

List of Frequently Asked Questions

Overview of Food Delivery Booster Package

1. What is the Food Delivery Booster Package about?

The Food Delivery Booster Package supports food and beverage (F&B) businesses to diversify operations through food delivery. This is part of the government's efforts to help SMEs strengthen their digital capabilities to deal with the challenges of the current COVID-19 situation.

The Package will cover the following initiatives to support F&B businesses:

- a. **Support for F&B businesses on food delivery;**
 - i. Reduction of five percentage points of the commission cost charged by five food delivery platforms – Bungkus, Chope, Deliveroo, foodpanda and GrabFood
 - ii. Funding of 20% of food delivery logistics cost per trip for those that are fulfilling food delivery orders via eligible third-party logistics partners that are not facilitated by the abovementioned five food delivery platforms
- b. **Equipping F&B businesses with the capabilities and tools** to improve performance of delivery orders on Deliveroo, foodpanda and GrabFood via the capability development pack; and
- c. **Helping businesses transform their delivery models and build digital capabilities for growth**

2. Who is eligible for this support?

Areas of support		Eligibility
A.	Reduction of five percentage points of the commission cost charged by five food delivery platforms – Bungkus, Chope, Deliveroo, foodpanda and GrabFood	- F&B businesses that are <u>on board</u> the five food delivery platforms.
B.	Funding of 20% of food delivery logistics cost per trip for those that are fulfilling food delivery orders via eligible third-party logistics partners	- F&B businesses that are fulfilling food delivery orders through third party logistics partners but are <u>not facilitated by the five food delivery platforms mentioned in point A</u>
C.	Capability development pack (valued at more than S\$1,500 each) that covers: <ol style="list-style-type: none"> 1. Capability building 2. Marketing support 3. Data/ insight sharing 	- F&B businesses that are <u>on-board Deliveroo, foodpanda and GrabFood</u> . - F&B businesses need to: <ul style="list-style-type: none"> o Be registered and operating in Singapore o Have a minimum of 30% local shareholding

		<ul style="list-style-type: none"> ○ Be in a financially viable position to start and complete the project
D.	<p>Up to 90% funding through the Enterprise Development Grant (EDG) to develop:</p> <ol style="list-style-type: none"> 1. Virtual brand 2. Online to offline (O2O) strategy 	<ul style="list-style-type: none"> - F&B businesses need to: <ul style="list-style-type: none"> ○ Be registered and operating in Singapore ○ Have a minimum of 30% local shareholding ○ Be in a financially viable position to start and complete the project

Note: The first three support items (i.e. A to C) require F&B businesses to have a food shop or food stall license issued by the Singapore Food Agency (SFA), and sell food that is prepared on premise for immediate consumption

Support for F&B businesses doing food delivery (on the five food delivery platforms)

Reduced commission costs per food delivery platform

3. What does five percentage points mean?

This means that, if for example, the current commission structure is 25% of the total food delivery transaction value, the commission cost payable to the participating food delivery platforms will be reduced to 20% for the qualifying period.

4. Who are the eligible food delivery platforms?

1. Bungkus
2. Chope
3. Deliveroo
4. foodpanda
5. GrabFood

5. How long is this support available for?

This support is available for orders made from 7 April to 31 July 2020 (inclusive) under the Food Delivery Booster Package.

6. Can I still benefit from the reduction in commission cost if my F&B business is already listed on one or more of the food delivery platforms?

Yes, both new entrants and F&B businesses that are already operating on one or more of the three food delivery platforms can benefit from the reduction in commission costs.

If your business is already listed on one or more of the food delivery platforms, there is no need for you to apply to receive support; you are eligible for and will receive the reduction in commission cost from the food delivery platform(s) that you work with.

7. I am new to the food delivery platforms. Where can I sign up for my F&B business to be listed on the food delivery platforms so as to benefit from the reduction in commission costs?

You may sign up as a food delivery merchant on any of the food delivery platforms through the following links:

Food Delivery Platform	Where to apply
Bungkus	info@bungkus.sg
Chope	sales.sg@chope.co
Deliveroo	https://restaurants.deliveroo.com/en-sg
foodpanda	https://www.restaurant.foodpanda.sg
GrabFood	https://grb.to/signuptoday

8. My F&B business is listed on more than one food delivery platforms. Do I benefit from the reduction in commission cost for each platform?

Yes. Eligible F&B businesses can benefit from reduction in commission costs for each platform they are on, i.e. if my business is on both foodpanda and GrabFood, I will receive the reduction in commission cost for both food delivery platforms.

Capability Development Pack (Available for Deliveroo, foodpanda and/ or Grabfood merchants)

9. What support would I get under the capability development pack?

The capability development pack provides support on the following:

- **Capability building** to enhance the online performance of their menus, develop an appropriate pricing structure, understand and run promotions and bundle deals effectively
- **Marketing support** to leverage the three key delivery platforms' assets such as carousel advertisements and online banners, as well as in-app marketing credits to promote products, run discounts and gain greater customer mindshare
- **Data/insight sharing** to improve delivery performance and business models. Data collected can include financial (e.g. revenue generated) and operational performance (e.g. delivery fulfilment and efficiency rate)

The above are value-added services on top of the current offering by the three food delivery platforms to F&B businesses when they list their menus on the platforms. Each capability development pack is worth more than S\$1,500.

10. How much out-of-pocket expense do I need to pay to receive support under the capability development pack?

You need to fork out a one-time fee of S\$100 per outlet; the rest of the cost will be borne by ESG and the three platform providers.

11. How long is the support under the capability development pack for?

The support will be available for a period of one year from the date of application.

12. I am interested in the support provided under the capability development pack. Where can I apply?

You can sign up with Deliveroo, foodpanda and GrabFood directly between 13 April and 31 December 2020. The packs are available on a first-come-first-served limited basis. Details on how to apply can be found in the following table:

FOOD DELIVERY PARTNER	WHERE TO APPLY (FOR NEW F&B BUSINESSES)	WHERE TO APPLY (FOR EXISTING F&B OPERATORS ON THE PLATFORMS)
Deliveroo	https://restaurants.deliveroo.com/en-sg/	am@deliveroo.com.sg
foodpanda	https://www.pandapartners.sg/booster-package/	
GrabFood	https://www.grab.com/sg/esgboosterpackage/	

13. Can I still benefit from the support under the capability development pack, if my business is already listed on one or more of the platforms?

Yes.

14. My F&B business is listed on / I am intending to list my F&B business on more than one of the three key food delivery platforms. Do I benefit from the support under the capability development pack for each platform?

Yes. F&B businesses may benefit from the support under the capability development pack for each platform they are listed on.

Support for F&B businesses doing food delivery (via third-party logistics partners)

15. Can I get support if my F&B business is managing our own food delivery orders through other third-party logistics partners?

For F&B businesses that may not be on board the five food delivery platforms (i.e. Bungkus, Chope, Deliveroo, foodpanda and GrabFood) but are fulfilling food delivery orders through eligible third party logistics partners, Enterprise Singapore will fund 20% of the food delivery cost per trip. There is no cap on the qualifying food delivery cost.

16. How long is the support for and how will it be disbursed?

The support is available for orders made between 7 April and 31 July 2020 (inclusive). Funding will be disbursed through eligible third-party logistics partners.

17. My F&B business is listed on one or more of the five food delivery platforms and we are also using third party logistics partners to fulfil delivery orders. Can we still qualify for this support?

Yes, you will still qualify for support. Orders that are placed on the five food delivery platforms will qualify for the commission support of five percentage points. For orders that are not placed on the five food delivery platforms but are fulfilled by eligible third-party logistics providers, Enterprise Singapore will fund 20% of the food delivery cost per trip.

18. Who are the eligible third-party logistics partners?

1. ComfortDelivery
2. Express Valet
3. Lalamove
4. Pickupp
5. Prime Delivery

6. Travelhorse
7. Uparcel
8. Zeek
9. Zoom Services

Applications to be a third-party logistics partner under the Food Delivery Booster Package closed on 15 April 2020. We will not be accepting new applicants. The above list is updated as of 30 June 2020.

19. How do I apply for support?

Please approach any of the third party logistics partners under the eligible partner list (*refer to Q18*) to confirm eligibility for support. Once confirmed, there is no need for you to apply to receive support. You will directly receive the reduction in delivery cost from the third-party logistics partner(s) that you work with.

Developing digital capabilities and strategies for growth

20. What support can I get to develop my business' digital capabilities in the long-term?

F&B businesses may receive funding support of up to 90% through the enhanced Enterprise Development Grant (EDG) in the following two areas:

- Creating a virtual brand
- Developing an online to offline (O2O) strategy

Eligible costs include digital marketing and manpower costs. The additional manpower support can help businesses put in place new processes during the initial months to ensure smooth operations and sustain online efforts in the long term.

21. How long is this support for?

The one-time 90% support is available from 1 April 2020 to 31 December 2020.

22. Where can I apply?

You may apply for the above support under the Enterprise Development Grant through the [Business Grants Portal](#).