

Delivery Hero

Payments API enabled on-demand payments and reconciliation for an innovator in global e-commerce



HSBC

Opening up a world of opportunity

| Background

Headquartered in Berlin, Germany, Delivery Hero is one of the world's leading delivery service providers. Through a variety of web and mobile platforms, they offer delivery of goods from restaurants, grocery stores and other retail businesses to consumers in 530 cities around the world.

| The challenge

A constant innovator in e-commerce, Delivery Hero was looking to introduce a better experience to its fleet of delivery riders on the Foodpanda platform to receive earnings on-demand via the Foodpanda mobile application. To successfully launch this in Singapore, Delivery Hero looked to develop a process that could enable faster fulfilment and reconciliation of payments.

On Foodpanda, **delivery riders' earnings accumulate with every delivery that they completed.** To enable the riders to request for their earnings to be disbursed on-demand, Delivery Hero had a vision to fully automate the in-app payments and reconciliation processes. Achieving this would **eliminate existing manual processes**, as these **could not be completed fast enough** to support on-demand payouts, and were **liable to human error**.

| The solution

Delivery Hero worked together with HSBC to develop and implement an innovative process that could instantly trigger and reconcile requested payment amounts based on application programming interface (API) connectivity for payments.

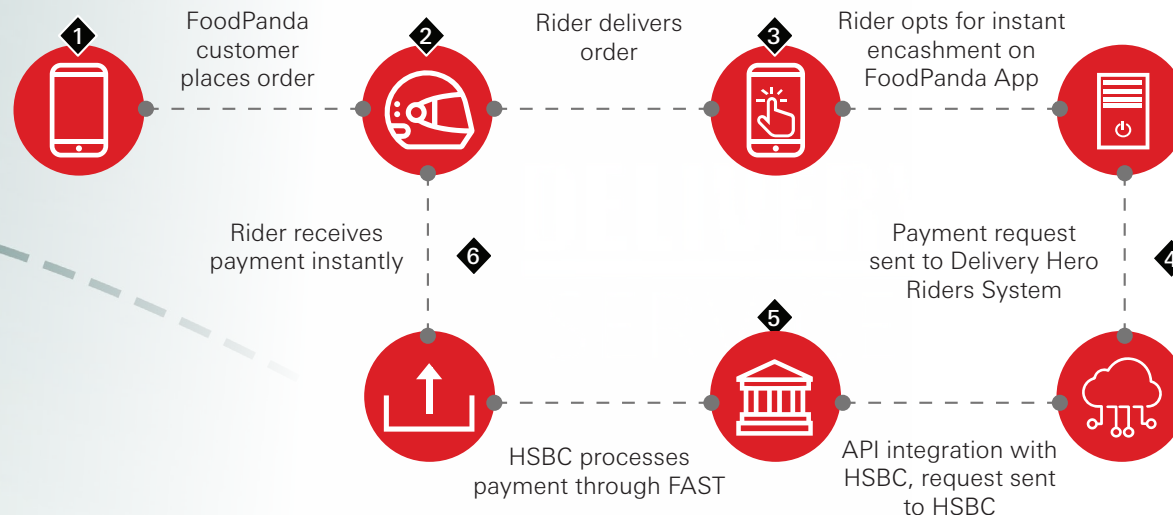
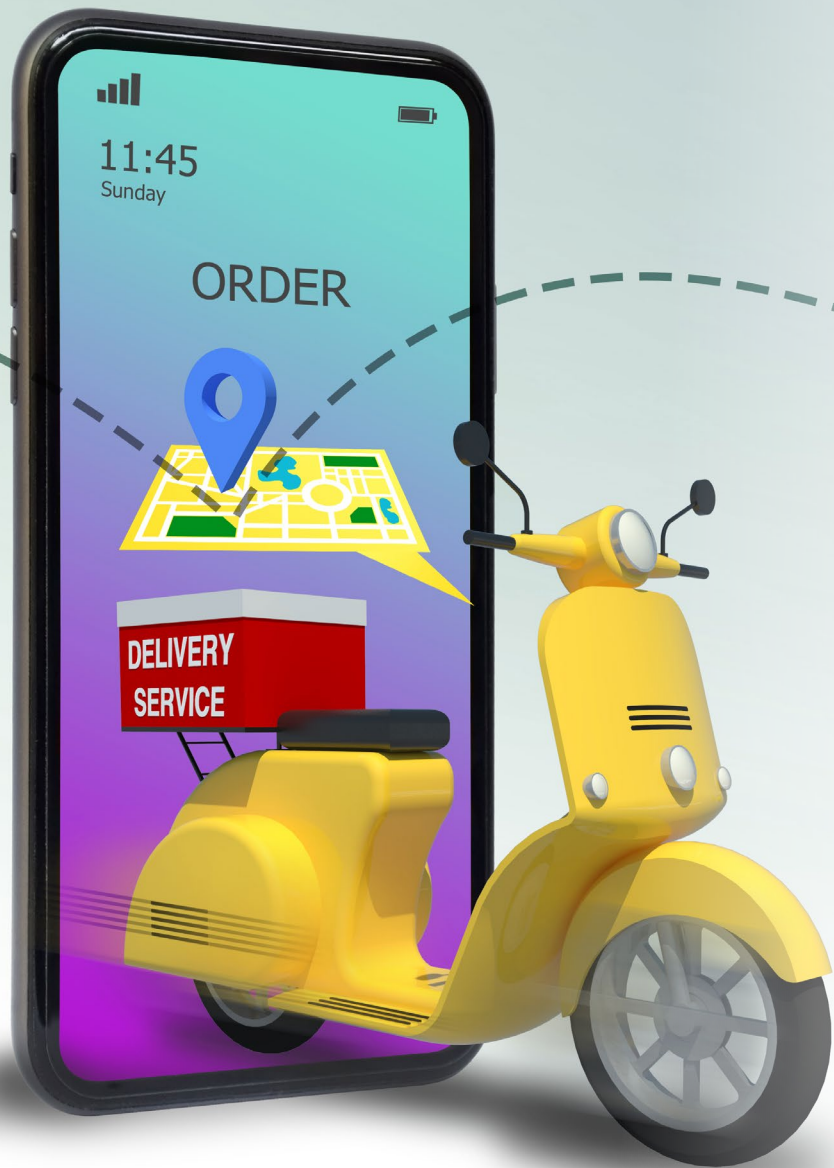
Payment requests initiated by the riders on the Foodpanda app are now transmitted to HSBC through API, which are received and processed in seconds. Requested payment amounts are then disbursed via Singapore's Fast and Secure Transfers (FAST) clearing channel, which credits funds to riders' accounts in just a matter of minutes. Payment acknowledgements are also sent back via API to Delivery Hero's systems for near-instant reconciliation. Overall, this accomplished the automated, near-instant payment and reconciliation processes Delivery Hero needed to support on-demand payments to riders.

Client quote:

"We constantly challenge ourselves and look for new opportunities to improve our processes and riders experience."

Gerald Taylor
Group Treasury, Delivery Hero SE





Benefits

- Delivery Hero saved 30 staff hours a month by complete elimination of manual processes achieved through an innovative automated payments and reconciliation solution
- Riders receive their latest earnings almost-instantly, whenever they want, leading to greater levels of satisfaction amongst the delivery fleet
- Through the payment API, Delivery Hero now enjoys a 100% straight-through-processing rate on payments to delivery riders
- Bespoke support and close collaboration between Delivery Hero and HSBC to successfully implement a completely new proposition

Important Notice

This document is issued by The Hongkong and Shanghai Banking Corporation Limited, Hong Kong ("HSBC"). HSBC does not warrant that the contents of this document are accurate, sufficient or relevant for the recipient's purposes and HSBC gives no undertaking and is under no obligation to provide the recipient with access to any additional information or to update all or any part of the contents of this document or to correct any inaccuracies in it which may become apparent. Receipt of this document in whole or in part shall not constitute an offer, invitation or inducement to contract. The recipient is solely responsible for making its own independent appraisal of the products, services and other content referred to in this document. This document should be read in its entirety and should not be photocopied, reproduced, distributed or disclosed in whole or in part to any other person without the prior written consent of the relevant HSBC group member.