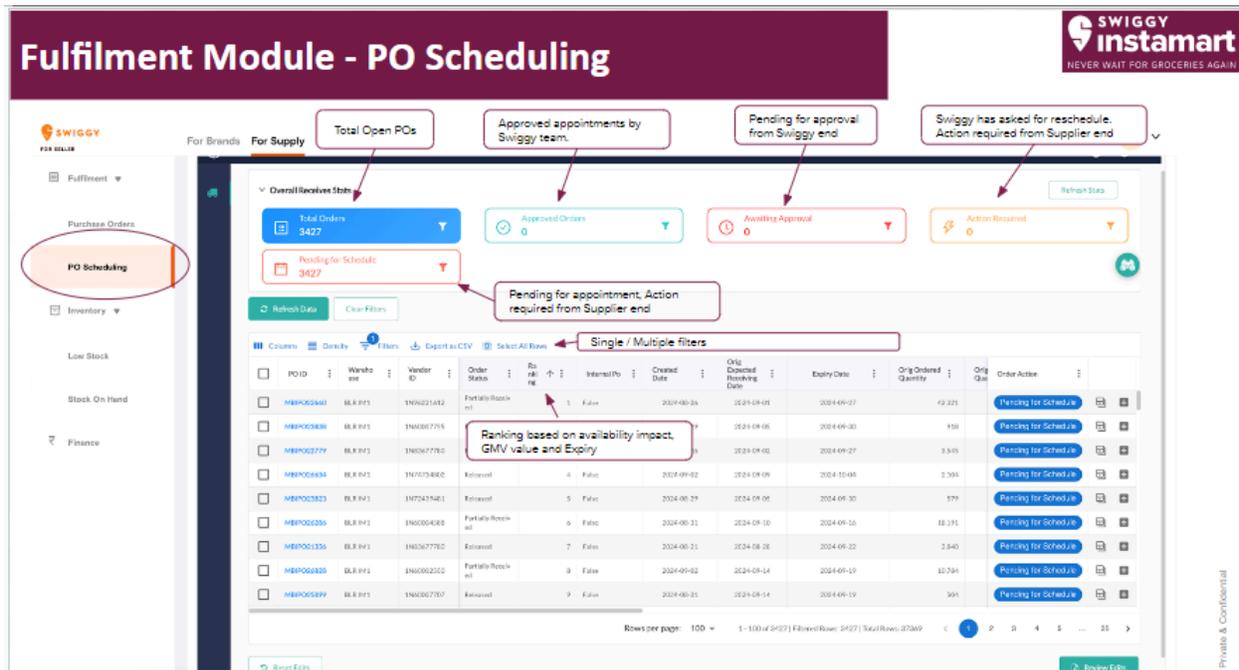


SOP for PO Scheduling Error

1. To schedule POs from Vendor Portal:

1: Go to PO scheduling in fulfillment module:



Step 2: How to Book a Warehouse Appointment

For Vendors/Brands:

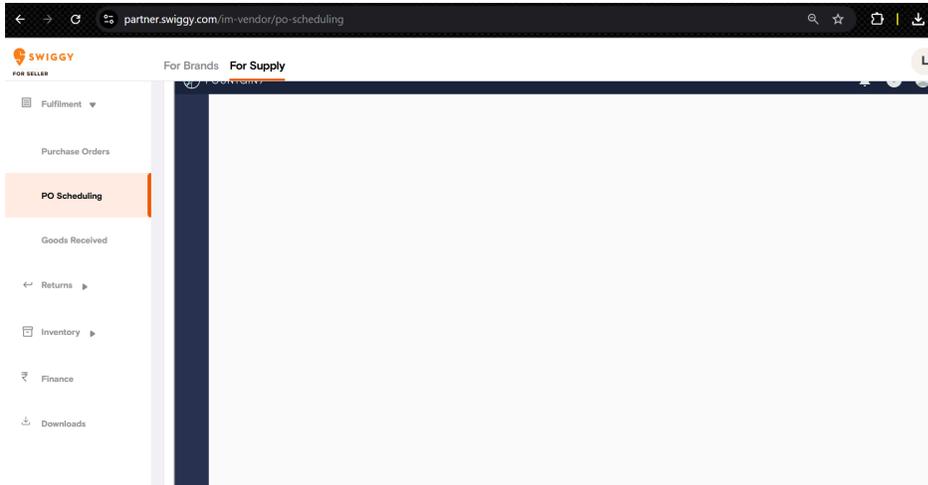
1. Click on the "Pending for Schedule" or "Action Required" button.
2. Select the delivery date for the Purchase Order (PO).
3. Choose a time slot (9-11 AM, 11 AM - 1 PM, or 1-3 PM).
4. Enter the shipment quantity.
5. Review the details and confirm the appointment.

For Instamart:

- The warehouse team will either approve the selected slot or suggest an alternative based on manpower availability.
- Suppliers will receive an email with appointment details when a slot is confirmed, or if a new slot is recommended.

Error During PO Appointment:

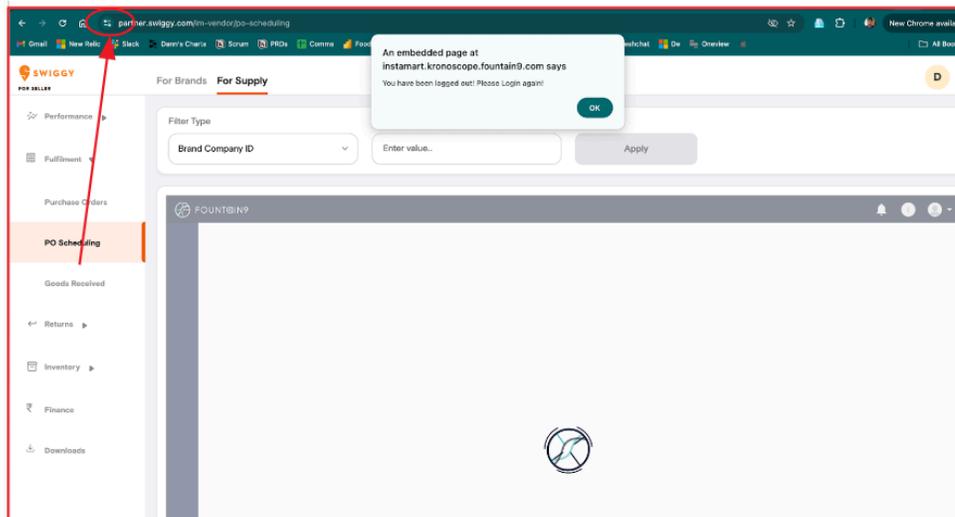
Error 1: I have Portal access but seeing a blank screen (see screenshot) or getting logged out as soon as I open the scheduling portal.



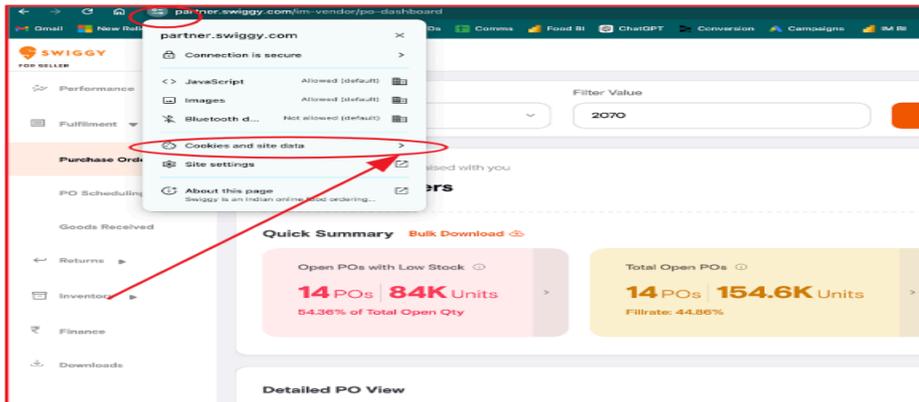
Resolution:

Step 1: Clear instamart.kronoscope.fountain9.com cookie

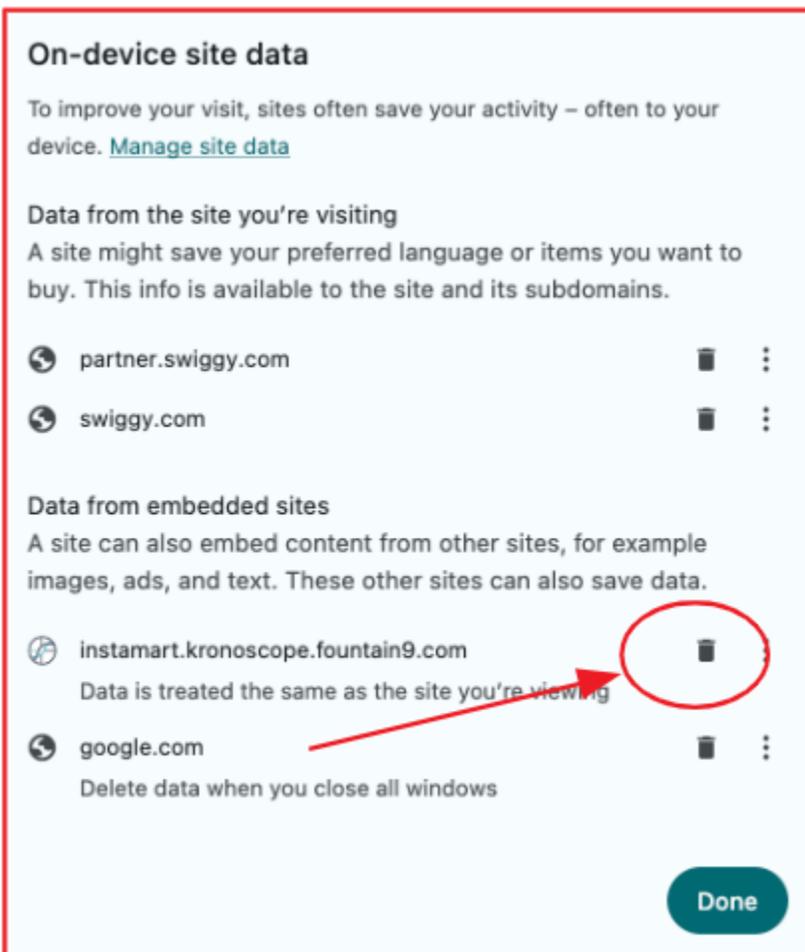
- a. Click on dot dash beside the url:



b. Open cookies and site data:

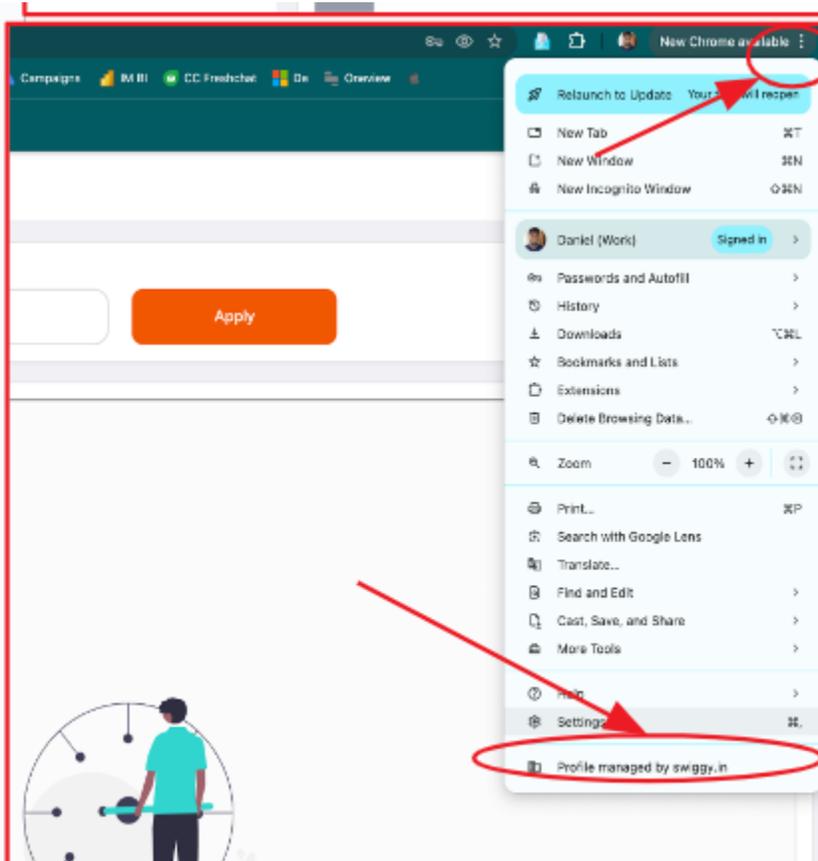


c. Delete instamart.kronoscope.fountain9.com

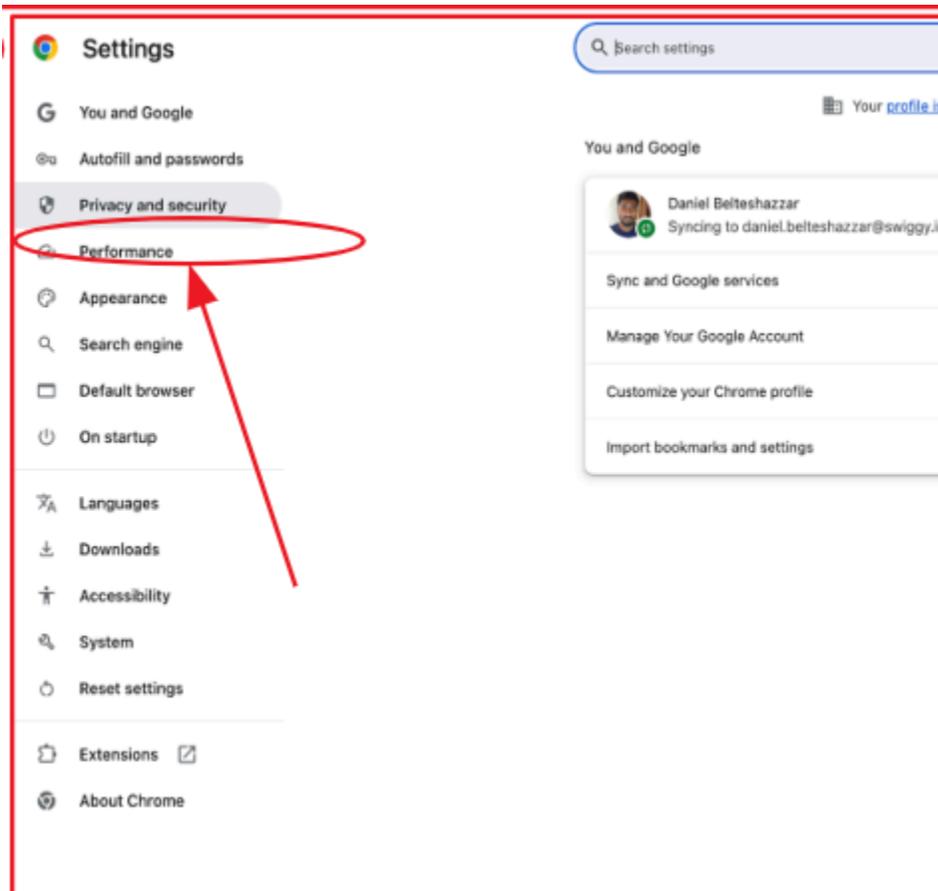


Step 2: Allow third party cookies

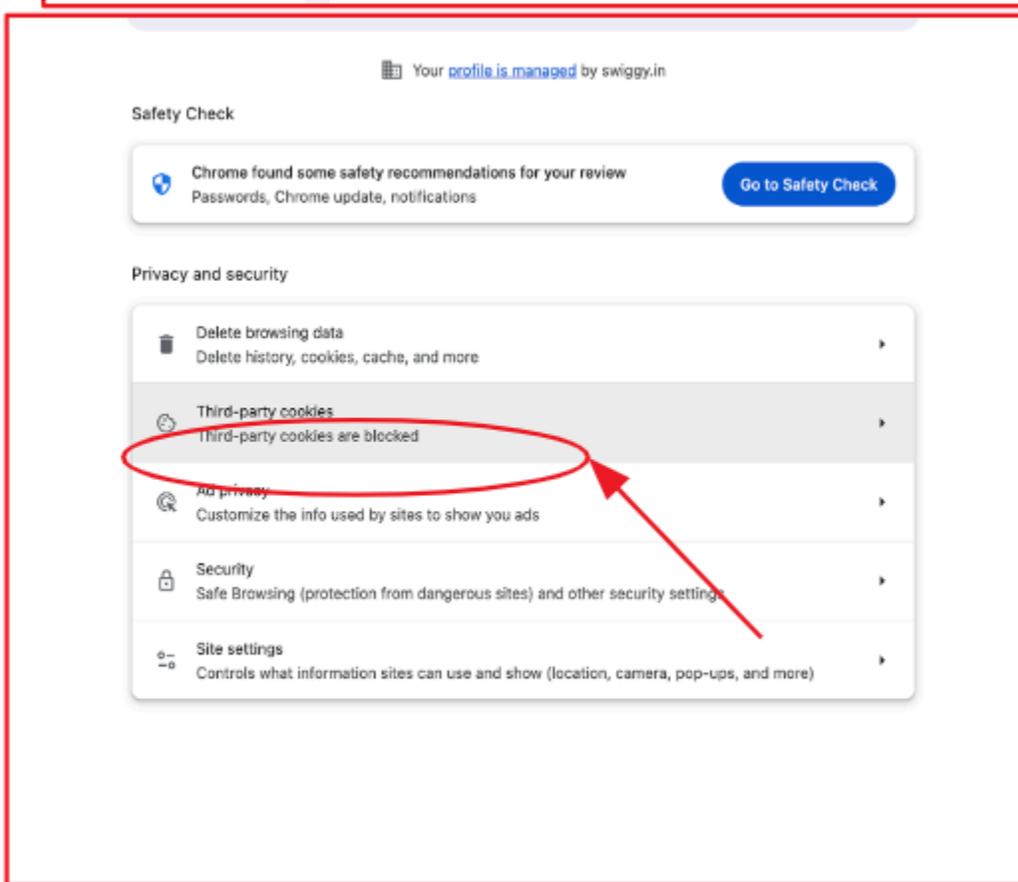
- a. Click on the three dots in the top right corner and open profile managed by swiggy.in



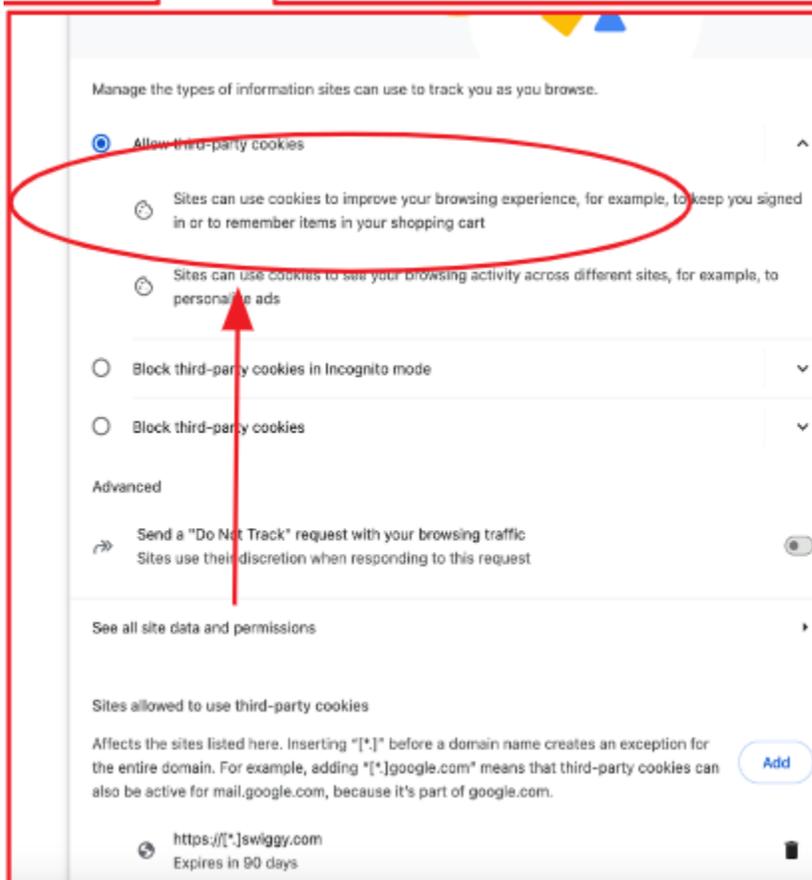
b. Click on performance option



c. Click on third party cookies

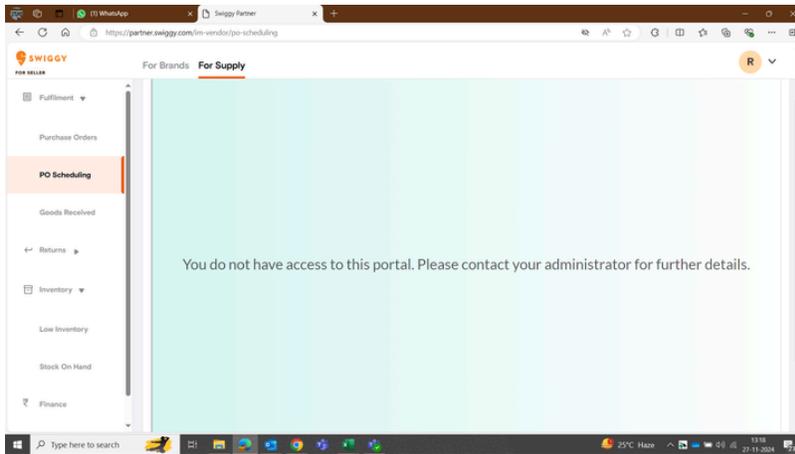


d. Click on 'Allow third party cookies'



Step 3: Refresh the Tab

Error 2 : I have Portal access but getting the message “You do not have access to this portal. Please contact your administrator for further details.” (You will see the below shown screenshot)



Resolution: To resolve this issue, please allow 24 hours for us to sync your brand/vendor details in our system. After 24 hours, you will have access.