Rejected Invoices – Step-by-Step Guide

Objective: To help vendors track rejected invoices, understand the reason for rejection, and take corrective action where applicable.

Kindly follow the steps below to resolve rejected invoice entries using the Rejected Invoices Module:

1) ACCESS THE REJECTED INVOICES MODULE
   a) Visit and log in to the Instamart Vendor Portal.
   b) Once logged in, navigate to the Invoice Report section.
   c) Click on the Rejected Invoices Module to view all rejected invoice entries.

   Note: If the Rejected Invoices Module does not open, your browser may have blocked the pop-up window.
   Please ensure pop-ups are **enabled for the vendor portal URL** to access the module properly.
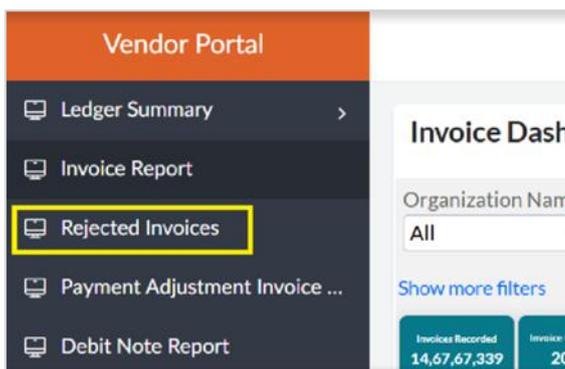

2) UNDERSTAND THE STATUS SUMMARY
   At the top of the module, you will see a status summary indicating how many entries exist under each of the following Resolution Status:

   a) **In Progress** – Entries are still in process or require possible action.
   b) **Pending Approval** – Submitted entries under review by Instamart.
   c) **Invoice Processing** – Entries that have been approved and are being processed by Instamart.

   This overview allows you to assess the volume and stage of your rejected invoices quickly.
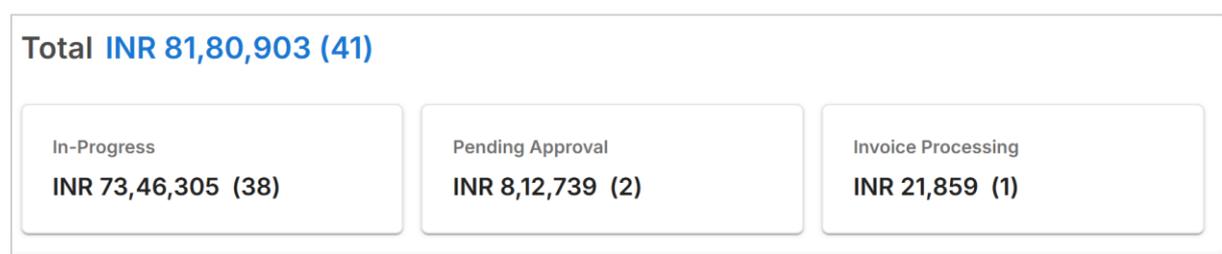
3) NAVIGATE BETWEEN SECTIONS
The module is organized into two primary sections:
a) **Not Posted** – Includes all entries that are still under resolution:
   i)   In Progress
   ii) Pending Approval
   iii) Invoice Processing
b) **Posted** – Entries that have been fully resolved and updated in the Instamart system. No further action is required on entries in this section.

4) REVIEW ENTRIES UNDER 'IN PROGRESS'
Within the In Progress tab (under Not Posted), entries are further categorized as follows:
a) **All** – A consolidated view of all in-progress entries (for reference).
b) **Invoice Copy Required** – Action Required: Upload a corrected invoice copy.
c) **New Invoice Required** – Action Required: Upload a newly generated invoice.

5) TAKE ACTIONS ON ELIGIBLE ENTRIES
a) Click Take Action on the right side of any entry under Invoice Copy Required or New Invoice Required.

b) Upload the required Invoice Copy.

c) Click Submit to complete your response.

Once submitted, the entry will move to the Pending Approval stage.

6) TRACK STATUS AFTER SUBMISSION

a) Entries you've submitted will appear in the Pending Approval tab.

b) Once reviewed and approved by Instamart, they move to Invoice Processing.

c) After final processing, they will appear in the Posted section, indicating full completion.

No further action is needed unless a case is returned for correction in 'In Progress'.