

Tungsten registration and invoice submission guide

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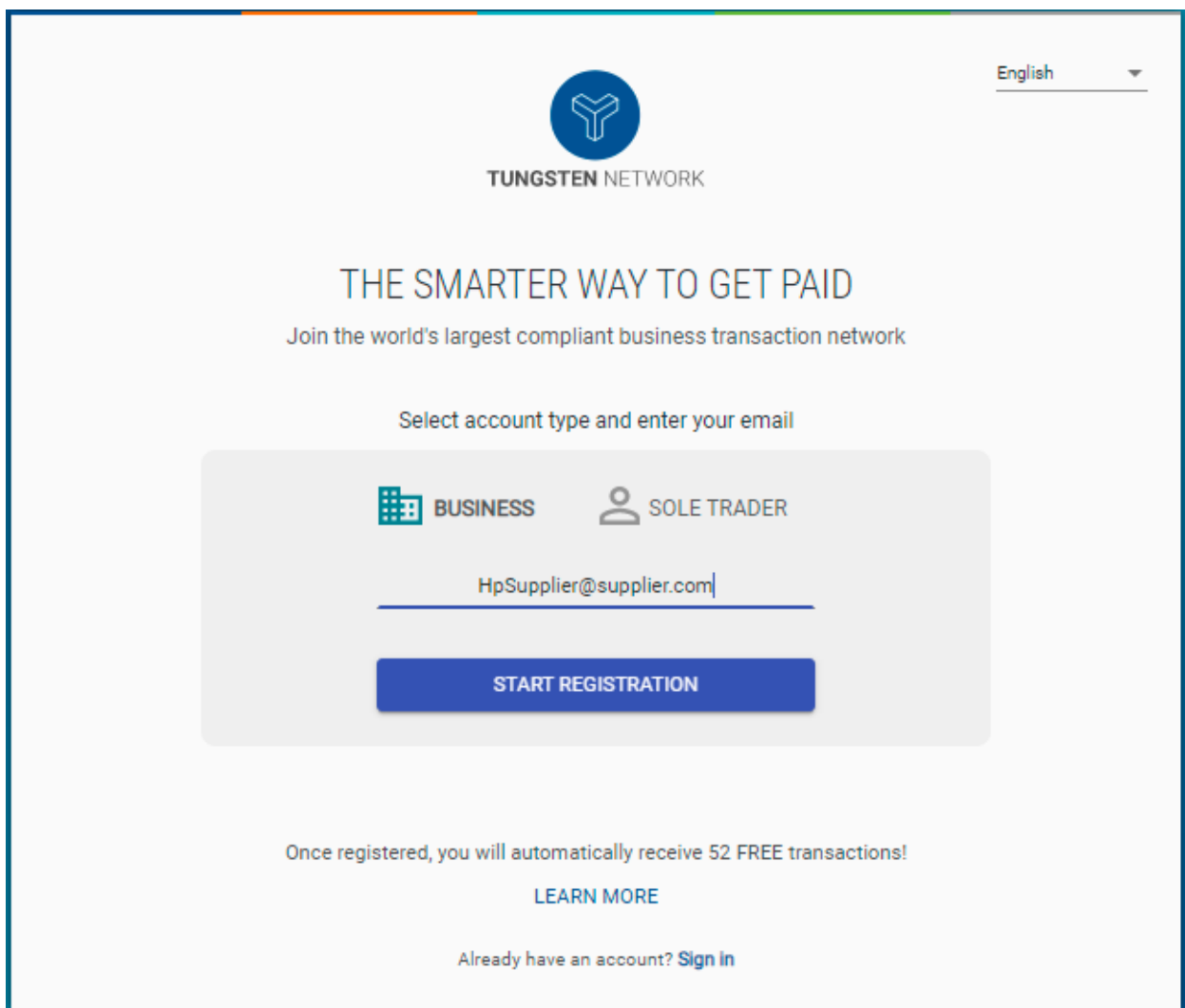
Account Registration & Portal walkthrough

1. Registration

To register, please go to: <https://registration.tungsten-network.com/start>

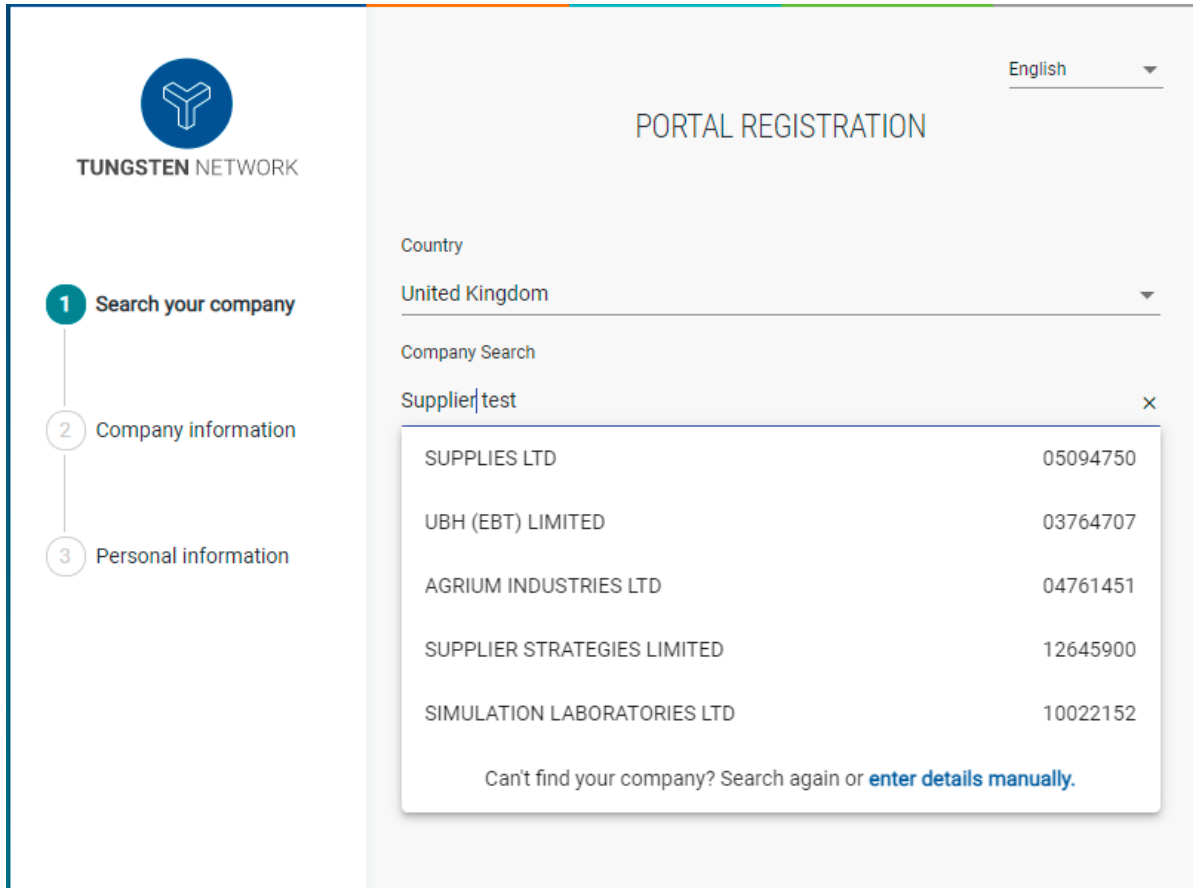
a. First Steps

Select account type (Business or Sole Trader) and enter your email in the field below. In case the email is already registered with us you should simply sign into your existing account or click on “*Forgot password*” if you do not remember your password



The screenshot shows the registration page for Tungsten Network. At the top, there is a logo for Tungsten Network and a language selector set to "English". The main heading is "THE SMARTER WAY TO GET PAID" with the subtext "Join the world's largest compliant business transaction network". Below this, there is a prompt "Select account type and enter your email". Two options are presented: "BUSINESS" with a grid icon and "SOLE TRADER" with a person icon. An email address "HpSupplier@supplier.com" is entered in a text field. A blue "START REGISTRATION" button is positioned below the email field. At the bottom, there is a promotional message: "Once registered, you will automatically receive 52 FREE transactions!" with a "LEARN MORE" link. A link for "Already have an account? Sign in" is also present.

- On the next screen, please select your Country and Enter your business name in the Company Search field. When typing in the system will give you some suggestions and if your company is not among these, please click on the blue label “**enter details manually**” to continue.



English

PORTAL REGISTRATION

Country
United Kingdom

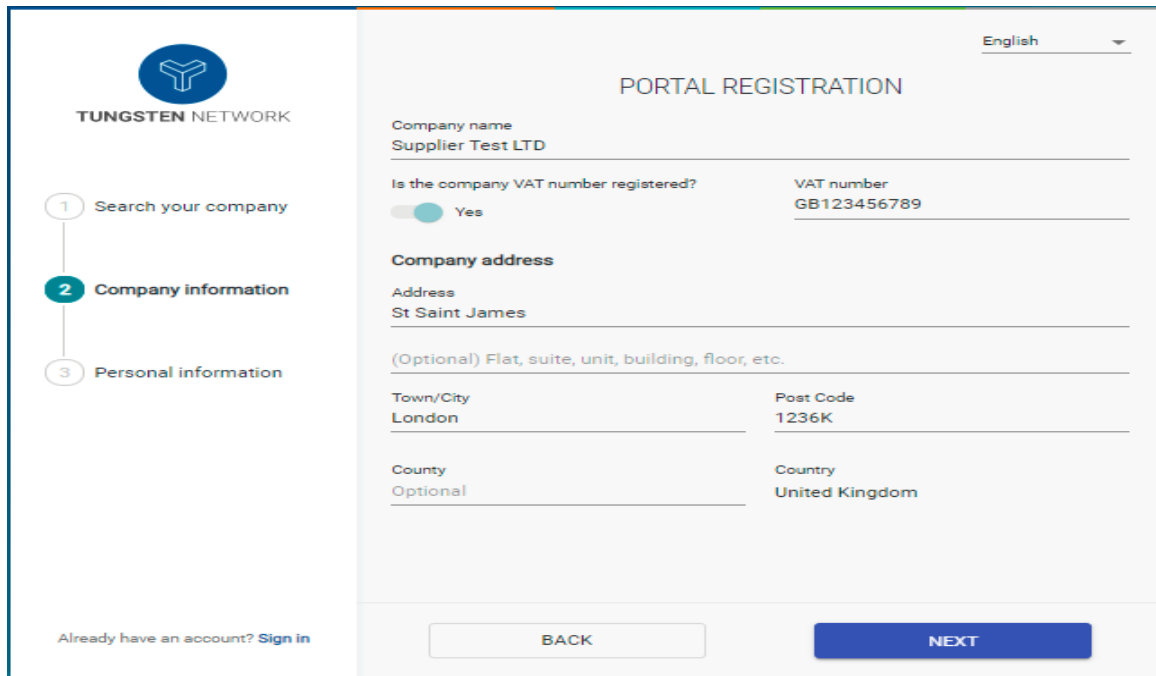
Company Search
Supplier|test

SUPPLIES LTD	05094750
UBH (EBT) LIMITED	03764707
AGRIUM INDUSTRIES LTD	04761451
SUPPLIER STRATEGIES LIMITED	12645900
SIMULATION LABORATORIES LTD	10022152

Can't find your company? Search again or [enter details manually](#).

b. Company Information

- On the next screen you will need to complete your Company information and Personal information as shown below and click on “Complete”.

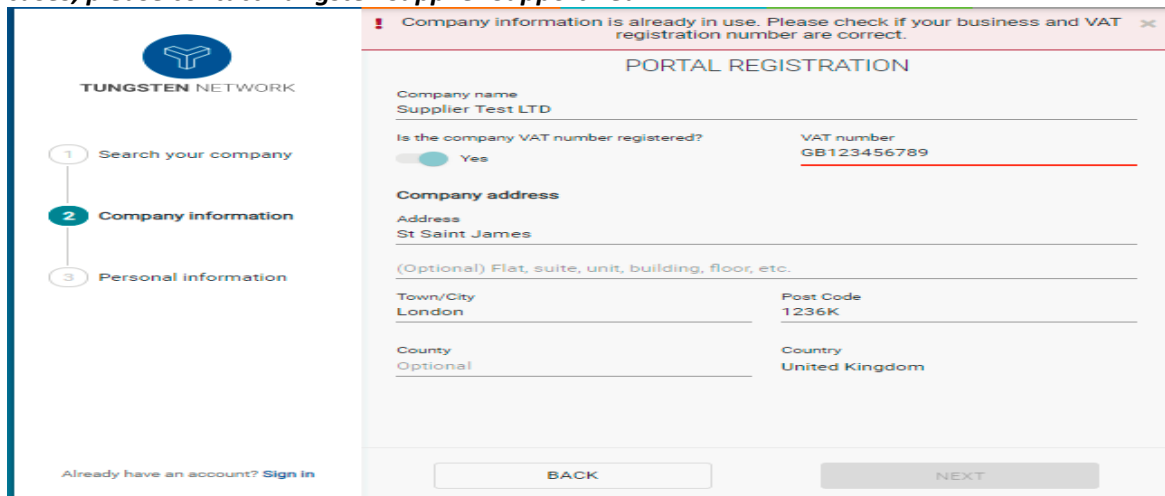


The screenshot shows the 'PORTAL REGISTRATION' form in the 'Company information' step. The form includes the following fields and values:

- Company name: Supplier Test LTD
- Is the company VAT number registered?: Yes (checked)
- VAT number: GB123456789
- Company address: St Saint James
- (Optional) Flat, suite, unit, building, floor, etc.:
- Town/City: London
- Post Code: 1236K
- County: Optional
- Country: United Kingdom

Navigation buttons: BACK (disabled), NEXT (active). A 'Sign in' link is available for existing users.

*If your TAX Payer ID is already in use, the field will become **red** and you will get a notification as shown on the right.
In such cases, please contact Tungsten supplier Support Team.



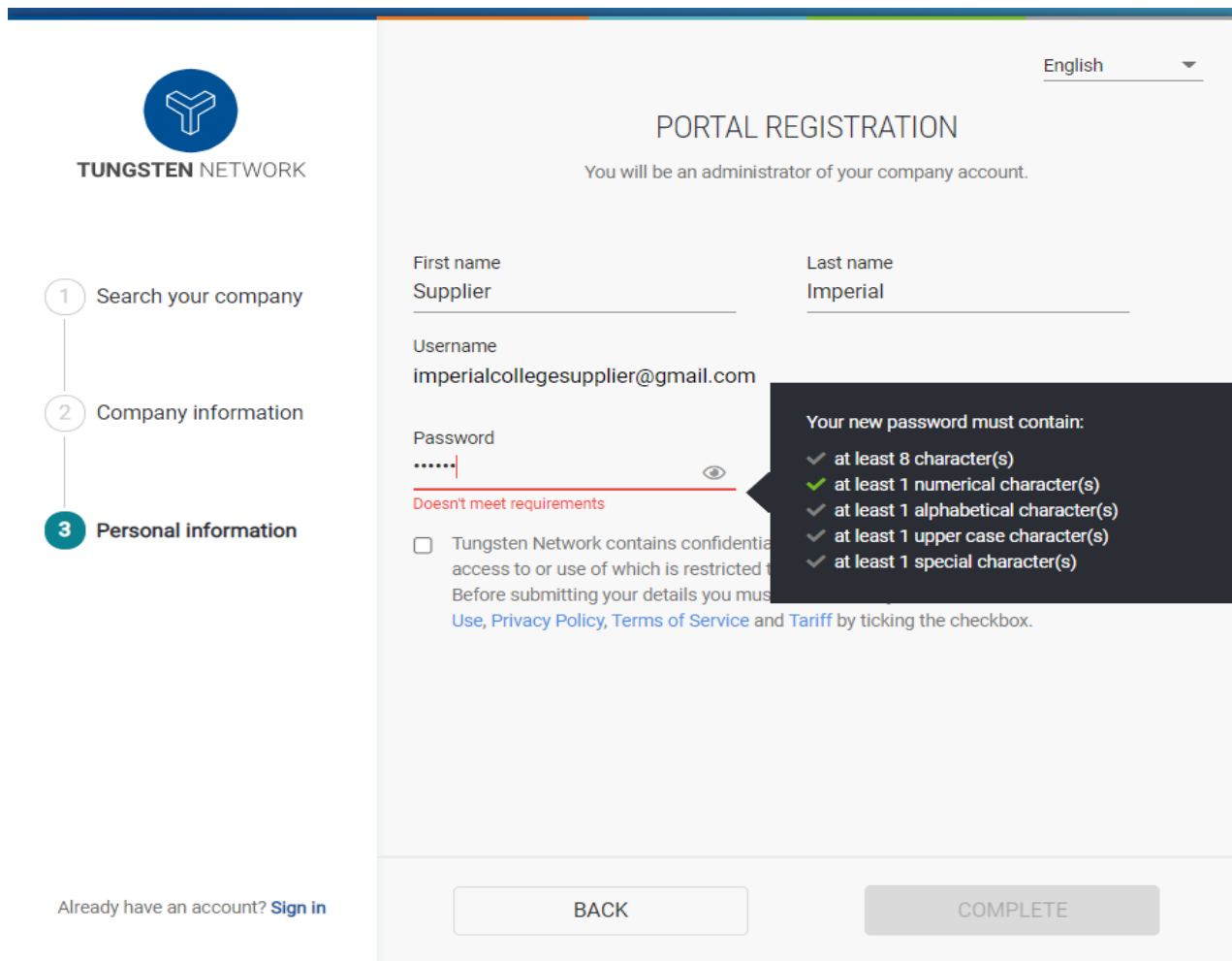
The screenshot shows the 'PORTAL REGISTRATION' form with an error message at the top: "Company information is already in use. Please check if your business and VAT registration number are correct." The VAT number field (GB123456789) is highlighted in red. The 'NEXT' button is disabled.

c. Personal Information

- Please fill in the required fields. Mandatory fields are marked with “*”.

*Keep in mind that there are password requirements to be met. If not, you will receive a notification as indicated below.

- If you have all requirements met, and you have agreed with Terms of Service, you will be able to proceed with the registration and complete the step.



English

PORTAL REGISTRATION

You will be an administrator of your company account.

First name
Supplier

Last name
Imperial

Username
imperialcollegesupplier@gmail.com

Password
.....
Doesn't meet requirements

Tungsten Network contains confidential access to or use of which is restricted to... Before submitting your details you must [Use, Privacy Policy, Terms of Service](#) and [Tariff](#) by ticking the checkbox.

1 Search your company

2 Company information

3 Personal information

Already have an account? [Sign in](#)

BACK COMPLETE

Your new password must contain:

- ✓ at least 8 character(s)
- ✓ at least 1 numerical character(s)
- ✓ at least 1 alphabetical character(s)
- ✓ at least 1 upper case character(s)
- ✓ at least 1 special character(s)

English

PORTAL REGISTRATION

You will be an administrator of your company account.

1 Search your company

2 Company information

3 **Personal information**

First name
Test name

Last name
Test name

Username
test@hpsupplier.com

Password
.....

Password confirmation
.....

Tungsten Network contains confidential personal, commercial or government data, the access to or use of which is restricted to owners and authorised personnel and systems. Before submitting your details you must confirm that you have read our Website [Terms of Use](#), [Privacy Policy](#), [Terms of Service](#) and [Tariff](#) by ticking the checkbox.


Already have an account? [Sign in](#)

BACK COMPLETE

English

TUNGSTEN NETWORK

REGISTRATION SUCCESSFULLY COMPLETED

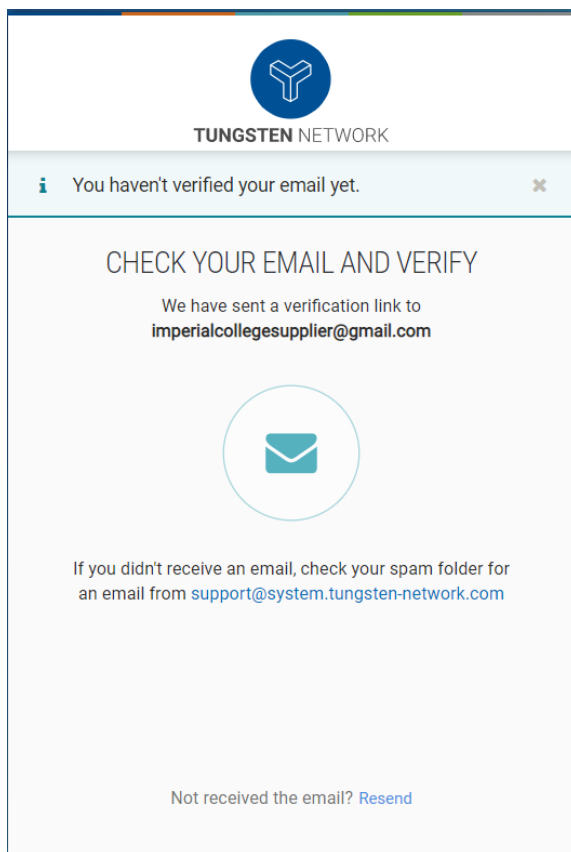


You are ready to go!
Click on the button below to sign into the Portal.


SIGN INTO THE PORTAL

d. Verification

- You will then receive an email from Tungsten Network to complete your registration. To do this and get the account connected with HP Inc., please click on *"SIGN INTO THE PORTAL"* and log in your account with your username (your email address) and your password, after verifying your email through the verification link sent.



- Once you have verified your email successfully, you need to set up a 2-step verification for improved account security. Select to authenticate either by app or code.





TUNGSTEN NETWORK

✓ Your email has been successfully verified! ✕

SET UP 2-STEP SIGN IN


Enter a contact number to receive a verification code either by Text or a Call

Country code	Contact number
Select	01234 000 000

[Don't have a contact number?](#)
We recommend using a mobile device, so only use this method if you don't have access to one.

SEND CODE



TUNGSTEN NETWORK

i We just sent you a verification code. ✕


VERIFY YOUR CONTACT NUMBER

Please enter the code you have received on
+359887468700

4-digit verification code

VERIFY

Not received the code? [Resend](#)





TUNGSTEN NETWORK

✓ Your contact number was successfully verified ✕


SELECT 2-STEP SIGN IN

How do you want to authenticate?

 App  Code

1. Download the Authy app via [App Store](#) or [Google Play](#)
2. Approve the sign in request
3. Complete sign in

CONTINUE





TUNGSTEN NETWORK

✓ Your contact number was successfully verified ✕

SELECT 2-STEP SIGN IN

How do you want to authenticate?

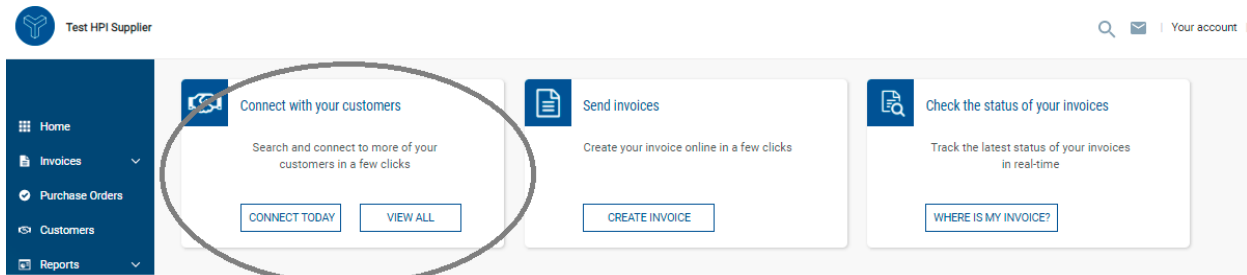
 App  Code

1. Receive a security code to your contact number by Text or a Call
2. Enter the code
3. Continue to sign in

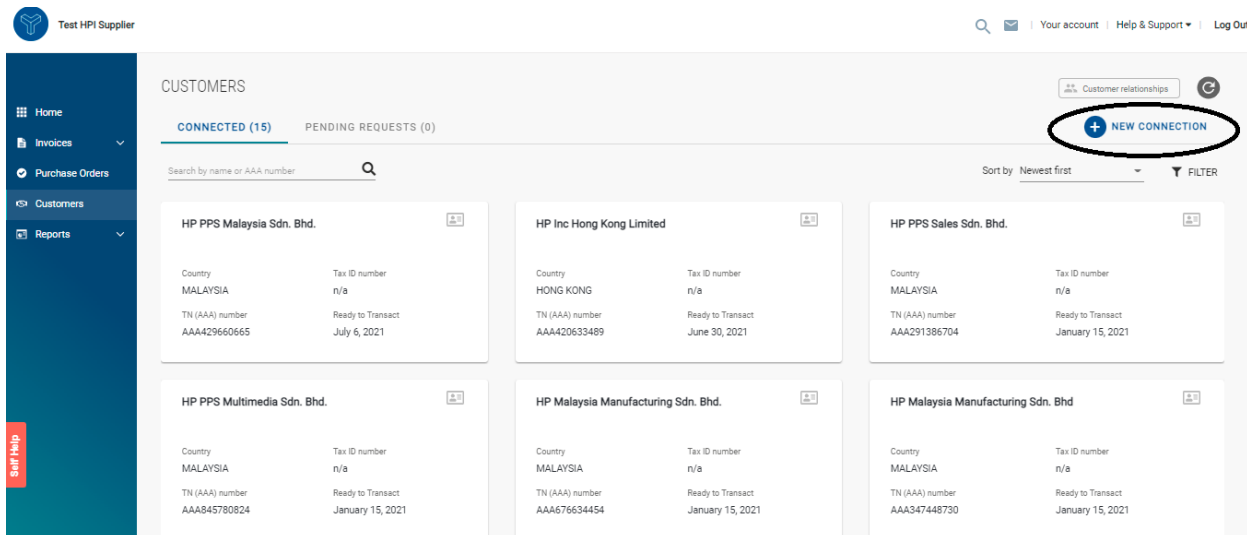
CONTINUE

2. Request new HPI connection

- Once you have completed the steps, you will be logged in to your account on the Tungsten portal.
- To request a connection with HP Inc on the Tungsten portal, go to Customers and the click on *“Connect Today“* and *“New connection“* as shown below:



Then you will see a list of all your existing customer connections and can request a new one, from **“New Connection”**



You can search for the HPI entity to be linked with on Tungsten by:

- TAX ID
- Customer entity name
- Tungsten AAA number (each account on Tungsten has a unique account number, starting with AAA followed by 9 digits, e.g. AAA123456789)



Search and find your customer to send a new connection request

Search by

TN (AAA) number

Tax ID number

Customer name

Country

Select ▼

Find a customer

Search as you type... 🔍

*N.B. a list of all HPI entities on Tungsten network with the related company details and AAA account numbers could be found here: <https://www.tungsten-network.com/customer-campaigns/hpi/entities/>

- Once you select the desired entity, you will see the following screen where you need to click on the **CONFIRM** button.



You've selected **HP South Africa Proprietary Limited** .

Please add a **vendor code** before sending your connection request, it will speed up the process.

Customer	TN (AAA) number	Tax ID number	Vendor code 📘
HP South Africa Proprietary Limited <small>12 Autumn Street, Rivonia , Sandton , Gauteng, 2128</small>	AAA343998738	4240269060	Optional <input style="width: 100%;" type="text"/>

[SEARCH AGAIN](#)

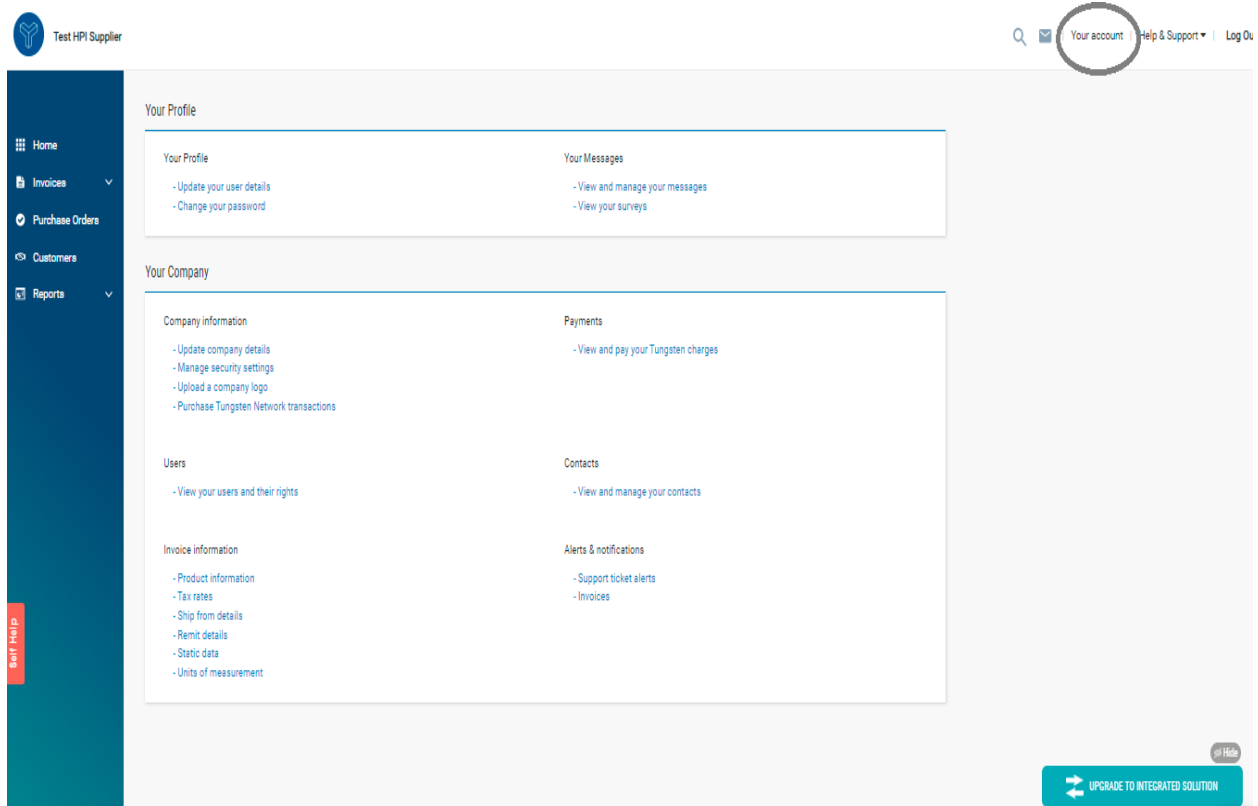
[CONFIRM](#)

- If everything has been completed correctly you will be presented with the screen below and your HP connection will be activated automatically

✓ Success. Your connection request has been successfully sent to your customer

3. How to update company details (including account details, users/contacts, bank details)

- Under the menu “Your account: you have the option to update/modify your company and account details. That includes contacts and users, too.
- Any changes performed and saved have immediate effect.



The screenshot shows the user interface for a 'Test HPI Supplier'. The top navigation bar includes a search icon, a 'Your account' dropdown menu (circled in red), 'Help & Support', and 'Log Out'. A left sidebar contains navigation options: Home, Invoices, Purchase Orders, Customers, and Reports. The main content area is titled 'Your Profile' and contains two columns of options:

- Your Profile:**
 - Update your user details
 - Change your password
- Your Messages:**
 - View and manage your messages
 - View your surveys

Below this is the 'Your Company' section, which is divided into four columns:

- Company information:**
 - Update company details
 - Manage security settings
 - Upload a company logo
 - Purchase Tungsten Network transactions
- Payments:**
 - View and pay your Tungsten charges
- Users:**
 - View your users and their rights
- Contacts:**
 - View and manage your contacts
- Invoice information:**
 - Product information
 - Tax rates
 - Ship from details
 - Remit details
 - Static data
 - Units of measurement
- Alerts & notifications:**
 - Support ticket alerts
 - Invoices

At the bottom right, there is a 'Help' button and a blue button labeled 'UPGRADE TO INTEGRATED SOLUTION'.

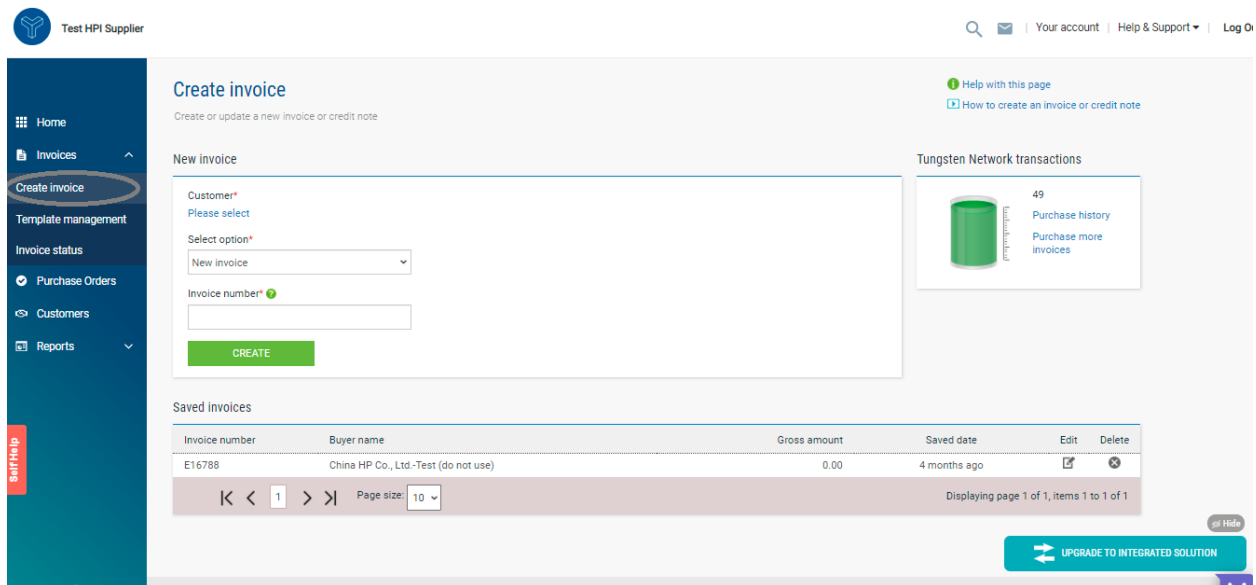
4. How to create your invoice(s)

Please log onto your account with your user (e-mail) and password. Please go to **“Invoices”** > **“Create invoice”**

- Please choose your **Customer** (the HP account you need to send your invoice to). Select the correct HP Inc Buyer account number by clicking on selection option. You will then get to choose among a list of all your active customer connections.

*N.B. if you do not see the HP account you should invoice, please request the connection (section Request new HPI connection)



- Please choose what **type of document** you are creating (e.g. invoice or a credit note)
- Please add your **invoice number** in the corresponding field



- On the bottom of the same page, you will find your **“Saved invoices”** (if any)



If you would like to submit an invoice that has been saved, please click on the Edit option ()

Saved invoices


Invoice number	Buyer name	Gross amount	Saved date	Edit	Delete
1234	HP (Chongqing) Co., Ltd.	0.00	less than a minute ago		

Navigation: |< < 1 > >| Page size: 10 | Displaying page 1 of 1, items 1 to 1 of 1

b. On the same page you can also see are remaining free transactions available

 [Help with this page](#)
 [How to create an invoice or credit note](#)

Tungsten Network transactions






49
[Purchase history](#)
[Purchase more invoices](#)




c. You can also create your invoice from a template you have previously created and saved. In such case please from the menu **“Invoices”** select **“Template management”**. You can create a new template or use one (if existing) for your next invoice.


Enter Your invoice details

1. Your details and “Who are you invoicing”

<p>Your name </p> <input type="text" value="Start typing to search"/> 	<p>Test HPI Supplier</p> <p>216 SEVERIN STREET</p> <p>CAIRNS</p> <p>4870</p> <p>AUSTRALIA</p>
<p>Your tel</p> <input type="text"/>	<p>VAT registration number ABN12123456787</p>
<p>Your email</p> <input type="text"/>	<p>Sending goods from a different address than the invoice address?</p> <p>No - They're the same </p>

Who you are invoicing

<p>Name </p> <input type="text" value="Start typing to search"/> 	<p>HP (Chongqing) Co., Ltd.</p> <p>No.22, Xiyuan Yi road, Xiyong Park</p> <p>Shapingpa district</p> <p>401133</p> <p>Chongqing</p> <p>CHINA</p>
<p>Tel</p> <input type="text"/>	<p>Sending goods to a different address than the invoice address?</p> <p>No - They're the same </p>
<p>Email</p> <input type="text"/>	

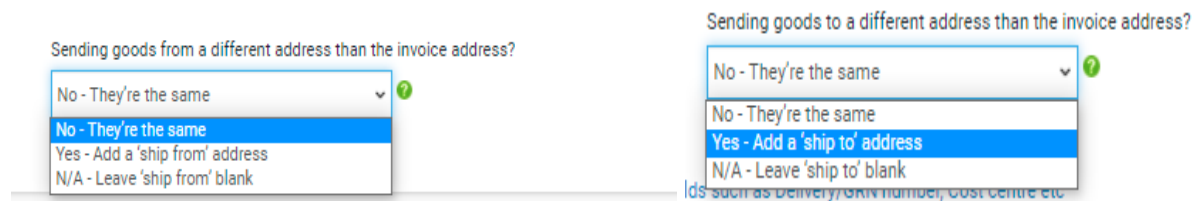
 [Click here for additional header fields such as Delivery/GRN number, Cost centre etc](#)

Some parts for the "Your details" and "Who are you invoicing" sections will be defaulted by Tungsten (these are your profile details, same for your customer HPI). You can not modify these.

N.B. It is important that you choose the correct HP AAA Account as stated in the previous section. Incorrect use of HP Inc account number may result in your invoice/s being rejected and returned to you. You will then need re-submit/re-issue to the correct HP Inc account.

2. "Ship From" and "Ship to"

It is important that you provide the correct Ship to and Ship from address. Do not default the shop to address with the invoice address. To enter the correct details, please make the applicable selection in the **"Your details"** and **"Who are you invoicing"** sections.





The image shows two screenshots of dropdown menus. The left one is titled "Sending goods from a different address than the invoice address?" and has options: "No - They're the same", "Yes - Add a 'ship from' address", and "N/A - Leave 'ship from' blank". The right one is titled "Sending goods to a different address than the invoice address?" and has options: "No - They're the same", "Yes - Add a 'ship to' address", and "N/A - Leave 'ship to' blank".

For the ship to address, please refer to the Purchase order that you receive from Hp Inc. Failure to provide the correct Ship to address may result in invoice rejection at HP Inc side and a request to you for an invoice resubmission with the correct details.

3. Invoice contact information

'Invoice to' Contacts are required for Non -PO invoices. Please enter HP contacts that are requesting the goods/services

Name 




Tel



Email



4. Invoice details



Invoice details



Invoice number*
1234 



Document type
Invoice



Invoice date* 
 


Tax point date 
 

Advance payment date 
 

Payment due date 
 

Delivery date 
 








Currency* 
 

Purchase order (PO) number 

- Enter invoice date (else default date will be the date of invoice submission)
- Enter Purchase order number. You must reference a valid purchase order number received by your customer Hp Inc. failure to provide such will result in invoice rejection
- Enter Tax point date- this is required in certain counties depending on the country tax requirements
- Amend the currency as applicable

5. Additional information (such as Delivery note number, Bill of landing etc.) could be provided at header invoice level by clicking on [Click here for additional header fields such as Delivery/GRN number, Cost center, etc.](#)

[Click here for additional header fields such as Delivery/GRN number, Cost centre etc](#)








Bill of lading 	Account code 	Notes to your customer 
<input type="text"/>	<input type="text"/>	
Delivery note number 	Cost center 	<input type="text"/>
<input type="text"/>	<input type="text"/>	
Customs declaration date		
<input type="text"/>		
Customs office 		
<input type="text"/>		
Customs declaration number 		
<input type="text"/>		
Payment reference		
<input type="text"/>		

N.B. For some HPI business Delivery note number is required, therefore please make sure to quote a valid Delivery note number. In case of any doubts, please check with your HP Inc contacts whether this is mandatory information for your invoices

6. Invoice line details






A. Enter Quantity, Unit of measure and price in the respective fields

Invoice items



Line item type 	<input type="text" value="Goods"/>										
Product code 	Product description* 	Unit* 	Quantity*	Price* 							
<input type="text" value="9999568233"/>	<input type="text" value="9999568233"/> 	<input type="text" value="Each"/> 	<input type="text" value="5.000"/>	<input type="text" value="49.76000"/>							
Click here for additional line level information such as PO/Delivery details, discounts, and other additional information											
<input type="button" value="SAVE LINE ITEM"/> <input type="button" value="CANCEL"/>				<table border="1"> <tr> <td>Line amount</td> <td>248.80</td> </tr> <tr> <td>Discount</td> <td>0.00</td> </tr> <tr> <td>Total</td> <td>248.80</td> </tr> </table>		Line amount	248.80	Discount	0.00	Total	248.80
Line amount	248.80										
Discount	0.00										
Total	248.80										
02	9999568234 - 9999568234	2 / Each	229.33000	458.66	458.66						

- B. Please provide Product description
- C. Apply Tax/VAT, as applicable
- D. If you have entered Purchase order (PO) number in “Invoice details”, then you can leave the PO number at this section blank. F you enter the PO number again, then please make sure it is the same valid PO that you quote.
- E. Enter the Po line number from the HPI Purchase order to the respective invoice line.
- F. If you invoice has more then one line, click “SAVE LINE ITEM” and then ADD a new line.
- G. Additional line level details- please click on [Click here for additional line level information such as PO/Delivery details, discounts, and other additional information](#) to provide additional details, such as Delivery note number, Material number etc.

[Click here for additional line level information such as PO/Delivery details, discounts, and other additional information](#)

PO number 	PO line number 	Additional information 	Discount  <input type="text" value="0.00"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Delivery note number 			
<input type="text"/>			
Delivery start date	Delivery end date		
<input type="text"/>	<input type="text"/>		

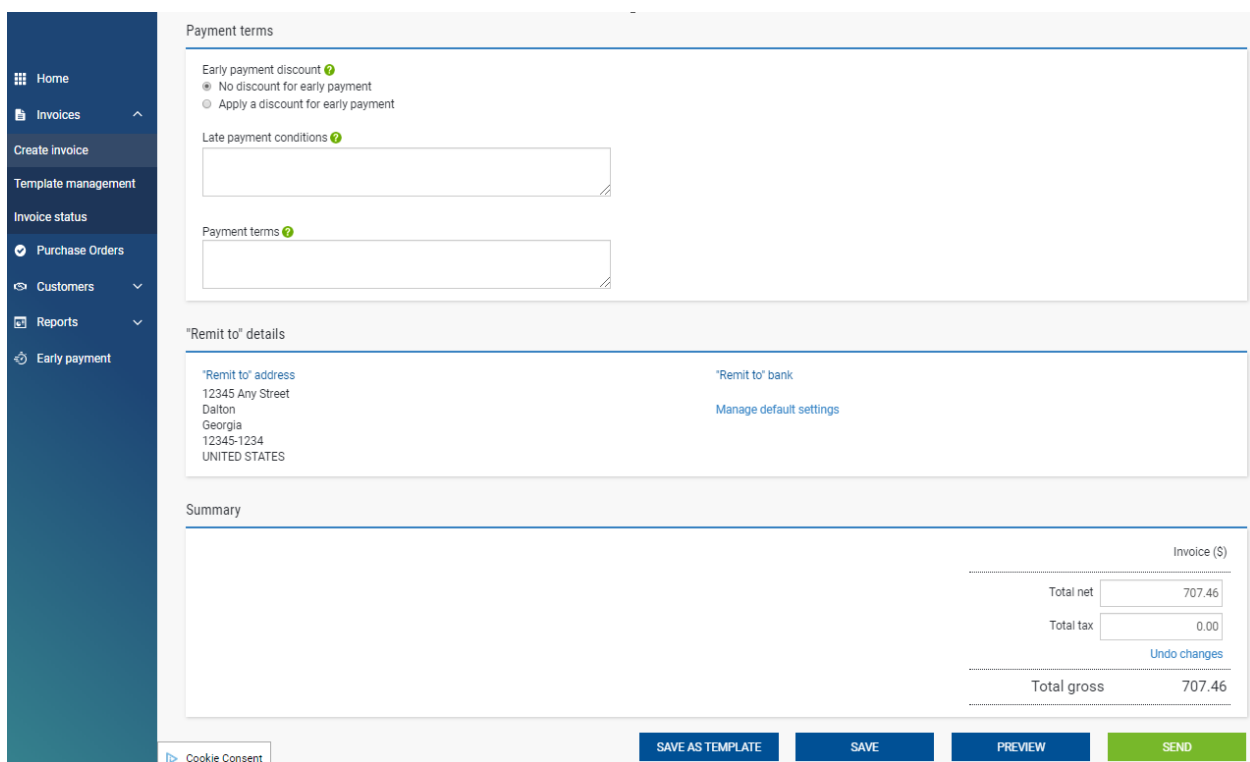
The fields below have been added by your buyer.

GL number 	Cost centre	Part category	Part number	<table border="0"> <tr><td>Line amount</td><td>0.00</td></tr> <tr><td>Discount</td><td>0.00</td></tr> <tr><td>Tax</td><td>0.00</td></tr> <tr><td>Total</td><td>0.00</td></tr> </table>	Line amount	0.00	Discount	0.00	Tax	0.00	Total	0.00
Line amount	0.00											
Discount	0.00											
Tax	0.00											
Total	0.00											
<input type="text"/>	<input type="text"/>	European Article Number 	<input type="text"/>									

7. Bank information

- a. Make sure that you have the relevant *Remit to details* information.

- b. In case you have not added the full data when you registered in Tungsten, make sure this is completed before you submit your first invoice from the menu: *"Your account"* -> *"Remit address"* -> *"Remit to address information"*.



The screenshot shows the 'Create invoice' form in the Tungsten Network interface. The left sidebar contains navigation options: Home, Invoices, Create invoice, Template management, Invoice status, Purchase Orders, Customers, Reports, and Early payment. The main content area is divided into several sections:

- Payment terms:** Includes 'Early payment discount' with radio buttons for 'No discount for early payment' (selected) and 'Apply a discount for early payment'. Below are text input fields for 'Late payment conditions' and 'Payment terms'.
- "Remit to" details:** A table with two columns: '"Remit to" address' (containing '12345 Any Street', 'Dalton', 'Georgia', '12345-1234', 'UNITED STATES') and '"Remit to" bank' (containing 'Manage default settings').
- Summary:** A table showing invoice totals in US dollars (\$):

	Invoice (\$)
Total net	707.46
Total tax	0.00
Undo changes	
Total gross	707.46

At the bottom of the form, there are four buttons: 'Cookie Consent', 'SAVE AS TEMPLATE', 'SAVE', 'PREVIEW', and 'SEND'.

5. Attachments

Please provide (if applicable) a supporting document that Tungsten will deliver alongside with your electronic invoice to your customer HP Inc.

Additional information

Attachments 📌

SELECT AND UPLOAD

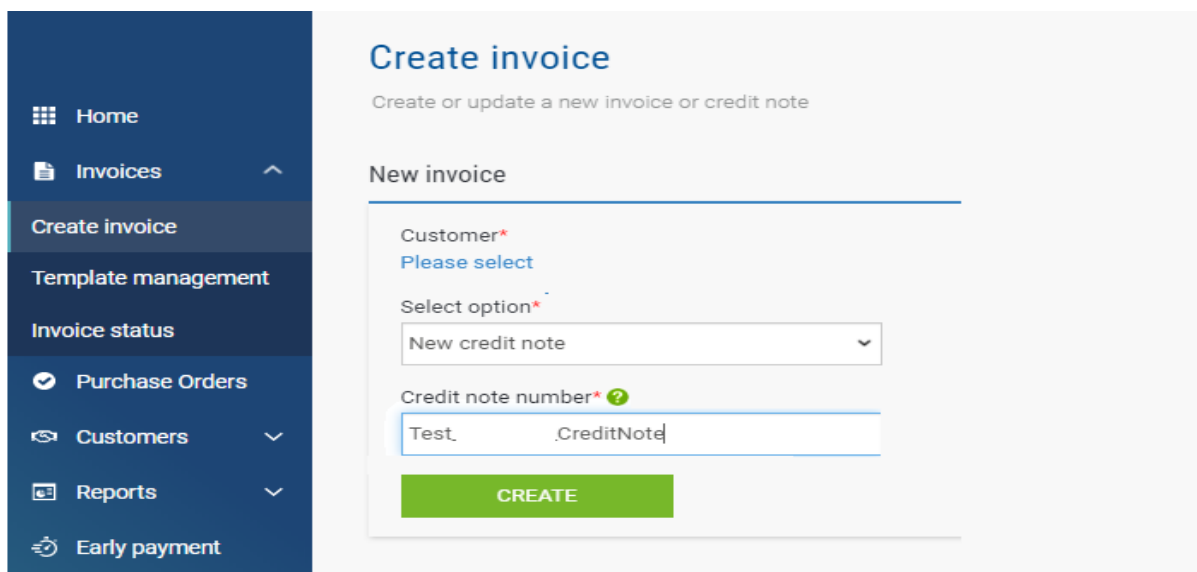
Please refer to [Attachment Process via Tungsten Network guide](#)

6. Invoice submission

- a. Should you wish to preview prior to sending you can do this as by pressing Preview. Once ready submit your invoice by clicking on the **SEND** button.
- b. You will be notified with **"Invoice submitted successfully"** notification, confirming that your invoice has been successfully submitted to HP Inc.

5. How to create your credit note(s)


- a. From the main menu go to *Invoices* -> *Create invoice*.
- b. Click on customer and select the respective HP Inc account. Then select “*New credit note*” and populate the credit note number. Once complete, click on “**CREATE**”.



The screenshot shows a web application interface for creating an invoice. On the left is a dark blue sidebar menu with the following items: Home, Invoices (with an upward arrow), **Create invoice** (highlighted), Template management, Invoice status, Purchase Orders (with a checkmark), Customers (with a downward arrow), Reports (with a downward arrow), and Early payment (with a refresh icon). The main content area is titled "Create invoice" and has a subtitle "Create or update a new invoice or credit note". Below this is a section titled "New invoice" which contains a form. The form has three fields: "Customer*" with a blue link "Please select"; "Select option*" with a dropdown menu currently showing "New credit note"; and "Credit note number*" with a green question mark icon and a text input field containing "Test. .CreditNote". A green "CREATE" button is positioned at the bottom of the form.



c. You will be presented with a template for credit note submission where you need to add the details for your credit note submitted to HPI. Please start with the general document details on the right:


**As this is a Credit note, you must provide the original invoice number here.*



Credit note number
Test_ _CreditNote 



Document type
Credit note



Original invoice number



Original invoice date 
 



Credit reason 



Invoice date* 
3/11/2020 


Advance payment date 
 

Payment due date 
 

Delivery date 
 

Original Delivery date 
 

Currency* 
US Dollar 

Purchase order (PO) number 

6. Enter the rest of your credit details, similar to an invoice document type, and click on the **SEND** button when ready to submit your credit note.

6. How to check your invoice(s) status(es)

Upon each invoice submission you will be notified via e-mail (notification) on what is the status of your invoice.

Supplier TN No.	Supplier Name	File Name	File Date
AAA557391349	HPI Supplier	EDINET.TNET.file.20211112.GEISC24.2G2.5.ISA-40YQ11-splitFile-002.edi_24-11-2021_09-33-09-584_A	11/24/2021

Processed	Accepted	Failed
1	1	0

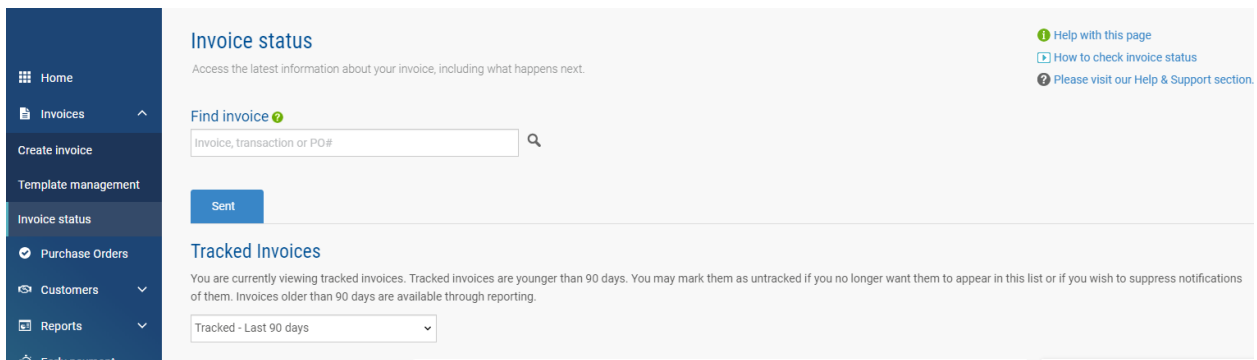
Ignored Invoices: 0

Failed Invoices

Invoice No.	Invoice Date	Customer TN No.	Customer Name	Invoice Type	Gross Amount	PO Number	Failure Code	Failure Reason
Accepted Invoices								
Invoice No.	Invoice Date	Customer TN No.	Customer Name	Invoice Type	Gross Amount	Currency	Transaction Number	
123456	11/23/2021	AAA906448469	HP Inc.	Invoice	95.00	USD	AAA00012345697	

Failed Invoices: any failed invoices listed have not been successfully processed and therefore have not been delivered by Tungsten Network to your Client Buyer. Please correct the error indicated by the failure reason code and then resubmit your invoices to Tungsten Network. If you continue to have problems, please contact Tungsten Network Support at <https://protect.eu.mimecast.com/s/rvk7CyrZ6UjXG4zUZdAIn?domain=tungsten-network.com>

- a. You can always check the latest status of your invoices on the portal. Once you log in to the portal, you just need to go to **“Invoices”** -> **“Invoice status”** and put the invoice number you need in the field **“Find invoice”**.

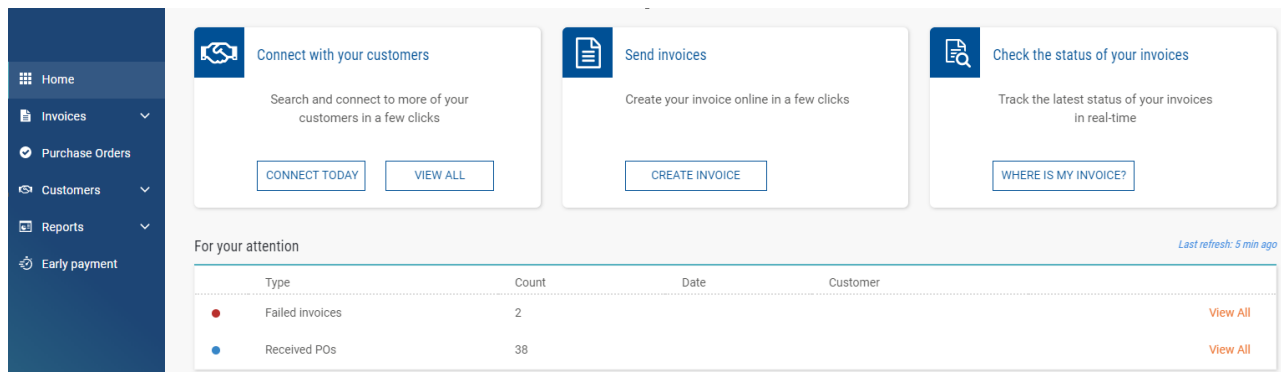


The screenshot shows the 'Invoice status' page in a web portal. On the left is a navigation menu with options like Home, Invoices, Create invoice, Template management, Invoice status (selected), Purchase Orders, Customers, and Reports. The main content area has a heading 'Invoice status' and a sub-heading 'Access the latest information about your invoice, including what happens next.' Below this is a 'Find invoice' search bar with a magnifying glass icon and a 'Sent' button. Underneath is a 'Tracked Invoices' section with a dropdown menu set to 'Tracked - Last 90 days'. On the right side, there are three links: 'Help with this page', 'How to check invoice status', and 'Please visit our Help & Support section'.

For any invoice status/payment related queries, please ensure that you check the status of your invoices on [AP Online](#). If your invoice is not available in AP Online or if you have further questions about your invoice, please contact the [HP Customer Response Center](#). Please provide the 15-digit Tungsten Network Transaction Number to the HP CRC Team for further investigation.

7. How to re-activate a failed invoice for re-submission

- a. There are certain validations that Tungsten performs for every invoice submitted to HP inc. These checks are in place to ensure your submitted invoices contain the required and correct information. This will contribute for a smoother approval process and avoid potential payment delays.
- b. In case you submit an invoice in Tungsten and it fails, you will receive a system notification email for this advising you on the failure reason.
- c. On your Tungsten portal home screen, you can easily find any failed invoices, under the section **“For your attention”** -> **View All** (below, **shown in red**; bottom right corner of the screenshot):



Type	Count	Date	Customer	
Failed invoices	2			View All
Received POs	38			View All


You can view the specific failed invoice details by clicking on View details:

Document type	Document number	Document date	Customer	Amount	Submission date	Latest update	Status	View details	
Invoice	4500551176T1	2/27/2020		3762.77	2/27/2020	2/27/2020	Failed		
Invoice	4500556372T1	2/27/2020		6837.54	2/27/2020	2/27/2020	Failed		

[K](#) [<](#) [>](#) [|](#) Page size:
Displaying page 1 of 1, items 1 to 2 of 2

[UNTRACK](#)

- d. Information about the failure reason with an option to highlight the error on the invoice itself is present once you go to **View Error**. Otherwise go straight to **Reactivate Invoice**.



Status:
Failed

The PO number referenced in your invoice does not exist in the Tungsten Network database. Please either correct the PO number, or if it is correct, please contact your customer to confirm the PO is communicated to Tungsten.

Comment
No payment status comments at this time

Status date:
27 February 2020

UNTRACK

VIEW ERROR

RAISE A TICKET

REACTIVATE INVOICE

BACK

- e. Once the failed invoice has been reactivated successfully, you can correct the relevant information and resubmit it, by going to **Invoices -> Create Invoice -> Saved invoices -> Edit**:

- Home
- Invoices
- Create Invoice**
- Template management
- Invoice status
- Purchase Orders
- Customers
- Reports
- Early payment

Create invoice

Create or update a new invoice or credit note

New invoice

Customer*
Please select

Select option*
New invoice

Invoice number*

CREATE

Tungsten Network transactions

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[Purchase history](#)

[Purchase more invoices](#)

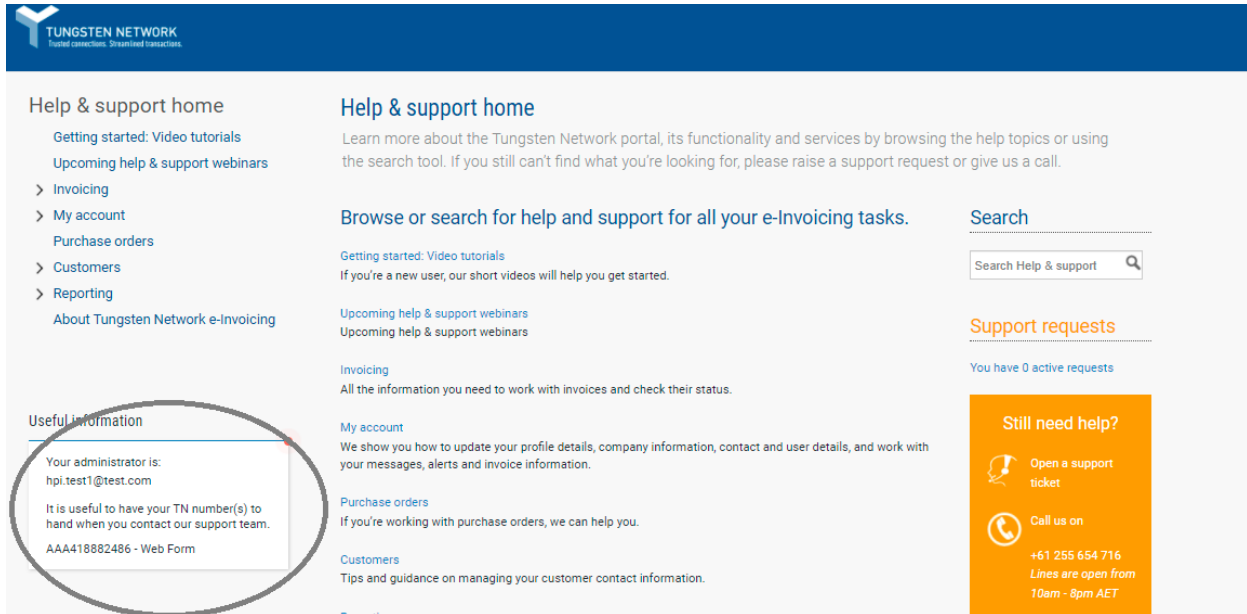
Saved invoices

Invoice number	Buyer name	Gross amount	Saved date	Edit	Delete
459055117611	3762.77	about a minute ago		
Test_Mohawk_CreditNote	0.00	about 4 hours ago		
Test_Mohawk_Invoice_1	0.00	about 5 hours ago		

The process will trigger the standard Tungsten template for invoice submission and once the relevant invoice data corrections have been made, please click on the **SEND** button to resubmit.

8. Checking your supplier “AAA” number

- a. Your Tungsten account number is your unique identifier in Tungsten. To find it, please go to “Help&Support”. On the left side under “Useful information” you will be able to find your account number starting with AAA followed by 9 digits (e.g. AAA123456789).



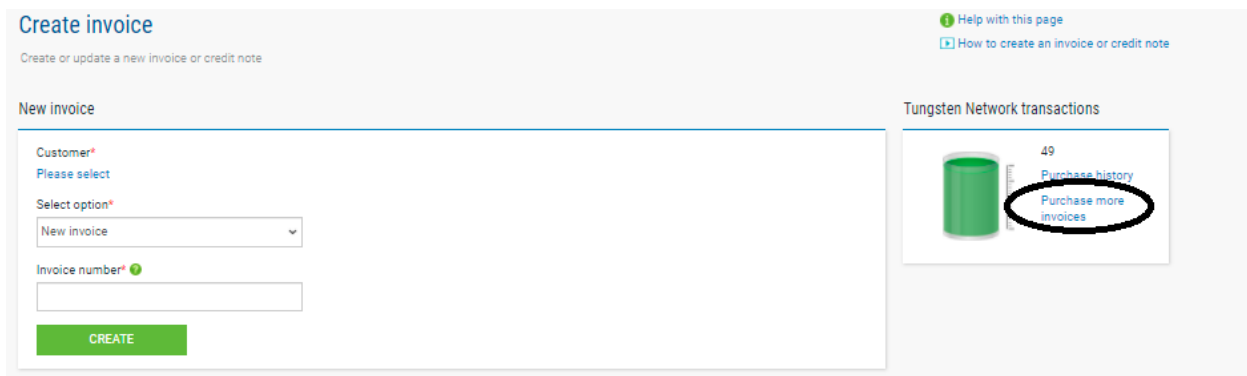
The screenshot shows the Tungsten Network Help & Support home page. On the left, under the 'Useful information' section, there is a box containing the following text:

Your administrator is:
hpi.test1@test.com

It is useful to have your TN number(s) to hand when you contact our support team.
AAA418882486 - Web Form

9. Purchasing more invoices/transactions

Under the “Invoices” > “Create invoice” menu on the right side you have visibility over your free remaining credits.



The screenshot shows the 'Create invoice' page. On the right side, under the 'Tungsten Network transactions' section, there is a box with a green cylinder icon and the number '49'. Below the icon, there are two links: 'Purchase history' and 'Purchase more invoices'. The 'Purchase more invoices' link is circled in the image.

To purchase more transactions, please click on the option, as indicated above.

-Choose the method of payment and enter the number of transactions you wish to purchase

Purchase Tungsten Network transactions

[Help with this page](#)

Purchase more Tungsten Network transactions here.

[Your account](#) > [Company information](#): Purchase Tungsten Network transactions

Tungsten Network payment

1. Choose payment method

Select card type



2. Number of transactions

3. Review your order

Purchase rate	3.35
Number of transactions purchased	25
Service total	AUD 83.75

Tungsten Network transactions



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[Purchase history](#)

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to get started today. Our experienced, industry-leading implementation specialists will guide you through every step of the set-up process

[CONTINUE](#)

If you have any questions with regards to your account purchasing history or need help purchasing, please contact our credit control team on creditcontrol.my@tungsten-network.com

10. Contacting Tungsten Supplier Support team

*****Before contacting Tungsten supplier support team, please review this E-invoicing Guide as it contains the answer to almost all questions you might have when it comes to the usage of the Portal. *****

Raise a ticket via Tungsten portal (Help & Support -> Create Ticket). You will receive a system notification when a support agent has provided an update in the ticket. Please, **DO NOT** respond to the email notification. You need to log in the portal and provide your response/update in the relevant ticket.

Call Tungsten support team at the respective dedicated line for your country. It is highly recommended to have a ticket raised beforehand and provide it as a reference to the support agent when you call Tungsten support line. You can find a list with all the applicable helpdesk lines at <https://www.tungsten-network.com/resources/support/local-numbers/>. When calling customer support, you will be asked to provide your Tungsten account number.