

PartnersBiz Help & Support

What we'll cover today:

01

PartnersBiz Overview

Portal navigation for Manufacturers & Vendors

02

Help & Support

How to make use of the Knowledge Centre and when to raise tickets

03

Ticket Categories

PartnersBiz

Vendor and manufacturer portal for managing POs, invoices, appointments, and support with Blinkit. There are two access types - each with a different set of available tabs.

Available Tabs & What They Mean

	PO Summary
	Invoices
	Report Requests
	My Profile
	Appointments
	EDI Integration
	Admin
	Help and Support



1 PO Summary

View all POs raised with you. Download Bulk PO Data from here.

2 Invoices

View serviced invoices. Download payment advice and bulk CSV for Invoices, PRN & DN.

3 Report Requests

View your last 20 requested reports.

4 My Profile

Manage your account and profile details.

5 Appointments

Schedule and manage PO delivery appointments at the warehouse.

6 EDI Integration

EDI overview and technical API documentation.

7 Admin

Manage users, create roles & permissions for your organisation.

8 Help & Support

Available Tabs & What They Mean

	PO Summary
	Invoices
	Report Requests
	Sales
	Stock on Hand
	Score Card
	Consumer Offers
	My Profile
	Assortment
	EDI Integration
	Admin
	Help and Support



1 PO Summary

View all POs raised with you. Download Bulk PO Data from here.

2 Invoices

View serviced invoices. Download bulk CSV for Invoices, PRN & DN.

3 Report Requests

View your last 20 requested reports.

4 Sales

Last 7 days data visible. Download bulk historical sales reports.

5 Stock on Hand

View current SOH and download SOH data.

6 Score Card

Fill rate metrics by category. Updated every Monday.

7 Consumer Offers

View Spends Summary, Offer Upload History. Create offers here.

8 My Profile

Details of warehouse SPOCs

9 Assortment

View listed products. Bulk MRP Upload & Add New Products.

10 EDI Integration

EDI overview and technical API documentation.

11 Admin

Manage users, create roles & permissions for your organisation.

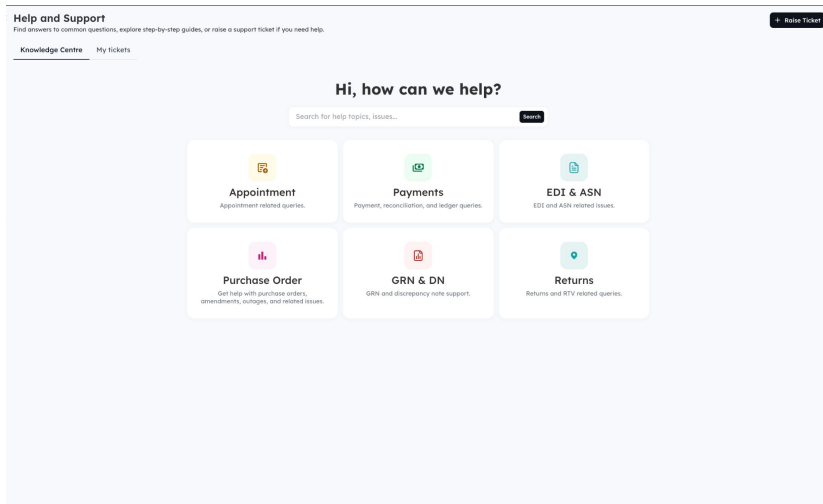
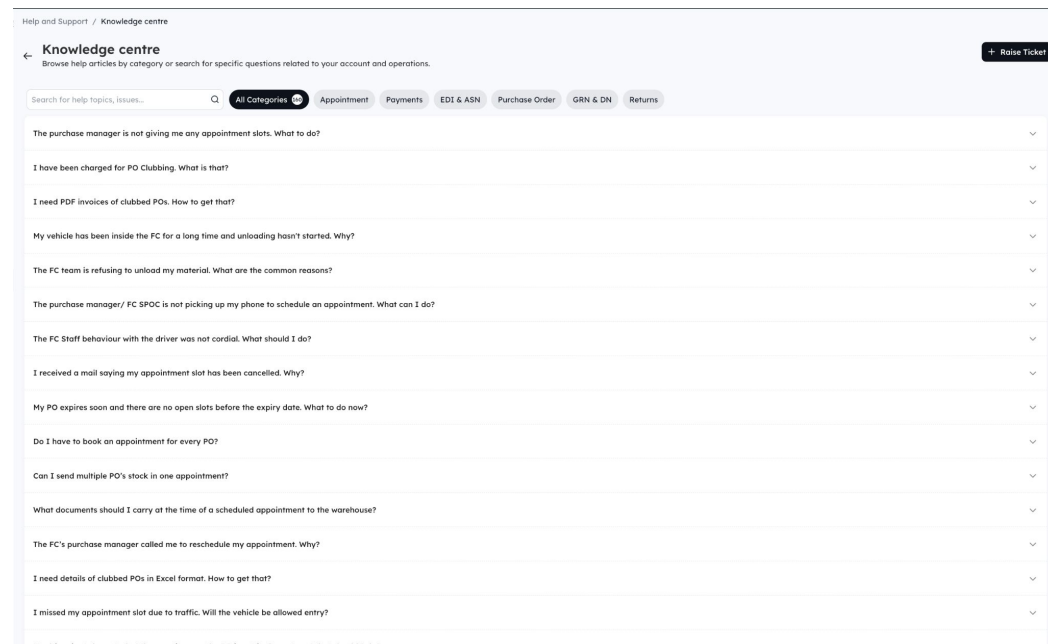
12 Help & Support

Knowledge Centre + raise support tickets.

Finding Answers & Raising Tickets

What's in the Knowledge Centre?

- Step-by-step guides for common portal tasks
- FAQs browsable by category filter
- Categories: Appointment · Payments · EDI & ASN · Purchase Order · GRN & DN · Returns
- Fully searchable - type any keyword or issue in the search bar



How to Access

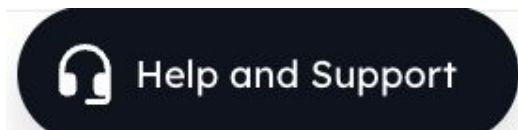
Help & Support can be accessed in two ways from PartnersBiz:

WAY 01

Floating Button *Available on every screen*

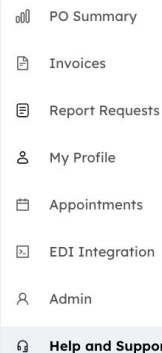


A Help and Support floating button is visible on every page of PartnersBiz. Use this to access the knowledge center or raise tickets and checking their status.



WAY 02

Left Nav Tab *Sidebar menu*



Click Help & Support in the left navigation panel to open the full page - with tabs for Knowledge Centre and My Tickets, a search bar, and all ticket categories.

Tip: When opened via the floating button from a specific tab (e.g. Appointments), the Knowledge Centre shows contextual FAQs for that module first.

How to Raise a Ticket

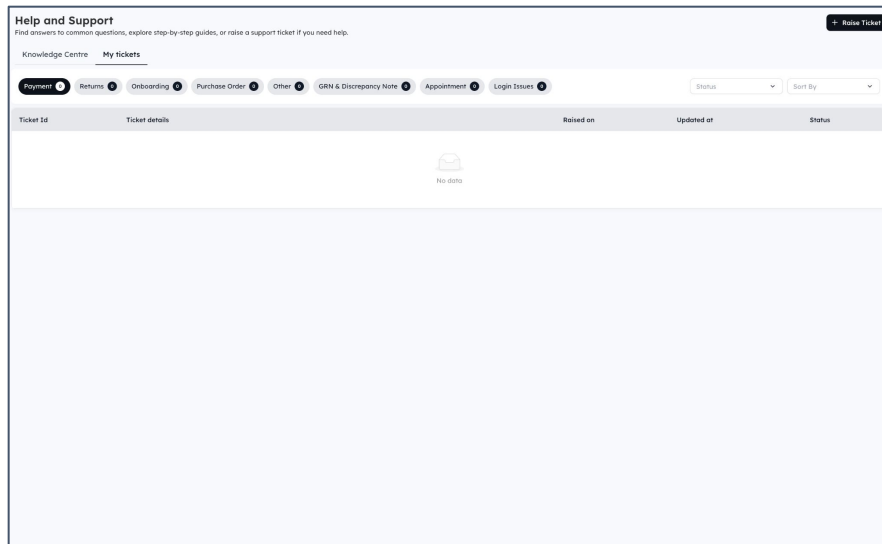
Raise a ticket

Category*

Type

Subcategory*

Select type first



1. Click + Raise Ticket (top right) or the Raise a ticket button
2. Select Category
3. Select Subcategory - (sets the response time)
4. Fill in all required fields (marked with *)
5. Submit. Save your ticket ID for follow-up
6. Track progress under the My Tickets tab

Always pick the most specific subcategory - it directly determines the response time.

01

GRN & Discrepancy Note

7 subcategories — GRN copies, DN details, returns, courier updates, and more

Raise this when you need a copy of the Goods Received Note for a specific PO.

Raise a ticket

Category*

GRN & Discrepancy Note

Subcategory*

Need GRN Copy (Response time ~2 Days)

Facility IDs*

Select FCs

PO Number*

Enter PO Number

Reason*

Select reason

Description*

Description

0/1000

Field Name	Input Type / Options	Required
Facility IDs	Dropdown – Select FCs (Fulfilment Centres)	Yes *
PO Number	Text input – Enter the relevant PO number	Yes *
Reason	Dropdown – Select reason from predefined list	Yes *
Description	Text area – Describe your request	Yes *

Request a summary or export of Discrepancy Note details for a specified date range.

Raise a ticket

Category*

GRN & Discrepancy Note

Subcategory*

Need DN details (Response time ~1 Day)

DN Details

Select DN Details

Start Date*

dd/mm/yyyy

End Date*

dd/mm/yyyy

File Type

select the file type

Field Name	Input Type / Options	Required
DN Details	Dropdown – Select DN details type	No
Start Date	Date picker – dd/mm/yyyy	Yes *
End Date	Date picker – dd/mm/yyyy	Yes *
File Type	Dropdown – Select preferred file format	No

Use this to request a return or liquidation action against a Discrepancy Note.

Raise a ticket



Category*

GRN & Discrepancy Note



Subcategory*

DN Action - Request Return / Liquidation (Response time ~1 Day)



DN ID*

Select DN ID

DN Action*

Select action



Field Name

Input Type / Options

Re
qui
red

DN ID

Dropdown – Select the relevant DN ID

Yes
*

DN Action

Dropdown – Select action (Return / Liquidation)

Yes
*

Raise when the stock returned against a DN does not match what was expected.

Raise a ticket

Category*

GRN & Discrepancy Note

Subcategory*

Mismatch in DN Stock Returned (Response time ~3 Days)

DN ID*

Select DN ID

Facility IDs*

Select FCs

Discrepancy Type*

Select discrepancy type

Total DN value*

Enter total DN value

0/1000

Total discrepancy value*

Enter total discrepancy value

Explain discrepancy*

Explain discrepancy

0/1000

Discrepancy proof*

[Click to upload](#) or drag and drop
MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Upload supporting documents*

[Click to upload](#) or drag and drop
MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Invoice ID*

Field Name	Input Type / Options	Required
DN ID	Dropdown – Select DN ID	Yes *
Facility IDs	Dropdown – Select FCs	Yes *
Discrepancy Type	Dropdown – Select discrepancy type	Yes *
Total DN Value	Text area – Enter total DN value	Yes *
Total Discrepancy Value	Text input – Enter the discrepancy value	Yes *
Explain Discrepancy	Text area – Describe the discrepancy	Yes *
Discrepancy Proof	File upload – MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB/file · 120MB total · 6 files)	Yes *
Upload Supporting Documents	File upload – Same specs as above	Yes *
Invoice ID	Text input – Enter the relevant invoice ID	Yes *

Request Proof to a Discrepancy Note

Raise a ticket

Category*

GRN & Discrepancy Note

Subcategory*

Require Proof for DN (Response time ~2 Days)

DN ID*

Select DN ID

Facility IDs*

Select FCs

Reason for request*

Enter reason for request

0/1000

Upload POD*

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Invoice Number*

Enter invoice details

0/1000

Field Name	Input Type / Options	Required
DN ID	Dropdown – Select DN ID	Yes *
Facility IDs	Dropdown – Select FCs	Yes *
Reason for Request	Text area – Enter reason for requesting proof	Yes *
Upload POD	File upload – MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB/file · 120MB total · 6 files)	Yes *
Invoice Number	Text area – Enter invoice details	Yes *

Request to update address/POC details

Raise a ticket



Category*

GRN & Discrepancy Note



Subcategory*

Update Courier Details for DN (Response time ~3 Days)



Detail update dropdown*

Select detail to be update



Saved Addresses*

Select address



Updated Address*

Please provide the updated address

0/1000

Attachments

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Field Name	Input Type / Options	Required
Detail Update Dropdown	Dropdown – Select the detail to be updated	Yes *
Saved Addresses	Dropdown – Select from your saved addresses	Yes *
Updated Address	Text area – Provide the new/updated address	Yes *
Attachments	File upload – MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB/file · 120MB total · 6 files)	No

Use for any GRN or DN related issue not covered above. Describe the issue in full detail.

Raise a ticket

Category*

GRN & Discrepancy Note

Subcategory*

Other (Response time ~4 Days)

Description*

Please describe your issue in detail

0/1000

Attachments

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Field Name	Input Type / Options	Required
Description	Text area – Describe your issue in detail	Yes *
Attachments	File upload – MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB/file · 120MB total · 6 files)	No

02

Appointment

10 subcategories — slot booking, entry/unloading issues, rescheduling, feedback & more

Appointment

No Slots Available

~2 Days

Raise when no delivery slots are available at the warehouse for your PO.

Raise a ticket



Category*

Appointment

Subcategory*

No Slots Available (Response time ~2 Days)

Facility IDs*

Select FCs

Courier Name*

Enter Courier Name

Tracking ID*

Enter Tracking ID

Preferred slot date*

dd/mm/yyyy



Preferred slot time*

Enter preferred slot time

PO Number*

Select PO Number

Error Screenshot*

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Field Name

Input Type / Options

Required

Facility IDs

Dropdown – Select FCs

Yes
*

Courier Name

Text input – Enter courier partner name

Yes
*

Tracking ID

Text input – Enter shipment tracking ID

Yes
*

Preferred Slot Date

Date picker – dd/mm/yyyy

Yes
*

Preferred Slot Time

Text input – Enter preferred time window (e.g. 10:00–12:00)

Yes
*

PO Number

Dropdown – Select PO Number

Yes
*

Error Screenshot

File upload – MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB/file · 120MB total · 6 files)

Yes
*

Appointment

Entry Delayed

~1 Day

Raise when the vehicle has arrived at the warehouse but entry is being delayed.

Raise a ticket

Category*

Appointment

Subcategory*

Entry Delayed (Response time ~1 Day)

Facility IDs*

Select FCs

Appointment ID*

Select Appointment ID

Description

Description

0/1000

Driver contact details

Driver contact details

0/1000

Vehicle number

Vehicle Number

Field Name	Input Type / Options	Required
Facility IDs	Dropdown – Select FCs	Yes *
Appointment ID	Dropdown – Select Appointment ID	Yes *
Description	Text area – Describe the entry delay situation	No
Driver Contact Details	Text area – Driver name and mobile number	No
Vehicle Number	Text input – Vehicle registration number	No

Appointment

Unloading Delayed

~1 Day

Raise when the vehicle has entered the warehouse but unloading has not started or is delayed.

Raise a ticket ×

Category*
Appointment

Subcategory*
Unloading Delayed (Response time ~1 Day)

Facility IDs*
Select FCs

Appointment ID
Select Appointment ID

PO Number
Select PO Number

Description
Description
0/1000

Driver contact details
Driver contact details
0/1000

Vehicle number
Vehicle Number

Field Name	Input Type / Options	Required
Facility IDs	Dropdown – Select FCs	Yes *
Appointment ID	Dropdown – Select Appointment ID	No
PO Number	Dropdown – Select PO Number	No
Description	Text area – Describe the delay	No
Driver Contact Details	Text area – Driver name and mobile number	No
Vehicle Number	Text input – Vehicle registration number	No

Raise when your confirmed appointment was rescheduled or cancelled by the warehouse without your consent.

Raise a ticket

Category*

Appointment

Subcategory*

Appointment Rescheduled/ Cancelled by WH (Response time ~2 Days)

Facility IDs*

Select FCs

Appointment ID

Select Appointment ID

PO Number

Select PO Number

Description

Description

0/1000

Field Name	Input Type / Options	Required
Facility IDs	Dropdown – Select FCs	Yes *
Appointment ID	Dropdown – Select Appointment ID	No
PO Number	Dropdown – Select PO Number	No
Description	Text area – Describe the situation	No

Raise when the warehouse has denied unloading of your goods despite a valid, confirmed appointment.

Raise a ticket



Category*

Appointment



Subcategory*

Unloading denied (Response time ~1 Day)



Facility IDs*

Select FCs



Appointment ID

Select Appointment ID

PO Number

Select PO Number



Description

Description

0/1000

Field Name	Input Type / Options	Required
Facility IDs	Dropdown – Select FCs	Yes *
Appointment ID	Dropdown – Select Appointment ID	No
PO Number	Dropdown – Select PO Number	No
Description	Text area – Explain why unloading was denied	No

Appointment

Purchase Manager Feedback

~3 Days

Share feedback about your Purchase Manager.

Raise a ticket ×

Category*

Appointment ▼

Subcategory*

Purchase Manager Feedback (Response time ~3 Days) ▼

Facility IDs*

Select FCs ▼

Date*

dd/mm/yyyy 📅

Feedback*

Describe your issue 0/1000

Field Name	Input Type / Options	Re qui red
Facility IDs	Dropdown – Select FCs	Yes *
Date	Date picker – Date of the incident (dd/mm/yyyy)	Yes *
Feedback	Text area – Describe your feedback in detail	Yes *

Share feedback regarding warehouse staff.

Category*

Appointment

Subcategory*

WH Staff Feedback (Response time ~3 Days)

Facility IDs*

Select FCs

Date*

dd/mm/yyyy



Feedback*

Describe your issue

0/1000

Field Name	Input Type / Options	Required
Facility IDs	Dropdown – Select FCs	Yes *
Date	Date picker – Date of the incident (dd/mm/yyyy)	Yes *
Feedback	Text area – Describe your feedback in detail	Yes *

Appointment

PO Clubbing

~3 Days

For more information about the PO Clubbing charges

Raise a ticket

Category*

Appointment

Subcategory*

PO Clubbing (Response time ~3 Days)

Issue*

Select issue

Remarks

Remarks

0/1000

Field Name	Input Type / Options	Required
Issue	Dropdown – Select issue type	Yes*
Remarks	Text input – Any additional notes or context	No

Request a change to an existing appointment date and/or time slot.

Raise a ticket



Category*

Appointment



Subcategory*

Need to Reschedule Appointment (Response time ~1 Day)



Appointment ID

Select Appointment ID

PO Number

Select PO Number



Preferred slot date*

dd/mm/yyyy



Preferred slot time*

Enter preferred slot time

Field Name

Input Type / Options

Re
qui
red

Appointment ID

Dropdown – Select Appointment ID

No

PO Number

Dropdown – Select PO Number

No

Preferred Slot Date

Date picker – dd/mm/yyyy

Yes
*

Preferred Slot Time

Text input – Enter preferred time window

Yes
*

Appointment

Add My Courier Partner

~2 Days

Request to onboard and add a new courier partner

Raise a ticket ×

Category*
Appointment

Subcategory*
Add My Courier Partner (Response time ~2 Days)

Courier Name*
Enter Courier Name

Sample tracking ID*
Enter Sample Tracking ID

Tracking ID link
Enter drive link for tracking ID details

Field Name	Input Type / Options	Re qui red
Courier Name	Text input – Full name of the courier partner	Yes *
Sample Tracking ID	Text input – A sample tracking ID from the courier	Yes *
Tracking ID Link	Text input – URL format of the tracking link (if available)	No

Appointment

Other

~4 Days

Use for any appointment-related issue not covered above. Provide full context in your description.

Raise a ticket



Category*

Appointment



Subcategory*

Other (Response time ~4 Days)



Description*

Please describe your issue in detail

0/1000

Attachments

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Field Name	Input Type / Options	Required
Description	Text area – Describe your issue in detail	Yes *
Attachments	File upload – MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB/file · 120MB total · 6 files)	No

03

Returns

6 subcategories — POD, RTV updates, discrepancy, debit notes & more

Returns

Need POD

~1 Day

Request a Proof of Delivery document for a return shipment within a given date range.

Raise a ticket



Category*

Returns



Subcategory*

Need POD (Response time ~1 Day)



Start Date*

dd/mm/yyyy



Field Name

Input Type / Options

Re
qui
re
d

Start Date

Date picker – Select start date
(dd/mm/yyyy)

Ye
s
*

Request an update to Return-to-Vendor (RTV) details

Raise a ticket



Category*

Returns

Subcategory*

Update RTV Details (Response time ~1 Day)

Detail update dropdown*

Select detail to be update

Saved Addresses*

Select address

Updated Address*

Please provide the updated address

0/1000

Upload supporting documents

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Reference PRN

Reference PRN

0/1000

Field Name	Input Type / Options	Required
Detail Update Dropdown	Dropdown – Select the detail to be updated	Yes *
Saved Addresses	Dropdown – Select from your saved addresses	Yes *
Updated Address	Text area – Enter the new/updated address	Yes *
Upload Supporting Documents	File upload – MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB/file · 120MB total · 6 files)	No
Reference PRN	Text input – Enter the relevant PRN number	No

Returns

Discrepancy Form

~3 Days

Raise when there is a discrepancy in returned stock.

Raise a ticket ×

Category*

Returns

Subcategory*

Discrepancy Form (Response time ~3 Days)

LRN*

Enter LRN

PRN*

Enter PRN

Facility IDs*

Select FCs

Box ID*

Enter box ID where issue is found

Discrepancy Type*

Select discrepancy type

Total discrepancy value*

Enter total discrepancy value

Total PRN value*

Enter total PRN value

Explain discrepancy*

Explain discrepancy

0/1000

Share discrepancy data (Excel)*

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Upload supporting documents*

Field Name

Input Type / Options

Required

LRN

Text input – Enter Logistics Return Number

Yes
*

PRN

Text input – Enter Purchase Return Number

Yes
*

Facility IDs

Dropdown – Select FCs

Yes
*

Box ID

Text input – Enter Box ID

Yes
*

Discrepancy Type

Dropdown – Select discrepancy type

Yes
*

Total Discrepancy Value

Text input – Enter total discrepancy value

Yes
*

Total PRN Value

Text input – Enter total PRN value

Yes
*

Explain Discrepancy

Text area – Explain discrepancy in detail

Yes
*

Returns

Need PRN Details

~3 Days

Request a data export of PRN (Purchase Return Number) details for a specified period.

Raise a ticket

Category*

Returns

Subcategory*

Need PRN Details (Response time ~3 Days)

Start month

Enter start month

PRN Input*

Enter PRN(s) (comma separated)

File Type*

Select file type

Field Name	Input Type / Options	Required
Start Month	Month/date picker – Select start month	No
PRN Input	Text input – Enter PRN number(s)	Yes *
File Type	Dropdown – Select preferred file format	Yes *

Raise when there is a mismatch in debit note values for a return.

Raise a ticket



Category*

Returns



Subcategory*

Mismatch in debit notes (Response time ~3 Days)



Start Date*

dd/mm/yyyy



End Date*

dd/mm/yyyy



PRN Input*

Enter PRN(s) (comma separated)

Mismatch amount*

Enter mismatch amount

0/1000

Field Name

Input Type / Options

Required

Start Date

Date picker – dd/mm/yyyy

Yes
*

End Date

Date picker – dd/mm/yyyy

Yes
*

PRN Input

Text input – Enter PRN number(s)

Yes
*

Mismatch Amount

Text input – Enter the mismatch amount

Yes
*

Returns

Others

~3 Days

Use for any returns-related issue not covered by the specific subcategories above.

Raise a ticket



Category*

Returns



Subcategory*

Others (Response time ~3 Days)



Subject*

Subject

0/1000

Description*

Description

0/1000

Upload supporting documents

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Field Name	Input Type / Options	Required
Subject	Text area – Brief subject/title of your issue	Yes *
Description	Text area – Detailed description of the issue	Yes *
Upload Supporting Documents	File upload – MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB/file · 120MB total · 6 files)	No

04

Purchase Order

5 subcategories - PO copy, header amendment , item amendment and more



Category*

Purchase Order



Subcategory*

Need PO Copy (Response time ~3 Days)



Start Date

End Date

dd/mm/yyyy



dd/mm/yyyy



PO Number*

Select PO Number



Copy Reason*

Select reason for requesting copy



File Type

select the file type



Email or Description

Enter email or a short description

0/1000

Attachments

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Need PO Copy

~3 Days

Need PO Copy - Use this when you need a copy of a Purchase Order document for a specific date range. Select the PO number, reason, and preferred file format.

Max 7 day selection

Not receiving mails, portal not accessible to POC



Purchase Order



Subcategory*

PO Header Amendment (Response time ~2 Days)



Details to be updated*

Please select the detail to be updated



PO Number*

Select PO Number



Updated detail*

Enter the value for update

0/1000

To be updated just for this PO*

To be updated just for this PO



Attachments

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

PO Header Amendment

~2 Days

PO Header Amendment - Use this when a detail on the PO header needs to be corrected or updated

Buyer details, Supplier PAN, Supplier GST, Registered Address, Shipping SPOC Details, Contact details, Others

Category*

Purchase Order

▼

Subcategory*

PO Item Amendment (Response time ~2 Days)

▼

PO Number*

Select PO Number

▼

Items*

Select item

▼

Details to be updated*

Please select the details to be updated

▼

Updated detail*

Enter the value for update

0/1000

To be updated just for this PO*

To be updated just for this PO

▼

Attachments

Click to upload or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

PO Item Amendment

~2 Days

PO Item Amendment - Use this when a specific item within a PO needs to be changed.

UPC, MRP, Case Size, Tax, Margin

Raise a ticket

X

Category*

Purchase Order

▼

Subcategory*

Vendor Outage (Response time ~2 Days)

▼

Start Date*

dd/mm/yyyy

End Date*

dd/mm/yyyy

Facility IDs*

Select FCs

▼

Reason*

Select reason

▼

Description

Please describe your issue in detail

0/1000

Vendor Outage

~2 Days

Vendor Outage

- Use this when you are unable to fulfil a PO during a specific period due to an operational outage on your end. Mention the FC, date range, and reason.

Internal Audit, Festival/ Holiday/ Non-Working Day, Production Disruption, Logistical Disruption, Others



Category*

Purchase Order

Subcategory*

Other (Response time ~4 Days)

Description*

Please describe your issue in detail

0/1000

Attachments

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Other

~4 Days

Other - Use for any Purchase Order related issue not covered by the above subcategories. Describe your issue in full detail.

05

Payment

13 subcategories - Need Payment Advice, payment pending against an Invoice, short payment and more.

Category*

Payment

▼

Subcategory*

Need Payment Advice (Response time ~1 Day)

▼

Entity*

Select entity

▼

UTRs

Select UTRs

0/1000

Attachments

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Need Payment Advice

~1 Days

Need Payment Advice - Use this when you need a payment advice document against a UTR for reconciliation or record purposes.

Raise a ticket

✕

Category*

Payment

▼

Subcategory*

Payment Pending against an Invoice (Response time ~1 Day)

▼

Start Date*

dd/mm/yyyy

📅

End Date*

dd/mm/yyyy

📅

Entity*

Select entity

▼

Invoice ID*

Enter the invoice ID(s)

0/1000

Description

Description

0/1000

Attachments

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Payment Pending against an Invoice

~1 Days

Payment Pending against an Invoice -
Use this when payment for a submitted invoice has not been processed within the expected timeframe. Provide the invoice ID and date range.

Raise a ticket



Category*

Payment

▼

Subcategory*

Short Payment (Response time ~1 Day)

▼

Entity*

Select entity

▼

Invoice ID*

Enter invoice ID

0/1000

Attachments

Click to upload or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Short Payment

~1 Days

Short Payment - Use this when you have received a payment but the amount is less than what was invoiced. Attach the invoice ID for reference.



Category*

Payment

▼

Subcategory*

Reconciliation Request (Response time ~2 Days)

▼

Purchase Type*

Select purchase type

▼

Entity*

Select entity

▼

Remarks

Remarks

0/1000

Attachments

Click to upload or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Reconciliation Request

~2 Days

Reconciliation Request - Use this when you need to reconcile your account ledger with our records for a specific purchase type and entity.

Category*

Payment

▼

Subcategory*

Request Ledger (Response time ~2 Days)

▼

Entity*

Select entity

▼

Start month

End month

Enter start month

Enter end month

Attachments

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Request Ledger

~2 Days

Request Ledger - Use this when you need a copy of your account ledger for a specific time period to cross-check payments and deductions.

Category*

Payment

▼

Subcategory*

Data Request - Sales (Response time ~3 Days)

▼

Campaign IDs*

Select campaign/promo_ids

Entity*

Select entity

▼

Report Depth*

Select report depth

▼

Start Date

dd/mm/yyyy

📅

End Date

dd/mm/yyyy

📅

Attachments

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Data Request - Sales

~3 Days

Data Request - Sales - Use this when you need sales data for specific campaign IDs. Select the entity, report depth, and date range.

Category*

Payment

▼

Subcategory*

Data Request - Distributor wise invoices (Response time ~3 Days)

▼

Distributors*

Select the distributor

Entity*

Select entity

▼

Start Date

dd/mm/yyyy

📅

End Date

dd/mm/yyyy

📅

Attachments

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Data Request - Distributor wise invoices

~3 Days

Data Request - Distributor wise invoices -
Use this when you need invoice data broken down by distributor for a specific date range.



Category*

Payment

▼

Subcategory*

Data Request - Invoice Copy (Response time ~3 Days)

▼

Invoice ID*

Enter the invoice ID(s)

0/1000

Entity*

Select entity

▼

Start Date

dd/mm/yyyy

📅

End Date

dd/mm/yyyy

📅

Attachments

Click to upload or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Data Request - Invoice Copy

~3 Days

Data Request - Invoice Copy - Use this when you need a copy of one or more invoices. Provide the invoice IDs and date range.

Category*

Payment

▼

Subcategory*

Brand Fund Invoice Issue (Response time ~3 Days)

▼

Brand Fund Issue*

Select issue type

▼

Entity*

Select entity

▼

Invoice ID*

Enter the invoice ID(s)

0/1000

Remarks

Remarks

0/1000

Attachments

Click to upload or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Brand Fund Invoice Issue

~3 Days

Brand Fund Invoice Issue - Use this when there is a discrepancy or problem with a Brand Fund invoice - such as incorrect amount, missing invoice, or wrong entity.



Category*

Payment



Subcategory*

Debit Note Workings (Response time ~3 Days)



Debit Note Type*

Select debit note type



Entity*

Select entity



Debit Note Number*

Enter debit note details

0/1000

Debit Note Workings

~3 Days

Debit Note Workings - Use this when you need a breakdown or explanation of how a debit note calculated against your account.



Category*

Payment

▼

Subcategory*

Update Bank Details (Response time ~2 Days)

▼

Entity*

Select entity

▼

Cancelled cheque*

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Update Bank Details

~2 Days

Update Bank Details - Use this when your bank account details need to be updated in the system. Upload a cancelled cheque as supporting proof.

Category*

Payment

▼

Subcategory*

TDS Certificate (Response time ~3 Days)

▼

Entity*

Select entity

▼

Year*

Select Year

▼

Quarter*

Select Quarter

▼

TDS Certificate

~3 Days

TDS Certificate - Use this when you need a TDS certificate for a specific financial year and quarter.



Category*

Payment

▼

Subcategory*

Other (Response time ~4 Days)

▼

Description*

Please describe your issue in detail

0/1000

Attachments

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Other

~4 Days

Other - Use for any payment-related issue not covered above. Describe your issue in full detail.

06

Assortment

11 subcategories - Update product images, category of product, dimensions and more.



Category*

Assortment

▼

Subcategory*

Update product images & videos (Response time ~2 Days)

▼

PID*

Select PID(s)

▼

Drive Link*

Upload new images

Reason for update*

Select reason for update

▼

Description

Please describe your issue in detail

0/1000

Update product images & videos

~2 Days

Update product images & videos - Use this when you need to update the images or videos displayed for a product on Blinkit. Share the new assets via a Drive link.

Category*

Assortment

▼

Subcategory*

Update category of product (Response time ~2 Days)

▼

PID*

Select PID

▼

Operation*

Select operation type

▼

Requested Category*

Select requested category

▼

Description

Description

0/1000

Update category of product

~2 Days

Update category of product - Use this to update the category of a listed product.



Category*

Assortment

▼

Subcategory*

Update dimensions (Response time ~2 Days)

▼

PID*

Select PID

▼

Packed Product Length (cm)*

Enter length

Packed Product Height (cm)*

Enter height

Packed Product Breadth (cm)*

Enter breadth

Measurement_proof*

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Description

Description

0/1000

Update dimensions

~2 Days

Update dimensions - Use this when the packed product dimensions (length, height, breadth) on record needs to be updated. Upload measurement proof.

Raise a ticket

×

Category*

Assortment

▼

Subcategory*

Update Shelf Life (Response time ~2 Days)

▼

PID*

Select PID

▼

Updated shelf life*

Enter shelf life (in days)

Upload supporting documents*

Click to upload

 or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Update Shelf Life

~2 Days

Update Shelf Life - Use this when the shelf life of a product on record needs to be updated. Enter the revised shelf life in days and upload supporting documents.



Category*

Assortment

▼

Subcategory*

Update product name (Response time ~2 Days)

▼

PID*

Select PID(s)

▼

Updated product name*

Enter updated product name

0/1000

Reason for Updation*

Reason for Updation

0/1000

Upload excel in case for multiple Pids containing all the PIDs along with their updated titles.

Click to upload

 or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Update product name

~2 Days

Update product name - Use this when the name of a listed product needs to be corrected or updated. For multiple PIDs, upload an Excel with the updated titles.

Category*

Assortment

▼

Subcategory*

Group/Ungroup PIDs (Response time ~2 Days)

▼

PID*

Select PID(s)

▼

Action*

Select action

▼

Group Basis Attribute*

Enter Group Basis Attribute

0/1000

Grouping/ ungrouping reason

Grouping/ Ungrouping reasons

0/1000

Group/Ungroup PIDs

~2 Days

Group/Ungroup PIDs - Use this when you want to combine multiple product variants under one listing, or separate a grouped listing into individual products.

Category*

Assortment

▼

Subcategory*

Update product attributes (Response time ~2 Days)

▼

PID*

Select PID

▼

Attribute*

Attribute

0/1000

Current attribute value*

Current attribute value

0/1000

Updated attribute value*

Updated attribute value

0/1000

Reason*

Reason

0/1000

Upload excel in case for multiple Pids containing all the PIDs, along with the attribute name and their updated values.

Click to upload

 or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Update product attributes

~2 Days

Update product attributes - Use this when a specific product attribute needs to be changed. Provide the current and updated values.

Category*

Assortment

▼

Subcategory*

Change brand logo (Response time ~2 Days)

▼

Brand name*

Select brand name

▼

New logo*

Click to upload or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Change brand logo - Use this when the logo displayed for your brand on Blinkit needs to be replaced. Upload the new logo file.

Category*

Assortment

▼

Subcategory*

Update case size (inner/outer) (Response time ~2 Days)

▼

PID*

Select PID

▼

Case Type*

Select case type

▼

Updated case size*

Enter updated case size

0/1000

Upload excel in case for multiple Pids containing the PIDs and their updated Inner/Outer Case

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Update case size (inner/outer)

~2 Days

Update case size (inner/outer) - Use this when the inner or outer case size (units per case) for a product needs to be corrected. For multiple PIDs, upload an Excel.

Category*

Assortment

▼

Subcategory*

Update HSN code (Response time ~2 Days)

▼

PID*

Select PID

▼

Updated HSN Code*

Enter Updated HSN Code

0/1000

Upload excel in case for multiple Pids containing the PIDs and their updated HSN codes

[Click to upload](#) or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Update HSN code

~2 Days

Update HSN code - Use this when the HSN code mapped to a product needs to be updated. For multiple PIDs, upload an Excel with the revised codes.

Raise a ticket

✕

Category*

Assortment

▼

Subcategory*

Others (Response time ~4 Days)

▼

PID*

Select PID

▼

Request Type*

Request Type

0/1000

Description*

Description

0/1000

Attachments

Click to upload or drag and drop

MP4, XLSX, CSV, JPG, PNG, PDF (max 20MB per file, 120MB total, 6 files)

Others

~4 Days

Others - Use for any assortment-related request not covered above. Mention the PID, request type, and describe the change needed.

**Thank
You**