

Star Sampark FAQ's- Non PO

1. Where I have to submit Invoice in Star Sampark portal?

In the Home page, besides Home tab there is a tab Non PO. Once clicked on Non PO, you will be able to view Upload Invoice button on top right hand side of the portal. Once clicked, you have enter the required details along with upload of scan copy of invoice and relevant supporting documents.

2. What if the requestor email id is showing error 'Requester Email Id not belongs to selected Department'?

When you are getting above error at time of Invoice submission in Star Sampark portal, you have to contact BSL requestor and inform him about this error so that this can be mapped in matrix and uploaded in system.

3. Where can I view Invoices submitted?

In the Home page, besides Home tab there is a tab Non PO. Once clicked on Non PO, you will be able to view your invoices under following buckets.

- a. Invoice Saved
- b. Invoice submitted
- c. Invoice Rejected

4. Where can I view my Invoice Status?

On the Home page, there is tab available named 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 is Draft Invoice? What is the use of it?

One can create draft invoice and save it so that the same can be submitted later. When someone is not sure of the invoice details to be entered or some information is pending it can be kept in draft and can be corrected / updated later from Invoice Saved rather than creating a new invoice.

6. 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.

7. 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.

8. 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.

9. In case of queries, Business Partners can contact the Vendor helpdesk on the below mentioned contact details.
- a. Email – vendorhelpdesk.apssc@bluestarindia.com
 - b. Phone – +91-22-61021908
 - c. Timings – 10 AM to 6 PM (Mon-Sat)

10. Is it mandatory to take print of Invoice submission note generated in Star Sampark?
Yes. It is mandatory to take a print out of Invoice submission note and send the same along with the relevant supporting documents to APSSC team.

11. 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.

12. 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.