

Frequently Asked Questions

1. What is Swiggy Retail Limited and why are we required to onboard Swiggy Retail Limited?

Swiggy Retail Limited (SRL) is a wholly owned subsidiary of Swiggy Limited and undertakes the business of retail trading. Accordingly, this entity needs to be onboarded in your systems to enable supply of goods to Swiggy Retail Limited.

2. Will there be a new Master Service Agreement / commercial contract to be entered into?

As a retail trading entity, SRL will issue POs based on the aligned terms and margins. POs served and goods delivered against the same will be considered as acceptance of PO terms. Your fulfillment team can reach out to the SRL procurement team in case of any discrepancy in the PO. the POs will serve as binding on both the Parties.

3. What exactly do we need to do on our end to onboard the new entity in our systems?

The new entity, Swiggy Retail Limited (SRL), is required to be onboarded as a buyer / customer in your systems to enable fulfillment of purchase orders issued from SRL.

4. How do we get the required documents for SRL, if not provided already. What documents are required (PAN, GST certificate, COI, MSME/Udyam, bank details, etc.)?

While the COI, PAN, GST certificates and Bank account details are already provided, you can reach out to iocc.brandcommunication@instamart.in for any additional documents required.

5. Is there a specific format or portal where we need to confirm once the onboarding is done?

You are required to send a confirmation, along with the customer code and GST details updated in your records, to iocc.brandcommunication@instamart.in.

6. Who do we contact if we face issues updating our system with the new entity details?

You can reach out to iocc.brandcommunication@instamart.in for any queries or documents required.

7. From what date should we start invoicing Swiggy Retail Limited instead of the current entity?

The tentative date of SRL issuing the purchase orders is November 1, 2026. The invoicing will only start from your end as and when you fulfil the purchase orders anytime after November 1, 2026.

8. Do we need new bank mandates?

The bank account details are already provided from which you will be receiving payments against the goods supplied.

9. By when do we need to complete this onboarding?

We request the onboarding to be completed at the earliest whereby SRL plans to start issuing purchase orders from November 1, 2026.

10. What happens if we're unable to complete onboarding by the given deadline?

The future orders may get impacted if your systems are not ready to serve the purchase orders issued from SRL.

11. There are a few GST registrations where the entity name is still reflecting as Supr Infotech Solutions Limited. Should we consider the new name, Swiggy Retail Limited, for all onboarding requirements in our systems?

Yes. You need to onboard Swiggy Retail Limited as the buyer / customer in your systems. Purchase orders will be issued in the name of Swiggy Retail Limited and updated GST certificates with the name change will be shared subsequently. The GST registration remains unaffected.