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Check your invoice status



Hello, this video was designed to show you how easy it is to use invoice status service via the Tungsten Network portal.

Obtaining information on the latest status for invoices or credit notes is a simple process via Tungsten Network. From the Home page, click “Where is my invoice?”. You can also click “Invoicing” located in the main menu bar. Next, click “Invoice status”.

The screenshot shows the Tungsten Network portal interface for user Elise. The main navigation bar includes 'Home', 'Invoicing', 'My POs', 'Customers', 'Reporting', and 'Early payment'. The 'Invoicing' dropdown menu is open, with 'Invoice status' highlighted in red. Below the navigation bar, there are three main sections: 'Send invoices' with a 'CREATE INVOICE' button, 'Check the status of your invoices' with a 'WHERE IS MY INVOICE?' button highlighted in red, and 'For your attention' which displays a table of failed invoices and support tickets. At the bottom, there are two tables: 'Failed invoices' and 'Saved invoices'.

Welcome Elise

My Account Help & Support Log Out

Adams Office Supplies (IT) - Test

Search for your invoice by invoice number, PO, trx number

Home Invoicing My POs Customers Reporting Early payment

Create Invoice

Template management

Invoice status

Purchase Tungsten Network transactions

CONNECT TODAY VIEW ALL

Send invoices

Create your invoice online in a few clicks

CREATE INVOICE

Check the status of your invoices

Track the latest status of your invoices in real-time

WHERE IS MY INVOICE?

For your attention *Last refresh: 0 min ago*

Type	Count	Date	Customer	
Failed invoices	1			View
Support tickets	10			View All

Failed invoices [View all](#)

Number	Supplier	Buyer
ShuchitestPayment1	Adams Office Supplies (IT) - Test	Tungsten Network - Demo Account

Saved invoices [View all](#)

Number	Buyer	Amount
shuchitestPolandInv	AAA168149359	11.90

Tungsten Network offers a variety of methods to locate your submitted invoice or credit note. To begin, enter the invoice or credit note number in the search field titled “Find invoice”. If the full invoice or credit note number is unknown, enter the partial invoice or credit note number followed by an asterisk. The system will also locate invoices or credit notes if the purchase order or transaction number is entered.

The screenshot shows the AOS Tungsten Network user interface. At the top, there is a navigation bar with the AOS logo, the text 'Welcome Elise', and links for 'My Account', 'Help & Support', and 'Log Out'. Below this is a breadcrumb trail: 'Adams Office Supplies (IT) - Test'. A search bar is present with the placeholder text 'Search for your invoice by invoice number, PO, trx number'. A dark blue navigation menu contains links for 'Home', 'Invoicing', 'My POs', 'Customers', 'Reporting', and 'Early payment'. The main content area is titled 'Invoice status' and includes a sub-header 'Find invoice' with a search input field containing the placeholder 'Invoice, transaction or PO#' and a magnifying glass icon. A 'Sent' button is located below the search field. To the right of the search area are three help links: 'Help with this page', 'How to check invoice status', and 'Please visit our Help & Support section.' Below the search area, there is a dropdown menu set to 'Tracked - Last 90 days'. A section titled 'How it works' explains that invoices can follow different workflows and provides a legend for invoice statuses: 'With Tungsten Network' (green), 'With buyer' (blue), and 'In error' (red). A pie chart displays the distribution of invoice statuses: 'Accepted: 13 (86.67%)', 'Delivered: 1 (6.67%)', and 'Failed: 1 (6.67%)'. A text box on the right lists the following states: 'Failed' (validation checks failed), 'On hold' (pending customer approval), 'Exception' (customer problem), and 'Rejected' (buyer rejection).

Once your invoice or credit note has been located, the status will be shown. If you need more information on the status shown or would like to view the full list of invoice statuses, click “Help with this page”. Let’s explore invoice status a little further.

Welcome Elise My Account Help & Support Log Out

Adams Office Supplies (IT) - Test Search for your invoice by invoice number, PO, trx number

Home Invoicing My POs Customers Reporting Early payment

Invoice status

Access the latest information about your invoice, including what happens next.

[Help with this page](#)
Please visit our Help & Support section.

Find invoice

1011 Invoice

From Adams Office Supplies (US) 123 Main Street	To Tungsten Network - Demo Account 1040 Crowne Point Pkwy Suite 350	Document date 25 April 2018
Atlanta GA	Atlanta GA 30338	Submission date 25 April 2018
Attachments		Transaction number AAA000150786869
AAA000150786869.html AAA000150786869.tif AAA000150786869.pdf		PO number OME0052CA
		Total with tax CAD 1,400.00

Status: Accepted
This document has been processed successfully and is awaiting delivery to the buyer

Status date: 25 April 2018

Comment
No payment status comments at this time

[UNTRACK](#)

[BACK](#)

The workflow

Tungsten Network - Demo Account shares invoice status information with Tungsten Network. Your invoice will move through the following steps.

With Tungsten Network : Invoice delivery status

- Sent**
Your invoice is waiting to be processed.
- Accepted**
Tungsten Network has processed your invoice and it has passed validation.
- Delivered**
Tungsten Network has made your invoice available for collection by your customer.

With Tungsten Network - Demo Account : Invoice processing status

- Received**
Your customer has collected your invoice and entered it into their system.
- Approved**
Your customer has approved payment of your invoice.
- Paid**
Your customer has paid your invoice.

If your invoice fails to reach the next step then it will be one of the following states:

- Failed**
Tungsten Network attempted to process your invoice but it failed to pass our validation checks.
- On hold**
Your invoice is on hold pending the completion of a standard approval process activity by your customer. No action is required by you at this time.
- Rejected**
The buyer has rejected your invoice.
- Exception**
Your customer has indicated that there may be a problem with this invoice and is investigating.

[Hide](#)

[UPGRADE TO INTEGRATED SOLUTION](#)

Help with this page

What is the status of my invoice?
The invoice status page shows you where your invoice is and what happens next. We receive status information from some buyers but not others, so your invoice may not display all the statuses shown below. The workflow chart on an invoice's status page tells you if more information will become available.

The possible statuses are:

Sent: This status only applies to invoices submitted via the 'Create invoice' page. Once sent, the invoice is registered and will display this status until it is processed

Accepted: The invoice has been processed successfully and is awaiting delivery to the buyer

Failed: The invoice has failed validation. This most commonly caused by a processing error or missing data that is required by the system, country or buyer

Rejected: Your buyer has rejected the invoice. If your buyer has provided more information, it will be in the invoice status area when you review this invoice

Exception: Your buyer has indicated that there may be a problem with the invoice, which it is investigating. If it has provided more information, you will find it in the invoice status area when you review this invoice

Delivered: The invoice has been successfully delivered to the buyer. If the buyer does not have the invoice status service, you will not receive any further updates on this invoice

Received: Your buyer has acknowledged receipt of the invoice

Approved: Your buyer has approved the invoice for payment

Paid: Your buyer has paid the invoice or marked the invoice for payment. The payment date indicates when payment is made

We have grouped your invoices as:

With Tungsten Network: Sent, Accepted
With the buyer: Delivered, Received, Approved, Paid
In error: Failed, Rejected, Exception

If you cannot see your invoice this could be due to a processing problem or the buyer rejecting the invoice and wanting you to re-submit it with corrected data. The original invoice must be deleted before it can be reprocessed. Also, try searching for part of your invoice number using an asterisk either at the beginning or the end as Tungsten Network may have removed certain invalid characters, such as a space or comma.

If you cannot find your invoice, please raise a ticket or contact the Tungsten Network Support team. For more information on the invoice status service visit the Help & Support page.

You can track one or more invoices or credit notes from the pie chart located on the main invoice status page. To filter your results, select the date range from the drop down menu.

Welcome Elise

Adams Office Supplies (IT) - Test

Home Invoicing My POs Customers Reporting Early payment

Search for your invoice by invoice number, PO, tax number

Invoice status

Access the latest information about your invoice, including what happens next.

Find invoice

Invoice, transaction or PO#

1011 Invoice

From
Adams Office Supplies (US)
123 Main Street
Atlanta GA

To
Tungsten Network - Demo Account
1040 Crowne Point Pkwy
Suite 350
Atlanta GA 30338

Document date
25 April 2018

Submission date
25 April 2018

Transaction number
AAA000150786869

PO number
OME0052CA

Attachments
AAA000150786869.html
AAA000150786869.tif
AAA000150786869.pdf

Total with tax CAD 1,400.00

Status: Accepted
This document has been processed successfully and is awaiting delivery to the buyer

Status date: 25 April 2018

Comment
No payment status comments at this time

UNTRACK

BACK

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The buyer has rejected your invoice.
- Exception**
Your customer has indicated that there may be a problem with this invoice and is investigating.

UPGRADE TO INTEGRATED SOLUTION

Sent

You are currently viewing tracked invoices. Tracked invoices are younger than 90 days. You may mark them as untracked if you no longer want them to appear in this list or if you wish to suppress notifications of them. Invoices older than 90 days are available through reporting.

Tracked - Last 90 days

- Tracked - Yesterday
- Tracked - Today
- Tracked - Last 30 days
- Tracked - Last 60 days
- Tracked - Last 90 days
- Tracked - Last 120 days
- Tracked - Last 150 days
- Untracked - Last 90 days

This range shows your recent invoices, allowing you to understand what happens next.

- With Tungsten Network**
Invoices in this category await buyer status updates.
- With buyer**
- In error**

Status	Count	Percentage
With Tungsten Network	13	86.67%
Failed	1	6.67%
Delivered	1	6.67%

If your invoice fails to reach the next step then it will be one of the following states:

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Tungsten Network attempted to process your invoice but it failed to pass our validation checks.
- On hold**
Your invoice is on hold pending the completion of a standard approval process activity by your customer. No action is required by you at this time.
- Exception**
Your customer has indicated that there may be a problem with this invoice and is investigating.
- Rejected**
The buyer has rejected your invoice.

Next, click on one of the statuses shown in the pie chart.

If the invoice or credit note is in the sent, saved, or accepted status, it still resides with Tungsten Network.

If the invoice or credit note resides in the delivered, received, approved or paid status, it is with your customer.

If the invoice resides in the failed, rejected or exception status, it is in error.

If the invoice resides in exception status, it is being reviewed by your customer. Please continue to look for updates in relation to invoices or credit notes in the exception status. The invoice or credit note status will be updated once your customer has completed the review process.

Sent

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Tracked - Last 90 days

How it works

As we receive status information from some buyers but not others, invoices can follow different workflows.

This page shows your recent invoices, allowing you to understand what happens next.

- With Tungsten Network**
Invoices in this category await buyer status updates.
- With buyer**
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Status	Count	Percentage
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Your customer has indicated that there may be a problem with this invoice and is investigating.
- Rejected**
The buyer has rejected your invoice.

In the table located at the bottom of the page, please locate your invoice or credit note. To see additional information related to the status of your invoice or credit note, click “View details”.

Document type	Document number	Document date	Customer	Amount	Submission date	Latest update	Status	View details	<input type="checkbox"/>
Invoice	1011	25/04/2018	Tungsten Network - Demo Account	1400.00	25/04/2018	25/04/2018	Accepted		<input type="checkbox"/>
Invoice	INV112233455	12/02/2018	Prestige Worldwide	12.60	12/02/2018	27/03/2018	Delivered		<input type="checkbox"/>
Invoice	INV5711111	21/03/2018	Prestige Worldwide	1356.30	21/03/2018	21/03/2018	Accepted		<input type="checkbox"/>
Invoice	ShuchitestPayment1	15/03/2018	Tungsten Network - Demo Account	12.00	15/03/2018	15/03/2018	Failed		<input type="checkbox"/>
Invoice	ShuchiFRTTest	13/03/2018	Tungsten Network - Demo Account	12.00	15/03/2018	15/03/2018	Accepted		<input type="checkbox"/>
Invoice	INV544182	14/03/2018	Prestige Worldwide	663.84	14/03/2018	14/03/2018	Accepted		<input type="checkbox"/>
Invoice	INV2356871	14/03/2018	Prestige Worldwide	880.38	14/03/2018	14/03/2018	Accepted		<input type="checkbox"/>
Invoice	INV2145	14/03/2018	Prestige Worldwide	25500.20	14/03/2018	14/03/2018	Accepted		<input type="checkbox"/>
Invoice	INV4718923	21/02/2018	Prestige Worldwide	644.32	21/02/2018	21/02/2018	Accepted		<input type="checkbox"/>
Invoice	INV416283	21/02/2018	Prestige Worldwide	1295.04	21/02/2018	21/02/2018	Accepted		<input type="checkbox"/>



UNTRACK

The invoice status page contains the document number, date, transaction number, billing name and address of your customer. The status of the invoice or credit note is available at the bottom of the page.

1011

Invoice

From Adams Office Supplies (US) 123 Main Street Atlanta GA	To Tungsten Network - Demo Account 1040 Crowne Point Pkwy Suite 350 Atlanta GA 30338	Document date 25 April 2018 Submission date 25 April 2018 Transaction number AAA000150786869 PO number OME0052CA
---	---	---

Attachments

- AAA000150786869.html
- AAA000150786869.tif
- AAA000150786869.pdf

Status: **Accepted** **Status date:** 25 April 2018

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Comment
No payment status comments at this time

[UNTRACK](#)

[BACK](#)

The workflow

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Total with tax CAD 1,400.00

The workflow is located on the right side of the page. The workflow confirms the current status of the invoice or credit note and the next step in the payment process. Once all the information has been viewed, click “Back” to start a new search.

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Next, click "Reset" to revert the table below back to its original filter settings.

Obtaining information on the latest status for invoices and/or credit notes is easy via the Tungsten Network portal. You are encouraged to use the "Help & Support" page if you need assistance navigating the Tungsten Network portal or are experiencing a technical issue using the site.

Welcome Elise

My Account Help & Support Log Out

Adams Office Supplies (IT) - Test

Search for your invoice by invoice number, PO, trx number

Home Invoicing My POs Customers Reporting Early payment

Invoice status

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- Help with this page
- How to check invoice status
- Please visit our Help & Support section.

Find invoice

Invoice, transaction or PO#

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RESET



For more information,
and to view more
videos, please visit the
Help & Support section