

## **Star Sampark FAQ's- Factory**

1. What is ASN?

ASN is a process for Business Partners to notify Blue Star that materials have been shipped or in the process of shipping.

2. Where can I view my Open/Close PO's?

Open/Closed PO's will be seen once you login in Star Sampark

3. Where can I view my ASN and invoices submitted?

In the Home page, besides Home tab there is a tab Factory ASN/Factory Non-ASN. Once clicked on Factory ASN and ASN Dashboard, you will be able to view your

- a. ASN Saved
- b. ASN submitted
- c. ASN Cancelled

4. Where can I view my Invoice Status?

On the Home page, once clicked on Factory ASN, there is Invoice lookup where you can search for your invoice or in Invoice Dashboard you can view in which queue your invoice is available.

5. What to do when ASN created against wrong line item or wrong quantity is put while creating ASN and submitted?

You can cancel the ASN by going in ASN Submitted tab --> open respective ASN --> Cancel ASN and recreate a new ASN

6. When clicked on "Cancel ASN" system not allowing to cancel the invoice and showing message "GRN already created, cannot cancel the ASN"?

This indicates, for the ASN submitted by you; Blue Star has already created GRN hence system not allowing to cancel the ASN. You should connect with the buyer and ask the way forward.

7. While selecting material's for ASN, check box not available to select the material or delete sign is visible?

This indicates buyer has deleted that line item in PO or short closed that line item in system and not expecting any further deliveries for that material

8. What is Draft ASN? What is the use of it?

One can create ASN and save it so that the same can be submitted later. When someone is not sure in ASN if the material selected or the quantity mentioned is correct or not so it can be kept in draft and can be corrected later from ASN Draft/saved rather than creating a new ASN.

9. What to do when you forget your Star Sampark password? Or account is locked?

Once you put URL <http://starsampark.bluestarindia.com/> on Google Chrome, you need to put user name as your vendor code and reset your password. In case your account is locked, you can unlock your account by clicking on unlock account.

10. Not able to open URL <http://starsampark.bluestarindia.com/> on the browser, what to do?

It is advised to open Star Sampark Link on Google Chrome Browser (updated version) with 1280 x 1024 screen resolution. Please delete all cookies on the browser and try opening it, Still not able to open then you can reach out to Vendor helpdesk.

11. What is Vendor Helpdesk and what is the purpose of the Vendor helpdesk Team and how we can reach vendor helpdesk?

Business Partners can call Helpdesk to resolve their queries related to bill booking and payments. Helpdesk team will also provide training to Business Partners related to Star Sampark Portal.

12. In case of queries, Business Partners can contact the Vendor helpdesk on the below mentioned contact details.

- a. Email – [vendorhelpdesk.apssc@bluestarindia.com](mailto:vendorhelpdesk.apssc@bluestarindia.com)
- b. Phone – +91-22-61021908
- c. Timings – 10 AM to 6 PM (Mon-Sat)

13. Do we get soft copy of PO's and material drawings in Star Sampark?

Yes. You can view the PO soft copy by clicking on the icon on the Purchase order header tab and you can view material drawings along each line items by clicking on icon.

14. Is it mandatory to take print of ASN generated in Star Sampark?

Yes. It is mandatory to take a print out of ASN Copy and send the same along with the vehicle to respective plant.

15. Can we create ASN for materials that belongs to 2 different PO's?

No, as of now. At present we have not developed this functionality in the portal however the same is part of Phase 2 Star Sampark launch which is expected to Go-Live FY19, 3rd Quarter. Post Phase 2 Star Sampark launch, we would be able to create ASN using multiple PO's.

16. In case of any issue w.r.t Star Sampark or any other bug found on the portal, what should we do?

Please contact Vendor Helpdesk immediately and explain the same preferably with screen shot.

17. Where can I find training material related to Star Sampark?

Training Videos and FAQ's link can be found on the top right hand side of the Star Sampark portal. Training Videos and FAQ's link will be available after login into Star Sampark portal.