"reason_id",
        "value":"003"
      },
      {
        "code":"reason_desc",
        "value":"detailed description for return"
      },
      {
        "code":"images",
        "value":"url_for_image1,url_for_image2"
      },
      {
        "code":"ttl_approval",
        "value":"PT24H"
      },
      {
        "code":"ttl_reverseqc",
        "value":"P3D"
      },
      {
        "code":"initiated_by",
        "value":"bnp.com"
      }
    ]
  },
  {
    "code":"igm_request[187]",
    "list":
    [
      {
        "code":"id",
        "value":"Issue1[188]"
      }
    ]
  }
  {
    "code":"quote_trail[189]",
    "list":
    [
      {
        "code":"type",
        "value":"item"
      },
      {
        "code":"id",
        "value":"I1"
      },
      {
        "code":"currency",
        "value":"INR"
      },
      {
        "code":"value",
        "value":"-170.00"
      }
    ]
  }
    ]
  }
],
"quote[190]":
{
  ..
},
..
```

---

[187] (optional) reference to issue related to return request raised in IGM, this will be added here only after issue resolution and returned in all post-order APIs like /on_status, /on_update, /on_cancel;
[188] IGM issue id;
[189] same as in Return_Picked;
[190] same as in Return_Picked;

```
    "updated_at":"2024-12-28T12:00:00.000Z"
    }
  }
 }
}
```

j. Settlement trail for refund initiation[191]

```
{
 "context[192]":
 {
  "action":"update",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "update_target":"payment",
  "order":
  {
   "id":"O1",
   "fulfillments":
   [
    {
     "id":"R1",
     "type":"Return"
    }
   ],
   "payment":
   {
    "@ondc/org/settlement_details":
    [
     {
      "settlement_counterparty":"buyer",
      "settlement_phase":"refund",
      "settlement_type":"upi",
      "settlement_amount":"170.00",
      "settlement_timestamp":"2024-12-27T12:00:00.000Z"
     }
    ]
   }
  }
 }
}
```

---

[191] **refund to be initiated after Return_Picked**;
[192] new /update request with same return id;

SNP collecting payment - 007

1. SNP that wants to collect payment should set "bpp_terms"."collect_payment" to "Y" in /on_search (full catalog refresh);

2. BNP that wants to place order with this SNP will need to render the payment link sent by SNP:
   a. SNP sends following additional attributes in /on_init for rendering payment link:
      i. payment.type="ON-ORDER" (prepaid);
      ii. payment.collected_by="BPP";
      iii. payment.uri="secure_public_pg_link";
      iv. payment.status="NOT-PAID";
   b. BNP will need to render this payment link for the buyer, after receiving the /on_init response;

3. SNP updates payment collection details using unsolicited /on_init:

   a. Scenario 1 - collection successful, payment status updated:
      i. payment.params:currency, amount (order value), transaction_id (UTR);
      ii. payment.status="PAID";
      iii. **payment.tags.bpp_collect.success**="Y";
      iv. in this case, BNP should proceed with /confirm;

   b. Scenario 2 - collection successful, payment status not updated:
      i. payment.params:currency, amount (order value), transaction_id (if available);
      ii. payment.status="NOT-PAID";
      iii. **payment.tags.bpp_collect.success**="Y";
      iv. in this case, BNP may terminate the transaction or proceed with /confirm. If BNP proceeds with /confirm, SNP should honour /confirm as per the contract and it will be the SNP's responsibility to subsequently update payment.status when available;

   c. Scenario 3 - collection error:
      i. payment.params:currency, amount (order value);
      ii. payment.status="NOT-PAID";
      iii. **payment.tags.bpp_collect.success**="N";
      iv. **payment.tags.bpp_collect.error**="error_message";
      v. in this case, BNP should terminate the transaction;

4. If BNP doesn't receive payment collection details (as per 3 above) within its TAT:
   a. BNP should terminate the transaction and if the payment collection details are subsequently received, it should NACK /on_init with error code 20009;

   b. BNP may also send another /init request for the latest payment collection details and follow (a) above if the /on_init callback doesn't have the required payment collection details;

Payload changes

```
{
 "context":
 {
  "action":"on_search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "catalog":
  {
   "bpp/descriptor":
   {
    ..
    "tags":
    [
     {
      "code":"bpp_terms",
      "list":
      [
       {
        "code":"collect_payment",
```

```
                    "value":"Y¹⁹³"
                  }
                ]
              }
            ]
          },
          ..
        }
      }
    }
  }

{
  "context":
  {
    "action":"on_init",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      ..
      "payment¹⁹⁴":
      {
        "type":"ON-ORDER",
        "collected_by":"BPP",
        "uri":"https://snp.com/pg",
        "status":"NOT-PAID¹⁹⁵",
        "params":
        {
          "currency":"INR",
          "transaction_id":"3937¹⁹⁶",
          "amount":".."
        },
        "@ondc/org/settlement_basis":"delivery¹⁹⁷",
        "@ondc/org/settlement_window":"P1D¹⁹⁸",
        "tags":
        [
          {
            "code":"bpp_collect¹⁹⁹",
            "list":
            [
              {
                "code":"success",
                "value":"Y"
              },
              {
                "code":"error",
                "value":".."
              }
            ]
          }
        ],
        ..
      }
    }
  }
}
```

---

193 enum - "Y" (yes), "N" (no);
194 if seller NP is collecting pre-paid payment (for categories like electronics), they may provide the following - type, collected_by, uri (payment link), status, settlement_basis, settlement_window, withholding_amount;;
195 enum - "PAID", "NOT-PAID";
196 UTR to be provided by SNP if payment collection successful;
197 to be provided by payment collector (SNP);
198 to be provided by payment collector (SNP);
199 optional - only if SNP collecting payment;

Minimum order value - 008

- SNP may specify minimum order value per store;
- If cart value is less than minimum order value during checkout (/select, /init), SNP can return error code 30023 in callback response, and BNP may use this to prompt the buyer to increase the order value to be above the minimum order value;

```
{
 "context":
 {
  "action":"on_search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "catalog":
  {
   "bpp/providers":
   [
    {
     "id":"P1",
     ..
     "tags":
     [
      {
       "code":"order_value",
       "list":
       [
        {
         "code":"min_value200",
         "value":"300.00"
        }
       ]
      }
     ]
    }
   ]
  }
 }
}
```

---

[200] minimum order value for provider (up to 2 decimals);

Offers

- **Offer construct** - includes:
  - **applicability criteria** - defines where / when / on what offer(s) may be applicable:
    - location(s);
    - categories;
    - item(s);
    - time period validity;
    - applicability criteria, for an offer, will be:
      - intersection of the defined attributes, i.e. location(s) **and** categories **and** time period validity, if these are the attributes defined for the offer;
      - within a multi-valued attribute, applicability criteria will apply to union of all values, e.g. for location L1 & L2, offer applies to L1 or L2;
  - **qualifier** - qualifying / eligibility criteria;
  - **benefit** - benefit to the buyer from the offer(s);
  - **meta info** - other info, i.e. whether offer requires explicit buyer opt-in, whether an offer can be applied in addition to other offer(s);
  - **other info** - includes offer id / type, images, etc;

- **Offer flows:**
  - **Publish offer** - SNP publishes offers, per provider, in the full and/or incremental catalog refresh:
    - BNP may display one or more of these offers on their app, to enable buyer discovery;
    - Offer definition is templatized below and the BNP can create an appropriate description for an offer from the template variables (qualifier, benefit) and using the applicability criteria as defined above;
  - **Apply offer** - SNP applies offer(s) to the order quote, during the buyer checkout flow:
    - SNP may apply offer(s), without publishing, in the full or incremental catalog refresh;
    - Offer is applied as part of processing request (/select, /init):
      - SNP evaluates offers for which buyer is eligible, regardless of applicability of such offers, and sends details of these offers in /on_select;
      - SNP validates offer id(s), for opt-in offers, and applies the offer(s) to the cart selection;
      - offers based on buyer identification can be applied while processing /init;
    - auto-applied offers will be shown in the offer quote. If buyer doesn't want any auto-applied offer, they can remove the offer from the cart and BNP will communicate this to SNP in the subsequent request (/select, /init);
    - Offers, resulting in monetary benefit to buyer, will be applied to the order quote:
      - Cart level offers, will be applied at the "order" level in the quote, and the attributes in "benefit" below will be a part of the "offer" quote line item;
      - allocation of order level offers, to individual line items, is at the discretion of the BNPs, subject to:
        - absolute aggregate of the offer reversal values cannot exceed the offer values applied at the time of order creation;
    - Any reversal of offer value, due to cancellation / return, etc. will have to be explicitly defined in quote_trail;
  - **Reverse offer** - whenever an offer qualifier is no longer valid in the post-order flow, SNP may decide to reverse the offer, in part or full, up to the benefit provided to the buyer, in aggregate;
  - Exception conditions for offers:
    - if offer is no longer valid in pre-order APIs such as /on_init or /on_confirm, SNP can send error code 30006;
    - if offer is valid but cannot be fulfilled, e.g. offer item not available for offers such as freebie, etc., SNP can send error code 30007;
    - if offer is no longer valid or cannot be fulfilled in /on_confirm, SNP should cancel the order;

- **Offer template -** in the template below (**M** - mandatory, **O** - optional, **N/A** - not applicable):

#	offer type	qualifier				benefit						meta	
		min value	item count	item count upper	item id	value	value type	value cap	item count	item id	item value	additive	auto
1	discount	O	N/A	N/A	N/A	M	M	O	N/A	N/A	N/A	M	M
2	buyXgetY	O	M	N/A	N/A	N/A	N/A	N/A	M	O	M	M	M

#	offer type	qualifier				benefit						meta	
		min value	item count	item count upper	item id	value	value type	value cap	item count	item id	item value	additive	auto
3	freebie	O	N/A	N/A	N/A	N/A	N/A	N/A	M	M	N/A	M	M
4	slab	O	M	M	N/A	M	M	M	N/A	N/A	N/A	M	M
5	combo	O	N/A	N/A	M	M	M	M	N/A	N/A	N/A	M	M
6	delivery	O	N/A	N/A	N/A	M	M	O	N/A	N/A	N/A	M	M
7	exchange	O	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	M	M
8	financing	O	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	M	M

- **offer type**:
  - **discount** - discount percent or amount applied to the cart value, with or without a cap, and may be based on minimum cart value;
  - **buyXgetY** - for every "X" item count in the cart, total of "Y" items will be offered (i.e. "Y" - "X" additional items), at offered value;
  - **freebie** - for a minimum order value, 1 or more free item(s) will be offered at 0 value;
  - **slab** - distinct slabs for applicable discount for range of item quantity;
  - **combo** - discount for (primary) item and 1 or more (secondary) items;
  - **delivery** - discount on delivery charges, with or without a cap;
  - **exchange** - 1 or more catalog items can be purchased in lieu of an existing item owned by the buyer;
  - **financing** - SNP financing available for 1 or more catalog items;
- **qualifier**:
  - **min value** - min cart value for the offer to be applicable, i.e. aggregate value of all items in cart, not including taxes, delivery & packaging charges;
  - **item count** - min count of items in the cart for the offer to be applicable;
  - **item count upper** - max count of items in the cart for the offer to be applicable;
  - **item id** - (secondary) item(s) for the offer;
- **benefit**:
  - **value** - discount on the cart value (-ve) offered;
  - **value type** - "percent", "amount";
  - **value cap** - cap on the offer value;
  - **item count** - additional count of items offered;
  - **item id** - additional item offered, should be part of the catalog;
  - **item value** - offered value of item;
- **meta**:
  - **additive** - whether offer can be applied with other offers;
  - **auto** - whether offer is auto-applied or requires explicit opt-in by buyer;

a. <u>Offer (discount) - 0091</u>

<u>**Publish offer**</u>
SNP publishes offer, in full or incremental catalog refresh:

```
{
 "context":
 {
  "action":"on_search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "catalog":
  {
   ..
   "bpp/providers":
   [
    {
     "id":"P1",
     ..
     "items":
     [
      {
       "id":"I1",
       ..
      },
      {
       "id":"I2",
       ..
      },
      {
       "id":"I3",
       ..
      }
     ],
     "offers":
     [
      {
       "id":"discp60[201]",
       "descriptor":
       {
        "code":"discount[202]",
        "images[203]":
        [
         "https://snp.com/images/offer1-banner.webp"
        ]
       },
       "location_ids":
       [
        "L1"
       ],
       "category_ids[204]":
       [
        ..
       ],
       "item_ids":
       [
        "I1"
       ],
       "time":
       {
        "label":"valid",
        "range":
        {
         "start":"2025-01-01T16:00:00.000Z",
         "end":"2025-01-01T23:00:00.000Z"
        }
```

---

[201] unique id for this offer - 60% off up to ₹120, for cart value above ₹159;

[202] offer type - defined in template above;

[203] optional

[204] includes standard categories defined in the taxonomy sheet, custom categories (variant groups, customization groups)

```json
      },
      "tags":
      [
        {
          "code":"qualifier",
          "list":
          [
            {
              "code":"min_value",
              "value":"159.00"
            }
          ]
        },
        {
          "code":"benefit",
          "list":
          [
            {
              "code":"value_type",
              "value":"percent"
            },
            {
              "code":"value",
              "value":"-60.00"
            },
            {
              "code":"value_cap",
              "value":"-120.00"
            }
          ]
        },
        {
          "code":"meta",
          "list":
          [
            {
              "code":"additive",
              "value":"yes"
            },
            {
              "code":"auto",
              "value":"no"
            }
          ]
        }
      ]
    },
    {
      "id":"flat150[205]",
      "descriptor":
      {
        "code":"discount",
        "images":
        [
          "https://snp.com/images/offer2-banner.webp"
        ]
      },
      "location_ids":
      [
        "L1"
      ],
      "category_ids":
      [
        "C1",
        "C2"
      ],
      "item_ids":
      [
        "I1"
      ],
      "time":
      {
        "label":"valid",
```

---

[205] unique id for this offer - flat ₹150 off, for cart value above ₹499;

```
              "range":
              {
                "start":"2025-01-01T16:00:00.000Z",
                "end":"2025-01-01T23:00:00.000Z"
              }
            },
            "tags":
            [
              {
                "code":"qualifier",
                "list":
                [
                  {
                    "code":"min_value",
                    "value":"499.00"
                  }
                ]
              },
              {
                "code":"benefit",
                "list":
                [
                  {
                    "code":"value_type",
                    "value":"amount"
                  },
                  {
                    "code":"value",
                    "value":"-150.00"
                  }
                ]
              },
              {
                "code":"meta",
                "list":
                [
                  {
                    "code":"additive",
                    "value":"yes"
                  },
                  {
                    "code":"auto",
                    "value":"yes"
                  }
                ]
              }
            ]
          }
        ],
        ..
      }
    ]
  }
}
}
```

Apply offer

Any offer that results in change in the order value and / or quantity of items will be applied to the order quote, and will be a part of all order level callbacks, i.e. /on_init, /on_confirm, /on_status, /on_cancel, /on_update:

```
{
  "context":
  {
    "action":"select",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      ..
```

```
    "offers206":
    [
      {
        "id":"discp60207",
      }
    ],
    ..
  }
 }
}

{
 "context":
 {
  "action":"on_select",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   ..
   "quote":
   {
    ..
    "breakup":
    [
     ..
     {
      "@ondc/org/item_id":"flat150208",
      "title":"Flat ₹150 off on ₹499 minimum cart value",
      "@ondc/org/title_type":"offer",
      "price":
      {
       "currency":"INR",
       "value":"-150.00"
      },
      "item":
      {
       "tags":
       [
        {
         "code":"quote",
         "list":
         [
          {
           "code":"type209",
           "value":"order210"
          }
         ]
        },
        {
         "code":"offer211",
         "list":
         [
          {
           "code":"type",
           "value":"discount212"
          },
          {
           "code":"additive",
           "value":"yes"
          },
          {
           "code":"auto",
           "value":"yes"
```

---

206 optional, only if buyer selects offer code; offer construct to be added in /init and /confirm as well;
207 this is opt-in offer as defined above ("auto" is "no");
208 offer id;
209 quote type for title type above (mapping of title_type to quote type defined here);
210 enum - "order", "fulfillment", "item";
211 offer "benefit" attributes added here;
212 offer type (with enum) as per offer template above;

```
                    }
                  ]
                }
              ]
            }
          },
          {
            "@ondc/org/item_id":"discp60²¹³",
            "title":"₹120 off on minimum cart value of ₹159",
            "@ondc/org/title_type":"offer",
            "price":
            {
              "currency":"INR",
              "value":"-120.00"
            },
            "item":
            {
              "tags":
              [
                {
                  "code":"quote",
                  "list":
                  [
                    {
                      "code":"type",
                      "value":"order"
                    }
                  ]
                },
                {
                  "code":"offer",
                  "list":
                  [
                    {
                      "code":"type",
                      "value":"discount"
                    },
                    {
                      "code":"additive",
                      "value":"yes"
                    },
                    {
                      "code":"auto",
                      "value":"no"
                    }
                  ]
                }
              ]
            }
          }
        ],
        ..
      }
    }
  }
}

{
  "context":
  {
    "action":"init",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      ..
      "offers²¹⁴":
      [
        {
```

```
            "id":"flat150²¹⁵",
            "tags":
            [
               {
                  "code":"selection²¹⁶",
                  "list":
                  [
                     {
                        "code":"apply",
                        "value":"no²¹⁷"
                     }
                  ]
               }
            ]
         }
      ],
      ..
   }
 }
}
```

Reverse offer

Since the "discount" offer resulted in monetary benefit to the buyer (by reducing the order value), reversal of the offer will mean reversing this, up to the benefit provided to the buyer in aggregate;

e.g. "discp60" offer above reduced the order value by ₹120; this means reversal of the offer can add back, in aggregate, a maximum of ₹120 to the order value;

```
{
  "context":
  {
    "action":"on_update²¹⁸",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      "id":"O1",
      ..
      "fulfillments":
      [
         {
            "id":"F1",
            ..
         },
         {
            "id":"C1",
            ..
            "tags":
            [
               ..
               {
                  "code":"quote_trail",
                  "list":
                  [
                     {
                        "code":"type²¹⁹",
                        "value":"offer"
                     },
                     {
                        "code":"id",
                        "value":"discp60²²⁰"
                     },
                     {
                        "code":"currency",
```

---

[215] this is opt-in offer as defined above ("auto" is "no");
[216] only for auto-applied offers;
[217] enum - "yes", "no";
[218] should be part of all post-order callbacks;
[219] matches order.quote.breakup[].title_type;
[220] unique id for offer;

```
          "value":"INR"
        },
        {
          "code":"value",
          "value":"60.00221"
        }
      ]
    },
    ..
  ]
  }
],
"quote":
{

  ..
  "breakup":
  [

  ..
  {
    "@ondc/org/item_id":"discp60",
    "title":"rolling back ₹60 from offered discount",
    "@ondc/org/title_type":"offer",
    "price":
    {
      "currency":"INR",
      "value":"-60.00222"
    },
    "item":
    {
      "tags":
      [
        {
          "code":"quote",
          "list":
          [
            {
              "code":"type",
              "value":"order"
            }
          ]
        },
        {
          "code":"offer",
          "list":
          [
            {
              "code":"type",
              "value":"discount"
            },
            {
              "code":"additive",
              "value":"yes"
            },
            {
              "code":"auto",
              "value":"no"
            }
          ]
        }
      ]
    }
  }
  ]
  }
  }
  }
}
```

b. Offer (buyXgetY) - 0092

Publish offer
SNP publishes offer, in full or incremental catalog refresh:

---

[221] since ₹60 is recovered from offered discount, this increases the order value by ₹60, hence shown as +60;
[222] previous value of -120 changed to -60, since ₹60 is recovered from offered discount;

Scenario 1 - offer for specific item(s) in cart

```
{
 "context":
 {
  "action":"on_search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "catalog":
  {
   ..
   "bpp/providers":
   [
    {
     "id":"P1",
     ..
     "items":
     [
      {
       "id":"I1",
       ..
      },
      {
       "id":"I2",
       ..
      },
      {
       "id":"I3",
       ..
      }
     ],
     "offers":
     [
      {
       "id":"buy2get3223",
       "descriptor":
       {
        "code":"buyXgetY",
        "images224":
        [
         "https://snp.com/images/offer1-banner.webp"
        ]
       },
       "location_ids":
       [
        "L1"
       ],
       "category_ids225":
       [
        ..
       ],
       "item_ids226":
       [
        "I1",
        "I2"
       ],
       "time":
       {
        "label":"valid",
        "range":
        {
         "start":"2025-01-01T16:00:00.000Z",
         "end":"2025-01-01T23:00:00.000Z"
        }
       },
       "tags":
```

---

[223] unique id for this offer - buy 2 items, get additional item for free or for offered price; this offer is auto-applied, for opt-in offers check above;
[224] optional
[225] includes standard categories defined in the taxonomy sheet, custom categories (variant groups, customization groups)
[226] item(s) for which offer applies - empty array if offer applies across any 2 items;

```json
[
  {
    "code":"qualifier",
    "list":
    [
      {
        "code":"item_count[227]",
        "value":"2"
      }
    ]
  },
  {
    "code":"benefit",
    "list":
    [
      {
        "code":"item_count[228]",
        "value":"1"
      },
      {
        "code":"item_id[229]",
        "value":"I2"
      },
      {
        "code":"item_value[230]",
        "value":"0.00"
      }
    ]
  },
  {
    "code":"meta",
    "list":
    [
      {
        "code":"additive",
        "value":"no"
      },
      {
        "code":"auto",
        "value":"yes"
      }
    ]
  }
]
              },
          ]
        }
      ]
    }
  }
}
```

Apply offer

```json
{
  "context":
  {
    "action":"select",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      ..
      "items":
      [
```

---

[227] count of item(s), as specified in applicability criteria, for which offer applies; if applicability criteria not specified for items, this count applies to all items in the cart;
[228] additional count of item offered;
[229] id of item for which additional count offered;
[230] offered value of additional item; in this case, extra item is offered for free;

```
      {
        "id":"I2",
        ..
        "quantity":
        {
          "count":2
        }
      }
    ],
    ..
  }
 }
}
```

Any offer that results in change in the order value and / or quantity of items will be applied to the order quote, and will be a part of all order level callbacks, i.e. /on_init, /on_confirm, /on_status, /on_cancel, /on_update:

```
{
 "context":
 {
  "action":"on_select",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   ..
   "quote":
   {
    ..
    "breakup":
    [
     {
     },
     {
      "@ondc/org/item_id":"buy2get3²³¹",
      "@ondc/org/item_quantity":
      {
       "count²³²":1
      },
      "title":"buy 2 items, get 3rd for free or at offered price",
      "@ondc/org/title_type":"offer",
      "price":
      {
       "currency":"INR",
       "value":"0.00²³³"
      },
      "item":
      {
       "tags":
       [
        {
         "code":"quote",
         "list":
         [
          {
           "code":"type",
           "value":"order"
          }
         ]
        },
        {²³⁴
         "code":"offer",
         "list":
         [
          {
           "code":"type",
           "value":"buyXgetY"
```

---

²³¹ offer id;
²³² (additional) quantity received by buyer as part of the offer;
²³³ will aggregate "item_value" for "offer" struct;
²³⁴ for multiple items being offered, separate "offer" struct to be created for each item;

```json
      },
      {
        "code":"auto",
        "value":"yes"
      },
      {
        "code":"additive",
        "value":"no"
      },
      {
        "code":"item_id235",
        "value":"l2"
      },
      {
        "code":"item_count236",
        "value":"1"
      },
      {
        "code":"item_value237",
        "value":"0.00"
      }
    ]
  }
 ]
 }
 },
 ],
 ..
 }
 }
 }
}
```

Scenario 2 - offer for any item(s) in cart

```json
{
 "context":
 {
  "action":"on_search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "catalog":
  {
   ..
   "bpp/providers":
   [
    {
     "id":"P1",
     ..
     "items":
     [
      {
       "id":"l1",
       ..
      },
      {
       "id":"l2",
       ..
      },
      {
       "id":"l3",
       ..
      }
     ],
     "offers":
     [
      {
```

---

[235] additional item offered;
[236] (additional) quantity of item (l2) offered;
[237] offered price for additional qty of item;

```
"id":"buy2get3²³⁸",
"descriptor":
{
  "code":"buyXgetY",
  "images²³⁹":
  [
    "https://snp.com/images/offer1-banner.webp"
  ]
},
"location_ids":
[
  "L1"
],
"category_ids²⁴⁰":
[
  ..
],
"item_ids":
[
],
"time":
{
  "label":"valid",
  "range":
  {
    "start":"2025-01-01T16:00:00.000Z",
    "end":"2025-01-01T23:00:00.000Z"
  }
},
"tags":
[
  {
    "code":"qualifier",
    "list":
    [
      {
        "code":"item_count²⁴¹",
        "value":"2"
      }
    ]
  },
  {
    "code":"benefit",
    "list":
    [
      {
        "code":"item_count²⁴²",
        "value":"1"
      },
      {
        "code":"item_id²⁴³",
        "value":"I1"
      },
      {
        "code":"item_value²⁴⁴",
        "value":"0.00"
      }
    ]
  },
  {
    "code":"meta",
    "list":
    [
      {
        "code":"additive",
```

---

[238] unique id for this offer - buy 2 items, get additional item for free or for offered price;
this offer is auto-applied, for opt-in offers check above;
[239] optional
[240] includes standard categories defined in the taxonomy sheet, custom categories (variant groups, customization groups)
[241] count of item(s), as specified in applicability criteria, for which offer applies; if applicability criteria not specified for items, this count applies to all items in the cart;
[242] additional count of item offered;
[243] (optional) id of item for which additional count offered;
[244] offered value of additional item; in this case, extra item is offered for free;

```
                       "value":"no"
                    },
                    {
                       "code":"auto",
                       "value":"yes"
                    }
                  ]
                }
              ]
            }
          ],
          ..
        }
      ]
    }
  }
}
```

Apply offer

```
{
  "context":
  {
    "action":"select",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      ..
      "items":
      [
        {
          "id":"I2",
          ..
          "quantity":
          {
            "count":1
          }
        },
        {
          "id":"I2",
          ..
          "quantity":
          {
            "count":1
          }
        }
      ],
      ..
    }
  }
}
```

Any offer that results in change in the order value and / or quantity of items will be applied to the order quote, and will be a part of all order level callbacks, i.e. /on_init, /on_confirm, /on_status, /on_cancel, /on_update:

```
{
  "context":
  {
    "action":"on_select",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      ..
      "quote":
      {
        ..
        "breakup":
```

```
[
  {
    ..
  },
  {
    "@ondc/org/item_id":"buy2get3[245]",
    "@ondc/org/item_quantity":
    {
      "count[246]":1
    },
    "title":"buy 2 items, get 3rd for free or at offered price",
    "@ondc/org/title_type":"offer",
    "price":
    {
      "currency":"INR",
      "value":"0.00[247]"
    },
    "item":
    {
      "tags":
      [
        {
          "code":"quote",
          "list":
          [
            {
              "code":"type",
              "value":"order"
            }
          ]
        },
        {[248]
          "code":"offer",
          "list":
          [
            {
              "code":"type",
              "value":"buyXgetY"
            },
            {
              "code":"auto",
              "value":"yes"
            },
            {
              "code":"additive",
              "value":"no"
            },
            {
              "code":"item_id[249]",
              "value":"I1"
            },
            {
              "code":"item_count[250]",
              "value":"1"
            },
            {
              "code":"item_value[251]",
              "value":"0.00"
            }
          ]
        }
      ]
    }
  },
  ..
  }
}
```

---

[245] offer id;
[246] (additional) quantity received by buyer as part of the offer;
[247] will aggregate "item_value" for "offer" struct;
[248] for multiple items being offered, separate "offer" struct to be created for each item;
[249] additional item offered;
[250] (additional) quantity of item (I2) offered;
[251] offered price for additional qty of item;

```
  }
}
```

Reverse offer

Since the "buyXgetY" offer resulted in additional quantity of item, reversal of the offer will mean reducing this item quantity, the aggregate of which should not exceed the additional quantity of item offered;

e.g. "buy2get3" offer above (scenario 1) added 1 additional quantity of item I2; this means reversal of the offer can reduce, in aggregate, a maximum of 1 quantity of I2 from the order;

```
{
 "context":
 {
   "action":"on_update252",
   "core_version":"1.2.5",
   ..
 },
 "message":
 {
  "order":
  {
   "id":"O1",
   ..
   "fulfillments":
   [
     {
       "id":"F1",
       ..
     },
     {
       "id":"C1",
       ..
       "tags":
       [
         ..
         {
           "code":"quote_trail253",
           "list":
           [
             {
               "code":"type254",
               "value":"offer"
             },
             {
               "code":"id",
               "value":"buy2get3255"
             },
             {
               "code":"currency",
               "value":"INR"
             },
             {
               "code":"value",
               "value":"0.00256"
             }
           ]
         },
         ..
       ]
     }
   ],
   "quote":
   {
     ..
     "breakup":
     [
       ..
       {
```

---

[252] should be part of all post-order callbacks;
[253] required, only if the value of quote is updated due to reversal of this offer;
[254] matches order.quote.breakup[].title_type;
[255] unique id for offer;
[256] up to offered value for item(s) can be reduced here; since offered value is 0 here, quote_trail is optional;

```
"@ondc/org/item_id":"buy2get3",
"@ondc/org/item_quantity":
{
  "count":0
},
"title":"reversing the offer by changing quantity to 0",
"@ondc/org/title_type":"offer",
"price":
{
  "currency":"INR",
  "value":"0.00"
},
"item":
{
  "tags":
  [
    {
      "code":"quote",
      "list":
      [
        {
          "code":"type",
          "value":"order"
        }
      ]
    },
    {
      "code":"offer",
      "list":
      [
        {
          "code":"type",
          "value":"buyXgetY"
        },
        {
          "code":"auto",
          "value":"yes"
        },
        {
          "code":"additive",
          "value":"no"
        },
        {
          "code":"item_id",
          "value":"I2"
        },
        {
          "code":"item_count",
          "value":"1"
        },
        {
          "code":"item_value",
          "value":"0.00"
        }
      ]
    }
  ]
}
},
..
},
..
}
}
}
```

c. Offer (freebie) - 0093

Publish offer
SNP publishes offer, in full or incremental catalog refresh:

```
{
 "context":
 {
   "action":"on_search",
   "core_version":"1.2.5",
   ..
 },
 "message":
 {
   "catalog":
   {
     ..
     "bpp/providers":
     [
       {
         "id":"P1",
         ..
         "items":
         [
           {
             "id":"I1",
             ..
           },
           {
             "id":"I2",
             ..
           },
           {
             "id":"I3",
             ..
           }
         ],
         "offers":
         [
           {
             "id":"freebie1257",
             "descriptor":
             {
               "code":"freebie",
               "images258":
               [
                 "https://snp.com/images/offer3-banner.png"
               ]
             },
             "location_ids":
             [
               "L1"
             ],
             "category_ids259":
             [
               ..
             ],
             "item_ids":
             [
               "I1"
             ],
             "time":
             {
               "label":"valid",
               "range":
               {
                 "start":"2025-01-01T16:00:00.000Z",
                 "end":"2025-01-01T23:00:00.000Z"
               }
```

---

[257] unique id for this offer - free item for order value above ₹598;
this offer is auto-applied, for opt-in offers check above;
[258] optional
[259] includes standard categories defined in the taxonomy sheet, custom categories (variant groups, customization groups)

```
        },
        "tags":
        [
          {
            "code":"qualifier",
            "list":
            [
              {
                "code":"min_value",
                "value":"598.00"
              }
            ]
          },
          {
            "code":"benefit",
            "list":
            [
              {
                "code":"item_count",
                "value":"1"
              },
              {
                "code":"item_id",
                "value":"I4260"
              }
            ]
          },
          {
            "code":"meta",
            "list":
            [
              {
                "code":"additive",
                "value":"no"
              },
              {
                "code":"auto",
                "value":"yes"
              }
            ]
          }
        ]
      }
    ],
    ..
  }
  ]
  }
  }
}
```

Apply offer

Any offer that results in change in quantity of items will be applied to the order quote, and will be a part of all order level callbacks, i.e. /on_init, /on_confirm, /on_status, /on_cancel, /on_update:

```
{
  "context":
  {
    "action":"on_select",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      ..
      "quote":
      {
        "price":
        {
          ..
```

---

[260] freebie item "I4" exists in catalog;

```
        },
        "breakup":
        [
          {
            ..
          },
          {
            "@ondc/org/item_id":"freebie1[261]",
            "@ondc/org/item_quantity":
            {
              "count[262]":1
            },
            "title":"Free item of ₹200 on minimum cart value of ₹598",
            "@ondc/org/title_type":"offer",
            "price":
            {
              "currency":"INR",
              "value":"0.00"
            },
            "item":
            {
              "tags":
              [
                {
                  "code":"quote",
                  "list":
                  [
                    {
                      "code":"type",
                      "value":"order"
                    }
                  ]
                },
                {[263]
                  "code":"offer",
                  "list":
                  [
                    {
                      "code":"type",
                      "value":"freebie"
                    },
                    {
                      "code":"auto",
                      "value":"yes"
                    },
                    {
                      "code":"additive",
                      "value":"no"
                    },
                    {
                      "code":"item_id[264]",
                      "value":"I4"
                    },
                    {
                      "code":"item_count[265]",
                      "value":"1"
                    }
                  ]
                }
              ]
            }
          },
        ],
        ..
        }
      }
    }
  }
}
```

---

[261] offer id;

[262] (additional) quantity received by buyer as part of the offer;

[263] for multiple items being offered, separate "offer" struct to be created for each item;

[264] freebie item id - defined in catalog;

[265] freebie item count;

Reverse offer

Since the "freebie1" offer resulted in additional quantity of item, reversal of the offer will mean reducing this item quantity, the aggregate of which should not exceed the additional quantity of freebie item offered;

```
{
 "context":
 {
   "action":"on_update[266]",
   "core_version":"1.2.5",
   ..
 },
 "message":
 {
  "order":
  {
   "id":"O1",
   ..
   "fulfillments":
   [
     {
       "id":"F1",
       ..
     },
     {
       "id":"C1",
       ..
       "tags":
       [
         ..
         {
           "code":"quote_trail[267]",
           "list":
           [
             {
               "code":"type[268]",
               "value":"offer"
             },
             {
               "code":"id",
               "value":"freebie1[269]"
             },
             {
               "code":"currency",
               "value":"INR"
             },
             {
               "code":"value",
               "value":"0.00[270]"
             }
           ]
         },
         ..
       ]
     }
   ],
   "quote":
   {
     ..
     "breakup":
     [
       ..
       {
         "@ondc/org/item_id":"freebie1",
         "@ondc/org/item_quantity":
         {
           "count":0
         },
         "title":"reversing the offer by changing quantity to 0",
```

---

[266] should be part of all post-order callbacks;
[267] required, only if the value of quote is updated due to reversal of this offer;
[268] matches order.quote.breakup[].title_type;
[269] unique id for offer;
[270] up to offered value for item(s) can be reduced here; since offered value is 0 here, quote_trail is optional;

```json
        "@ondc/org/title_type":"offer",
        "price":
        {
          "currency":"INR",
          "value":"0.00"
        },
        "item":
        {
          "tags":
          [
            {
              "code":"quote",
              "list":
              [
                {
                  "code":type,
                  "value":"order"
                }
              ]
            },
            {
              "code":"offer",
              "list":
              [
                {
                  "code":"type",
                  "value":"freebie"
                },
                {
                  "code":"auto",
                  "value":"yes"
                },
                {
                  "code":"additive",
                  "value":"no"
                },
                {
                  "code":"item_id",
                  "value":"I4"
                },
                {
                  "code":"item_count",
                  "value":"1"
                }
              ]
            }
          ]
        }
      ],
      ..
    },
    ..
  }
}
}
```

d. Offer (slab) - 0094

Publish offer
SNP publishes offer, in full or incremental catalog refresh:

```
{
 "context":
 {
  "action":"on_search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "catalog":
  {
   ..
   "bpp/providers":
   [
    {
     "id":"P1",
     ..
     "items":
     [
      {
       "id":"I1",
       ..
      },
      {
       "id":"I2",
       ..
      },
      {
       "id":"I3",
       ..
      }
     ],
     "offers271":
     [
      {
       "id":"slab1272",
       "descriptor":
       {
        "code":"slab273",
        "images274":
        [
         "https://snp.com/images/offer1-banner.webp"
        ]
       },
       "location_ids":
       [
        "L1"
       ],
       "category_ids275":
       [
        ..
       ],
       "item_ids":
       [
        "I1"
       ],
       "time":
       {
        "label":"valid",
```

---

[271] slab offer - for item I1:
[272] unique id for this slab offer, for item i1:
slab1 - qty 6 to 9: 10% off up to ₹100;
slab2 - qty 10 & above: 20% off up to ₹200;
applicability criteria (location_ids, category_ids, item_ids, time validity) for all slabs should be same;
this offer is auto-applied, for opt-in offers check above;
[273] offer type - defined in template above;
[274] optional
[275] includes standard categories defined in the taxonomy sheet, custom categories (variant groups, customization groups)

```json
      "range":
      {
        "start":"2025-01-01T16:00:00.000Z",
        "end":"2025-01-01T23:00:00.000Z"
      }
    },
    "tags":
    [
      {
        "code":"qualifier",
        "list":
        [
          {
            "code":"item_count",
            "value":"6"
          }
          {
            "code":"item_count_upper",
            "value":"9"
          }
        ]
      },
      {
        "code":"benefit",
        "list":
        [
          {
            "code":"value_type",
            "value":"percent"
          },
          {
            "code":"value",
            "value":"-10.00"
          },
          {
            "code":"value_cap",
            "value":"-100.00"
          }
        ]
      },
      {
        "code":"meta",
        "list":
        [
          {
            "code":"additive",
            "value":"no"
          },
          {
            "code":"auto",
            "value":"yes"
          }
        ]
      }
    ]
  },
  {
    "id":"slab2[276]",
    "descriptor":
    {
      "code":"slab",
      "images":
      [
        "https://snp.com/images/offer1-banner.webp"
      ]
    },
    "location_ids":
    [
      "L1"
    ],
    "item_ids":
    [
      "I1"
```

---

[276] unique id for this slab;

```
    ],
    "time":
    {
      "label":"valid",
      "range":
      {
        "start":"2025-01-01T16:00:00.000Z",
        "end":"2025-01-01T23:00:00.000Z"
      }
    },
    "tags":
    [
      {
        "code":"qualifier",
        "list":
        [
          {
            "code":"item_count",
            "value":"10"
          }
          {
            "code":"item_count_upper",
            "value":""
          }
        ]
      },
      {
        "code":"benefit",
        "list":
        [
          {
            "code":"value_type",
            "value":"percent"
          },
          {
            "code":"value",
            "value":"-20.00"
          },
          {
            "code":"value_cap",
            "value":"-200.00"
          }
        ]
      },
      {
        "code":"meta",
        "list":
        [
          {
            "code":"additive",
            "value":"no"
          },
          {
            "code":"auto",
            "value":"yes"
          }
        ]
      }
    ],
    ..
  }
  ]
  }
  }
}
```

Apply offer

Any offer that results in change in the order value and / or quantity of items will be applied to the order quote, and will be a part of all order level callbacks, i.e. /on_init, /on_confirm, /on_status, /on_cancel, /on_update:

```
{
  "context":
```

```
 {
   "action":"on_select",
   "core_version":"1.2.5",
   ..
 },
 "message":
 {
   "order":
   {
     ..
     "quote":
     {
       ..
       "breakup":
       [
         ..
         {
           "@ondc/org/item_id":"slab2[277]",
           "title":"discount of ₹200",
           "@ondc/org/title_type":"offer",
           "price":
           {
             "currency":"INR",
             "value":"-200.00"
           },
           "item":
           {
             "tags":
             [
               {
                 "code":"quote",
                 "list":
                 [
                   {
                     "code":"type[278]",
                     "value":"order[279]"
                   }
                 ]
               },
               {
                 "code":"offer",
                 "list":
                 [
                   {
                     "code":"type",
                     "value":"slab[280]"
                   },
                   {
                     "code":"additive",
                     "value":"no"
                   },
                   {
                     "code":"auto",
                     "value":"yes"
                   }
                 ]
               }
             ]
           }
         }
       ],
       ..
     }
   }
 }
}
```

Reverse offer

---

[277] offer id;
[278] quote type for title type above (mapping of title_type to quote type defined here);
[279] enum - "order", "fulfillment", "item";
[280] offer type (with enum) as per offer template above;

Since the "slab" offer resulted in reducing the order value, reversal of the offer will mean adding back the slab discount value, the aggregate of which should not exceed the corresponding slab discount;

e.g. "slab2" offer above reduced the order value by ₹200; this means reversal of the offer can add back, in aggregate, a maximum of ₹200 to the order value;

```
{
 "context":
 {
   "action":"on_update[281]",
   "core_version":"1.2.5",
   ..
 },
 "message":
 {
  "order":
  {
   "id":"O1",
   ..
   "fulfillments":
   [
     {
       "id":"F1",
       ..
     },
     {
       "id":"C1",
       ..
       "tags":
       [
         ..
         {
           "code":"quote_trail",
           "list":
           [
             {
               "code":"type[282]",
               "value":"offer"
             },
             {
               "code":"id",
               "value":"slab2[283]"
             },
             {
               "code":"currency",
               "value":"INR"
             },
             {
               "code":"value",
               "value":"150.00[284]"
             }
           ]
         },
         ..
       ]
     }
   ],
   "quote":
   {
     ..
     "breakup":
     [
       ..
       {
         "@ondc/org/item_id":"slab2",
         "title":"rolling back ₹60 from offered discount",
         "@ondc/org/title_type":"offer",
         "price":
         {
           "currency":"INR",
```

---

[281] should be part of all post-order callbacks;
[282] matches order.quote.breakup[].title_type;
[283] unique id for offer;
[284] since ₹150 is recovered from offered slab discount, this increases the order value by ₹150, hence shown as +150;

```
        "value":"-50.00285"
    },
    "item":
    {
      "tags":
      [
        {
          "code":"quote",
          "list":
          [
            {
              "code":"type",
              "value":"order"
            }
          ]
        },
        {
          "code":"offer",
          "list":
          [
            {
              "code":"type",
              "value":"slab"
            },
            {
              "code":"additive",
              "value":"no"
            },
            {
              "code":"auto",
              "value":"yes"
            }
          ]
        }
      ]
    }
  }
}
```

---

[285] previous value of -200 changed to -50, since ₹150 is recovered from offered discount;

e. Offer (combo) - 0095

Publish offer
SNP publishes offer, in full or incremental catalog refresh:

```
{
 "context":
 {
  "action":"on_search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "catalog":
  {
   ..
   "bpp/providers":
   [
    {
     "id":"P1",
     ..
     "items":
     [
      {
       "id":"I1",
       ..
      },
      {
       "id":"I2",
       ..
      },
      {
       "id":"I3",
       ..
      }
     ],
     "offers":
     [
      {
       "id":"combo1286",
       "descriptor":
       {
        "code":"combo287",
        "images288":
        [
         "https://snp.com/images/offer1-banner.webp"
        ]
       },
       "location_ids":
       [
        "L1"
       ],
       "category_ids289":
       [
        ..
       ],
       "item_ids290":
       [
        "I1",
        "I2"
       ],
       "time":
       {
        "label":"valid",
        "range":
        {
```

---

[287] offer type - defined in template above;
[288] optional
[289] includes standard categories defined in the taxonomy sheet, custom categories (variant groups, customization groups)
[290] primary items for combo offer;

```json
                    "start":"2025-01-01T16:00:00.000Z",
                    "end":"2025-01-01T23:00:00.000Z"
                }
            },
            "tags":
            [
                {
                    "code":"qualifier",
                    "list":
                    [
                        {
                            "code":"item_id291",
                            "value":"l4,l5"
                        }
                    ]
                },
                {
                    "code":"benefit",
                    "list":
                    [
                        {
                            "code":"value_type",
                            "value":"percent"
                        },
                        {
                            "code":"value",
                            "value":"-50.00"
                        },
                        {
                            "code":"value_cap",
                            "value":"-200.00"
                        }
                    ]
                },
                {
                    "code":"meta",
                    "list":
                    [
                        {
                            "code":"additive",
                            "value":"no"
                        },
                        {
                            "code":"auto",
                            "value":"yes"
                        }
                    ]
                }
            ]
        }
    ],
    ..
            }
        ]
    }
}
}
```

Apply offer

Any offer that results in change in the order value and / or quantity of items will be applied to the order quote, and will be a part of all order level callbacks, i.e. /on_init, /on_confirm, /on_status, /on_cancel, /on_update:

```json
{
  "context":
  {
    "action":"on_select",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
```

---

[291] secondary items for combo offer (distinct from primary items) - in this case, if cart includes combo of any primary item (l1) and all secondary items (l4, l5), the offer benefit as defined above will apply;

```
   "order":
  {
    ..
   "quote":
   {
     ..
    "breakup":
    [
      ..
     {
      "@ondc/org/item_id":"combo1[292]",
      "title":"Flat discount of ₹200 on combo",
      "@ondc/org/title_type":"offer",
      "price":
      {
       "currency":"INR",
       "value":"-200.00"
      },
      "item":
      {
       "tags":
       [
        {
         "code":"quote",
         "list":
         [
          {
           "code":"type[293]",
           "value":"order[294]"
          }
         ]
        },
        {
         "code":"offer",
         "list":
         [
          {
           "code":"type",
           "value":"combo[295]"
          },
          {
           "code":"additive",
           "value":"no"
          },
          {
           "code":"auto",
           "value":"yes"
          }
         ]
        }
       ]
      }
     }
    ],
     ..
   }
  }
}
```

Reverse offer

Since the "combo" offer resulted in reducing the order value, reversal of the offer will mean adding back the combo discount value, the aggregate of which should not exceed the corresponding combo discount;

e.g. "combo1" offer above reduced the order value by ₹200; this means reversal of the offer can add back, in aggregate, a maximum of ₹200 to the order value;

```
{
  "context":
```

---

[292] offer id;
[293] quote type for title type above (mapping of title_type to quote type defined here);
[294] enum - "order", "fulfillment", "item";
[295] offer type (with enum) as per offer template above;

```
{
  "action":"on_update296",
  "core_version":"1.2.5",
  ..
},
"message":
{
  "order":
  {
    "id":"O1",
    ..
    "fulfillments":
    [
      {
        "id":"F1",
        ..
      },
      {
        "id":"C1",
        ..
        "tags":
        [
          ..
          {
            "code":"quote_trail",
            "list":
            [
              {
                "code":"type297",
                "value":"offer"
              },
              {
                "code":"id",
                "value":"combo1298"
              },
              {
                "code":"currency",
                "value":"INR"
              },
              {
                "code":"value",
                "value":"50.00299"
              }
            ]
          },
          ..
        ]
      }
    ],
    "quote":
    {
      ..
      "breakup":
      [
        ..
        {
          "@ondc/org/item_id":"combo1",
          "title":"recovery of ₹50 from offered discount",
          "@ondc/org/title_type":"offer",
          "price":
          {
            "currency":"INR",
            "value":"-150.00300"
          },
          "item":
          {
            "tags":
            [
              {
```

---

^{296} should be part of all post-order callbacks;
^{297} matches order.quote.breakup[].title_type;
^{298} unique id for offer;
^{299} since ₹50 is recovered from offered discount for combo, this increases the order value by ₹50, hence shown as +50;
^{300} previous value of -200 changed to -150, since ₹50 is recovered from offered discount for combo;

```json
          "code":"quote",
          "list":
          [
            {
              "code":"type",
              "value":"order"
            }
          ]
        },
        {
          "code":"offer",
          "list":
          [
            {
              "code":"type",
              "value":"combo"
            },
            {
              "code":"additive",
              "value":"no"
            },
            {
              "code":"auto",
              "value":"yes"
            }
          ]
        }
      ]
    }
  }
  ],
  },
  }
  }
}
```

f. Offer (delivery) - 0096

Publish offer
SNP publishes offer, in full or incremental catalog refresh:

```json
{
 "context":
 {
  "action":"on_search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "catalog":
  {
   ..
   "bpp/providers":
   [
    {
     "id":"P1",
     ..
     "items":
     [
      {
       "id":"I1",
       ..
      },
      {
       "id":"I2",
       ..
      },
      {
       "id":"I3",
       ..
      }
     ],
     "offers":
     [
      {
       "id":"delivery1[301]",
       "descriptor":
       {
        "code":"delivery[302]",
        "images[303]":
        [
         "https://snp.com/images/offer1-banner.webp"
        ]
       },
       "location_ids":
       [
        "L1"
       ],
       "category_ids[304]":
       [
        ..
       ],
       "item_ids":
       [
        "I1"
       ],
       "time":
       {
        "label":"valid",
        "range":
        {
         "start":"2025-01-01T16:00:00.000Z",
         "end":"2025-01-01T23:00:00.000Z"
```

---

[301] unique id for this offer - 100% off delivery charge up to ₹75, for cart value above ₹299;
this offer is auto-applied, for opt-in offers check above;
[302] offer type - defined in template above;
[303] optional
[304] includes standard categories defined in the taxonomy sheet, custom categories (variant groups, customization groups)

```
            }
          },
          "tags":
          [
            {
              "code":"qualifier",
              "list":
              [
                {
                  "code":"min_value",
                  "value":"299.00"
                }
              ]
            },
            {
              "code":"benefit",
              "list":
              [
                {
                  "code":"value_type",
                  "value":"percent"
                },
                {
                  "code":"value",
                  "value":"-100.00"
                },
                {
                  "code":"value_cap",
                  "value":"-75.00"
                }
              ]
            },
            {
              "code":"meta",
              "list":
              [
                {
                  "code":"additive",
                  "value":"no"
                },
                {
                  "code":"auto",
                  "value":"yes"
                }
              ]
            }
          ]
        }
      ],
      ..
    }
  ]
}
}
}
```

Apply offer

Any offer that results in change in the order value and / or quantity of items will be applied to the order quote, and will be a part of all order level callbacks, i.e. /on_init, /on_confirm, /on_status, /on_cancel, /on_update:

```
{
  "context":
  {
    "action":"on_select",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      ..
      "quote":
      {
```

```
            ..
        "breakup":
        [
            ..
          {
            "@ondc/org/item_id":"delivery1305",
            "title":"Flat delivery discount of ₹75 on minimum cart value of ₹299",
            "@ondc/org/title_type":"offer",
            "price":
            {
              "currency":"INR",
              "value":"-75.00"
            },
            "item":
            {
              "tags":
              [
                {
                  "code":"quote",
                  "list":
                  [
                    {
                      "code":"type306",
                      "value":"order307"
                    }
                  ]
                },
                {
                  "code":"offer",
                  "list":
                  [
                    {
                      "code":"type",
                      "value":"delivery"
                    },
                    {
                      "code":"additive",
                      "value":"yes"
                    },
                    {
                      "code":"auto",
                      "value":"yes"
                    }
                  ]
                }
              ]
            }
          }
        ],
            ..
        }
      }
    }
  }
}
```

Reverse offer

Since the "delivery" offer resulted in reducing the order value, reversal of the offer will mean adding back the delivery discount, the aggregate of which should not exceed the corresponding discount amount;

e.g. "delivery1" offer above reduced the order value by ₹75; this means reversal of the offer can add back, in aggregate, a maximum of ₹75 to the order value;

```
{
  "context":
  {
    "action":"on_update308",
    "core_version":"1.2.5",
    ..
  },
```

---

[305] offer id;
[306] quote type for title type above (mapping of title_type to quote type defined here);
[307] enum - "order", "fulfillment", "item";
[308] should be part of all post-order callbacks;

```
"message":
{
 "order":
 {
  "id":"O1",
    ..
   "fulfillments":
   [
     {
       "id":"F1",
       ..
     },
     {
       "id":"C1",
       ..
       "tags":
       [
          ..
         {
           "code":"quote_trail",
           "list":
           [
             {
               "code":"type[309]",
               "value":"offer"
             },
             {
               "code":"id",
               "value":"delivery1"
             },
             {
               "code":"currency",
               "value":"INR"
             },
             {
               "code":"value",
               "value":"75.00[310]"
             }
           ]
         },
          ..
       ]
     }
   ],
   "quote":
   {
      ..
     "breakup":
     [
        ..
       {
         "@ondc/org/item_id":"delivery1",
         "title":"recovery of ₹75 from offered discount",
         "@ondc/org/title_type":"offer",
         "price":
         {
           "currency":"INR",
           "value":"0.00[311]"
         },
         "item":
         {
           "tags":
           [
             {
               "code":"quote",
               "list":
               [
                 {
                   "code":"type",
                   "value":"order"
                 }
```

---

[309] matches order.quote.breakup[].title_type;
[310] since ₹75 is recovered from offered delivery discount, this increases the order value by ₹75, hence shown as +75;
[311] previous value of -75 changed to 0, since ₹75 is recovered from offered discount;

```
            ]
          },
          {
            "code":"offer",
            "list":
            [
              {
                "code":"type",
                "value":"delivery"
              },
              {
                "code":"additive",
                "value":"yes"
              },
              {
                "code":"auto",
                "value":"yes"
              }
            ]
          }
        ]
      }
    }
  ],
  },
  }
}
}
```

g. Offer (exchange) - 0097

SNP publishes offer, in full or incremental catalog refresh; exchange flow is defined [here](#):

```
{
 "context":
 {
  "action":"on_search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "catalog":
  {
   ..
   "bpp/providers":
   [
    {
     "id":"P1",
     ..
     "items":
     [
      {
       "id":"I1",
       ..
      },
      {
       "id":"I2",
       ..
      },
      {
       "id":"I3",
       ..
      }
     ],
     "offers312":
     [
      {
       "id":"exchange1",
       "descriptor":
       {
        "code":"exchange313",
        "images314":
        [
         "https://snp.com/images/offer1-banner.webp"
        ]
       },
       "location_ids":
       [
        "L1"
       ],
       "category_ids315":
       [
        ..
       ],
       "item_ids":
       [
        "I1"
       ],
       "time":
       {
        "label":"valid",
        "range":
        {
         "start":"2025-01-01T16:00:00.000Z",
         "end":"2025-01-01T23:00:00.000Z"
        }
       },
       "tags":
```

---

[312] offer definition as per the template defined above;
[313] offer type - defined in template above;
[314] optional
[315] includes standard categories defined in the taxonomy sheet, custom categories (variant groups, customization groups)

```
[
    {
        "code":"meta",
        "list":
        [
            {
                "code":"additive",
                "value":"yes"
            },
            {
                "code":"auto",
                "value":"yes"
            }
        ]
    }
    ],
        ..
        }
    ]
    }
    }
}
```

h. Offer (financing) - 0098

SNP publishes offer, in full or incremental catalog refresh; financing by SNP/seller will be in the SNP payment collection flow, defined [here](#):

```
{
 "context":
 {
   "action":"on_search",
   "core_version":"1.2.5",
   ..
 },
 "message":
 {
   "catalog":
   {
     ..
     "bpp/providers":
     [
       {
         "id":"P1",
         ..
         "items":
         [
           {
             "id":"I1",
             ..
           },
           {
             "id":"I2",
             ..
           },
           {
             "id":"I3",
             ..
           }
         ],
         "offers316":
         [
           {
             "id":"financing1",
             "descriptor":
             {
               "code":"financing317",
               "images318":
               [
                 "https://snp.com/images/offer2-banner.webp"
               ]
             },
             "location_ids":
             [
               "L1"
             ],
             "category_ids319":
             [
               ..
             ],
             "item_ids":
             [
               "I1"
             ],
             "time":
             {
               "label":"valid",
               "range":
               {
                 "start":"2025-01-01T16:00:00.000Z",
                 "end":"2025-01-01T23:00:00.000Z"
               }
             },
```

---

[316] offer definition as per the template defined above;

[317] offer type - defined in template above;

[318] optional

[319] includes standard categories defined in the taxonomy sheet, custom categories (variant groups, customization groups)

```
"tags":
[
  {
    "code":"meta",
    "list":
    [
      {
        "code":"additive",
        "value":"yes"
      },
      {
        "code":"auto",
        "value":"yes"
      }
    ]
  }
],
..
}
]
}
}
}
```

```
"tags":
[
  {
    "code":"meta",
    "list":
    [
```

Purchase finance by BNP - 0099

- Proposed flow for on-network purchase finance by BNP, also as the loan buyer app:
    - SNP provides consent for financing, of specific items, by tagging the corresponding items in the offers applicability criteria:
        - SNP provides maximum subvention % (pegged to the price of the product) they're willing to pay to the lender;
    - Loan buyer app also notifies SNP of subvention cost as % of item cost (excluding taxes);
    - Loan buyer app provides financing options to buyer, before confirmation of retail order:
        - SNP sends account details, PAN no which are forwarded to loan provider for completion of loan transaction;
        - after completion of loan transaction, BNP sends following info to SNP: loan completed ("yes" / "no"), following details for loan completed "yes":
            - down payment
            - loan amount
            - loan provider
            - UTR no for confirmation of remittance completed to the seller's bank account;
            - timestamp
    - retail order will record the buyer as having collected the full payment, e.g: if retail order value is ₹10K, with down payment of ₹1K & loan amount of ₹9K, retail order will record value as ₹10K;
    - for reverse transactions like cancellation, retail buyer app informs loan provider & seller and loan provider / retail buyer app credits the down payment to buyer;
    - item verification attributes (e.g. IMEI no) may be provided in /on_status, at or after fulfillment state of "Order-picked-up", for the forward shipment;

Payload changes

```
{
 "context":
 {
  ..
  "action":"on_search",
  "core_version":"1.2.5"
 },
 "message":
 {
  "catalog":
  {
   "bpp/descriptor":
   {
    ..
    "tags":
    [
     {
      "code":"bpp_terms",
      "list":
      [
       ..
       {
        "code":"collect_payment",
        "value":"N"
       }
      ]
     }
    ]
   },
   "bpp/providers":
   [
    {
     "id":"P1",
     ..
     "items":
     [
      {
       "id":"I1",
       ..
      }
     ],
     ..
     "offers":
```

```
[
  {
    "id":"FIN1",
    "descriptor":
    {
      "code":"financing[320]",
      ..
    },
    ..
    "item_ids":
    [
      "I1"
    ],
    ..
    "tags":
    [
      ..
      {
        "code":"finance_terms",
        "list":
        [
          {
            "code":"subvention_type",
            "value":"percent"
          },
          {
            "code":"subvention_amount",
            "value":"10.00"
          }
        ]
      }
    ]
  }
]
}
}
}

{
  "context":
  {
    ..
    "action":"init",
    "core_version":"1.2.5"
  },
  "message":
  {
    "order":
    {
      "provider":
      {
        "id":"P1",
        ..
      },
      "items":
      [
        {
          "id":"I1",
          ..
        }
      ],
      ..
      "tags":
      [
        {
          "code":"bap_terms",
          "list":
          [
            {
              "code":"finance_cost_type",
```

---

[320] check financing offer definition <u>above</u>;

```
                    "value":"percent321"
                  },
                  {
                    "code":"finance_cost_value",
                    "value":"5.00"
                  }
                ]
              }
            ]
          }
        }
      }
    }

{
  "context":
  {
    ..
    "action":"on_init",
    "core_version":"1.2.5"
  },
  "message":
  {
    "order":
    {
      "provider":
      {
        "id":"P1",
        ..
      },
      "items":
      [
        {
          "id":"I1",
          ..
        }
      ],
      ..
      "quote":
      {
        "price":
        {
          "currency":"INR",
          "value":".."
        },
        "breakup":
        [
          {
            "@ondc/org/item_id":"I1",
            "@ondc/org/title_type":"item",
            ..,
          },
          {
            "@ondc/org/item_id":"I1",
            "@ondc/org/title_type":"offer",
            ..,
            "item":
            {
              "tags":
              [
                {
                  "code":"quote",
                  "list":
                  [
                    {
                      "code":"type",
                      "value":"item"
                    }
                  ]
                },
                {
                  "code":"finance_terms",
                  "list":
                  [
```

---

[321] enum - "percent", "amount";

```json
                    {
                      "code":"subvention_type",
                      "value":"percent"
                    },
                    {
                      "code":"subvention_amount",
                      "value":"10.0"
                    },
                    {
                      "code":"provider_tax_number",
                      "value":"PAN_number"
                    },
                    {
                      "code":"bank_account_no",
                      "value":"bank_account_number"
                    },
                    {
                      "code":"ifsc_code",
                      "value":"ifsc_code"
                    }
                  ]
                }
              ]
            }
          },
          ..
        ],
        "ttl":"PT1H"
      },
      "tags":
      [
        {
          "code":"bap_terms",
          "list":
          [
            {
              "code":"finance_cost_type",
              "value":"percent322"
            },
            {
              "code":"finance_cost_value",
              "value":"5.00"
            }
          ]
        }
      ]
    }
  }
}
{
  "context":
  {
    ..
    "action":"confirm",
    "core_version":"1.2.5"
  },
  "message":
  {
    "order":
    {
      "provider":
      {
        "id":"P1",
        ..
      },
      "items":
      [
        {
          "id":"I1",
          ..
        }
      ],
```

---

322 enum - "percent", "amount";

```
..
"quote":
{
 "price":
 {
  "currency":"INR",
  "value":".."
 },
 "breakup":
 [
   {
     "@ondc/org/item_id":"I1",
     "@ondc/org/title_type":"item",
     ..,
   },
   {
     "@ondc/org/item_id":"I1",
     "@ondc/org/title_type":"offer",
     ..,
     "item":
     {
      "tags":
      [
        {
          "code":"quote",
          "list":
          [
            {
              "code":"type",
              "value":"item"
            }
          ]
        },
        {
          "code":"finance_terms",
          "list":
          [
            {
              "code":"subvention_type",
              "value":"percent"
            },
            {
              "code":"subvention_amount",
              "value":"10.00"
            },
            {
              "code":"provider_tax_number",
              "value":"PAN_number"
            },
            {
              "code":"bank_account_no",
              "value":"bank_account_number"
            },
            {
              "code":"ifsc_code",
              "value":"ifsc_code"
            }
          ]
        },
        {
          "code":"finance_txn",
          "list":
          [
            {
              "code":"loan_completed",
              "value":"yes323"
            },
            {
              "code":"down_payment",
              "value":"1000.00"
            },
            {
              "code":"loan_amount",
```

---

323 enum - "yes", "no";

```json
              "value":"9000.00"
            },
            {
              "code":"loan_provider",
              "value":"PAN_number"
            },
            {
              "code":"transaction_id",
              "value":"T3937[324]"
            },
            {
              "code":"timestamp",
              "value":"2025-01-08T03:00:00.000Z"
            }
          ]
        }
      ]
    }
  },
  ..
  ],
  "ttl":"PT1H"
  },
  "tags":
  [
    {
      "code":"bap_terms",
      "list":
      [
        {
          "code":"finance_cost_type",
          "value":"percent[325]"
        },
        {
          "code":"finance_cost_value",
          "value":"5.00"
        }
      ]
    }
  ]
  }
  }
}

{
  "context":
  {
    "action":"on_status",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      "id":"O1",
      ..
      "items":
      [
        {
          "id":"I1",
          "fulfillment_id":"F1",
          "quantity":
          {
            "count":1
          },
          "tags":
          [
            ..
            {
```

---

[324] UTR no for confirmation of remittance;
[325] enum - "percent", "amount";

```
        "code":"verify326",
        "list":
        [
          {
            "code":"type",
            "value":"IMEI"
          },
          {
            "code":"value",
            "value":"123456789012345"
          }
        ]
      },
      {
        "code":"verify",
        "list":
        [
          {
            "code":"type",
            "value":"IMEI"
          },
          {
            "code":"value",
            "value":"543210987654321"
          }
        ]
      }
    ]
  },
  ..
],
..
"fulfillments":
[
  {
    "id":"F1",
    ..
    "state":
    {
      "descriptor":
      {
        "code":"Order-delivered"
      }
    },
    ..
  }
],
..
}
}
}
```

_____

[326] item verification attr (IMEI no in this case) - may be provided at or after fulfillment state of Order-picked-up, for forward shipment;

Commercial Model for BNP/SNP - 00A

- Buyer Finder Fee (BFF) in /search becomes optional, to ensure backward compatibility;

- SNP communicates the following as part of full catalog refresh (/on_search):
  - channel margin at provider / category / item level;
    - channel margin at item level overrides value at category level, which overrides value at provider level;

- Handling of possible scenarios:
  - BNP sends BFF in full catalog refresh (/search):
    - SNP responds with their commercial model (channel margin) => SNP commercial model overrides BNP BFF;
    - SNP doesn't respond with their commercial model => BNP BFF applies;
  - BNP doesn't send BFF in full catalog /search:
    - SNP responds with their commercial model (channel margin) => SNP commercial model applies;
    - SNP doesn't respond with their commercial model => channel margin to be considered as 0;

- SNP applies channel margin (at item level) and sends as part of quote (/on_select):
  - Channel margin, at item level, can override values at category and provider level, specified in full catalog refresh;
  - Channel margin applied using the convenience fee quote line item type (title_type="misc");
  - If there are multiple options for channel margin, there will be separate quote line items for each such option;
  - BNP selects a specific option for each item and sends as part of /init;
  - In response, SNP sends the updated quote (including the quote line item for selected option) in /on_init;

- For COD payment collection, where seller (SNP) is delivering the order, BNP communicates to the SNP the platform fees, if any, to be collected;

Payload changes

a. /on_search - catalog with SNP commercials

```json
{
 "context":
 {
  "action":"on_search",
  "core_version":"1.2.5"
  ..
 },
 "message":
 {
  "catalog":
  {
   ..
   "bpp/providers":
   [
    {
     "id":"P1",
     ..
     "categories":
     [
      {
       "id":"Dairy and Cheese327",
       ..
       "tags":
       [
        {
         "code":"type",
         "list":
         [
          {
           "code":"type",
           "value":"category"
          }
```

---

[327] matches category in the category taxonomy sheet here;

```
          ]
        },
        {
          "code":"np_fees328",
          "list":
          [
            {
              "code":"channel_margin_type",
              "value":"percent329"
            },
            {
              "code":"channel_margin_value",
              "value":"0.50330"
            }
          ]
        }
      ]
    },
    ..
  ],
  "items":
  [
    {
      ..,
      "tags":
      [
        {
          "code":"np_fees331",
          "list":
          [
            {
              "code":"channel_margin_type",
              "value":"percent"
            },
            {
              "code":"channel_margin_value",
              "value":"0.50"
            }
          ]
        },
        ..
      ]

    }
  ],
  ..
  "tags":
  [
    {
      "code":"np_fees332",
      "list":
      [
        {
          "code":"channel_margin_type",
          "value":"percent"
        },
        {
          "code":"channel_margin_value",
          "value":"0.50"
        }
      ]
    },
    ..
  ]
}
]
}
}
```

---

[328] at category level - multiple np_fees can be sent, for same category, based on the combination of channel margin type & value;
[329] enum - "percent", "amount";
[330] +ve number, up to 2 decimals;
[331] at item level;
[332] at provider level;

```
}
```

b. **/on_select - quote with SNP commercials applied (with multiple options)**

```
{
 "context":
 {
  "action":"on_select",
  "core_version":"1.2.5"
  ..
 },
 "message":
 {
  "order":
  {
   "provider":
   {
    "id":"P1",
    ..
   },
   "items":
   [
    {
     "id":"I1",
     ..
    }
   ],
   "fulfillments":
   [
    {
     "id":"F1",
     ..
    }
   ],
   "quote":
   {
    "price":
    {
     "currency":"INR",
     "value":".."
    },
    "breakup":
    [
     {
      "@ondc/org/item_id":"I1",
      "@ondc/org/item_quantity":
      {
       "count":1
      },
      "@ondc/org/title_type":"item",
      ..
     },
     {
      "@ondc/org/item_id":"F1",
      "@ondc/org/title_type":"delivery",
      ..
     },
     ..
     {
      "@ondc/org/item_id":"I1³³³",
      "@ondc/org/title_type":"misc",
      "price³³⁴":
      {
       ..
      },
      "item":
      {
       "tags":
       [
        {
         "code":"quote",
         "list":
```

---

[333] matches item id for which SNP channel margin applied as convenience fee;
[334] value of SNP channel margin, applied as convenience fee;

```
                        [
                          {
                            "code":"type",
                            "value":"item"
                          }
                        ]
                      },
                      {
                        "code":"np_fees",
                        "list":
                        [
                          {
                            "code":"id",
                            "value":"1335"
                          },
                          {
                            "code":"channel_margin_type",
                            "value":"percent"
                          },
                          {
                            "code":"channel_margin_value",
                            "value":"0.50"
                          }
                        ]
                      }
                    ]
                  }
                },
                {
                  "@ondc/org/item_id":"I1",
                  "@ondc/org/title_type":"misc",
                  "price":
                  {
                    ..
                  },
                  "item":
                  {
                    "tags":
                    [
                      {
                        "code":"quote",
                        "list":
                        [
                          {
                            "code":"type",
                            "value":"item"
                          }
                        ]
                      },
                      {
                        "code":"np_fees",
                        "list":
                        [
                          {
                            "code":"id",
                            "value":"2"
                          },
                          {
                            "code":"channel_margin_type",
                            "value":"percent"
                          },
                          {
                            "code":"channel_margin_value",
                            "value":"0.75"
                          }
                        ]
                      }
                    ]
                  }
                },
                {
                  "@ondc/org/item_id":"I1336",
```

---

[335] unique (within quote.breakup[]) identifier for channel margin option;
[336] matches item id for which tax on SNP margin applied;

```json
        "@ondc/org/title_type":"tax",
        "price337":
        {
        ..
        },
        "item":
        {
         "tags":
         [
           {
            "code":"quote",
            "list":
            [
              {
               "code":"type",
               "value":"item"
              },
              {
               "code":"subtype",
               "value":"misc"
              }
            ]
           },
           {
            "code":"np_fees",
            "list":
            [
              {
               "code":"id",
               "value":"1338"
              }
            ]
           }
         ]
        }
       },
       {
        "@ondc/org/item_id":"I1",
        "@ondc/org/title_type":"tax",
        "price":
        {
        ..
        },
        "item":
        {
         "tags":
         [
           {
            "code":"quote",
            "list":
            [
              {
               "code":"type",
               "value":"item"
              },
              {
               "code":"subtype",
               "value":"misc"
              }
            ]
           },
           {
            "code":"np_fees",
            "list":
            [
              {
               "code":"id",
               "value":"2"
              }
            ]
           }
         ]
        }
       ]
```

---

[337] tax on SNP channel margin;
[338] matches id for SNP channel margin quote line item above;

```
            }
          }
        ],
        "ttl":"PT1H"
      }
    }
  }
}
```

c. /init - BNP selects specific option for SNP commercials

```
{
 "context":
 {
   "action":"init",
   "core_version":"1.2.5"
   ..
 },
 "message":
 {
   "order":
   {
     "provider":
     {
       "id":"P1",
       ..
     },
     "items":
     [
       {
         "id":"I1",
         ..
         "tags":
         [
           ..
           {
             "code":"np_fees",
             "list":
             [
               {
                 "code":"id",
                 "value":"1³³⁹"
               }
             ]
           }
         ]
       }
     ],
     ..
   }
 }
}
```

d. /on_init - SNP sends quote including specific option selected

```
{
 "context":
 {
   "action":"on_init",
   "core_version":"1.2.5"
   ..
 },
 "message":
 {
   "order":
   {
     "provider":
     {
       "id":"P1",
       ..
     },
     "items":
     [
```

---

³³⁹ this option selected by BNP;

```
{
  "id":"I1",
  ..
  "tags":
  [
    ..
    {
      "code":"np_fees",
      "list":
      [
        {
          "code":"id",
          "value":"1"
        }
      ]
    }
  ]
}
],
"fulfillments":
[
  {
    "id":"F1",
    ..
  }
],
"quote":
{
  "price":
  {
    "currency":"INR",
    "value":".."
  },
  "breakup":
  [
    {
      "@ondc/org/item_id":"I1",
      "@ondc/org/item_quantity":
      {
        "count":1
      },
      "@ondc/org/title_type":"item",
      ..
    },
    {
      "@ondc/org/item_id":"F1",
      "@ondc/org/title_type":"delivery",
      ..
    },
    ..
    {
      "@ondc/org/item_id":"I1",
      "@ondc/org/title_type":"misc",
      "price":
      {
        ..
      },
      "item":
      {
        "tags":
        [
          {
            "code":"quote",
            "list":
            [
              {
                "code":"type",
                "value":"item"
              }
            ]
          },
          {
            "code":"np_fees",
            "list":
            [
```

```
                    {
                      "code":"id",
                      "value":"1"
                    },
                    {
                      "code":"channel_margin_type",
                      "value":"percent"
                    },
                    {
                      "code":"channel_margin_value",
                      "value":"0.5"
                    }
                  ]
                }
              ],
            }
          },
          {
            "@ondc/org/item_id":"I1340",
            "@ondc/org/title_type":"tax",
            "price341":
            {
              ..
            },
            "item":
            {
              "tags":
              [
                {
                  "code":"quote",
                  "list":
                  [
                    {
                      "code":"type",
                      "value":"item"
                    },
                    {
                      "code":"subtype",
                      "value":"misc"
                    }
                  ]
                },
                {
                  "code":"np_fees",
                  "list":
                  [
                    {
                      "code":"id",
                      "value":"1342"
                    }
                  ]
                }
              ]
            }
          }
        ],
        "ttl":"PT1H"
      }
    }
  }
}
```

e. /confirm - BNP includes platform fee to be collected for COD

```
{
  "context":
  {
    "action":"confirm",
    "core_version":"1.2.5"
    ..
  },
```

---

[340] matches item id for which tax on SNP margin applied;

[341] tax on SNP channel margin;

[342] matches id for SNP channel margin quote line item above;

```json
"message":
{
  "order":
  {
    "provider":
    {
      "id":"P1",
      ..
    },
    "items":
    [
      {
        "id":"I1",
        ..
        "tags":
        [
          ..
          {
            "code":"np_fees",
            "list":
            [
              {
                "code":"id",
                "value":"1"
              }
            ]
          }
        ]
      }
    ],
    "fulfillments":
    [
      {
        "id":"F1",
        ..
      }
    ],
    "quote":
    {
      "price":
      {
        "currency":"INR",
        "value":".."
      },
      "breakup":
      [
        {
          "@ondc/org/item_id":"I1",
          "@ondc/org/item_quantity":
          {
            "count":1
          },
          "@ondc/org/title_type":"item",
          ..
        },
        {
          "@ondc/org/item_id":"F1",
          "@ondc/org/title_type":"delivery",
          ..
        },
        ..
        {
          "@ondc/org/item_id":"I1",
          "@ondc/org/title_type":"misc",
          "price":
          {
            ..
          },
          "item":
          {
            "tags":
            [
              {
                "code":"quote",
                "list":
```

```
        [
          {
            "code":"type",
            "value":"item"
          }
        ]
      },
      {
        "code":"np_fees",
        "list":
        [
          {
            "code":"id",
            "value":"1"
          },
          {
            "code":"channel_margin_type",
            "value":"percent"
          },
          {
            "code":"channel_margin_value",
            "value":"0.5"
          }
        ]
      }
    ],
  }
},
{
  "@ondc/org/item_id":"I1",
  "@ondc/org/title_type":"tax",
  "price":
  {
    ..
  },
  "item":
  {
    "tags":
    [
      {
        "code":"quote",
        "list":
        [
          {
            "code":"type",
            "value":"item"
          },
          {
            "code":"subtype",
            "value":"misc"
          }
        ]
      },
      {
        "code":"np_fees",
        "list":
        [
          {
            "code":"id",
            "value":"1"
          }
        ]
      }
    ]
  }
}
],
"ttl":"PT1H"
},
"tags":
[
  {
    "code":"bnp_receivables_claim[343]",
```

---

[343] **claim by BNP for platform fee for this order - <u>only for COD orders</u>; this will not be part of quote;**

```
        "list":
        [
          {
            "code":"type",
            "value":"misc"
          },
          {
            "code":"currency",
            "value":"INR"
          },
          {
            "code":"value",
            "value":"20.00"
          }
        ]
      }
    ]
  }
 }
}
```

Replacement flow - 00B

- Replacement flow:
  - SNP defines replacement terms in their catalog - whether replacement allowed, replacement window;
  - Buyer decides return / replacement for specific item(s);
  - BNP sends replacement request to SNP;
  - SNP initiates return fulfillment and arranges for pickup of item(s) from buyer;
  - On return pickup, SNP initiates forward fulfillment for replacement item(s);

Payload changes

a. /on_search - catalog with replacement terms

```
{
 "context":
 {
  "action":"on_search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "catalog":
  {
   ..
   "bpp/providers":
   [
    {
     "id":"P1",
     ..
     "items":
     [
      {
       "id":"I1",
       ..
       "replacement_terms344":
       [
        {
         "replace_within":
         {
          "duration":"P7D345"
         }
        }
       ]
       ..
      },
     }
    ],
    ..
   ]
  }
 }
}
```

b. /update - add "replace" in return_request

```
{
 "context":
 {
  "action":"update",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "update_target":"item",
  "order":
```

---

[344] if not specified or specified with invalid duration, item is not replaceable;
[345] replacement request to be made within this window after delivery;

```
{
  "id":"O1",
  "fulfillments":
  [
    {
      "type":"Return",
      "tags":
      [
        {
          "code":"return_request",
          "list":
          [
            {
              "code":"id",
              "value":"R1"
            },
            ..
            {
              "code":"replace[346]",
              "value":"yes[347]"
            }
          ]
        }
      ]
    }
  ]
}
```

c. /on_update - replacement fulfillment created on or after Return_Picked

```
{
  "context":
  {
    "action":"on_update",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      ..
      "items":
      [
        {
          "id":"I1",
          "fulfillment_id":"R1[348]",
          ..
        }
      ],
      "fulfillments":
      [
        {
          "id":"F1",
          ..
          "type":"Delivery",
          "state":
          {
            "descriptor":
            {
              "code":"Order-delivered"
            }
          },
          ..
        },
        {
          "id":"R1",
```

---

[346] if specified with value "yes", buyer has requested replacement of item, i.e. new item to be delivered after pickup of delivered item in return_request;
if not specified or with value "no", current return_request flow continues;
[347] enum - "yes", "no";
[348] will be updated to replacement fulfillment id ("FR1") when fulfillment state for FR1 becomes "Order-delivered";

```
    "type":"Return",
    ..
    "state":
    {
      "descriptor":
      {
        "code":"Return_Picked"
      }
    },
    ..
    "tags":
    [
      {
        "code":"return_request",
        "list":
        [
          {
            "code":"id",
            "value":"R1"
          },
          ..
          {
            "code":"replace",
            "value":"yes"
          }
        ]
      },
      {
        "code":"replace_request349",
        "list":
        [
          {
            "code":"id",
            "value":"FR1350"
          }
        ]
      },
      ..
    ]
  },
  {351
    "id":"FR1",
    ..
    "type":"Delivery",
    ..
  }
],
..
    }
  }
}
```

---

[349] created on or after Return_Picked for the return fulfillment;

[350] replacement fulfillment id;

[351] replacement fulfillment - will be similar to any forward shipment fulfillment of type "Delivery"; replacement costs (if any) will be in the quote_trail and updated in quote;

Exchange flow - 00C

- Proposed flow for deferred exchange:
  - Available exchange offers will be published by provider as part of their catalog, and will be visible to the buyer, through offers discovery on the Product listing page;
  - Buyer raises (deferred) exchange request, i.e. after receiving delivery of item on which exchange offer is available;
  - Exchange flow will be exactly the same as [return with pickup flow](#), with some changes to the exchange request (/update) shown below;
  - Flow for instant exchange will be added in future;

Payload changes

    a. **/update - exchange request**

```
{
 "context":
 {
  "action":"update",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "update_target":"item",
  "order":
  {
   "id":"O1",
   "fulfillments":
   [
    {
     "type":"Return",
     "tags":
     [
      {
       "code":"return_request352",
       "list":
       [
        {
         "code":"id",
         "value":"R1"
        },
        {
         "code":"item_id",
         "value":"I1353"
        },
        {
         "code":"parent_item_id",
         "value":"DI1"
        },
        {354
         "code":"item_quantity",
         "value":""
        },
        {355
         "code":"reason_id",
         "value":""
        },
        {356
         "code":"reason_desc",
         "value":""
        },
        {
         "code":"images",
         "value":"url_for_image1,url_for_image2357"
```

---

[352] separate exchange request for each item quantity being exchanged;
[353] item, in order, for which exchange request raised;
[354] N/A if exchange="yes";
[355] N/A if exchange="yes";
[356] N/A if exchange="yes";
[357] images for exchange item;

```json
            },
            {
              "code":"ttl_approval",
              "value":"PT24H"
            },
            {
              "code":"ttl_reverseqc",
              "value":"P3D"
            },
            {
              "code":"exchange358",
              "value":"yes359"
            },
            {
              "code":"brand360",
              "value":"Xiaomi"
            },
            {
              "code":"model361",
              "value":"2201116TI"
            },
            {
              "code":"ram_unit362",
              "value":"GB"
            },
            {
              "code":"ram363",
              "value":"12"
            },
            {
              "code":"storage_unit364",
              "value":"GB"
            },
            {
              "code":"storage365",
              "value":"128"
            },
            {
              "code":"condition_id",
              "value":"001366"
            },
            {
              "code":"condition_desc",
              "value":"minor screen scratches367"
            }
          ]
        }
      ]
    }
  ]
}
```

[358] if specified with value "yes", buyer has requested for exchanged item to be picked up from buyer location;
if not specified or with value "no", current return_request flow continues;
[359] enum - "yes", "no";
[360] attribute & values as per category taxonomy sheet here;
[361] attribute as per category taxonomy sheet here;
[362] attribute as per category taxonomy sheet here;
[363] attribute as per category taxonomy sheet here;
[364] attribute as per category taxonomy sheet here;
[365] attribute as per category taxonomy sheet here;
[366] enum - "001" (proper working condition without damages), "002" (proper working condition with damages), "003" (not working);
[367] free text description for current condition of exchanged item;

Cancel return request - 00D

- Cancel return request will allow the buyer/BNP to cancel pending return request;
- Return request can be cancelled, only for specific return states, i.e. "Return_Initiated", "Return_Approved";
- Once return request has been processed, i.e. picked ("Return_Picked") or "Liquidated", return request cannot be cancelled;

Payload changes

a. cancel request

```
{
 "context":
 {
  "action":"cancel",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order_id":"O1",
  "cancellation_reason_id":"001368",
  "descriptor":
  {
   "name":"fulfillment",
   "short_desc":"R1369"
  }
 }
}
```

b. response to cancel request

```
{
 "context":
 {
  "action":"on_cancel",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   "id":"O1",
   "state":"Completed",
   ..
   "fulfillments":
   [
     {
      "id":"F1",
      ..
     },
     {
      "id":"R1",
      "type":"Return",
      "state":
      {
       "descriptor":
       {
        "code":"Cancelled"
       }
      },
      ..
      "tags":
      [
        ..
        {
         "code":"cancel_request",
```

---

[368] reason for return cancellation here;
[369] fulfillment id for return fulfillment;

```
                      "list":
                      [
                        {
                          "code":"id",
                          "value":"CR1"
                        },
                        {
                          "code":"reason_id",
                          "value":"001"
                        },
                        {
                          "code":"initiated_by",
                          "value":"bnp.com"
                        }
                      ]
                    },
                    {
                      "code":"precancel_state",
                      "list":
                      [
                        {
                          "code":"fulfillment_state",
                          "value":"Return_Initiated"
                        },
                        {
                          "code":"updated_at",
                          "value":"2025-01-08T06:15:00.000Z"
                        }
                      ]
                    }
                  ]
                },
                {
                  "id":"CR1370",
                  "type":"Cancel",
                  "state":
                  {
                    "descriptor":
                    {
                      "code":"Cancelled"
                    }
                  },
                  ..
                }
              ],
              ..
            }
          }
}
```

Update sale invoice - 00E

- Update sale invoice for cases where BNP generates invoice (e.g. in case of F&B ISN);

Payload Changes

```
{
  "context":
  {
    "action":"update",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "update_target":"fulfillment",
    "order":
    {
      "id":"O1",
      "fulfillments":
```

---

[370] cancel fulfillment created, with same id as cancel_request; will have same payload as any "cancellation" fulfillment, with quote_trail, as applicable;

```
[
  {
    "id":"F1",
    ..
    "tags":
    [
      {
        "code":"update_sale_invoice371",
        "list":
        [
          {
            "code":"url",
            "value":"https://invoice_url"
          }
        ]
      }
    ]
  }
}
```

---

371 for np_type "ISN", on or after fulfillment state "Order-picked-up";

Update delivery address - 00F

- delivery address, contact person / no can be updated;
- updated delivery address details will become a part of the order & will be available in all post-order API callbacks, i.e. /on_status, /on_update, /on_cancel;

```
{
 "context":
 {
   "action":"update",
   "core_version":"1.2.5",
   ..
 },
 "message":
 {
   "update_target":"fulfillment",
   "order":
   {
    "id":"O1",
    "fulfillments":
    [
      {
        "id":"F1",
        "end":
        {
          "location":
          {
            "gps":"12.4535,77.9283"372,
            "address373":
            {
              "name":"my house or door or floor #",
              "building":"my building name or house #",
              "locality":"my street name",
              "city":"Bengaluru",
              "state":"Karnataka",
              "country":"IND",
              "area_code":"560037"
            }
          },
          "person374":
          {
            "name":"Buyer 1"
          },
          "contact375":
          {
            "phone":"9886098860"
          }
        }
      }
    ]
   }
 }
}
```

---

[372] **updated gps coords;**
[373] **updated delivery address;**
[374] **updated contact person name;**
[375] **updated contact no;**

Update delivery auth - 010

Delivery verification modes include:
- **static OTP** - static for the order, without any time validity;
- **dynamic OTP** - with time validity;

Proposed flow for verification

Only applies if SNP is LBNP:

- LBNP creates verification code, **for delivery**:
  - LBNP sends OTP to BNP (**/on_confirm**) & to LSP (**/confirm**);
  - LSP **should not forward** OTP to rider as this will be provided by end buyer for verification at delivery;
- Delivery verification:
  - Buyer provides delivery OTP at the time of order delivery;
  - Rider updates fulfillment state to "**Order-delivered**", with delivery OTP in **/on_status**, for verification by LSP;
- Verification flow for logistics is here;

```
{
 "context":
 {
  "action":"on_update376",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   "id":"O1",
   "state":"Completed",
   ..
   "fulfillments":
   [
     {
       "id":"F1",
       ..
       "end":
       {
        "instructions377":
        {
         "code":"5378",
         "short_desc":"5432",
         ..
        },
        ..
        "authorization379":
        {
         "type":"OTP380",
         "token":"OTP code",
         "valid_from":"2025-01-10T18:00:00.000Z",
         "valid_to":"2025-01-10T22:00:00.000Z"
        }
     },
     ..
   ],
   ..
  }
 }
}
```

---

[376] can be sent in /on_confirm, /on_update or /on_status;
[377] **updated DCC;**
[378] enum - "1" - OTP, "2" - other DCC, "3" - no delivery code, "5" - static OTP;
[379] **to be updated if code above is "1" ("OTP");**
[380] enum - "OTP", others TBD;

Buyer instructions - 011

- Update instructions for delivery:
  - fulfillment.end.instructions can be used by buyer to communicate additional info for delivery e.g.:
    - long_desc - for sending specific instructions such as "leave package outside door";
    - additional_desc - for sending additional information including visual or textual information related to delivery;
  - Can also be sent in /confirm and updated here;

Payload changes

```
{
 "context":
 {
  "action":"update",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "update_target":"fulfillment",
  "order":
  {
   "id":"O1",
   "fulfillments":
   [
     {
       "id":"F1",
       "end":
       {
         "instructions":
         {
           ..,
           "long_desc":"additional instructions for delivery e.g. leave package outside door",
           "additional_desc":
           {
            "content_type":"text/html381",
            "url":"url for additional info382"
           }
         }
       }
     }
   ]
  }
 }
}
```

---

[381] enum - "text/html", "text/plain";
[382] URL should be accessible to SNP until fulfillment state is "Order-delivered";

Cash on delivery (COD) order - 012

- Since payment for COD order is on fulfillment, the NP providing fulfillment will also be the payment collector;
- COD order requires:
  - all items in the cart to be available on COD;
  - when multiple modes of payment are made available on the payment UX (e.g. prepaid, COD), the buyer gets to choose the payment mode for the order;
- Once the payment mode is finalized, it is communicated over the protocol;
- For multi-fulfillment order, payment initiator, providing the UX, may decide whether to allow COD order;
- if COD order is allowed:
  - for multi-fulfillment order, retail NP handling fulfillment may decide when to collect payment for order;
  - After payment collection for the full order, retail NP handling fulfillment updates payment status for the order;
  - Settlement will be initiated by the payment collector;
- On-network logistics COD order is documented [here](#);

Payload changes

```
{
 "context":
 {
  "action":"on_search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "catalog":
  {
   "bpp/providers":
   [
    {
     ..
     "items":
     [
      {
       "id":"I1",
       ..
       "@ondc/org/available_on_cod":true[383],
       ..
      }
     ]
    }
   ]
  }
 }
}

{
 "context":
 {
  "action":"init",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   ..
   "payment[384]":
   {
```

---

[383] indicates whether COD order;
[384] if BNP is payment initiator and:
- SNP provides fulfillment, "collected_by" is "BPP";
- BNP provides fulfillment, "collected_by" is "BAP";

```
      "type":"ON-FULFILLMENT",
      "collected_by":"BPP",
     }
    }
   }
  }

  {
   "context":
   {
    "action":"on_init",
    "core_version":"1.2.5",
    ..
   },
   "message":
   {
    "order":
    {
      ..
      "payment385":
      {
       "type":"ON-FULFILLMENT",
       "collected_by":"BPP",
       ..
       "@ondc/org/settlement_details386":
       [
         {
          ..
         }
       ]
      }
    }
   }
  }

  {
   "context":
   {
    "action":"confirm",
    "core_version":"1.2.5",
    ..
   },
   "message":
   {
    "order":
    {
      ..
      "payment":
      {
       "status":"NOT-PAID387",
       ..
      }
    }
   }
  }

  {
   "context":
   {
    "action":"on_confirm",
    "core_version":"1.2.0",
    ..
   },
   "message":
   {
    "order":
    {
      ..
```

---

385 if SNP is payment initiator and:
- BNP provides fulfillment, "collected_by" is "BAP";
- SNP provides fulfillment, "collected_by" is "BPP";
if SNP is payment collector, they also provide settlement_basis, settlement_window;
386 if payment is collected by BNP, SNP provides their settlement details here;
387 BNP updates to "NOT-PAID" if they're collecting payment;

```
            "payment388":
            {
              ..
              "status":"NOT-PAID389",
            }
          }
        }
      }
    }

    {
      "context":
      {
        "action":"on_status",
        "core_version":"1.2.5",
        ..
      },
      "message":
      {
        "order":
        {
          ..
          "payment":
          {
            ..
            "status":"PAID",
            "type":"ON-FULFILLMENT",
            "collected_by":"BPP",
            "time390":
            {
              "timestamp": "2025-01-07T10:00:00.000Z"
            }
          },
          ..
          "updated_at":"2025-01-07T10:00:30.000Z"
        }
      }
    }
```

---

388 same values as in /confirm;
389 SNP updates to "NOT-PAID" if they're collecting payment;
390 SNP updates timestamp after collecting payment;

Order price adjustment not tied to return or cancel - 013

- Order price adjustment (post-confirmation), not tied to return or cancellation:
  - will be in the form of price reduction, for 1 or more items, in the order;
  - can be unsolicited, in the form of "quote_update" fulfillment, with quote_trail having breakup of delta changes in price, with updated quote; this fulfillment will also be linked to the forward fulfillment(s) of the items for which delta price change has been applied;
  - can be applied before order reaches terminal state of "Completed" or "Cancelled";
  - in some cases, due to issue / dispute resolution, order price adjustment may be required after terminal state of "Completed":
    - in such cases, IGM issue id must also be provided thru "id" in "igm_request";

Payload changes

```
{
 "context":
 {
  "action":"on_update",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   "id":"O1",
   ..
   "items":
   [
     {
       "id":"I1",
       "fulfillment_id":"F1",
       ..
     }
   ],
   ..
   "fulfillments":
   [
     {
       "id":"F1",
       "type":"Delivery",
       ..
       "tags":
       [
         {
           "code":"quote_update",
           "list":
           [
             {
               "code":"id",
               "value":"QU1391"
             }
           ]
         }
       ]
     },
     {
       "id":"QU1",
       "type":"Update",
       "state":
       {
         "descriptor":
         {
           "code":"Updated"
         }
       },
       "tags":
       [
         {
           "code":"quote_trail392",
```

---

[391] id for the quote update fulfillment;
[392] with delta change for price of item;

```
          "list":
          [
            {
              "code":"type",
              "value":"item"
            },
            {
              "code":"id",
              "value":"I1"
            },
            {
              "code":"currency",
              "value":"INR"
            },
            {
              "code":"value",
              "value":"-10.00"
            }
          ]
        }
      ]
    }
  ],
  "quote393":
  {
    "price":
    {
      ..
    },
    "breakup":
    [
      ..
    ],
    "ttl":"P1D"
  },
  ..
    }
  }
}
```

---

393 delta change for price of item in quote_trail, also updated in quote;

Cross-category order flow - 014

- Cross-category single-cart order, for a specific provider, can be created as follows:
  - Specific provider, for an SNP, is identified by the same unique identifier (bpp/providers[].id), across catalogs for different RET domains;
  - SNP assigns the same unique identifier to the provider and unique identifier for items across RET domains for the provider;
  - BNP can allow cart creation using multiple items, for same provider, across the different RET domains;
  - Order flow, for specific provider, can include items from catalogs in multiple RET domains, e.g. single cart creation for grocery (RET10), BPC (RET13), H&W (RET18) items from the same provider, with 1 or more fulfillment(s);
  - Cross-RET domain for order flow can be identified using Context.domain="**ONDC:FFFFF**[394]", in all APIs except /search and /on_search;
  - BFF for the order is calculated as shown below;
  - Signing of the API request / response will use the private signing keys of the NP for any of the RET domains;

BFF calculation

Scenario

1. 3 items in cart:
   a. I1 (qty 1) - RET10
   b. I2 (qty 1) - RET13
   c. I3 (qty 2) - RET18
2. BFF:
   a. RET10 - 3%
   b. RET13 - 5%
   c. RET18 - 5%
   d. GST - 18%
3. List price[395] per qty:
   a. I1 - ₹100
   b. I2 - ₹200
   c. I3 - ₹250
4. Delivery charge - ₹50 (excluding GST)
5. GST:
   a. Product (I1, I2, I3) - 5%
   b. Delivery - 18%

Calculation

1. Total item cost = ₹100*1 + ₹200*1 + ₹250*2 = ₹800;
2. Delivery charge = ₹50;
3. BFF calculation:
   a. Items = ₹100*0.0354[396] + ₹200*0.059 + ₹500*0.059 = ₹44.84;
   b. Delivery (using minimum BFF across categories) = ₹50*0.0354 = ₹1.77;
4. BFF for order:
   a. Items + Delivery = ₹44.84 + ₹1.77 = ₹46.61;
   b. as % of order value (without taxes) = ₹46.61/(800+50) = 5.48%[397]
5. GST calculation:
   a. Items = ₹800*0.05 = ₹40;
   b. Delivery = ₹50*0.18 = ₹9;
6. Total order value[398] = ₹800+₹50+₹44.84+₹1.77+₹40+₹9 = ₹945.61;

Payload changes

```
{
  "context":
  {
```

---

[394] system default for cross-category order across RET & other domains;
[395] includes SNP fee, if any;
[396] includes GST;
[397] rounding to 2 decimals;
[398] assuming BFF is charged to buyer;

```
    "action":"select399",
    "domain":"ONDC:FFFFF400",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
   "order":
   {
    "provider":
    {
     "id":"P1401",
     ..
    },
    "items":
    [
     {
      "id":"I1402",
      "quantity":
      {
       "count":1
      }
      ..
     },
    ],
     {
      "id":"I2",
      "quantity":
      {
       "count":1
      }
      ..
     },
     {
      "id":"I3",
      "quantity":
      {
       "count":1
      }
      ..
     },
     ..
    }
   }
  }
}

{
 "context":
 {
  "domain":"ONDC:FFFFF",
  "action":"on_init",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   "provider":
   {
    "id":"P1",
    "locations":
    [
     {
      "id":"L1"
     }
    ]
   },
   "items":
```

---

[399] same construct will be repeated for other APIs (/init, /confirm, /cancel, /status, /update, /track & corresponding callbacks);
[400] means cross-category cart;
[401] unique identifier for provider across different RET domains;
[402] unique identifier for item across RET domains for the provider, e.g. "I1" is from RET10 catalog, "I2" from RET13 catalog, "I3" from RET18 catalog;

```json
[
  {
    "id":"I1",
    "fulfillment_id":"F1",
    "quantity":
    {
      "count":1
    }
  },
  {
    "id":"I2",
    "fulfillment_id":"F1",
    "quantity":
    {
      "count":1
    }
  },
  {
    "id":"I3",
    "fulfillment_id":"F1",
    "quantity":
    {
      "count":2
    }
  }
],
..
"fulfillments":
[
  {
    "id":"F1",
    ..
  }
],
"quote":
{
  "price":
  {
    "currency":"INR",
    "value":"945.61"
  },
  "breakup":
  [
    {
      "@ondc/org/item_id":"I1",
      "@ondc/org/item_quantity":
      {
        "count":1
      },
      "title":"Atta",
      "@ondc/org/title_type":"item",
      "price":
      {
        "currency":"INR",
        "value":"100.00"
      },
      "item":
      {
        "price":
        {
          "currency":"INR",
          "value":"100.00"
        }
      }
    },
    {
      "@ondc/org/item_id":"I2",
      "@ondc/org/item_quantity":
      {
        "count":1
      },
      "title":"Moisturizer",
      "@ondc/org/title_type":"item",
      "price":
      {
```

```json
          "currency":"INR",
          "value":"200.00"
        },
        "item":
        {
          "price":
          {
            "currency":"INR",
            "value":"200.00"
          }
        }
      },
      {
        "@ondc/org/item_id":"I3",
        "@ondc/org/item_quantity":
        {
          "count":1
        },
        "title":"Toothpaste",
        "@ondc/org/title_type":"item",
        "price":
        {
          "currency":"INR",
          "value":"500.00"
        },
        "item":
        {
          "price":
          {
            "currency":"INR",
            "value":"250.00"
          }
        }
      },
      {
        "@ondc/org/item_id":"I1",
        "title":"Tax",
        "@ondc/org/title_type":"tax",
        "price":
        {
          "currency":"INR",
          "value":"5.00"
        },
        "item":
        {
          "tags":
          [
            {
              "code":"quote",
              "list":
              [
                {
                  "code":"type",
                  "value":"item"
                }
              ]
            }
          ]
        }
      },
      {
        "@ondc/org/item_id":"I2",
        "title":"Tax",
        "@ondc/org/title_type":"tax",
        "price":
        {
          "currency":"INR",
          "value":"10.00"
        },
        "item":
        {
          "tags":
          [
            {
              "code":"quote",
```

```json
          "list":
          [
            {
              "code":"type",
              "value":"item"
            }
          ]
        }
      ]
    }
  },
  {
    "@ondc/org/item_id":"I3",
    "title":"Tax",
    "@ondc/org/title_type":"tax",
    "price":
    {
      "currency":"INR",
      "value":"25.00"
    },
    "item":
    {
      "tags":
      [
        {
          "code":"quote",
          "list":
          [
            {
              "code":"type",
              "value":"item"
            }
          ]
        }
      ]
    }
  },
  {
    "@ondc/org/item_id":"F1",
    "title":"Delivery charges",
    "@ondc/org/title_type":"delivery",
    "price":
    {
      "currency":"INR",
      "value":"50.00"
    }
  },
  {
    "@ondc/org/item_id":"F1",
    "title":"Tax",
    "@ondc/org/title_type":"tax",
    "price":
    {
      "currency":"INR",
      "value":"9.00"
    },
    "item":
    {
      "tags":
      [
        {
          "code":"quote",
          "list":
          [
            {
              "code":"type",
              "value":"fulfillment"
            }
          ]
        }
      ]
    }
  },
  {
    "@ondc/org/item_id":"F1",
```

```
                "title":"Convenience fee",
                "@ondc/org/title_type":"misc",
                "price":
                {
                  "currency":"INR",
                  "value":"46.61"
                }
              }
            ],
            "ttl":"P1D"
          },
          "payment":
          {
            "@ondc/org/buyer_app_finder_fee_type":"percent",
            "@ondc/org/buyer_app_finder_fee_amount":"5.48",
            ..
          },
          ..
        }
      }
    }
```

Breakup of fulfillment-level taxes in quote - 015

- Fulfillment-level taxes can be applied for following title_type - "delivery", "packaging", "misc";
  - reversal of taxes will need to be updated in the quote_trail using the subtype value above;
- To differentiate between these fulfillment-level taxes, quote subtype will be added;

Payload changes

```
{
 "context":
 {
   "action":"on_select403",
   "core_version":"1.2.5",
   ..
 },
 "message":
 {
   "order":
   {
     "id":"O1",
     ..
     "quote":
     {
       "price":
       {
         ..
       },
       "breakup":
       [
         ..
         {
           "@ondc/org/item_id":"F1",
           "title":"Tax",
           "@ondc/org/title_type":"tax",
           "price":
           {
             ..
           },
           "item":
           {
             "tags":
             [
               {
                 "code":"quote",
                 "list":
                 [
                   {
                     "code":"type",
                     "value":"fulfillment"
                   },
                   {
                     "code":"subtype",
                     "value":"delivery404"
                   }
                 ]
               }
             ]
           }
         },
       ],
       "ttl":"P1D405"
       ..
     }
   }
 }
}
```

Customization of input type text - 016

- Customization groups, widely used in F&B, currently use selectable customizations (input="select"), i.e. multiple customization values are defined as part of the catalog and buyer selects one or more of these customizations while creating the make-to-order item;
- Free text customizations (input="text") can be used by buyer to provide free text instructions to seller, for specific item(s) or the order itself e.g. for Electronics, the engraving text can be provided;

Payload changes

```
{
 "context":
 {
  "action":"select406",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   ..
   "items":
   [
    {
     "id":"I1",
     "parent_item_id":"DI1",
     ..
     "tags":
     [
      {
       "code":"type",
       "list":
       [
        {
         "code":"type",
         "value":"item"
        }
       ]
      }
     ]
    },
    {
     "id":"C1",
     "parent_item_id":"DI1",
     ..
     "descriptor":
     {
      "tags407":
      [
       {
        "code":"customization",
        "list":
        [
         {
          "code":"input_text",
          "value":"My personalized iPhone"
         }
        ]
       }
      ]
     },
     "tags":
     [
      {
       "code":"type",
       "list":
       [
        {
         "code":"type",
```

---

406 will apply to /select, /init, /confirm APIs;
407 also required in callback response;

```
                "value":"customization"
              }
            ]
          },
          {
            "code":"parent",
            "list":
            [
              {
                "code":"id",
                "value":"CG1[408]"
              }
            ]
          }
        ]
      },
      ..
    ],
    ..
  }
}
}
```

---

[408] config for CG1 must be defined with input="text";

Seller Creds - 017

- Provider can add their credentials in the catalog, using bpp/providers.creds[], as per this list;
- Credentials can be used to tag specific sellers, e.g. social sector sellers under specific Government schemes like ODOP, woman owned business, tribal owned business, etc.;
- Credentials can also be used to uniquely identify sellers across the network;
- Adding creds to Order will allow identification of orders, from providers with specific credentials, for possible incentivization;

Payload changes

```
{
  "context": {
    "action": "on_search",
    "core_version": "1.2.5",
    ..
  },
  "message": {
    "bpp/providers":[ {
      ..
      "creds409": [
        {
          "id410": "gi-12345678",
          "descriptor": {
            "code": "Social Sector",
            "short_desc": "GI"
          },
          "url411": "https://abcd.cdn.com/images/badge-img",
          "tags412": [
            {
              "code": "verification",
              "list": [
                {
                  "code": "verify_url",
                  "value": "https://abcd.gi.com/verify?id=gi-12345678'"
                },
                {413
                  "code": "verifier",
                  "value": "CSP-ABC"
                },
                {414
                  "code": "issuer",
                  "value": "Example Authority"
                },
                {
                  "code": "valid_from",
                  "value": "2023-06-03T00:00:00:000Z"
                },
                {
                  "code": "valid_to415",
                  "value": "2024-06-03T23:59:59:999Z"
                }
              ]
            }
          ]
        }
      ]
    }],
    ..
  }
}
```

---

409 credentials for provider (optional);
410 globally identifiable identity or unique ID provided by seller app; mandatory if creds are provided;
411 display url for credential; optional;
412 metadata information related to verification of creds; optional
413 optional; only if verified by a CSP (or 3P)
414 optional; only if issuer details are available
415 optional, only if available

```
{
  "context":
  {
   "action":"on_confirm416",
   "core_version":"1.2.5",
   ..
  },
  "message":
  {
   "order":
   {
    "id":"O1",
    ..
    "provider":
    {
      ..
      "creds":
      [
        {
          "id":"gi-12345678",
          "descriptor":
          {
            "code":"Social Sector",
            "short_desc":"GI"
          }
        }
      ]
    },
    ..
   }
  }
}
```

Cross-linking make-to-order item in quote_trail (018)

- parent_item_id (used to define dynamic item id by BNP) will be added to quote_trail to allow easier cross-linkages, of base items & customizations, by the corresponding make-to-order item;

Payload changes

```
{
 "context":
 {
  "action":"on_update⁴¹⁷",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   "id":"O1",
   ..
   "items":
   [
    {
     "id":"I1",
     "fulfillment_id":"C1",
     "quantity":
     {
      "count":1
     },
     "parent_item_id":"DI1",
     "tags":
     [
      {
       "code":"type",
       "list":
       [
        {
         "code":"type",
         "value":"item"
        }
       ]
      }
     ]
    },
    ..
   ],
   ..
   "fulfillments":
   [
    {
     "id":"F1",
     ..
    },
    {
     "id":"C1",
     ..
     "tags":
     [
      ..
      {
       "code":"quote_trail",
       "list":
       [
        {
         "code":"type",
         "value":"item
        },
        {
         "code":"subtype",
         "value":"item"
        },
        {
```

---

⁴¹⁷ to be a part of the order in any post-order callback APIs;

```json
        "code":"id",
        "value":"I1"
      },
      {
        "code":"parent_item_id",
        "value":"DI1"
      },
      {
        "code":"currency",
        "value":"INR"
      },
      {
        "code":"value",
        "value":"-269.00"
      }
    ]
  },
  ..
]
}
],
..
}
}
}
```

Streamline fulfillment attributes for hyperlocal - 019

- 2 new fulfillment states to be added for hyperlocal:
    - "**At-pickup**" - to be set, when rider is within the perimeter of the pickup location, as defined by LSP;
    - "**At-delivery**" - to be set, when rider is within the perimeter of the delivery location, as defined by LSP;

- "Out-for-delivery" fulfillment state for hyperlocal to be deprecated;

Item unitized count - 01A

- In case of multi-pack catalog item, unitized qty defines the quantity for a single pack and unitized count defines the number of packs;

Payload changes

```
{
  "context":
  {
    "action":"on_search",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "catalog":
    {
      ..
      "bpp/providers":
      [
        {
          "id":"P1",
          ..
          "items":
          [
            {
              "id":"I1",
              "descriptor":
              {
                "name":"Calcium and Vitamin D3 tablets",
                "code":"1:XXXXXXXXXXXXX",
                "short_desc":"Calcium and Vitamin D3 tablets",
                "long_desc":"Calcium and Vitamin D3 tablets",
                ..
              },
              ..
              "quantity":
              {
                "unitized418":
                {
                  "count":"3",
                  "measure":
                  {
                    "unit":"unit",
                    "value":"15"
                  }
                }
                ..
              },
              ..
            }
          ],
          ..
        }
      ]
    }
  }
}
```

---

[418] means 3 strips of 15 tablets each;

Minimum item quantity - 01B

- Similar to "maximum" quantity, SNP can specify "minimum" order quantity for an item;

Payload changes

```
{
  "context":
  {
   "action":"on_search",
   "core_version":"1.2.5",
   ..
  },
  "message":
  {
   "catalog":
   {
    ..
    "bpp/providers":
    [
     {
      "id":"P1",
      ..
      "items":
      [
       {
        "id":"I1",
        ..
        "quantity":
        {
         ..
         "available":
         {
          ..
         },
         "maximum":
         {
          ..
         }
         "minimum":
         {
          "count419":"99"
         }
         ..
        },
        ..
       }
      ],
      ..
     }
    ]
   }
  }
}
```

---

419 stringified integer value - min items per order (if exists) or default value for no minimum ("99");

Identification of on-network LSP - 01C

- Fulfillment provider, for forward & reverse physical shipments, can be identified by using fulfillment.provider_id. LBNP to update this value as follows:
  - On-network logistics: subscriber id of LSP;
  - Off-network logistics: subscriber id of SNP;
- Fulfillment provider identification can be updated, either in /on_confirm or /on_status, when logistics is finalized;

Payload changes

```
{
 "context":
 {
   "action":"on_confirm",
   "core_version":"1.2.5",
   ..
 },
 "message":
 {
   "order":
   {
     "id":"O1",
     ..
     "fulfillments":
     [
       {
         "id":"F1",
         "provider_id":"lsp.com420",
         ..
       }
     ],
     ..
   }
 }
}
```

---

[420] subscriber id of fulfillment provider, maps to unique entry in registry;

Options for multi-fulfillment orders - 01D

- In case of multi-fulfillment orders, where the seller can provide multiple fulfillment options for 1 or more items, all possible fulfillment options for an item should be communicated to the buyer to decide which fulfillment option to select;
- Different fulfillment options are shown in /on_select and the buyer has to select 1 fulfillment option per item or for all items, as the case may be. This fulfillment option is communicated to the seller in /init;

Payload changes

```
{
 "context":
 {
  "action":"on_select",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   "provider":
   {
    "id":"P1"
   },
   "items":
   [
    {
     "id":"I1",
     ..
     "fulfillment_ids":["F1","F3"]421
    },
    {
     "id":"I2",
     ..
     "fulfillment_ids":["F2","F3"]422
    }
   ],
   "fulfillments":
   [
    {
     "id":"F1",
     "type":"Delivery",
     ..
     "end":
     {
      "time":
      {
       "range":
       {
        "start":"2025-01-08T09:30:00.000Z",
        "end":"2025-01-08T10:00:00.000Z"
       }
      }
     }
    },
    {
     "id":"F2",
     "type":"Delivery",
     ..
     "end":
     {
      "time":
      {
       "range":
       {
        "start":"2025-01-08T13:30:00.000Z",
        "end":"2025-01-08T14:00:00.000Z"
       }
      }
```

---

421 fulfillment options are F1 & F3, i.e. available for delivery between 09:30 & 10:00 or between 18:30 & 19:00 (all times in UTC);
422 fulfillment options are F2 & F3, i.e. available for delivery between 13:30 & 14:00 or between 18:30 & 19:00 (all times in UTC);

```json
            }
          },
          {
            "id":"F3",
            "type":"Delivery",
            ..
            "end":
            {
              "time":
              {
                "range":
                {
                  "start":"2025-01-08T18:30:00.000Z",
                  "end":"2025-01-08T19:00:00.000Z"
                }
              }
            }
          }
        ],
        ..
      }
    }
  }
}

{
  "context":
  {
    "action":"init",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      "provider":
      {
        "id":"P1"
      },
      "items":
      [
        {
          "id":"I1",
          "fulfillment_id":"F3[423]",
          ..
        },
        {
          "id":"I2",
          "fulfillment_id":"F3",
          ..
        }
      ],
      "fulfillments":
      [
        {
          "id":"F1",
          ..
        },
        {
          "id":"F2",
          ..
        },
        {
          "id":"F3",
          ..
        }
      ],
      ..
    }
  }
}
```

---

[423] buyer has opted for delivery between 18:30 & 19:00 UTC (fulfillment id "**F3**");

Cancellation terms - 01E

- Cancellation terms may be defined by SNP during pre-order flow:
  - applies to cancellation by BNP or SNP;
  - definition is at the fulfillment level and based on the fulfillment state & reason codes and includes associated cancellation fees (if any):
    - cancellation fees, for order cancellation, will be the aggregate of cancellation fees for individual fulfillments;
  - if cancellation terms are not acceptable to BNP, they may NACK the /on_init or /on_confirm callback, with error code 27501;
- Actual cancellation fees are reflected in the order quote & quote trail, after cancellation of fulfillment or order;
- With cancellation terms enabled, order cancellation, at the order / fulfillment level, may be enabled for all fulfillment states, after order has been placed ("Pending") and before it is delivered ("Order-delivered");

Payload changes

```
{
 "context":
 {
  "action":"on_init",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   ..
   "cancellation_terms":
   [
    {424
     "fulfillment_state":
     {
      "descriptor":
      {
       "code":"Pending425",
       "short_desc426":"002"
      }
     },
     "cancellation_fee":
     {
      "percentage":"0.00",
      "amount":
      {
       "currency":"INR",
       "value":"0.00"
      }
     }
    },
    {
     "fulfillment_state":
     {
      "descriptor":
      {
       "code":"Packed",
       "short_desc":"001,003"
      }
     },
     "cancellation_fee427":
     {
      "percentage":"10.00",
      "amount":
      {
```

---

[424] means 0 cancellation fees for fulfillment in this state & for this reason code;
[425] fulfillment state;
[426] reason code (list here);
[427] cancellation fee, if any for this state & reason code - either percentage (of fulfillment value minus taxes, in above format between "0.00" and "100.00") or amount needs to be provided (if both provided, minimum non-zero value may be considered by BNP);
SNP can calculate based on what needs to be deducted e.g. packaging charges / convenience fee / product cost, etc;

```
              "currency":"INR",
              "value":"42.40"
            }
          }
        },
        {
          "fulfillment_state":
          {
            "descriptor":
            {
              "code":"Order-picked-up",
              "short_desc":"001,003"
            }
          },
          "cancellation_fee":
          {
            "percentage":"10.00",
            "amount":
            {
              "currency":"INR",
              "value":"42.40"
            }
          }
        },
        {
          "fulfillment_state":
          {
            "descriptor":
            {
              "code":"Out-for-delivery",
              "short_desc":"009"
            }
          },
          "cancellation_fee428":
          {
            "percentage":"0.00",
            "amount":
            {
              "currency":"INR",
              "value":"0.00"
            }
          }
        },
        {429
          "fulfillment_state":
          {
            "descriptor":
            {
              "code":"Out-for-delivery",
              "short_desc":"010,011,012,013,014,015430"
            }
          },
          "cancellation_fee":
          {
            "percentage":"100.00"
          }
        }
      ]
    }
  }
}


{
  "context":
  {
    "action":"on_confirm",
    "core_version":"1.2.5",
    ..
  },
```

---

[428] in case of RTO where buyer is responsible, the forward & reverse shipment costs may also be deducted as cancellation fees;

[429] means 100% of fulfillment value (includes cost of items in fulfillment, delivery cost for fulfillment), to be deducted as cancellation fees;

[430] list of reason codes delimited by "," (above shows RTO reason codes where buyer is not available);

```
"message":
{
  "order":
  {
    ..
    "cancellation_terms431":
    [
      {
        "fulfillment_state":
        {
          "descriptor":
          {
            "code":"Pending",
            "short_desc":"002"
          }
        },
        "cancellation_fee":
        {
          "amount":
          {
            "currency":"INR",
            "value":"0.00"
          }
        }
      },
      {
        "fulfillment_state":
        {
          "descriptor":
          {
            "code":"Packed",
            "short_desc":"001,003"
          }
        },
        "cancellation_fee":
        {
          "amount":
          {
            "currency":"INR",
            "value":"50.00"
          }
        }
      },
      {
        "fulfillment_state":
        {
          "descriptor":
          {
            "code":"Order-picked-up",
            "short_desc":"001,003"
          }
        },
        "cancellation_fee":
        {
          "amount":
          {
            "currency":"INR",
            "value":"50.00"
          }
        }
      },
      {
        "fulfillment_state":
        {
          "descriptor":
          {
            "code":"Out-for-delivery",
            "short_desc":"009"
          }
        },
        "cancellation_fee":
        {
          "amount":
```

---

[431] if cancellation terms are different from what was quoted earlier, BNP can NACK /on_confirm with error code 22505;

```json
                    {
                      "currency":"INR",
                      "value":"0.00"
                    }
                  }
                },
                {
                  "fulfillment_state":
                  {
                    "descriptor":
                    {
                      "code":"Out-for-delivery",
                      "short_desc":"011,012,013,014,015"
                    }
                  },
                  "cancellation_fee":
                  {
                    "amount":
                    {
                      "currency":"INR",
                      "value":"100.00"
                    }
                  }
                }
              ],
              ..
            }
          }
        }
```

Codified static terms - 01F

- Codified terms & conditions for SNP will be part of /on_search. If BNP doesn't accept, they may not facilitate a transaction for the buyer with stores onboarded by the SNP;
- If BNP doesn't accept the terms & conditions in /on_confirm, they may NACK with error code 27501;

Payload changes

```
{
 "context":
 {
   "action":"on_search",
   "core_version":"1.2.5",
   ..
 },
 "message":
 {
   "catalog":
   {
    "bpp/descriptor":
    {
      ..
      "tags":
      [
       {
         "code":"bpp_terms",
         "list":
         [
          ..
          {
            "code":"max_liability432",
            "value":"2"
          },
          {
            "code":"max_liability_cap",
            "value":"10000"
          },
          {
            "code":"mandatory_arbitration",
            "value":"false433"
          },
          {
            "code":"court_jurisdiction",
            "value":"Bengaluru434"
          },
          {
            "code":"delay_interest",
            "value":"10.00435"
          }
         ]
       }
      ]
    },
```

[432] "max_liability" is the maximum aggregate liability expressed as multiple of the total transaction value, while the "max_liability_cap" is the maximum aggregate liability expressed in ₹, e.g:
If max_liability is set to "2", the total transaction value is ₹100, and "max_liability_cap" is not provided, it means the aggregate liability of SNP shall not be more than ₹200 (i.e. 2 multiplied by 100). If "max_liability_cap" is set as 100, and "max_liability" is not provided, it means the maximum aggregate liability will be ₹100;
If both, "max_liability_cap" and "max_liability" are provided, the maximum aggregate liability will be the lower of the two amounts, e.g. if "max_liability" is set to "2", the total transaction value is ₹100, and "max_liability_cap" is set to 100, it means the maximum aggregate liability will be ₹100 (the lower of ₹200 and ₹100);
If neither "max_liability_cap" nor "max_liability" are provided, it means the contract does not have any clause related to limitation of liability; thus, the liability is uncapped;
If "max_liability_cap" and "max_liability" are both set to 0, it means both parties agree that BNP will not bear any liability;
[433] enum - "true", "false";
"true" - means both parties agree that in case of a dispute, both parties must resolve the dispute through arbitration;
[434] name of city whose courts will have exclusive jurisdiction over disputes related to this contract, will only contain Indian cities which have a High Court bench;
[435] annual rate of interest that BNP will be charged if they delay a payment to the SNP, calculated *pro rata* for each calendar day of delay; e.g. if the value is set as "10.00", and the amount of payment due is INR 1000, it means the BNP will pay the SNP an interest of 10.00% per annum (i.e. INR 100), calculated *pro rata* for each day of delay. So if the BNP delay was 50 days, the total interest payable would be INR 13.70 [calculated as 1000x(10.00/100)x(50/365)]

```
        ..
      ]
    }
  }
}

{
  "context":
  {
    "action":"on_confirm",
    "core_version":"1.2.5",
    ..
  },
  "message":
  {
    "order":
    {
      ..
      "tags":
      [
        {
          "code":"bpp_terms",
          "list":
          [
            ..
            {
              "code":"max_liability",
              "value":"2"
            },
            {
              "code":"max_liability_cap",
              "value":"10000"
            },
            {
              "code":"mandatory_arbitration",
              "value":"false"
            },
            {
              "code":"court_jurisdiction",
              "value":"Bengaluru"
            },
            {
              "code":"delay_interest",
              "value":"10.00"
            }
          ]
        }
      ]
    }
  }
}
```

Fulfillment delay - 020

- Delivery delays, with attempt trail:

```
{
 "context":
 {
  "action":"on_status",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   "id":"O1",
   ..
   "fulfillments":
   [
    {
     "id":"F1",
     ..
     "end":
     {
      ..
      "time":
      {
       "range":
       {
        "start":"2025-01-13T11:00:00.000Z",
        "end":"2025-01-13T11:30:00.000Z"
       }
      },
      ..
     },
     "tags":
     [
      {
       "code":"fulfillment_delay[436]",
       "list":
       [
        {
         "code":"state",
         "value":"Order-picked-up[437]"
        },
        {
         "code":"reason_id",
         "value":"002[438]"
        },
        {
         "code":"timestamp",
         "value":"2025-01-12T22:00:00.000Z"
        }
       ]
      }
     ]
    }
   ],
   ..
  }
 }
}
```

---

[436] in case of delivery delay (or failure), delivery slot needs to be updated and the delivery delay reason code and timestamp (when recorded) may be provided here;
[437] enum - "Order-picked-up", "Order-delivered";
[438] reason codes for delivery delay / failure;

Catalog as download link - 021

- Option for BNP to specify whether search response should be as an authorized link (with limited time validity) for the BNP to download & ingest;
- Catalog ingestion errors can be notified using the catalog rejection report;

```
{
 "context":
 {
  "action":"search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "intent":
  {
   "payment":
   {
    "@ondc/org/buyer_app_finder_fee_type":"percent",
    "@ondc/org/buyer_app_finder_fee_amount":"3.54"
   },
   "tags":
   [
    {
     "code":"catalog_full",
     "list":
     [
      {
       "code":"payload_type",
       "value":"link"
      }
     ]
    },
    {
     "code":"bap_terms",
     "list":
     [
      {
       "code":"static_terms",
       "value":""
      },
      {
       "code":"static_terms_new",
       "value":"https://github.com/ONDC-Official/NP-Static-Terms/buyerNP_BNP/1.0/tc.pdf"
      },
      {
       "code":"effective_date",
       "value":"2025-01-12T00:00:00.000Z"
      }
     ]
    }
   ]
  }
 }
}

{
 "context":
 {
  "action":"on_search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "catalog":
  {
   ..
   "bpp/providers":
   [
    {
     "id":"P1",
     ..
     "tags":
```

```json
[
  {
    "code":"catalog_link",
    "list":
    [
      {
        "code":"type",
        "value":"link"
      },
      {
        "code":"type_value439",
        "value":"https://snp.com/xjhjsfsdfs/s-12349.zip"
      },
      {
        "code":"type_validity440",
        "value":"PT24H"
      },
      {
        "code":"last_update441",
        "value":"2025-01-13T00:00:00:000Z"
      }
    ]
  }
]
}
}
}
}
```

---

[439] authorized link URL (with valid json for items array for P1), required for type "link"; in this case, items array won't be a part of inline response;
[440] authorized link validity from last_update, required for type "link";
[441] timestamp for last update of link (RFC3339), required for type = "link";

BNP promotions planned - 022

- BNP may communicate in advance any promotions planned;

Payload changes

```
{
 "context":
 {
  "action":"search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "intent":
  {
   ..
   "tags":
   [
    ..
    {
     "code":"bap_promos",
     "list":
     [
      {
       "code":"category",
       "value":"Sweaters442"
      },
      {
       "code":"from",
       "value":"2025-01-01T00:00:00.000Z"
      },
      {
       "code":"to",
       "value":"2025-01-31T23:59:00.000Z"
      }
     ]
    },
    {
     "code":"bap_promos",
     "list":
     [
      {
       "code":"category",
       "value":"Tracker Devices"
      },
      {
       "code":"from",
       "value":"2025-01-15T00:00:00.000Z"
      },
      {
       "code":"to",
       "value":"2025-03-31T23:59:00.000Z"
      }
     ]
    }
    ..
   ]
  }
 }
}
```

---

442 enum - includes categories, for any of the domains, from here;

Full catalog refresh (search by item) - 023

```
{
 "context":
 {
  "domain":"ONDC:RET10443",
  "action":"search",
  "country":"IND",
  "city":"std:080",
  "core_version":"1.2.5",
  "bap_id":"bnp.com",
  "bap_uri":"https://bnp.com/ondc",
  "transaction_id":"T1",
  "message_id":"M1",
  "timestamp":"2025-01-08T08:00:00.000Z",
  "ttl":"PT30S"
 },
 "message":
 {
  "intent":
  {
   "item":
   {
    "descriptor":
    {
     "name":"coffee"
    }
   },
   "fulfillment":
   {
    "type444":"Delivery",
    "end":
    {
     "location":
     {
      "gps445":"12.9740,77.6134",
      "address446:
      {
       "area_code":"560001"
      }
     }
    }
   },
   "payment":
   {
    "@ondc/org/buyer_app_finder_fee_type":"percent",
    "@ondc/org/buyer_app_finder_fee_amount":"3.54"
   },
   "tags":
   [
    {
     "code":"bap_terms447",
     "list":
     [
      {
       "code":"static_terms",
       "value":""
      },
      {
       "code":"static_terms_new",
       "value":"https://github.com/ONDC-Official/NP-Static-Terms/buyerNP_BNP/1.0/tc.pdf"
      },
      {
       "code":"effective_date",
       "value":"2025-02-01T00:00:00.000Z"
      }
     ]
    }
```

---

443 updated domains defined here;
444 optional, when not specified, all fulfillment types supported by provider should be returned in response;
445 minimum 4 decimal precision for gps coordinates;
446 optional;
447 static terms for transaction level contract;

```
        ]
      }
    }
  }
}
```

Full catalog refresh (search by fulfillment end location) - 024

```
{
  "context":
  {
    "domain":"ONDC:RET10⁴⁴⁸",
    "action":"search",
    "country":"IND",
    "city":"std:080",
    "core_version":"1.2.5",
    "bap_id":"bnp.com",
    "bap_uri":"https://bnp.com/ondc",
    "transaction_id":"T1",
    "message_id":"M1",
    "timestamp":"2025-01-08T08:00:00.000Z",
    "ttl":"PT30S"
  },
  "message":
  {
    "intent":
    {
      "fulfillment":
      {
        "type⁴⁴⁹":"Delivery",
        "end":
        {
          "location":
          {
            "gps⁴⁵⁰":"12.9740,77.6134",
            "address":
            {
              "area_code":"560001"
            }
          }
        }
      },
      "payment":
      {
        "@ondc/org/buyer_app_finder_fee_type":"percent",
        "@ondc/org/buyer_app_finder_fee_amount":"3.54"
      },
      "tags":
      [
        {
          "code":"bap_terms⁴⁵¹",
          "list":
          [
            {
              "code":"static_terms",
              "value":""
            },
            {
              "code":"static_terms_new",
              "value":"https://github.com/ONDC-Official/NP-Static-Terms/buyerNP_BNP/1.0/tc.pdf"
            },
            {
              "code":"effective_date",
              "value":"2025-02-01T00:00:00.000Z"
            }
          ]
        }
      ]
    }
  }
```

---

⁴⁴⁸ updated domains defined here;
⁴⁴⁹ optional, when not specified, all fulfillment types supported by provider should be returned in response
⁴⁵⁰ minimum 4 decimal precision for gps coordinates;
⁴⁵¹ static terms for transaction level contract;

```
    }
}
```

BNP demand signals - 025

- BNP demand signals include following info:
  - source of demand e.g. ONDC buyer app / external social media or search apps that provide deep linking to SNP store page thru banner or other targets;
  - search terms used by buyers to search for specific catalog items (may or may not be available in the catalog), to facilitate better supply planning by sellers;

Payload changes

```
{
 "context":
 {
  "action":"search",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "intent":
  {
   ..
   "tags":
   [
    ..
    {
     "code":"bnp_demand_signal452",
     "list":
     [
      {
       "code":"search_term",
       "value":"[{\"sweater\"},{\"winter wear\"},{\"woollens\"}]"453
      }
     ]
    },
    ..
   ]
  }
 }
}

{
 "context":
 {
  "action":"select",
  "core_version":"1.2.5",
  ..
 },
 "message":
 {
  "order":
  {
   ..
   "tags":
   [
    {
     "code":"bnp_demand_signal454",
     "list":
     [
      {
       "code":"source",
       "value":"digihaat.com455"
      },
      {
       "code":"campaign",
       "value":"RD76_sale"
      }
     ]
    }
   ]
  }
}
```

---

452 search terms used by buyers to search for specific catalog items (may or may not be available in the catalog);
453 stringified formatted json;
454 source of demand for this order;
455 ONDC buyer apps or external social media / search apps (for which this info can be extracted from UTM params);

```
    }
}
```