**ONDC- Checklist for Sellers**

1. **Overview**

Any participant on ONDC becomes a node in the network. A retailer could be onboarded to ONDC as a seller app or as a provider for an aggregator / software vendor, that becomes the seller app on ONDC.

A seller app, on ONDC, publishes a catalogue in response to search requests from buyer apps and provides confirmation for each step of the transaction flow, i.e.order creation, fulfilment & post-fulfilment.

An entity that wishes to onboard to ONDC, as a seller app, needs an application that is compliant with Beckn[1] protocol specifications, and could be any of the following:

* Retail Aggregator – will act as aggregator for multiple retail stores;
* Retail Software Vendor – act as aggregator for multiple retail stores and forward requests from buyers to all the stores while also consolidating the responses from the retail stores back to the buyers;
* Small Retailers – directly onboard to ONDC,using SaaS instances,provided by SaaS vendors;
* Online marketplaces

1. **Retail Seller Checklist**

This checklist is for a retail seller who could either be a seller app on ONDC or a provider for an aggregator which is the seller app for ONDC. This checklist defines what the retail seller needs to do at each step of the transaction flow.

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| **#** | **Transaction flow Step** | **Seller needs to provide** | **What does it include?** | **Description** |
| 1. | **Discovery** | Catalogue | **Items**, add-ons, offers, **fulfilment criteria**, **payment criteria**, validity |  |
| List of stores, mapping of items to stores | Store definition includes name, location (address, GPS coordinates), logo |
| - **Items** (available in stock) | Item ID, name, description, image, price, additional details (like for mobile phone – RAM, display size, etc.) |
| - **Items** (pre-order) | Same as above |
| - Related Items | Items in between two items |
| - Recommended Items | Popular/ best seller items |
| - Offers | * Description; * criteria (based on season, total order value, for specific buyer, from specific seller, 3rd party offer, etc.); * validity (for specific Item, Category, time of day, location, etc.); * how applying offer affects final quote |
| - Add-ons |  |
| - **fulfilment criteria** | Type (e.g. home delivery,store pickup) |
| - **payment criteria** | Type (cash, online) |
| 2. | **Order** | | | |
| -Order Selection | Order quote for Items, Addons, offers | Break-up of quote + breakup, price of each item, validity of price | Check availability of each item before providing quote for order selection |
| -Checkout | **Fulfilment Policy** | * Delivery Provider, Start & end location for delivery; * Pick-up & drop-off instructions (if applicable); * delivery radius; * whether own delivery agent or to assign to seller node or use network logistics provider; * whether agents available on specific time slots; * delivery charges | * Check availability of each item at check-out; * Additional details (if applicable) e.g. for pharmacy, requires prescription; * prepayment; * loyalty program, etc. |
| **Payment Policy** | Payment type, Payment provider URI, payment details | Seller & Seller node should have a settlement protocol;   How should cash collected by delivery node be settled with seller node – directly to stores or via the seller node? |
| **Cancellation / Update Policy** |  | Under progress – will specify if order can be updated or cancelled before pick-up |
| - Confirm | Confirmed Order | Items / Addons / Offers, Price quote, fulfilment policy, cancellation policy, payment policy |  |
| 3. | **Fulfilment** | | | |
| - Tracking | Status of order | Locator, status | * Whether delivery agent provides tracking; * Periodic status updates for delivery? * Additional details – temperature of delivery agent, whether fully vaccinated? |
| 4. | **Post-Fulfilment** | | | |
| - Rating |  |  |  |
| - Support | Contact details of provider | Phone no, email, URL | Phone no for store, customer support for store (if applicable), delivery customer support (if applicable) |

[1]https://developers.becknprotocol.io/docs/core-specification/