



QUICK REFERENCE GUIDE

KEY FOR SUPPLIERS THAT ARE NOT REGISTERED ON TUNGSTEN NETWORK

[Tungsten Network](#) is HPI's global e-Invoicing partner and manages electronically submitted invoices between HP Inc. and our suppliers.

1 Options available to you

You can submit your invoices choosing one of the following options: [Integrated Solution](#) (fully automated option) or [Webform](#). The number of invoices you send to HPI would determine which solution is most efficient and cost saving for your company. Use the links above to learn more about each option or contact Tungsten Network if you would like to learn more ([here](#))

2 How to register on Tungsten Network

Please refer to [this video](#) which will demonstrate for you the registration process

- For assistance during any stage of the registration or should you have any questions, please contact registration support at +44 203 318 5177



3 Which HPI entities do I need to invoice through Tungsten Network?

At the last stage of the registration, you are to request the respective HPI relationship. Each account on Tungsten consists of a unique number (AAA, followed by nine more digits, e.g. AAA123456789). To identify the HPI account/entity that you need to invoice, please refer to the [list of HPI entities on Tungsten](#).

If during or after completion of the account registration you need any help/assistance, please contact [Tungsten Support team](#) by [raising a support ticket](#).



4 KEY FOR SUPPLIERS THAT ARE ALREADY REGISTERED ON TUNGSTEN NETWORK

SUBMITTING YOUR INVOICE

Integrated solution suppliers need to submit invoice data files to Tungsten network in the pre-agreed format

Web from suppliers need to submit their invoice/s via the Tungsten portal. Instructions on 'How to' could be found [Tungsten guide registration invoice submission](#).

A purchase order number s required on all invoices. For Non-PO invoices a valid HPI requestor's name and e-mail address must be provided. Please refer to the [HPI best practices for entering po number in tungsten network invoice](#).

If you need to include attachments or supporting document that Tungsten will deliver to HPI alongside with your electronic invoice, please refer to the [Attachment Process via Tungsten Network final Usha to review](#).

Once you start using Tungsten Network you cannot continue submitting paper invoices.

5 WHAT HAPPENS AFTER YOU SUBMIT YOUR INVOICE?

You will receive an e-mail alert to confirm whether your invoices were processed successfully or not. Same information could be verified via your Tungsten account.

Successful submissions will be assigned with a 15-digit transaction number, e.g. AAA000123456789.

If you invoice has been rejected by Tungsten network, in the e-mail submission notification reason for the failure will be provided. If you need any technical help or support, please contact [Tungsten Support team](#) by [raising a support ticket](#).



6 Who do I contact for Invoice status/Payment related queries?

- 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.

To submit your invoices correctly, you need to ensure:

- YOU SEND YOUR INVOICE TO THE CORRECT HPI ENTITY
- CREATE YOUR INVOICE IN ACCORDANCE TO THE PURCHASE ORDER RECEIVED BY HPI
- TRACK YOUR SUBMISSIONS TO ASSURE THAT YOUR INVOICE HAS PASSED TUNGSTEN NETWORK VALIDATIONS
- CONTACT TUNSTEN SUPPORT FOR REGISTRATION/SUBMISSION ISSUES AND FOR INVOICE PAYMENT STATUS, PLEASE REACH OUT TO [HP Customer Response Center](#)