

Sort Criteria for Buyers on Novopay Buyer App - Version 1.0

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Novopay employs an objective criteria to establish a sorting order for sellers and products listed on the Novopay 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	Parameter	Description
1	Keyword Match - Exact	Eg - Search for Green Saree , the search result will show the products with both the words green and saree
2	Keyword Match- Partial	Eg - Search for Green Saree ,the search result will show the products with word saree
3	Frequency of Keyword	The frequency of the keyword in product name and description(higher frequency is given more weightage) .

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

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

B)All other categories

1. Category Name,
2. Product Name,
3. Mrp,
4. Main Image,
5. Customer Support,
6. Time To Ship,
7. Locations,
8. Cancellable,
9. Returnable,
10. Available On Cod,
11. Common Or Generic Name,
12. Country Of Origin,
13. Manufacturer Name,
14. Manufacturer Address,
15. Time To Ship,
16. Month Year Of Manufacture Packing Import,
17. FSSAI (in case of Food Category),
18. Veg/Non Veg (in case of Food Category)

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 :

Plotch Error Codes Description:

<https://docs.google.com/spreadsheets/d/1avJK0-AkQ9ljoYnsWDWF6dkbRrhbeg6UiCzOReULYlw/edit?usp=sharing>

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.

Plotch 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%

Settlement terms of Novopay are as follows:

Settlement Basis shall be Order Delivered

If T is the Day on which Order is Delivered.

Settlement Window shall be 7 days .To clarify, the settlement day shall be T + 7 . Therefore, payments shall be settled on daily basis as mentioned below:

T + 7 shall imply that orders for which-

T was on Monday, the settlement day shall be the following Monday

T was on Tuesday, the settlement day shall be the following Tuesday

T was on Wednesday, the settlement day shall be the following Wednesday

T was on Thursday, the settlement day shall be the following Thursday

T was on Friday, the settlement day shall be the following Friday