HP Inc. - Tungsten Network Quick Reference Guide

Key information for suppliers not registered on Tungsten Network	Key information for suppliers registered on Tungsten Network

Who is Tungsten Network?

Tungsten Network (built on OB10 e-Invoicing) is HPI's global e-Invoicing partner and manages electronically submitted invoices between HPI and our suppliers.

Options available to you

You can submit invoices via the Integrated Solution or Web Form .
The number of invoices you send to HPI will determine which solution is most cost efficient for your company. Use the links above to learn more about each option or contact Tungsten Network.

How to register with Tungsten Network?

Please click here for an instruction.

✓ For assistance during any stage of registration, please contact the Tungsten-Network Supplier Enrolment team by e-mail at: HPIRegistration@Tungsten-Network.com

✓ You may also contact registration support at: +44 (0) 870 165 7420.

Which HPI entities do I invoice through Tungsten Network?

During the registration process you must inform Tungsten Network which HPI entities you will be billing. To identify HPI account numbers please refer to the following list: http://www.tungsten-network.com/media/16602896/HPI-entities-on- tungsten.xlsx

If, after registration, you need to invoice other HPI entities, please contact Tungsten Network Support or raise a support ticket to have them added to your profile.

*US suppliers that submit invoices to HPI Enterprise Services - **US Public Sector** accounts supporting federal contracts are not permitted to use Tungsten Network and are exempted from Tungsten Network requirements for state and local contracts. Please contact your HPI Global Procurement contact to find out if your HPI purchase orders relate to HPI Enterprise Services US Public Sector accounts and if you can use Tungsten Network. HPI will contact you in the future when Tungsten Network is available for submission of invoices for US Public Sector accounts.*

Submitting your invoices

Integrated Solution suppliers need to submit invoice data to Tungsten Network in an agreed format.

Web Form suppliers should follow the Tungsten Network Web Form Invoice Submission Guide.

A purchase order number is required on all invoices. For a non-PO invoice, you must provide the HPI requestor's name and email address in the '**Invoice to contact**' field. Please refer to best practices for entering a PO number in a Tungsten Network invoice.

If you need to include attachments with your invoice, please refer to the procedure for sending attachments.

Once you start using Tungsten Network you can no longer send paper invoices.

What happens after you submit your invoice?

You will receive an email alert to confirm whether your invoice was processed successfully or not. If you do not receive an email alert, please contact Tungsten Network Support so you can be added to the alert list for your company.

Successful submissions will be assigned a 15-digit transaction number.

If your invoice submission failed, the failure reason is provided in the email alert that you receive from Tungsten Network. If you are not sure how to correct your invoice submission, please contact Tungsten Network Support or raise a support ticket.

Need more assistance?

If you need further support please contact Tungsten Network Support or raise a support ticket.

To track the status of successfully submitted invoices, please visit AP Online or contact the HPI Customer Response Center.

To submit invoices correctly, it is important to ensure that you:

- Send the invoice to the correct HPI entity and corresponding account number. • Reference the correct PO number on your invoice.
- Submit your invoice successfully and receive the 15-digit transaction number. See how to check your invoice status and invoice reporting to track the status of your invoice.
- Correct and resubmit failed invoices successfully through Tungsten Network. Web Form suppliers can follow the how to resubmit a failed invoice guide. Integrated Solution suppliers must correct their invoice file or contact Tungsten Network Support for assistance.

Failure to submit invoices correctly, even though your invoices are accepted by Tungsten Network, may result in your invoices being rejected by HPI.

Need more information?

- For detailed information about our e-Invoicing initiative and the benefits it brings to both HPI and our suppliers please refer to HPI Global Supplier Package or HPI's Tungsten Network page.

- If you wish to discuss the initiative and its importance for HPI, please contact your HPI buyer or the HPI e-Invoicing team directly at vendor-communication@HPI.com.
- Register for AP Online