Sort Criteria for Buyers on NoBrokerHood Buyer App - Version 1.1

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NoBrokerHood employs an objective criteria to establish a sorting order for sellers and products listed on the NoBrokerHood Buyer App. This sorting logic is based on a thorough understanding of customers' expectations, needs, and requests. These priorities are the same across categories:

Rank	Search	Parameter Description
1	Stores Near Me	The store's listing is sorted by distance from the customer 's selected address, nearest ones are listed first. We show all the stores in the 50KM radius of the customer location.
2	Global Search	Global search is based on keywords matching either store name or item name. The match can be an exact term, or part of the name or match fuzzy search for at least 2 characters. If the keyword is a Store Name, resultant stores are shown based on the nearest first from the customer selected address. If the keyword is an Item Name, we find stores that have the item and sort it based on the distance from the customer selected address.
3	Items inside the store	Times are sorted alphabetically and those which have 0 available quantity are listed in the end. No other sort option is available as of now.

The minimum standard for displaying the search result is as follows -

1)KYC- Seller NPs need to whitelist themselves with Plotch in order to be eligible for visibility on the buyer app. KYC details include the following -

1. NP Legal Name
2. Address
3. Bank Account Details
4. GST & PAN Details
5. SPOC

2)Mandatory attributes of Products

A)Grocery Category, Food & Beverages
1. Category Name,
2. Product Name,
3. Mrp,
4. Main Image,
5. Fssai License No,
6. Time To Ship,
7. Cancellable,
8. Returnable,
9. Customer Support Phone,
10. Available On Cod,
11. Nutritional Info,
12. Additives Info,
13. Fssai License No,
14. Common Or Generic Name Of Commodity,
15. Manufacturer Name,
16. Manufacturer Address,
17. Month Year Of Manufacture Packing Import,
18. Product Symbol,
19. Return Window,
20. Supports Return Pickup

3) Other Mandatory Details
1. Seller Apps - Name , Symbol, Long description, Short description,Images
2. Seller's- Name , Symbol, Long description, Short description,Images, Location, FSSAI(in case of Food), Customer care contact details , Store timings , Working days , Serviceability.
3. Products - Category ID, Location ID, fulfilment ID

4) Maintenance of good score on Health Error Logger :

Our benchmarks for sellers for continuing to be live: Sellers are observed for the first thousand calls.Till the first 1000 calls no action will be taken. After that if seller apps fail in more than the given % /1000 calls they will be blocked. Eg : if a seller fails in an API issue for 11 calls out of 1000 calls they will be blocked.

NoBrokerHood Error Type	Error % Threshold Per 1000 calls
API Issue (API)	1%
Resource Unavailable (RUA)	1%
Data Issue (DAT)	1%
Out of Stock (OOS)	5%

Serviceability Issue (SER)	5%
Order Issue (ORD)	1%
Technical Issue (TEC)	1%

Invoices -

Invoices for 'Buyer Finder Fee' will be shared with BPPs in the first week of every month

Settlement terms of NoBrokerHood are as follows:

T, i.e., Settlement Basis shall be **Order Return Expiry**. To clarify, an order shall become eligible for settlement on one of the 4 events mentioned above.

Settlement Window shall be **2** days. To clarify, the settlement day shall be T + **2 (Working Day)** . Therefore, payments shall be settled on daily basis as mentioned below:

T + **2** shall imply that orders for which–

T was on Monday, the settlement day shall be the following **Wednesday**
T was on Tuesday, the settlement day shall be the following **Thursday**
…
…
T was on Friday, the settlement day shall be the following **Tuesday**

Issues or queries on the settlements made shall be entertained within a maximum of **15** days of providing the recon file with payment details updated.

Reports -

BPPs can reach out to us to get the username/password for logins and they will be able to see transactions related to them and they can download the same.

The settlement reports will be available here: https://ondc.univw.ai/reports