



Integration Guide

Introduction

The following guide is designed to support you through your ONDC Integration Journey.

It contains:

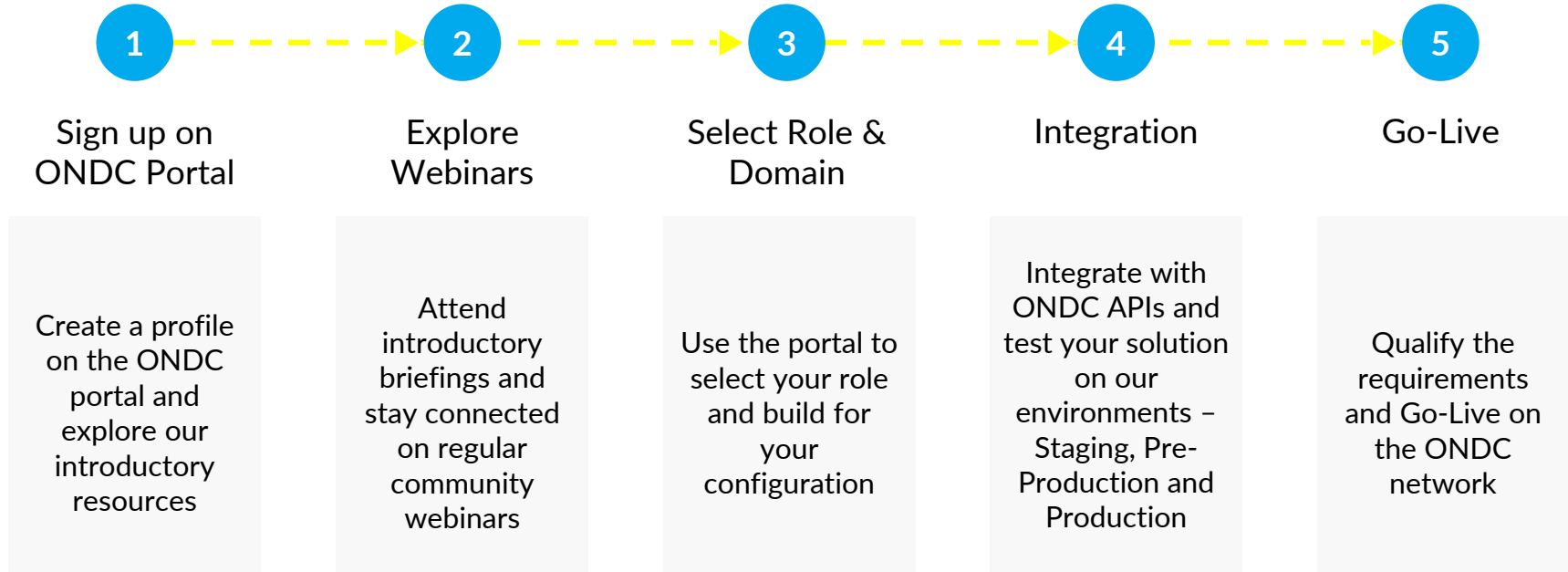
1 Network Participant Journey

The process of integrating with the ONDC protocol and becoming a Network Participant

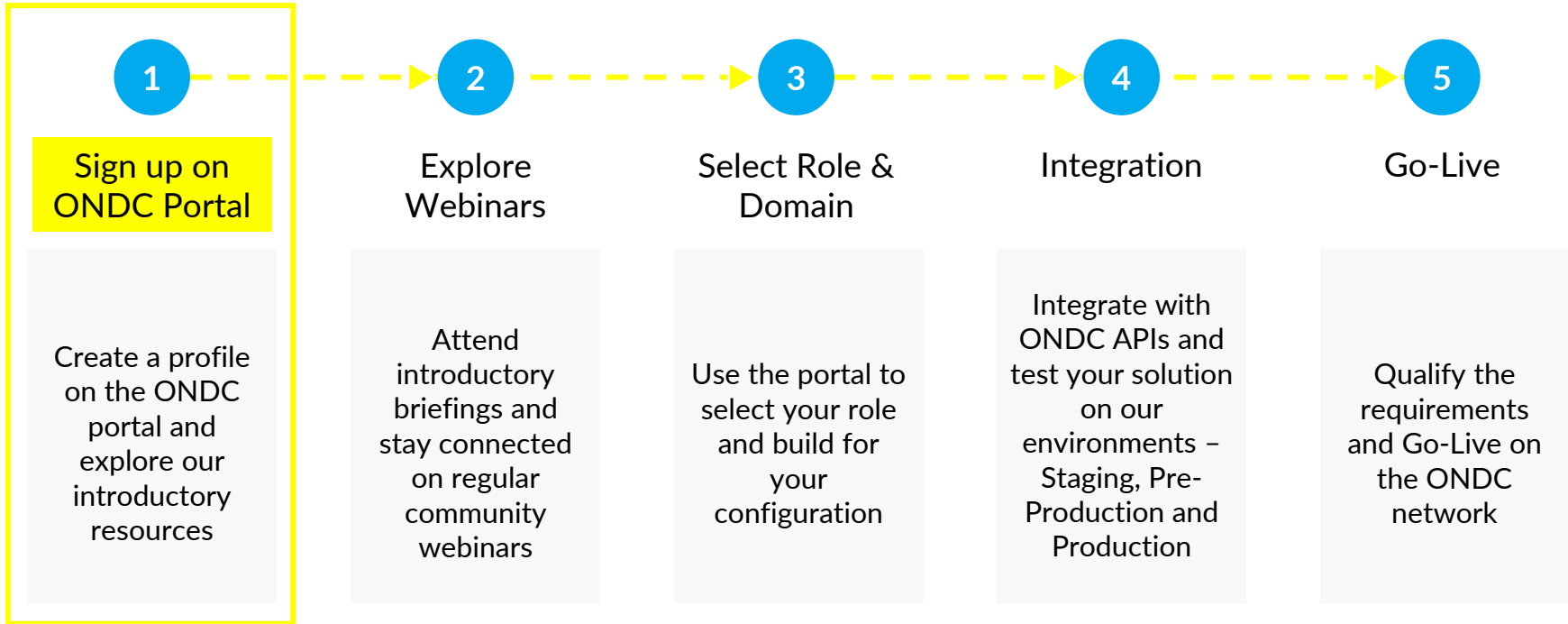
2 Instructions on navigating the ONDC portal

ONDC portal is the single point for managing your integration and coordinating with ONDC for closing any open requirements; this guide will enable you to get started on the portal

Network Participant Journey



Network Participant Journey



Step 1: Sign Up on the ONDC Portal

Sign up to the ONDC Portal to create your profile on ONDC and learn about next steps




- The Portal is crucial in helping ONDC Team understand your business profile and support you on the next steps accordingly
- You can find all necessary resources, raise queries and track your progress on the ONDC portal

ONDC Portal | Sign up

Sign-Up

Please fill the below details to sign-up

- Between 8-15 characters without spacing
- Contains a combination of uppercase letters, lowercase letters, numbers, and special characters



Already have an account - [Sign-In](#)

1

Sign up on the ONDC Portal on behalf of your organisation

2

e-KYC will be required for the registration following which you can set your password



Note – This profile is for your organisation, please register on behalf of your team. You will be able to add more users going forward.

3

Go over the [ONDC portal user guide](#)

ONDC Portal | Keeping your profile updated

Tell us a bit about your organization.

You can modify these later in profile section

Add Representative User

This user will be the point of contact for ONDC interactions. You can add/modify representative users at later stage.

 I want to use the same details as provided during signup

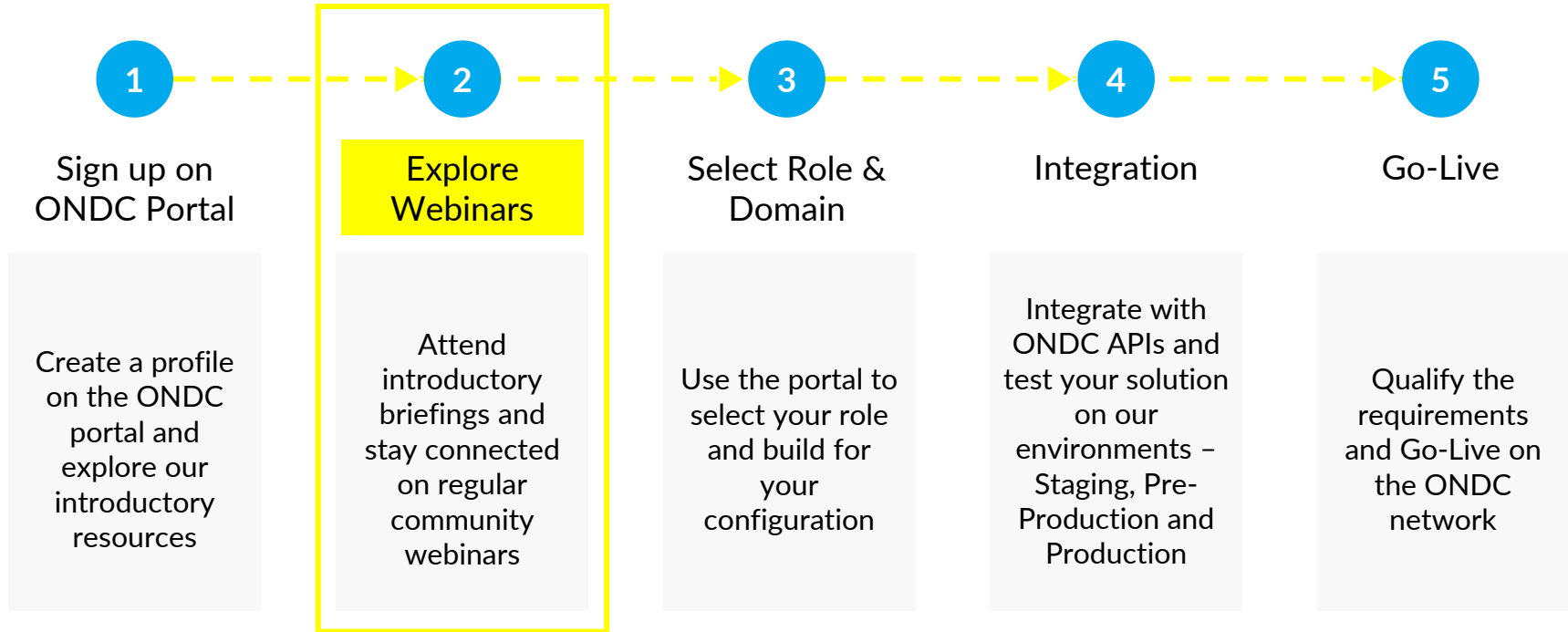
3

Please provide further details of your organization to enable the ONDC team to support you better

4

You can add representative users at this stage

Network Participant Journey



Step 2: Explore Webinars

ONDC Webinars

Business Briefing

Tuesday
3 - 4 PM

What is ONDC?

Technical
Briefing

Friday
11 AM - 12 PM

*What is the
technology that
powers ONDC?*

Implementation
Briefing

Monday
3 - 4 PM

*How to join
ONDC?*

Registry
Onboarding




Daily
10 - 10.45 AM

*How to join the
ONDC staging
environment?*

You can browse other active domain-specific community calls [here](#)

Introduction to ONDC | What is ONDC and how does it work?

Your ONDC journey begins with the following briefings and resources:

Business Briefing Call	Technology Briefing Call	 Introductory Resources
<p>In this call the team will:</p> <ol style="list-style-type: none">1. Walk you through the basics of ONDC2. Provide a value proposition for entities3. Call Details: Tuesday 3:00 - 4:00 PM  Meeting link	<p>Provide you with an overview of:</p> <ol style="list-style-type: none">1. APIs for Integration2. Resources available for Integration on Github and Swaggerhub3. Call Details: Friday 11:00 – 12:00 PM  Meeting link	<ol style="list-style-type: none">1. ONDC Strategy Paper2. Website3. ONDC Business Briefing Presentation4. ONDC Technical Briefing Presentation5. ONDC Building Trust6. McKinsey Industry Report



Please sign up on the [ONDC Portal](#) if you haven't done so already



An accurate understanding of ONDC is essential in helping you pick your role in the network

Implementation Briefing & Registry Onboarding | How do I join ONDC?

To understand the steps to integrate with ONDC or how to register on an ONDC enabled application, join the Implementation Briefing. Here are the relevant resources:

Implementation Plan Briefing Call



Monday 3:00 - 4:00 PM, [Meeting Link](#)



[Implementation Plan Briefing Deck](#)

Registry Onboarding Call



Daily 10:00 - 10:45 AM, [Meeting Link](#)



- **An entity can create a personalized ONDC implementation journey on the ONDC portal basis role and domain selected**
- This will provide you with the latest requirements and steps to be completed
- All participants are requested to track their integration progress on the ONDC portal to get your queries resolved and stay aligned with the ONDC team

ONDC Academy | A utility to guide your team to understand ONDC better

Aspiring NPs can now learn the best practices to establish and grow an e-commerce business on ONDC Academy. Along with learning modules, an assessment-based certification has been developed along with NSE Academy.

This certification is given for validating the users knowledge of handling digital commerce operations. (Passing score 80%).



[ONDC Academy](#)



[ONDC Academy Youtube Channel](#)

ONDC will recognise such Seller NPs who have at least 2 of their employees certified as a "**ONDC ACADEMY CERTIFIED SELLER NETWORK PARTICIPANT**"

NPs are required to fill the form for the employees receiving the certificate for ONDC Team to validate and officially recognise the certified Seller NPs.



[ONDC Academy -Seller NP Certification](#)

ONDC Portal | Discover Community Webinars & Academy

The screenshot displays the ONDC Portal Home page. At the top is a blue navigation bar with the following items: Home, Profile (with a dropdown arrow), Integrations (with a dropdown arrow), Operational Excellence (with a dropdown arrow), and Resources. Below the navigation bar, the page is divided into two main sections. On the left is the 'Action Centre' section, which includes a 'Profile related' dropdown, 'Start Integration' dropdown, and 'Manage Integration Journey' dropdown. Below this is the 'Announcements' section, featuring a 'NEW Holiday Announcement' dated 29/02/2024 with a 'QA resource' link. On the right is the 'Learning Centre' section, which contains the 'ONDC Academy' description, a link to 'https://www.ondc.academy', and a 'Book your slot for Upcoming Webinars' section. This section includes a description of the webinars and a blue 'Explore Webinars' button. A red dashed arrow points from the 'Explore Webinars' button down to a red-bordered box at the bottom of the page.




Your team can explore and sign up for ONDC community webinars on the Portal Home

ONDC Portal | Community Webinars

Home Profile ▾ Integrations ▾ Resources

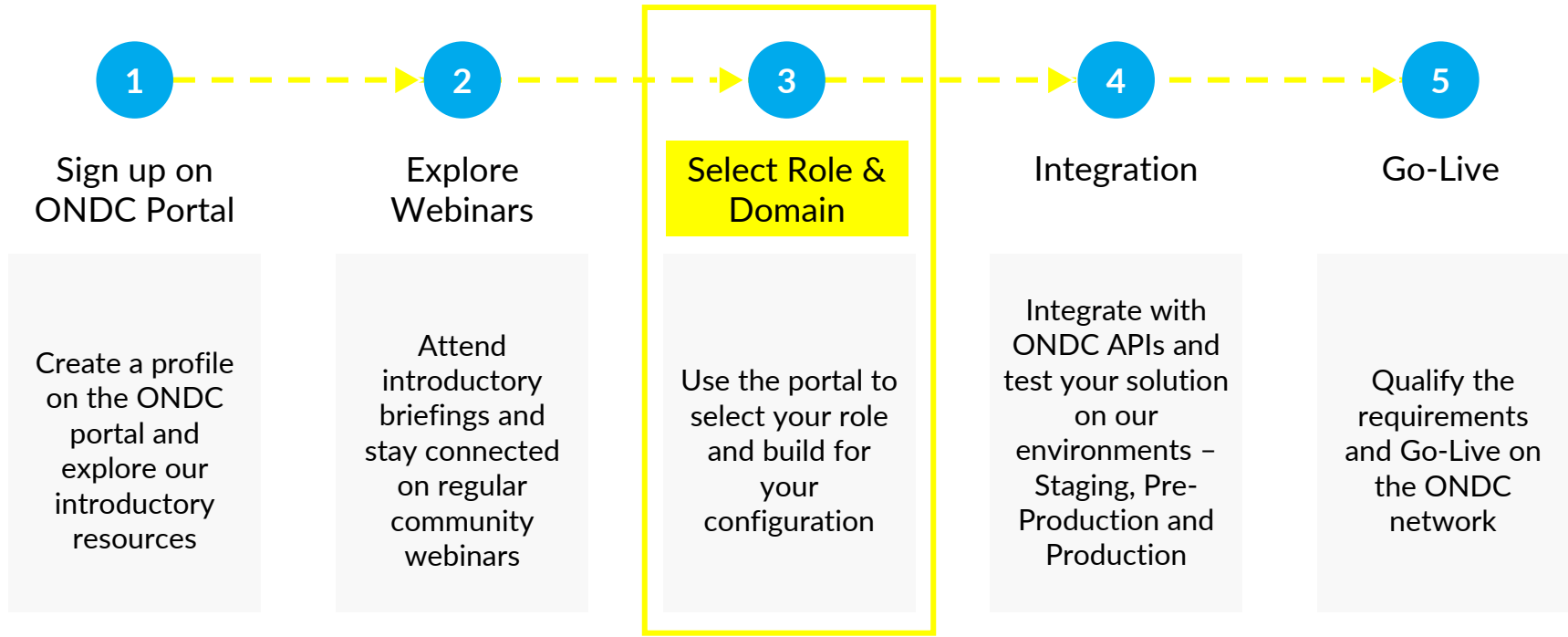
← Book Webinar

Upcoming Webinar List

Enter Start Date  Enter End Date  Search here... 

S.No.	Webinar Topics	Description	Type	Mode	Action
1	RSF Community Call	Call to discuss RSF issues	Tech	Online	Select Slot
2	Onboarding Call for FIS (Tuesdays)	Community call for NPs for FIS onboarding	Tech	Online	Select Slot
3	Registry Onboarding (Thursdays)	Community call for NPs to understand the Registry onboarding process	Tech	Online	Select Slot
4	Registry Onboarding (Tuesdays)	Community call for NPs to understand the Registry onboarding process	Tech	Online	Select Slot
5	Implementation Plan Briefing (Mondays)	Detailed walkthrough of 'Integration with ONDC'	Business	Online	Select Slot
6	Reference App Community Call (Daily)	Daily call to discuss the issues and queries for Reference Applications for v1.2 B2C implementation	Tech	Online	Select Slot

Network Participant Journey



Step 3: Select Role and Domain

An entity can play various roles on ONDC, the primary roles* are:

Seller Node	Buyer Node	Technology Service Provider
<p>1. Marketplace Seller Node - Any entity that enables third party merchants / service providers to sell their products on the ONDC Network</p> <p>2. Inventory Seller Node - Any entity that will act as a “seller on record” on ONDC selling from their own inventory</p>	<p>Buyer Node - Any entity that enables any buyer to search for and buy products or services on the ONDC network</p>	<p>Any entity that enables either a seller node or a buyer node on ONDC by providing a software application (either stand alone or through cloud)</p>

Network Participants includes Seller side and Buyer side nodes, TSPs are not Network Participants.

You can use the following documents to help you determine your role on the network:



[Network Participant Agreement](#)



[Regulatory Requirements for NPs](#)



[Taxation Obligations for NPs](#)

*Note – We recommend that you review the Network Agreement for legal definitions of these roles.

Domains | What are Domains and how do they differ from categories?

To understand ONDC and how it expands, it is important to distinguish between Domains and Categories on the Network

Domains

- At ONDC, Domains can be distinguished by the way products/services are bought and sold (Ex. Retail, Logistics, Financial Services, Mobility & Travel etc.)
- Domain enablement usually merits a major protocol modifications whereas new category introduction in a domain doesn't
- An entity can play the role of a Buyer node or Seller node or both in each domain. (Ex. A Seller node in the Retail domain can act as a Buyer node in the Logistics domain)

Categories

- Category constitutes products that have similar market or usage characteristics. Some examples are:
Retail domain (Categories: Grocery, F&B, Consumer Electronics. etc)
Financial Services domain (Categories: Credit, Insurance, Gift Cards etc)

Configuration

A configuration is a combination of role, domain and protocol version. Each configuration will be mapped to a distinct integration journey

	Role	Domain/ Category	Version
1	Buyer Application	Retail	Protocol Version 1.2
2	Seller Application	Retail	Protocol Version 1.2
3	Buyer Application	B2B	Protocol Version 1.1

Each of the above is a distinct integration journey with its own set of requirements, each will be tracked distinctly on the ONDC portal

ONDC Portal | Selecting your role on the ONDC portal

Select your preferred role(s)

Please select at least one role to proceed. You can add or modify your preferred role(s) within profile section later.

- Buyer NP ⓘ
- Seller NP - Marketplace Seller Node (MSN) ⓘ
- Seller NP - Inventory Seller Node (ISN) ⓘ
- Technology Service Provider (TSP) - Buyer ⓘ
- Technology Service Provider (TSP) - Seller ⓘ
- Technology Service Provider (TSP) - IGM ⓘ
- Technology Service Provider (TSP) - RSF ⓘ

➤ Your organization may select one or more roles to proceed with integration

➤ *Note - Your organization may decide to integrate as more than one role. Please remember, each role will lead to a different configuration and thus a different integration journey*

ONDC Portal | Measuring profile completion

Basic Information of Business. ONDC point of contact details. Roles on ONDC

I will do this later Complete your profile

You must complete your profile before you can start integration

Manage Profile

Organization Name ONDC

Subscribed Roles View All Roles Add Roles

Network Status - Initial

Seller NP - Marketplace Seller Node (MSN)

Profile Completed - 30%

Basic Information 10

Authorised Signatory 4

Role Specific Information 3

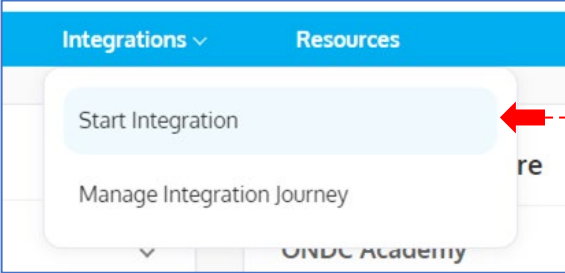
Organization Details

Organization Name * ONDC	Website URL * www.ondc.org	Year of Incorporation * 2022
Number of Employees Up to 50 employees	Turnover of Organization * Up to INR 40 Lakhs	Nature of Organization *
Sector of Organization *	Status of product/application *	Domain of Products or Services *

Indicates percentage of profile completion

Indicates pending fields against each category

ONDC Portal | Starting your integration



Note - Only once your profile is complete you can start integration for a specific configuration

Start Integration

1 Start Integration — 2 Plan 3 Comply 4 Live

Add configuration

Role* Domain* Transaction type*

API Version*

Add

ONDC Portal | Configuration Example - Seller NP (MSN) – Retail – v1.20

Start Integration

1 Start Integration — 2 Plan 3 Comply 4 Live

Add configuration

Role *
Seller NP - Marketplace Seller Node (MSN) ▼

Domain *
Retail ▼

Transaction type *
B2C ▼

API Version *
v 1.2.0 ▼

Add

Use the drop downs to select appropriate responses and select Add

View configuration

You can view status of your added configuration(s) and proceed with integration journey.

#	Role	Domain	Transaction Type	API	Integration Status	Submitted On	Actions
1	Seller NP - Marketplace Seller Node (MSN)	Retail	B2C	v1.2.0	Initiated Integration	20/02/2024	Proceed > ⋮

Proceed to move to next step – managing your integrations

ONDC Portal | Tracking configuration integration process

← Manage Integration Journey

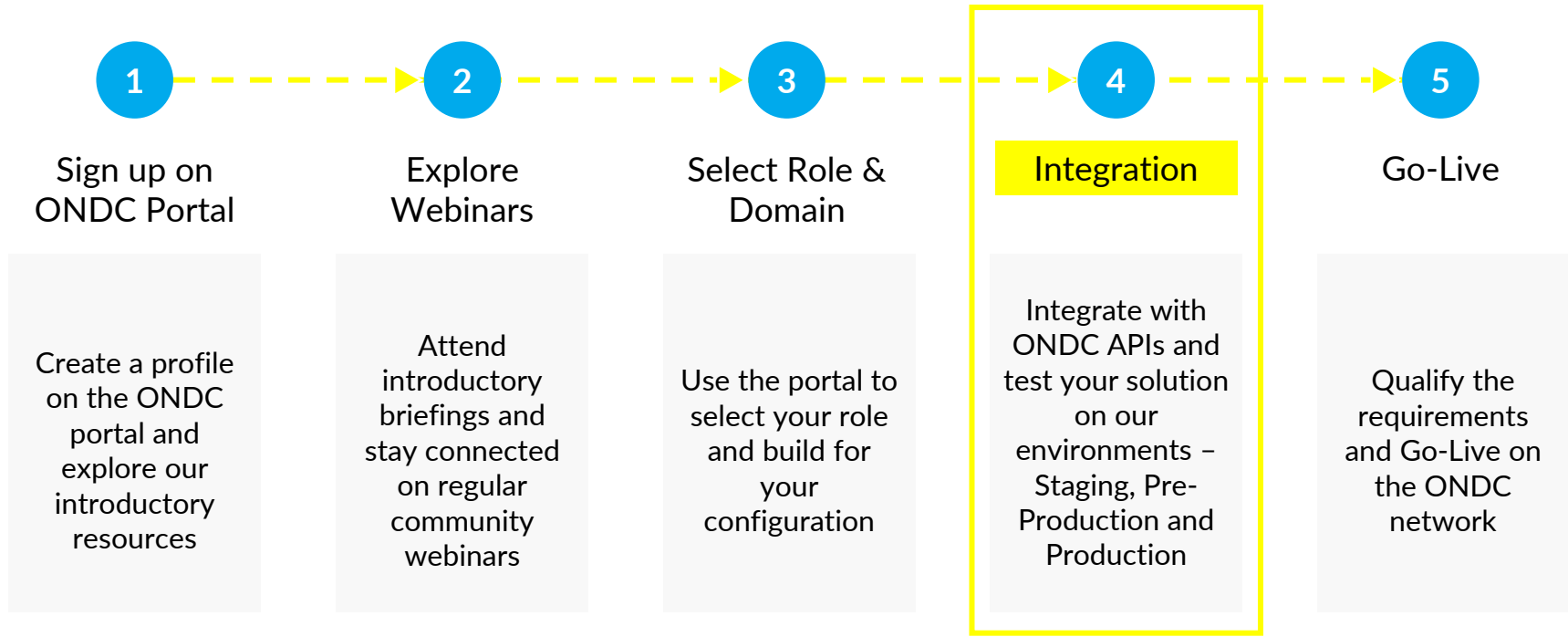
Start Integration — 2 Plan — 3 Comply — 4 Live

Configurations list

#	Role ↓↑	Domain ↓↑	Transaction Type ↓↑	API ↓↑	Integration Status ↓↑	Action
1	Seller NP - Marketplace Seller Node (MSN)	Retail	B2C	v1.2.0	• Initiated Integration	Create Plan

- On the Configurations list you will be able to create a plan and track the status against the same
- You can create and work on more than one configuration at a time

Network Participant Journey



Step 4: Integration

ONDC integration refers to the API integration with the ONDC protocols + building the operations and complying with relevant policy for conducting transactions on the network

Integration takes place over three environments:

Staging (Free access to all for early-stage development)	Pre-Prod (Limited access based on approval of demo app)	Production (Restricted to live applications for real-time transactions)
---	--	--

Requirements are spread across the following functions:

Policy	Tech	Operational Readiness	Growth
--------	------	-----------------------	--------

Integration Cont.

The ONDC portal maps the integration requirements as per the following summary, exhaustive requirements can be found on the portal once you start integrating for a configuration.

Environments provided by ONDC for API integration and network-based transactions

		Staging (Free access to all for early-stage development)	Pre-Prod (Limited access based on approval of demo app)	Production (Restricted to live applications for real-time transactions)
Functions	Policy			
	Tech	Requirements to proceed to Pre-Production are verified on basis of a demo with the ONDC team which can be scheduled on the Portal	Requirements to proceed to Production will have to be submitted on the Portal for approval	Qualification of probationary testing and growth metrics tracking
	Operational Readiness			
	Growth			

ONDC Portal | Overview on Portal

Summary Policy Plan **Tech Plan** Operational Readiness Plan Growth Plan

Define timelines and create a plan

#	Item	Planned Start Date	Planned End Date	
A	Get an overview about ONDC technology stack and support ecosystem for ONDC technology development	Enter Start Date * 20/02/2024	Enter End Date * 12/03/2024	⌵
B	Access environment for development - Staging	Enter Start Date * 20/02/2024	Enter End Date * 12/03/2024	⌵
C	Access environment for development – Preprod	Enter Start Date * 20/02/2024	Enter End Date * 12/03/2024	⌵
D	Submit logs (json payloads) for verification by ONDC Team	Enter Start Date * 20/02/2024	Enter End Date * 12/03/2024	⌵
E	Contribute towards transparency on the network	Enter Start Date * 20/02/2024	Enter End Date * 12/03/2024	⌵

Submit

Comply

Select **submit** to provide your timelines and **comply** to revert to track requirements at different stages

ONDC Portal | Planning the Integration

Role - Seller NP - Marketplace Seller Node (MSN) Domain - Retail Transaction Type - B2C API - v 1.2.0 Expected live date : 12/03/2024 Integration in Progress

Summary Policy Plan Tech Plan Operational Readiness Plan Growth Plan

To track open items against each and define timelines (Refer to next slide)

#	Vertical	Requirements Count	Start Date	End Date	Last Modified By	Last Modified On
1	Policy	8	20/02/2024	12/03/2024	Meenakshi Singh	20/02/2024, 11:20
2	Tech	13	20/02/2024	12/03/2024	Meenakshi Singh	20/02/2024, 11:20
3	Operational Readiness	13	20/02/2024	12/03/2024	Meenakshi Singh	20/02/2024, 11:20
4	Growth	2	20/02/2024	12/03/2024	Meenakshi Singh	20/02/2024, 11:20

Default plan dates are assigned to all the above verticals to estimate the expected live date for this interest. You can edit these dates, if required.

Confirm & Proceed

Select confirm and proceed to track requirements at different stages - Staging, Pre-Production and Production

ONDC Portal | Join Staging

Summary Policy **Tech** Operational Readiness Growth

View by: Staging

Status: Pending

#	Item	Resource	Onboarding Stage	Planned Date	Status	Action
1	Get an overview about ONDC technology stack and support ecosystem for ONDC technology development		Staging	12/03/2024		
2	Access environment for development - Staging		Staging	12/03/2024	Pending	



The instructions on accessing the staging environment can be found on the ONDC portal, the subscriber code can be submitted online for approval

Home

Requests related to integration journey

[Environment Access Request](#)

[Book Demo Slot](#)

ONDC Portal | Completing the requirements (Ex - Pre-Production)

Summary Policy Tech Operational Readiness Growth

Navigation View by: Pre-Prod

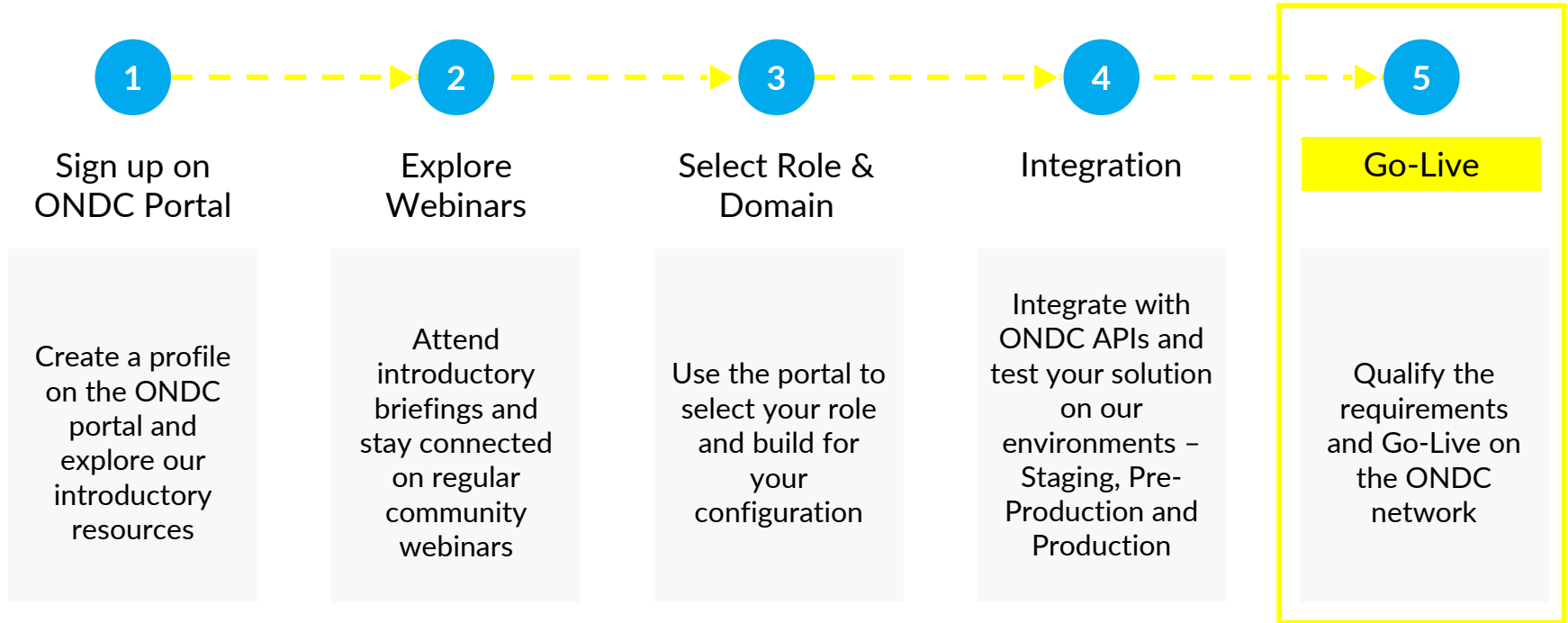
Staging Pre-Prod Beta-Prod View All

You must complete requirements across all stages

	Pending	Submitted	Deferred	Verified	Over Due	On Hold	Planned End Date	Action
Policy	8	-	-	-	-	-	12/03/2024	View
Tech	6	-	-	-	-	-	12/03/2024	View
Operational Readiness	2	-	-	-	-	-	12/03/2024	View
Growth	0	-	-	-	-	-	12/03/2024	View

These indicate open requirements across functions. In this case, to obtain approval for move to production, your team must comply with the requirements for Pre-Prod on the ONDC Portal

Network Participant Journey



Step 5: Go-Live

Successfully surpassing the threshold for functional testing, complying with the final checklist and successfully navigating the Probationary Period on Production environment qualifies an NP to Go-Live on Production. This means that an NP can start their e-commerce operations on ONDC along with the existing ecosystem of Network Participants.

In case of an ONDC Protocol Update, these updates will first be tested on Pre-Production and then launched on Production environment.

Applications live on ONDC

Please refer to the following link to view the list of Network Participants and Ecosystem Participants live on the network:



[ONDC Participants](#)