**MVP Soft Launch Cases: Retail Transaction**

1. **Basic Flow**

(Includes Catalogue, Search, Add to Cart, Order Confirmation, Order Deliver)

1. **Product Catalogue**
   1. Seller: Seller will be required to catalogue their items as per the Retail Catalogue Schema Policy. Following attributes (also part of the Retail Catalogue Schema Policy) are essential to be included in catalogue:

- Time to ship

- Cancellable (Y/N)

- Returnable (Y/N)

- Return Period

- For Return - Seller Pickup (Y/N) {15 Jun 22 - If Seller doesn’t take responsibility of Reverse Pick Up , then Buyer APP to display as Non Returnable}

1. Buyer App: It is suggested for Buyer Apps to include above mentioned essential attributes as part of the Product Display Page for a buyer.

1. **Search**
   1. Buyer APP to enable product level search by the buyer. On completion of search, buyer to see seller / stores listing that offer the product searched for. Key parameters that form the basis of the order of listing of search results may be disclosed by the buyer APP.
   2. Buyer APP to send Buyer Finder Fee as % charges or fixed charges and to be factored in by  seller APP as charges to be paid to be paid Buyer APP.

1. **Order Confirmation**
   1. When a buyer places an order at the price declared by the seller and for a product for which quantity desired by the buyer  is shown available - then the order shall be instantly confirmed from the buyer’s standpoint.
   2. Seller APP is expected to update the seller that the order has been confirmed to the buyer for the product  at the price quoted by the seller within the quantity that was declared available.
   3. Where seller APP allows for seller to accept or reject the order even after confirmation as per (ii) above then it is recommended that
      1. Acceptance or rejection by the seller shall have a predefined time limit
      2. Seller shall receive constant alerts at predefined intervals of inaction on the order till its accepted or rejected by the seller
      3. In the event of inaction by the seller within the predefined time limit for acceptance or rejection by the seller - the order shall be auto rejected
      4. In the event of acceptance by the seller, there may be no change in status for the buyer or the buyer app may choose to have a status of acceptance by seller
      5. In the event of rejection of the order by the seller , the buyer shall be updated of cancellation / rejection by the seller by the buyer APP
2. **Payment Collection**

Buyer may choose to place order Prepaid or COD

1. Prepaid Payment:
   1. Where Buyer APP, would like to collect Prepaid Orders to be collected by Buyer App
   2. Seller App to allow for prepaid orders - collection will be buyer APP
2. Cash on Delivery (COD):
   1. Cash on delivery to be collected by the Seller /  Seller APP.
   2. Buyer APP to allow for COD orders as well.
3. **Order Creation**

Buyer may order distinct items in a single transaction from multiple sellers (based on the buyer APP interface) -

1. Each distinct item ordered in a single transaction should result in the creation of a unique item identifier.
2. Items from  distinct sellers should also result in the creation of a unique order identifiers for each transaction with a distinct seller
3. **Serviceability Check**
   1. Seller APP should return search results only from stores that service the area to which the buyer requires the delivery to. This may be based on the location provided as part of the search request from the buyer APP through the gateway.
   2. At the time of placing the order, the  buyer may specify a different location for delivery vs. the location as part of the original search request. Therefore, the seller APP should also initiate a final check of serviceable location by the seller before confirmation of the order.
4. **Order Fulfilment**
   1. Seller: Seller can deliver the order through self-delivery mode - Pre Order Confirmation, Seller APP to check serviceability & mode of payment collection acceptable for delivery location
   2. Seller App: Retail Seller App may enable order delivery through Logistics Seller on the network - Pre Order Confirmation, Seller APP to check serviceability and mode of payment collection enabled by the Logistics Seller for the delivery location
   3. Seller APP to provide minimum of following order updates and buyer app to display the same as well (a) ready to ship (b) shipped ( c ) delivered
   4. To be covered as additional features below (d) cancellation related status updates (e) returns related status updates - request initiated / request accepted, etc.

**II. Additional Features**

1. **Declared Price**
2. Seller App: Seller App will be required to provide the Declared Price for product which will be inclusive of Seller App Fee (if any) and Buyer’s Finder Fee ( Charged by the Buyer APP).

*Other Key Considerations*

1. *Buyer Finder Fee of Max 3%  for MVP for groceries - will be mutually agreed for other categories.*
2. **Charges/ Markups:**
3. Buyer App: The buyer App can add convenience fee & other charges to the declared price. These charges are to be shown as separate line items from the declared price to the buyer.
4. Seller : The Seller may separately charge shipping charges, handling charges or any other charges. These will be displayed as a separate line from the declared price. The seller may choose to waive shipping or other charges and disclose waiver of such charges.
5. **Offers/Discounts**
   1. Buyer App: The buyer app can offer discounts, loyalty rewards etc. on the declared price. This will be required to be shown as a separate line item to the buyer.
   2. Seller App: The seller can also offer discounts, loyalty rewards etc. on the declared price. This may be shown as a separate line item to the buyer or as a reduction from the declared price to reflect the invoice price to the buyer
6. **Return & Cancellation**
   1. **Cancellation**
      1. Pre-dispatch Cancellation: Buyer or Seller may cancel the order before dispatch of the product
      2. Post-dispatch Cancellation: Buyer may cancel the order after dispatch of the product as well
   2. **Return Request**
      1. Buyer: Buyer can initiate return request for partial/ complete order.
      2. Return period to be decided by Seller / Seller NP
7. **Reverse Logistics**
   1. Delivery of the returned product to the seller:
      1. Sellers can also pick up the returned product itself.
      2. Seller APP may initiate reverse pick up through On Network Logistics Seller.
   2. Quality Check: Seller can accept/reject the returned product.
      1. In case of self-delivery, the seller itself will do the QC of returned product and accept/ reject the return.
      2. In case of return pickup by Logistics Seller App, Seller App will share the QC check instructions with the Logistics Seller App
   3. *Other Key Considerations:*
      1. *At what stage would Retail Seller App provide QC instructions to the Logistics Seller App in the Logistics Order lifecycle?*
8. **Payment Settlement**
   1. *Key Suggestion: To avoid withholding and reconciliation of withholding*
      1. *Orders to be settled = Delivered order where return period has expired*
      2. *Settlement Period = Delivery Period + Return Period + Weekly settlement period*
      3. *Weekly settlement of orders : For eg. Eligible orders from Mon to Sun will be settled on Tue.*
   2. Buyer App: For Prepaid Orders collected by Buyer App, it will settle the payment with Seller App.
   3. Seller App:
      1. Seller App will settle the payment with Seller as well as Logistics Seller App.
      2. For COD  orders collected by Seller APP – it shall settle with Buyer APP.
9. **Invoicing:**
   1. By Buyer App: Buyer app will raise invoice to seller APP for the Buyer’s Finder Fee.
      1. Any convenience fee or other charges added by the buyer APP will be invoiceable to the buyer directly.
   2. Logistics Seller APP: Will raise invoice on the seller APP for on network logistics, if any
   3. By Seller App: Seller App will raise invoice to seller for any Seller App charges + Buyer’s Finder Fee & Logistics Charges.
   4. By Seller: Seller will raise invoice to the buyer for the Declared price & Delivery Charges / Convenience charge after reducing any additional Seller Discounts.
10. **Refund**
    1. Cancellation or Return - Refund will be processed by the entity collecting the payment.
11. **Support**
    1. Buyer APP and Seller APP ( MarketPlace Seller NPs) are expected to have a ticketing based system for recording and resolution of queries / complaints by buyers and sellers respectively
12. **Logging**
    1. Enable Logging of transactions for Beckn - Enabled Networks as per [Logging Infra for Beckn-Enabled Networks](https://docs.google.com/document/d/1Nz8IzRrFzxtnOdkJR6EsT7svLGbWLLS6135HfLMs2Es/edit?usp=sharing)
13. **Multi-seller Shopping**
    1. Additional Feature required for categories other than Grocery & Online Food Delivery

Buyer Apps to allow Multi-seller cart for order, which does not require hyperlocal fulfillment. [This may involve Select/In-it/Confirm calls being made to / received from  two or more  separate Seller NPs for a single order]

1. **Process Flow - Replacements ( even where returns**
   1. Seller Apps to define whether the SKU is Replaceable. Any product that is returnable is mandatorily replicable as well. Presently as per taxonomy of fashion this is a mandatory attribute for products in that category. As per seller’s discretion, Electronics, Toys, etc. may also be replaceable only and not returnable.
   2. Products can be replaced with different attributes like size, colour or alternate unit of the same SKU only provided that replacement  is of the same order value.

**Fashion Specific**

1. Seller NP:
   1. Seller NP dealing in categories or product types relevant to Size Chart must provide images or HTML file on
      1. Size Chart depicting brand sizes with measurement points
      2. How to Measure with graphical presentation of measurement points and measuring instructions
   2. Seller NP must define the sizes as per US or UK sizing and mention the same
   3. Seller NP may provide their brand size and map them against US or UK size and measurements
   4. The accuracy and reliability of the size chart is the responsibility of Seller NP

1. Buyer NP:
   1. Buyer NP to consume the Size Chart image or HTML and render on PDP over the Size Chart hyperlink for buyer to refer when clicked
   2. The size chart information must be placed near to the size variant display on PDP
   3. The size chart may be a pop up over PDP as a reference page or hyperlinked radio buttons of size selection to the PDP size CTA buttons