

Frequently Asked Questions

Rejected Invoices

1. How do I access the Rejected Invoice Module??

Log in to the Vendor Portal → Go to Invoice Report → Click Rejected Invoice Module.

2. The module isn't opening. What should I do?

Enable pop-ups for the vendor portal in the top right of the URL.

3. What does 'In Progress' mean?

The invoice is in progress — action may be needed either from the Vendor or Instamart.

4. What does 'Pending Approval' mean?

Instamart is reviewing the submitted response for approval or rejection.

5. What does 'Invoice Processing' mean?

The invoice has been approved and is being updated in Instamart's system.

6. What's the difference between 'Not Posted' and 'Posted'?

Not Posted: Entries still under review or processing

Posted: Invoice has been fully accepted and updated.

7. When do I need to take action?

Only if the entry is marked as Invoice Copy Required or New Invoice Required under In Progress.

8. How do I take action?

Click Take Action → Upload the required document → Click Submit.

9. What kind of documents should I upload?

Upload a valid invoice copy or a fresh invoice as requested — make sure it's clear and complete.

10. What is the file size or format limit for uploads?

Files must be under 50 MB per file and in PDF, JPG, or PNG format.

11. Can I take action on all entries in 'In Progress'?

No. You can take action only on entries under the category of Invoice Copy Required or New Invoice Required.

12. What if the entry is under 'All' in In Progress?

It's for visibility to find the rejected invoice; check the subcategory to know if action is required.

13. What happens after I submit?

The entry moves to Pending Approval, then to Invoice Processing, and finally to Posted once complete.

14. Can I edit or remove a file after submitting it?

No. Once submitted, files cannot be deleted. If there's an error, wait for Instamart to reject the entry, then re-upload.

15. How will I know if my action was accepted?

Once approved, the entry will move from Pending Approval to Invoice Processing, and finally to Posted.

16. What if I uploaded the wrong document?

You can then take action again and upload the correct document.