

Tungsten registration and invoice submission guide

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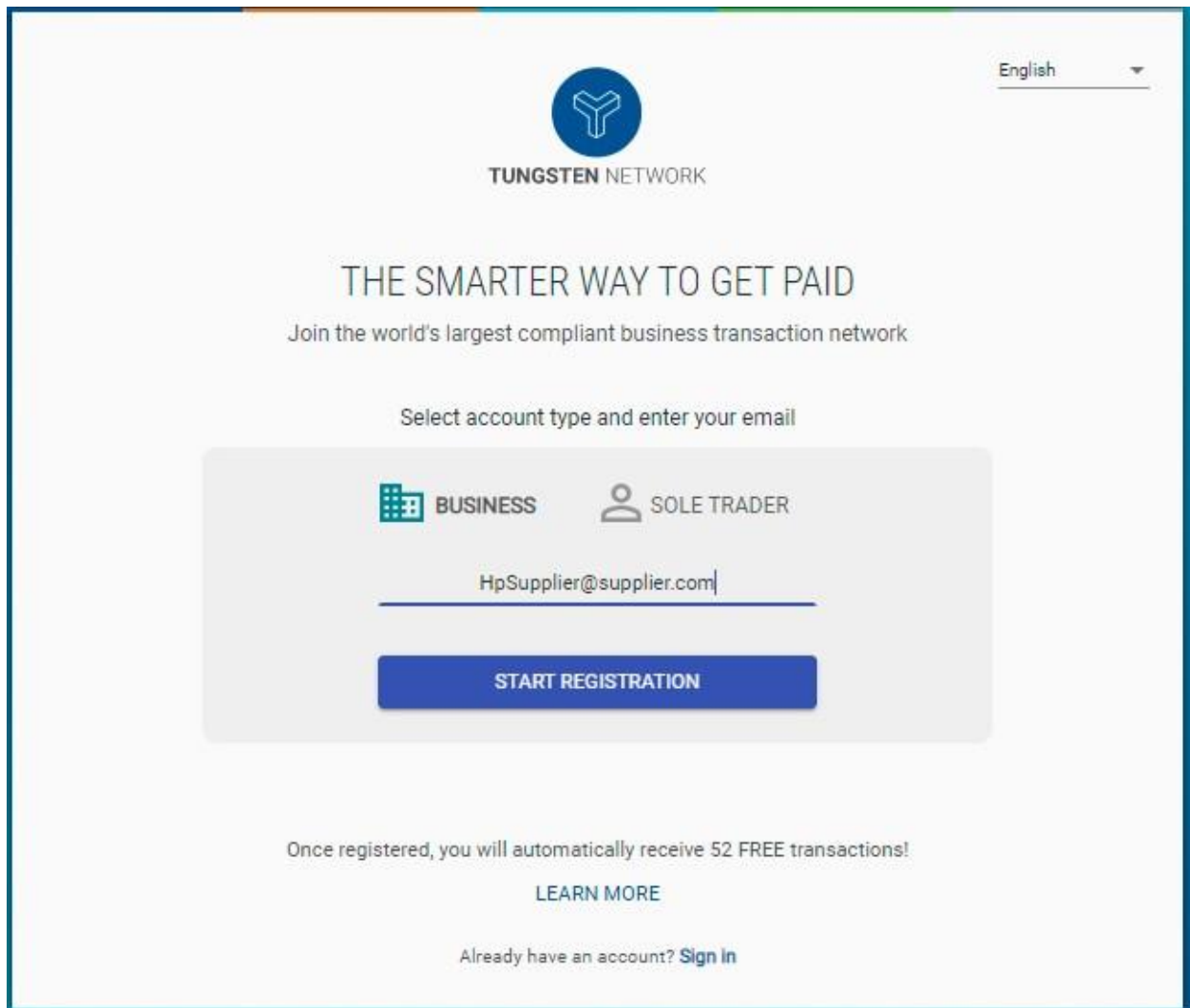
Account Registration & Portal walkthrough

1. Registration

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

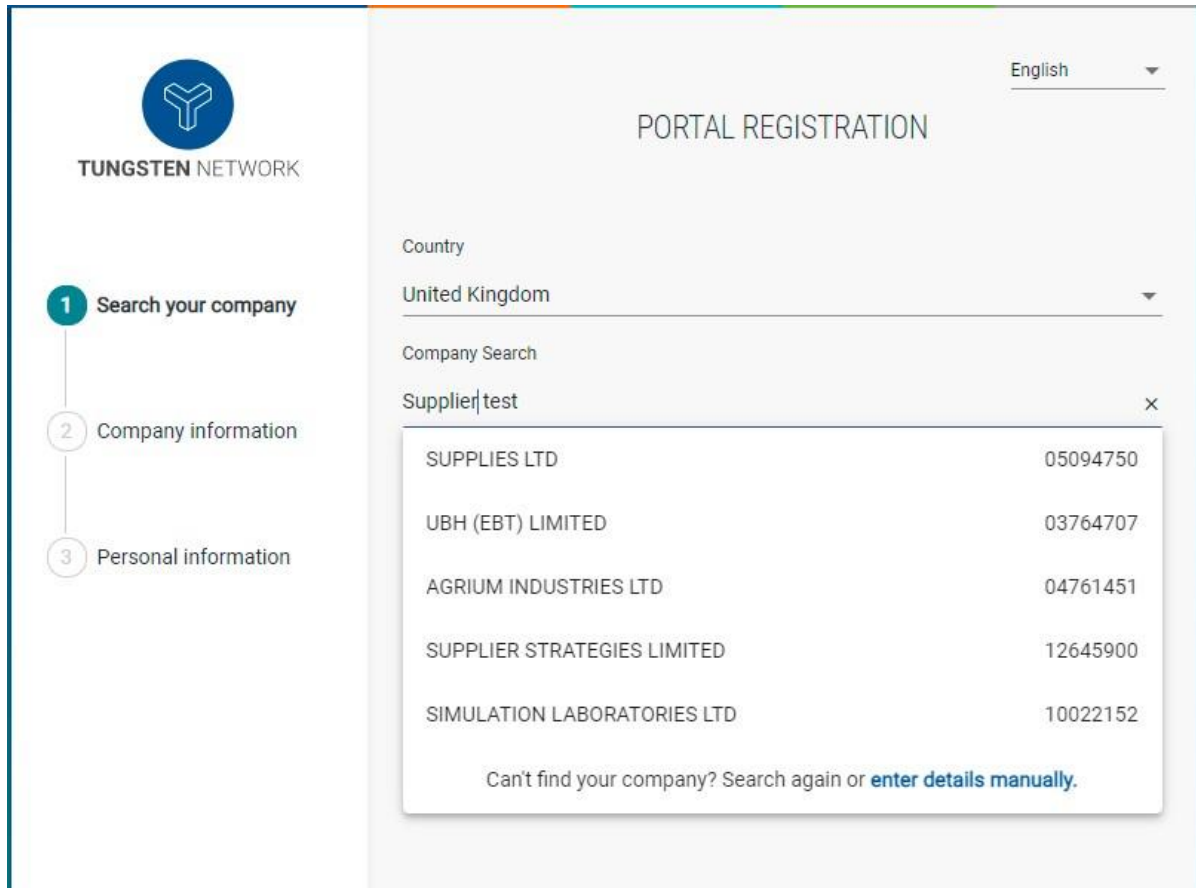
a. First Steps

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 dropdown menu 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". There are two options for account type: "BUSINESS" (with a calculator icon) and "SOLE TRADER" (with a person icon). An email address "HpSupplier@supplier.com" is entered in the input field. A blue "START REGISTRATION" button is positioned below the input field. At the bottom, there is a promotional message: "Once registered, you will automatically receive 52 FREE transactions!" followed by a "LEARN MORE" link and a "Sign In" link for existing users.

- 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

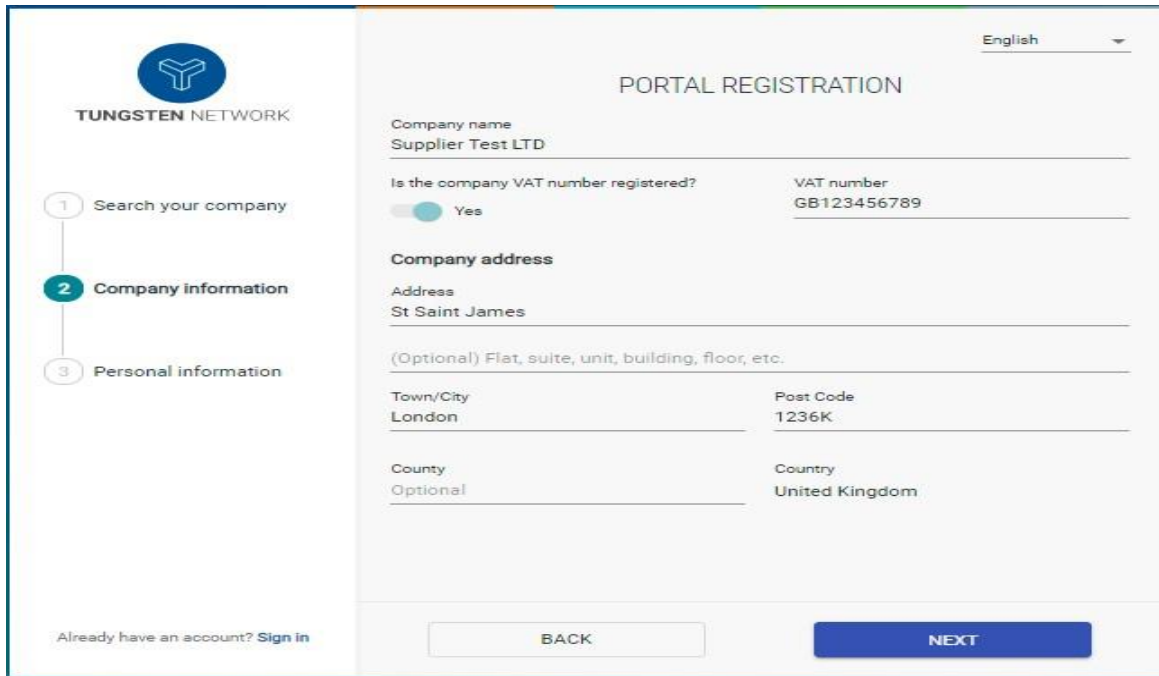
Supplier|test

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”**.

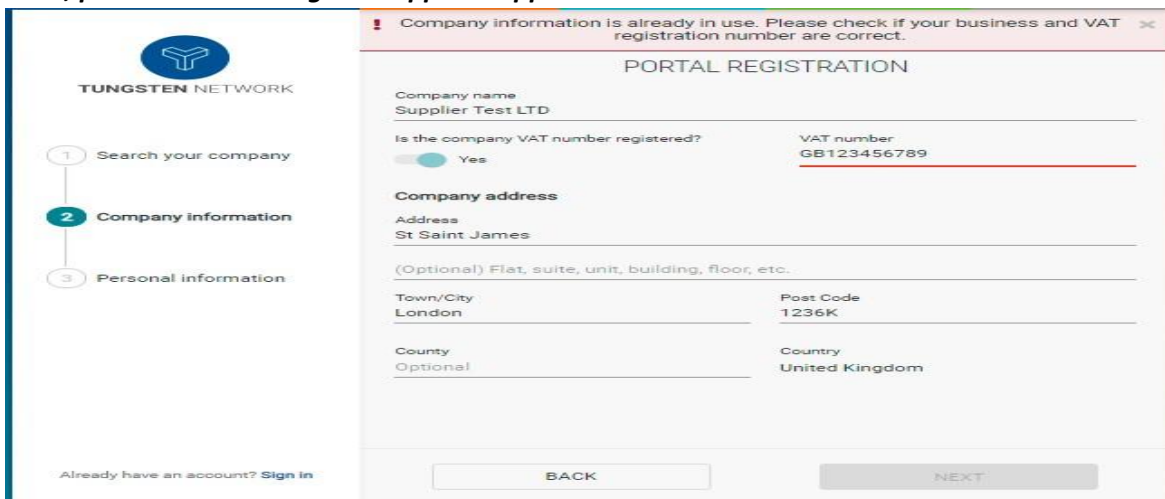


The screenshot shows the 'PORTAL REGISTRATION' form with the following details:

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

Navigation buttons: BACK, NEXT. 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 rest of the form details are the same as in the previous screenshot.

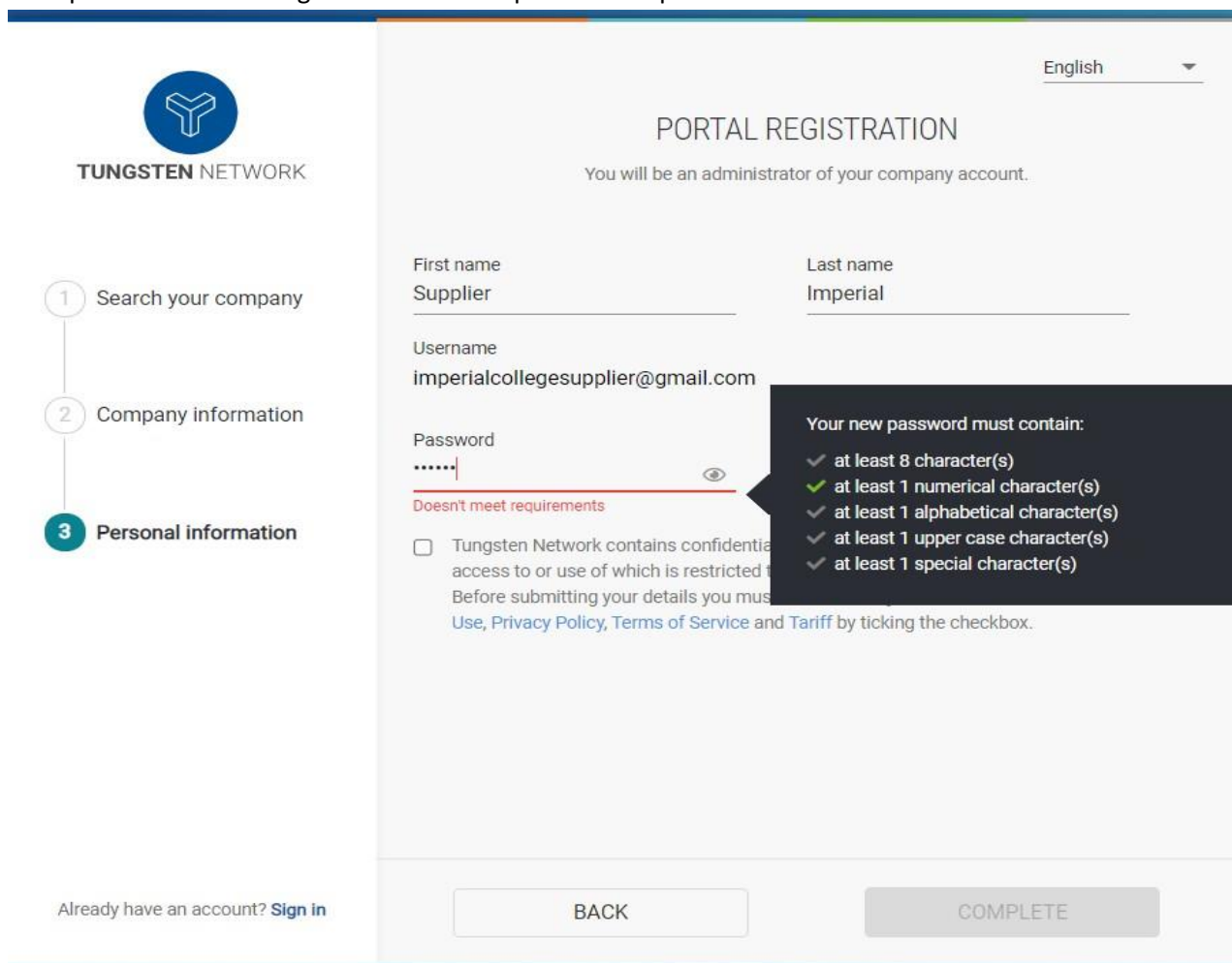
Navigation buttons: BACK, NEXT. The 'NEXT' button is disabled (greyed out).

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 information, access to or use of which is restricted to authorized users. Before submitting your details you must agree to our [Use](#), [Privacy Policy](#), [Terms of Service](#) and [Tariff](#) by ticking the checkbox.

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)

1 Search your company

2 Company information

3 Personal information

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

BACK COMPLETE

English

PORTAL REGISTRATION

You will be an administrator of your company account.


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

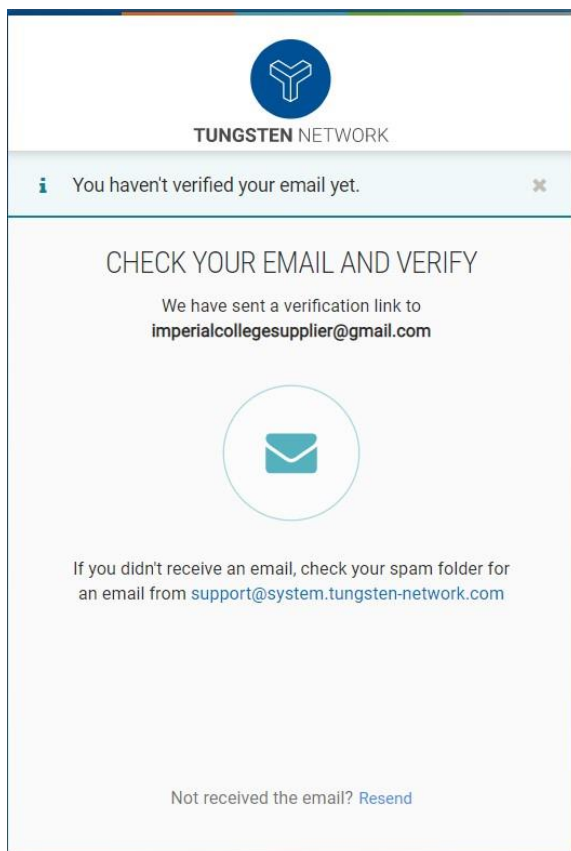


You are ready to go!
Click on the button below to sign into the Portal.

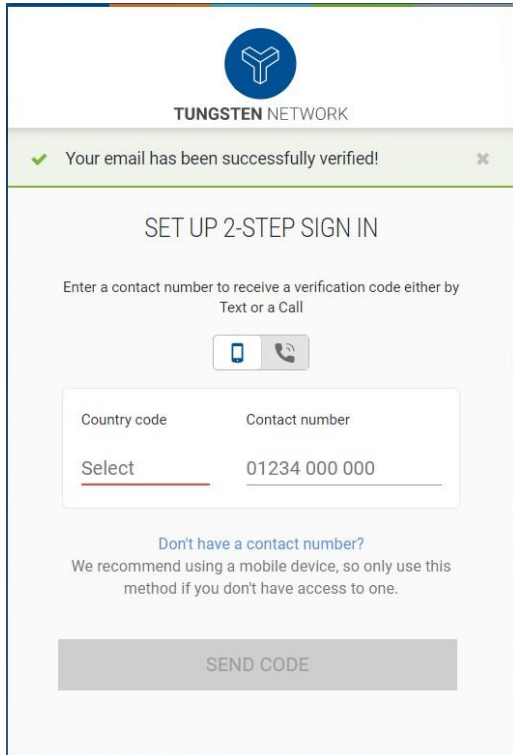
[SIGN INTO THE PORTAL](#)

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!

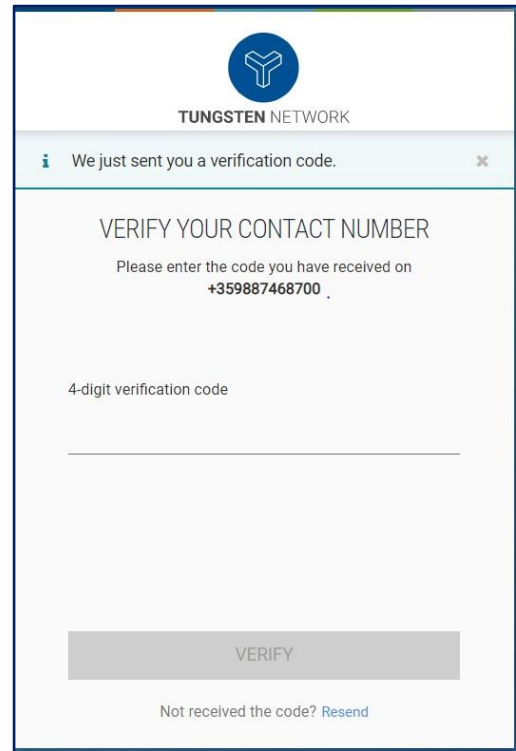
SET UP 2-STEP SIGN IN

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

Country code: Select | Contact number: 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.

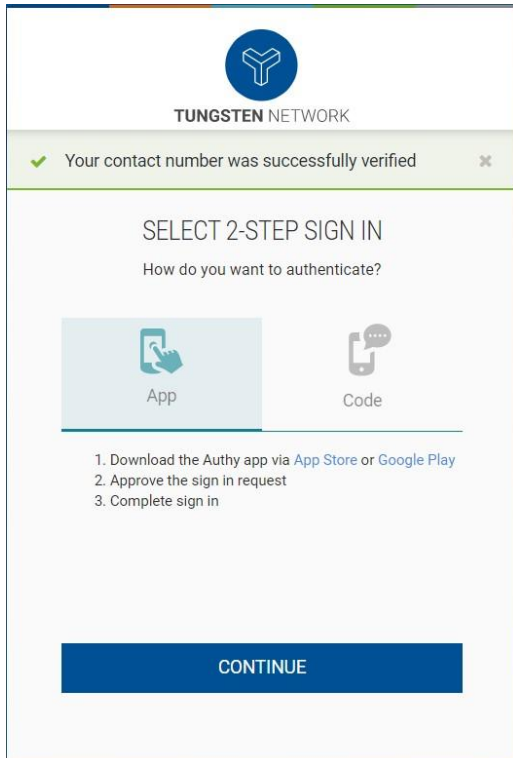
VERIFY YOUR CONTACT NUMBER

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

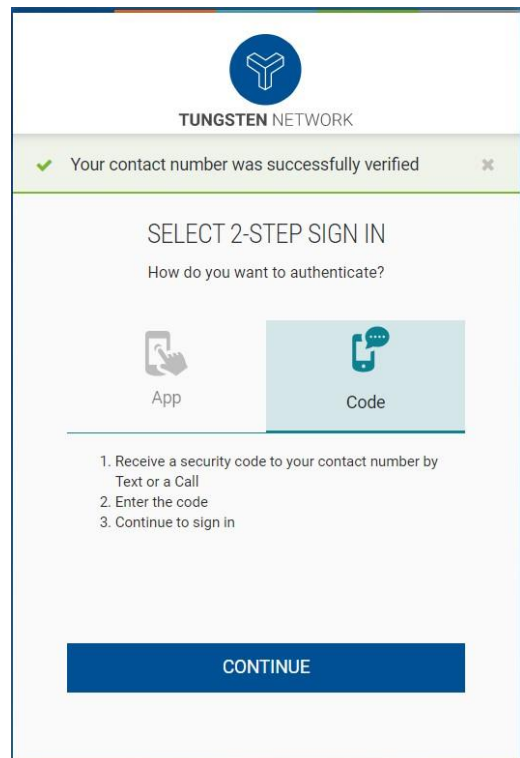
SELECT 2-STEP SIGN IN

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?

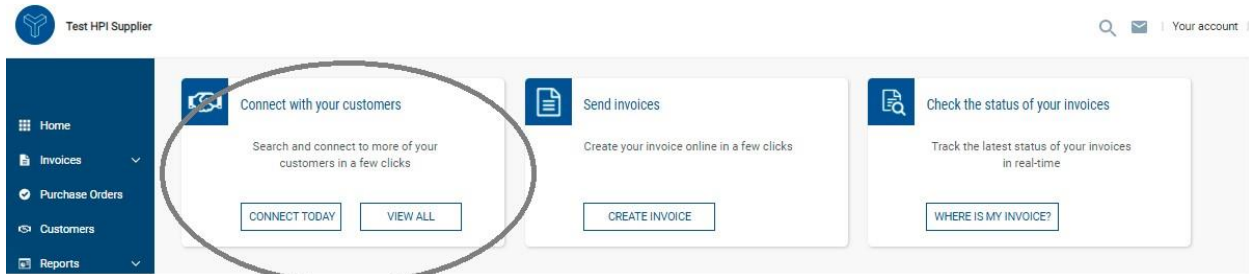
App | Code

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

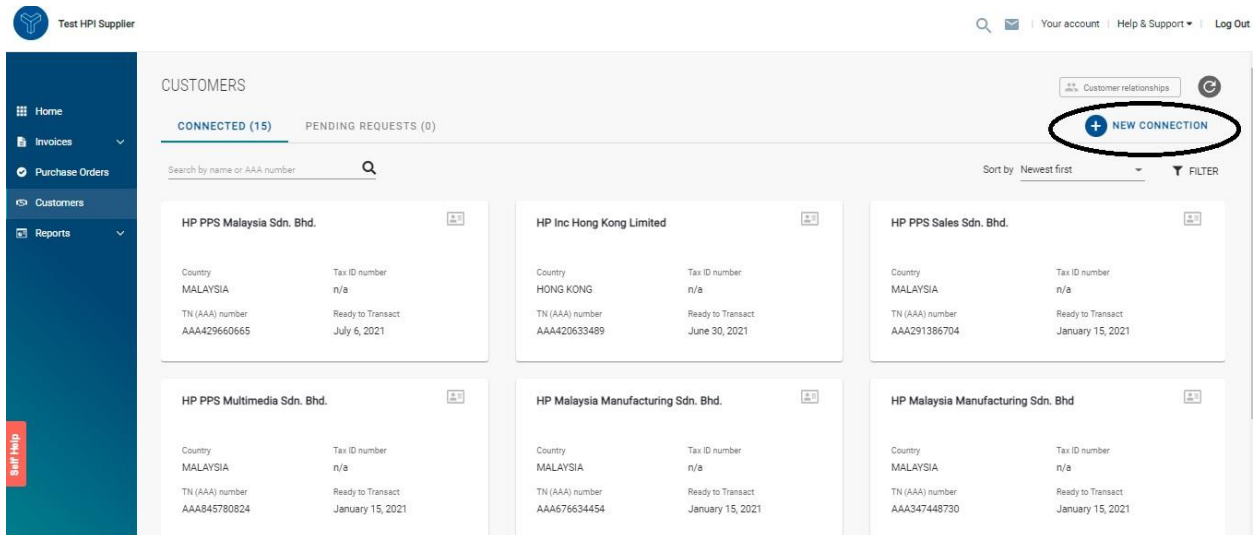
CONTINUE

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 ℹ
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

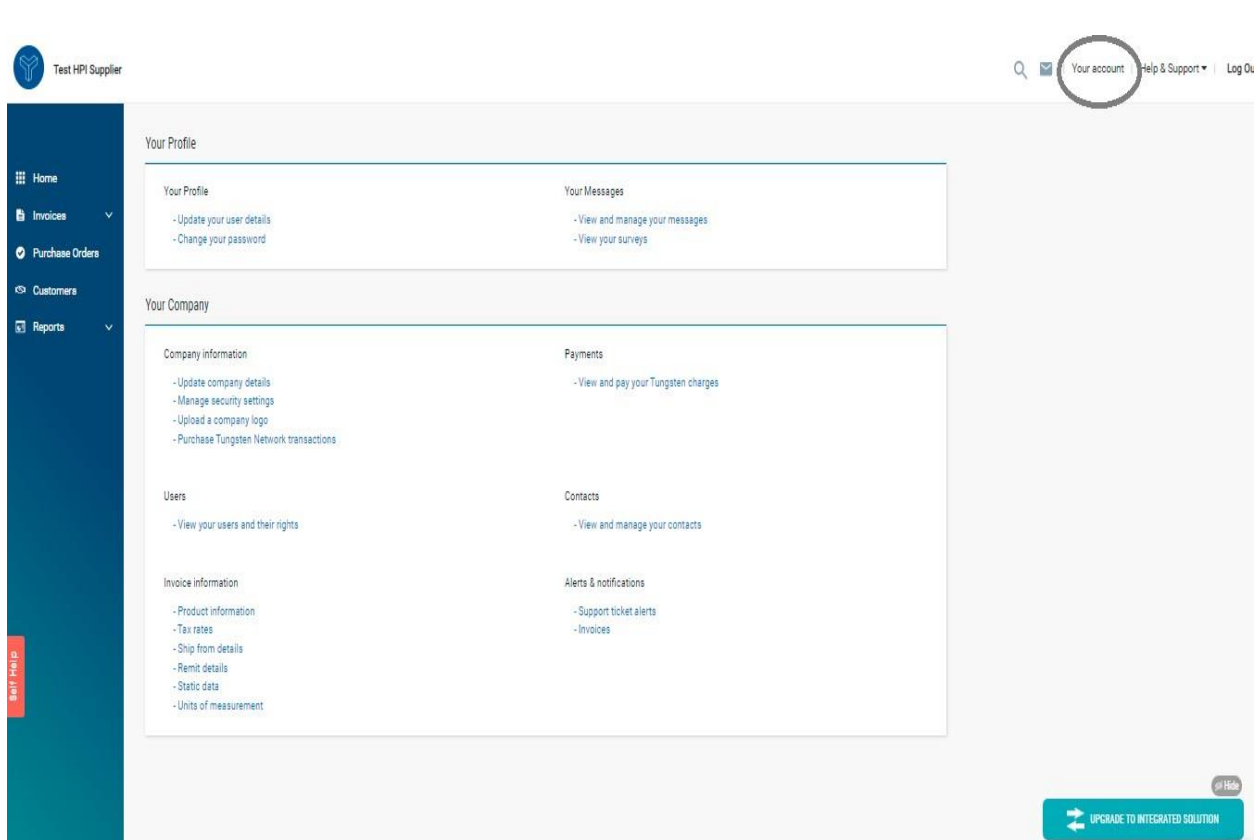
- If everything has been completed correctly you will be presented with the screen below and your HP connection will be activated automatically

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

X

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 displays the user interface for a Tungsten Network account. At the top left, the user is identified as 'Test HPI Supplier'. On the right, there is a search icon, a notification icon, and a 'Your account' dropdown menu which is circled in red. Below the navigation bar, the main content area is titled 'Your Profile' and 'Your Company'. The 'Your Profile' section includes options for 'Your Profile' (update user details, change password) and 'Your Messages' (view/manage messages, view surveys). The 'Your Company' section is divided into several categories: 'Company information' (update details, manage security, upload logo, purchase transactions), 'Payments' (view/pay charges), 'Users' (view users/permissions), 'Contacts' (view/manage contacts), 'Invoice information' (product info, tax rates, ship details, remit details, static data, units of measurement), and 'Alerts & notifications' (support alerts, invoices). A red 'Exit Help' button is visible on the left sidebar, and a blue 'UPGRADE TO INTEGRATED SOLUTION' button is at the bottom right.

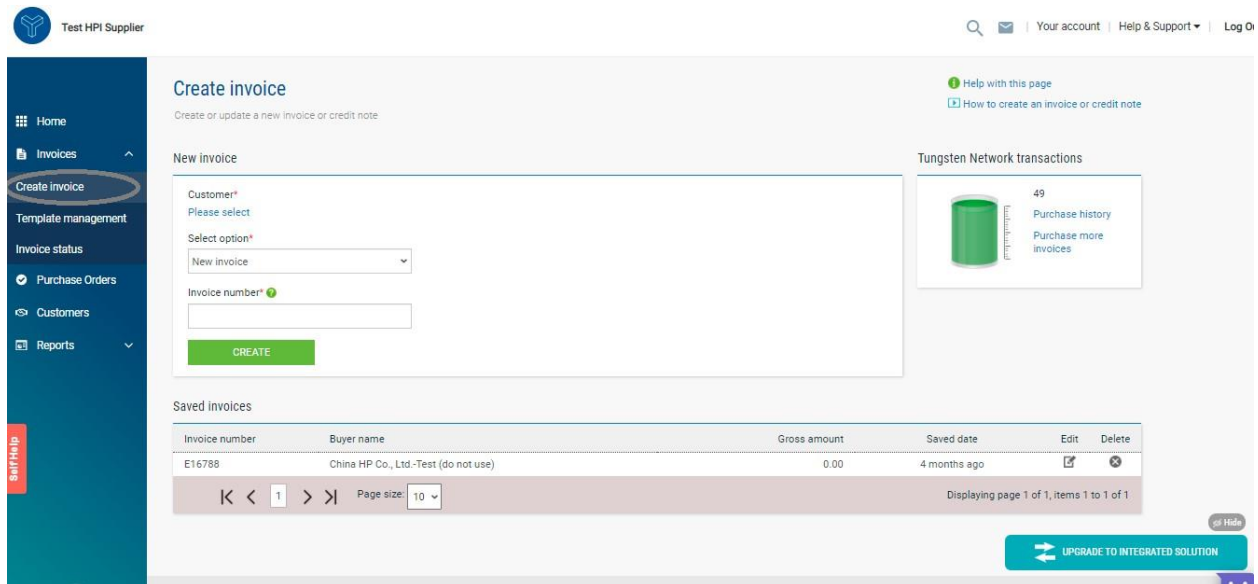
4. How to create your invoice(s)

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		


 Page size:
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”

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

Who you are invoicing

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

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

Some parts fo the "**Your detals**" 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 dropdown menus side-by-side. The left menu is titled "Sending goods from a different address than the invoice address?" and has three options: "No - They're the same" (selected), "Yes - Add a 'ship from' address", and "N/A - Leave 'ship from' blank". The right menu is titled "Sending goods to a different address than the invoice address?" and has three options: "No - They're the same", "Yes - Add a 'ship to' address" (selected), and "N/A - Leave 'ship to' blank". A small green question mark icon is visible to the right of each dropdown. Below the right dropdown, there is a small text label: "ids such as Delivery, QR number, Cost Centre etc."



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 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

4. 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 ? <input type="text"/>	Account code ? <input type="text"/>	Notes to your customer ? <input type="text"/>
Delivery note number ? <input type="text"/>	Cost center ? <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

5. Invoice line details







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

Invoice items



Line item type ? Goods	Product code ? 9999568233	Product description* ? 9999568233	Unit* ? Each	Quantity* 5.000	Price* ? 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](#)

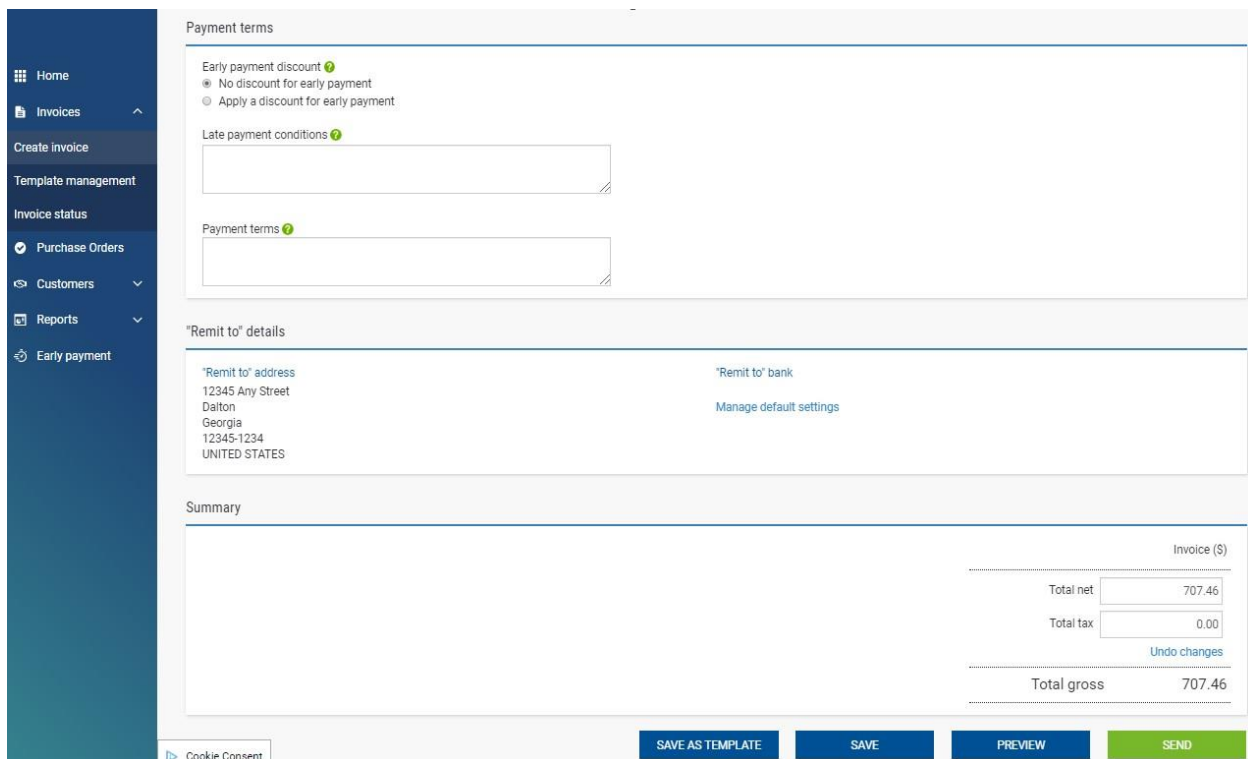
PO number 	PO line number 	Additional information 	Discount 
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>
Delivery note number 			Discount % 
<input type="text"/>			<input type="text" value="0.00"/>
Delivery start date	Delivery end date		
<input type="text"/>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

The fields below have been added by your buyer.

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

6. 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'. It also has a text field for 'Late payment conditions' and another for 'Payment terms'.
- "Remit to" details:** Contains a table with two columns: '"Remit to" address' and '"Remit to" bank'. The address field is populated with '12345 Any Street, Dalton, Georgia, 12345-1234, UNITED STATES'. The bank field contains 'Manage default settings'.
- Summary:** A table showing invoice totals in 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: 'SAVE AS TEMPLATE', 'SAVE', 'PREVIEW', and 'SEND'. A 'Cookie Consent' banner is visible at the bottom left.


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

File types we accept 
Your customer allows a maximum of 1 attachments.
The maximum file upload size is 12 MB.
Please note that the digitally signed pdf created by Tungsten Network will be the legal invoice document.
In order to avoid any tax risk at audit, please do not attach any duplicate invoices.
In case attachments are necessary please ensure they are clearly marked as "copy and not for tax purposes".

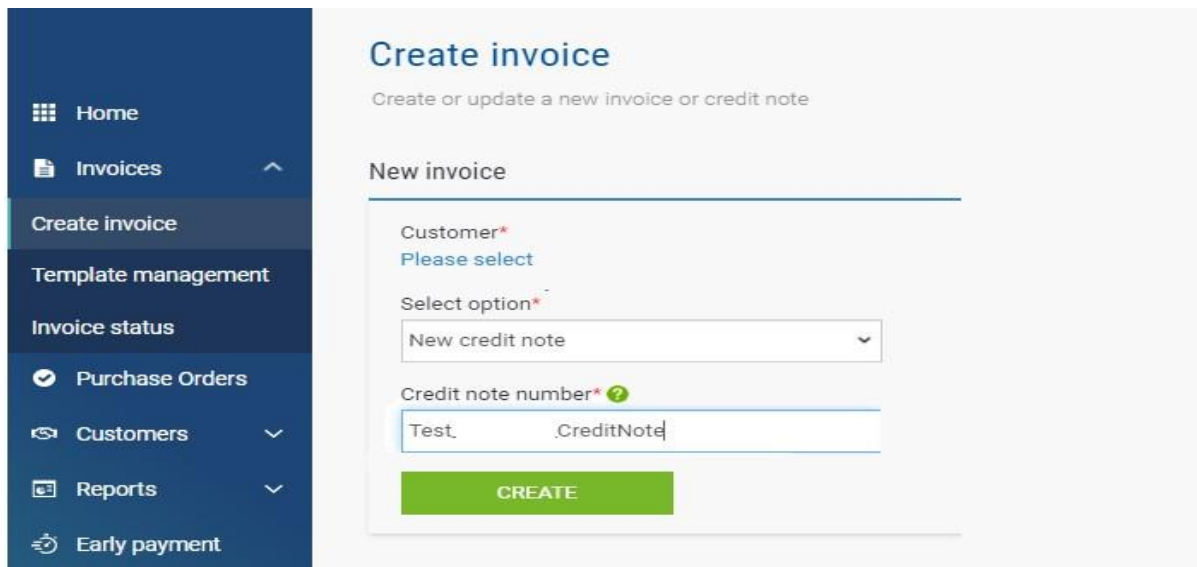
Please refer to [Attachment Process via Tungsten Network guide](#)

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 Euro symbol). The main content area is titled 'Create invoice' and includes the subtitle 'Create or update a new invoice or credit note'. Below this is a section for 'New invoice' with a horizontal line separator. The form contains three fields: 1. 'Customer*' with a blue link 'Please select'. 2. 'Select option*' with a dropdown menu currently showing 'New credit note'. 3. 'Credit note number*' with a green question mark icon and a text input field containing 'Test.CreditNote'. A green 'CREATE' button is positioned below the form fields.



- 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* 
 


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.2021112.GEISC24.2G2.5.ISA-40YQ11-splitFile-002.edl_24-11-2021_09-33-09-584_A	11/24/2021

Processed	Accepted	Failed
1	1	0

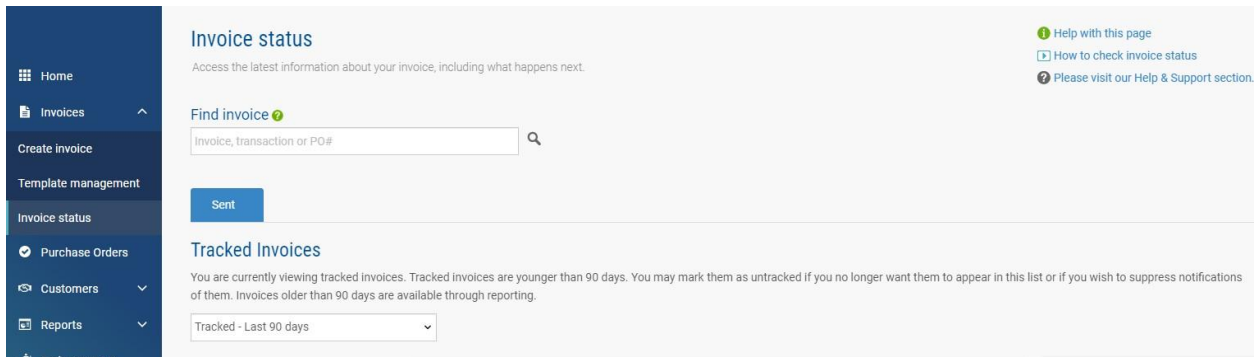
Ignored Invoices: 0

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/Yvk7CyrZBUjXG4zUZdAih?domain=tungsten-network.com>

- 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"**.

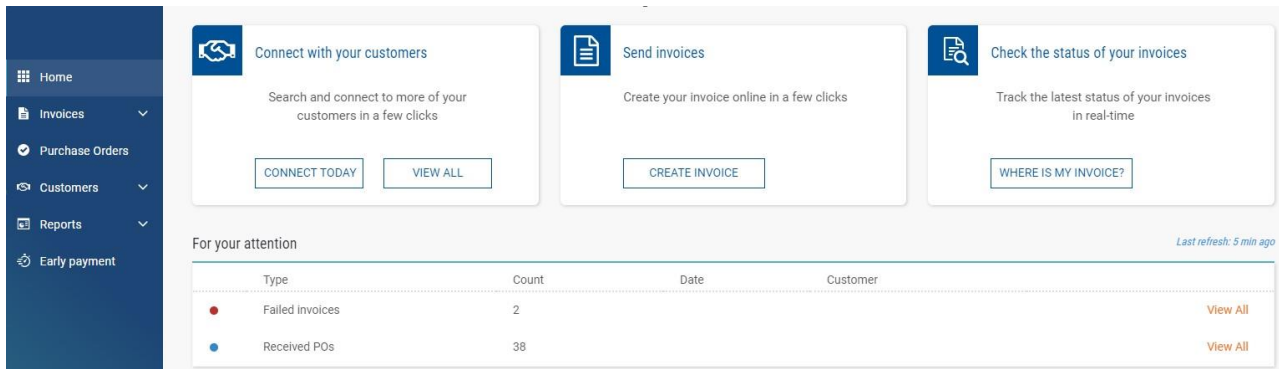


The screenshot shows the 'Invoice status' page in a web portal. On the left is a navigation menu with options like Home, Invoices, Create Invoice, Template management, Invoice status (selected), Purchase Orders, Customers, Reports, and Early payment. The main content area has a 'Find invoice' search bar with a placeholder 'Invoice, transaction or PO#' and a magnifying glass icon. Below the search bar is a 'Sent' button. The 'Tracked Invoices' section indicates that the user is viewing tracked invoices younger than 90 days, with a dropdown menu currently set to 'Tracked - Last 90 days'. On the right side, there are three help 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.

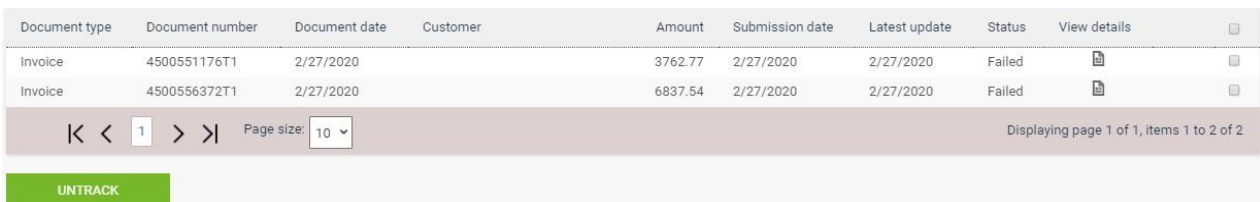
7. How to re-activate a failed invoice for re-submission

- 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		
Received POs	38		

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	View details
Invoice	4500556372T1	2/27/2020		6837.54	2/27/2020	2/27/2020	Failed	View details

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

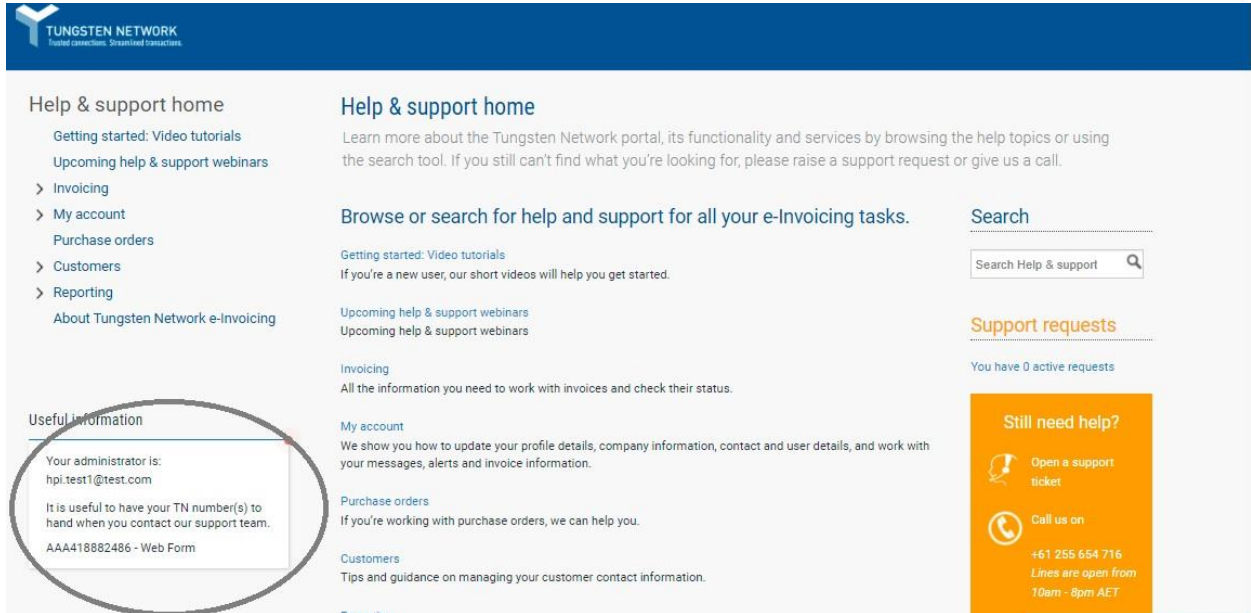
- e. Once the failed invoice has been reactivated successfully, you can correct the relevant information and resubmit it, by going to **Invoices -> Create Invoice -> Saved invoices -> Edit:**

Invoice number	Buyer name	Gross amount	Saved date	Edit	Delete
450055117611		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).



Help & support home

Getting started: Video tutorials
 Upcoming help & support webinars

- > Invoicing
- > My account
- > Purchase orders
- > Customers
- > Reporting

About Tungsten Network e-Invoicing

Useful information

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

Help & support home

Learn more about the Tungsten Network portal, its functionality and services by browsing the help topics or using the search tool. If you still can't find what you're looking for, please raise a support request or give us a call.

Browse or search for help and support for all your e-Invoicing tasks.

Getting started: Video tutorials
 If you're a new user, our short videos will help you get started.

Upcoming help & support webinars
 Upcoming help & support webinars

Invoicing
 All the information you need to work with invoices and check their status.

My account
 We show you how to update your profile details, company information, contact and user details, and work with your messages, alerts and invoice information.

Purchase orders
 If you're working with purchase orders, we can help you.

Customers
 Tips and guidance on managing your customer contact information.

Search

Search Help & support

Support requests

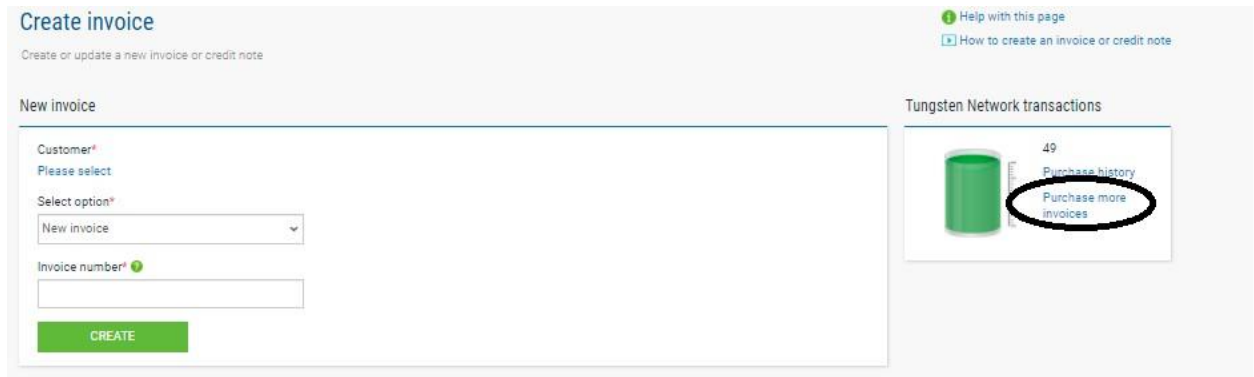
You have 0 active requests

Still need help?

- Open a support ticket
- Call us on: +61 255 654 716
 Lines are open from 10am - 8pm AET

9. Purchasing more invoices/transactions

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



Create invoice


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

Create or update a new invoice or credit note

New invoice

Customer*
 Please select

Select option*
 New invoice

Invoice number* 

CREATE

Tungsten Network transactions

49
 Purchase history
 Purchase more invoices

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


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



Integrated Solution

With the Integrated Solution service you are able to transmit data files from your accounting system directly to the Tungsten Network.

[Upgrade now](#)

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.tungstennetwork.com/resources/support/local-numbers/>. When calling customer support, you will be asked to provide your Tungsten account number.