

### Summary of capability development packs\* offered by Deliveroo, foodpanda and GrabFood

Categories	Food delivery platforms		
	Deliveroo	foodpanda	GrabFood
<ul style="list-style-type: none"> <li>• Sign-up period: 13 April and 31 December 2020 on a first-come-first-serve limited basis</li> <li>• Validity: Each capability development pack will extend support to businesses for a period of one year from the date of application</li> </ul>			
<b>Capability building</b>	<ul style="list-style-type: none"> <li>- Access online materials in the form of webinars (at least three training modules) and a marketing guide on launching a brand online</li> <li>- 1-on-1 consultation</li> </ul>	<ul style="list-style-type: none"> <li>- Access online materials in the form of training video or deck (at least 12 training modules)</li> </ul>	<ul style="list-style-type: none"> <li>- Access online materials in the form of webinars and training videos (at least six training modules)</li> </ul>
<b>Marketing support</b>	<ul style="list-style-type: none"> <li>- Credits to run in-app marketing and discounts</li> </ul>	<ul style="list-style-type: none"> <li>- Access to foodpanda's marketing channels (e.g. in-app Carousel, Electronic Direct Mailer (EDM) feature)</li> </ul>	<ul style="list-style-type: none"> <li>- Access to GrabFood's marketing channels (e.g. promo tagging, EDM feature, promo tagging, GrabFood-led campaign entitlements)</li> <li>- Credits to run in-app discounts</li> </ul>
<b>Data/insight sharing</b>	<ul style="list-style-type: none"> <li>- Monthly delivery performance report<sup>#</sup>, which includes: <ul style="list-style-type: none"> <li>○ Financial performance (e.g. week-on-week sales, completed orders)</li> <li>○ Operational performance (e.g. average delivery and food preparation time)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Weekly delivery performance report<sup>#</sup>, which includes: <ul style="list-style-type: none"> <li>○ Financial performance (e.g. week-on-week sales, completed orders)</li> <li>○ Operational performance (e.g. average delivery and food preparation time, fail rate)</li> <li>○ Customer rating</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Monthly delivery performance report<sup>#</sup> which includes: <ul style="list-style-type: none"> <li>○ Financial performance (e.g. week-on-week sales, completed orders)</li> <li>○ Order heat map (e.g. distribution of orders)</li> <li>○ Top selling items (e.g. by sales, by quantity)</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>Customer profile (e.g. total and new customers, rating, order frequency, top items)</li> </ul>		<ul style="list-style-type: none"> <li>Customer profile (e.g. total and new customers)</li> </ul>
<b>On-boarding support</b>	<ul style="list-style-type: none"> <li>On-boarding fee waived</li> <li>Free product photography<sup>^</sup></li> </ul>	<ul style="list-style-type: none"> <li>First month commission waived<sup>1</sup></li> <li>On-boarding fee waived</li> <li>Free product photography<sup>^</sup></li> </ul> <p><sup>1</sup>Applicable for new vendors with <math>\leq 2</math> outlets, and contracts signed from 9 April to 4 May 2020</p>	<ul style="list-style-type: none"> <li>Allow deferment of account activation fee, offset against commissions from subsequent food orders</li> </ul>
<b>Out-of-pocket cost incurred by F&amp;B businesses</b>	S\$100 per outlet		
<b>Sign-up link</b>	<p>New merchants:  <a href="https://restaurants.deliveroo.com/en-sg">https://restaurants.deliveroo.com/en-sg</a></p> <p>Existing merchants:  <a href="mailto:am@deliveroo.com.sg">am@deliveroo.com.sg</a></p>	<p>For both new and existing merchants:  <a href="https://www.pandapartners.sg/booster-package/">https://www.pandapartners.sg/booster-package/</a></p>	<p>For both new and existing merchants:  <a href="https://www.grab.com/sg/esqboostpackage/">https://www.grab.com/sg/esqboostpackage/</a></p>

**Notes:**

\*Information is accurate as at 9 April 2020.

#The stated areas in the performance report are in addition to what F&B businesses can currently access via the respective merchant portals with real-time transactional data.

<sup>^</sup>Also applicable to existing merchants