



## Tungsten Network Invoice Reporting Function

It is the supplier's responsibility to ensure that all Invoices are **successfully** submitted to Tungsten Network in order to ensure invoice delivery to HP Inc Inc and prompt payment by HP Inc.

Tungsten Network provides e-mail notifications to all suppliers of successful acceptance and rejection of invoices that they submit to Tungsten Network and assigns a proof of submission called '**Transaction Number**' which is a 15 digit number to each invoice that has been successfully submitted. You need to provide the 15 digit of Tungsten Network's transaction number when you inquire the status of the invoice.

### Example of a successful email notification:

Supplier OB10 No.	Supplier Name	File Name	File Date					
AAA516964145	KKH TEST	AAA516964145PT1232NON32PO32test.xml_10-12-2009_13-48-48-673_A	12/10/2009					
<b>Processed</b>		<b>Accepted</b>	<b>Failed</b>					
1		1	0					
<b>Ignored Invoices</b>		0						
<b>Failed Invoices</b>								
Invoice No.	Invoice Date	Customer OB10 No.	Customer Name	Invoice Type	Gross Amount	Currency	Failure Code	Failure Reason
<b>Accepted Invoices</b>								
Invoice No.	Invoice Date	Customer OB10 No.	Customer Name	Invoice Type	Gross Amount	Currency	Transaction Number	
PT12 NON PO test	12/10/2009	AAA300674157	Nova EDS-Petro de Portugal Processamento de Dados Informaticos, Lda.	Invoice	10.00	EUR	AAA000021421589	
Failed Invoices: any failed invoices listed have not been successfully processed and therefore have not been delivered by OB10 to your Client Buyer. Please correct the error indicated by the failure reason code and then resubmit your invoices to OB10. If you continue to have problems please contact OB10 Support at <a href="http://www.OB10.com/support">http://www.OB10.com/support</a>								
<small>This is a notification from the OB10 system and is for information only.</small>								
Thu Dec 10 2009 13:48:50 GMT-0000 (GMT)								

### Example of a rejection email notification:

Supplier OB10 No.	Supplier Name	File Name	File Date					
AAA516964145	KKH TEST	AAA516964145PT1232test.xml_04-12-2009_15-11-57-234_A	12/04/2009					
<b>Processed</b>		<b>Accepted</b>	<b>Failed</b>					
1		0	1					
<b>Ignored Invoices</b>		0						
<b>Failed Invoices</b>								
Invoice No.	Invoice Date	Customer OB10 No.	Customer Name	Invoice Type	Gross Amount	Currency	Failure Code	Failure Reason
PT12 test	12/04/2009	AAA300674157	Nova EDS-Petro de Portugal Processamento de Dados Informaticos, Lda.	Invoice	10.00	EUR	219	Share Capital Missing
<b>Accepted Invoices</b>								
Invoice No.	Invoice Date	Customer OB10 No.	Customer Name	Invoice Type	Gross Amount	Currency	Transaction Number	
Failed Invoices: any failed invoices listed have not been successfully processed and therefore have not been delivered by OB10 to your Client Buyer. Please correct the error indicated by the failure reason code and then resubmit your invoices to OB10. If you continue to have problems please contact OB10 Support at <a href="http://www.OB10.com/support">http://www.OB10.com/support</a>								
<small>This is a notification from the OB10 system and is for information only.</small>								



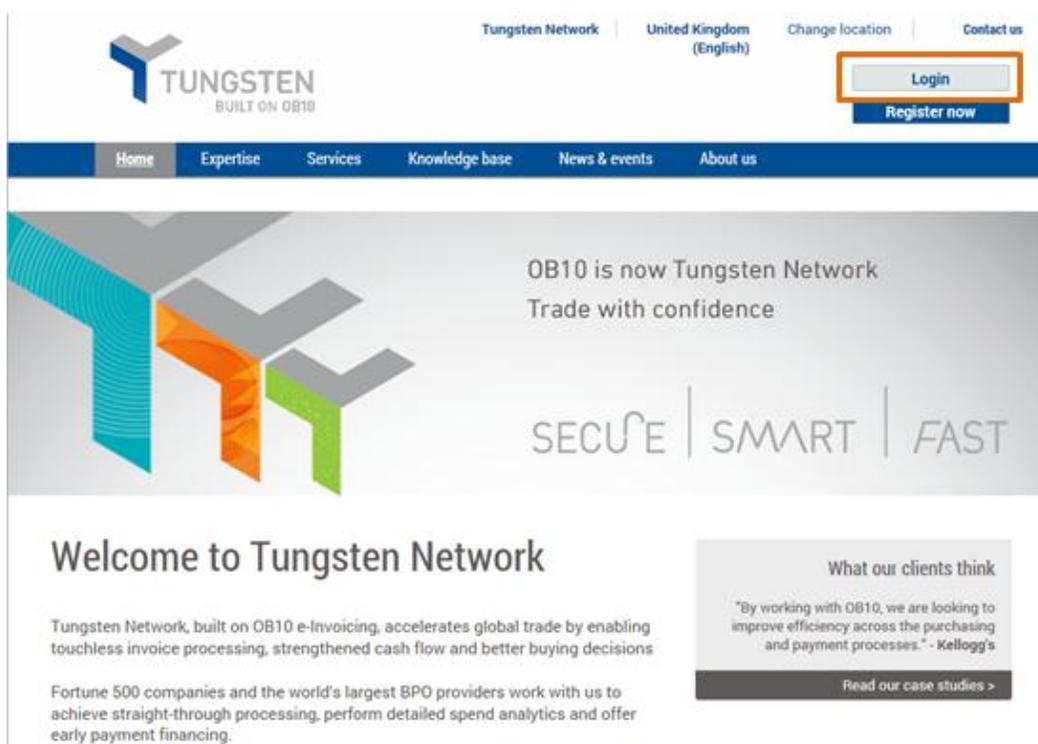
Key points related to invoices that are rejected by Tungsten Network:

- Invoices that are rejected by Tungsten Network will not be assigned a transaction number.
- Tungsten Network's transaction fee for rejected invoice will not be incurred
- If you don't know the root cause of the rejection, please ensure that you log a ticket with Tungsten Network via the Help and Support section by providing the submission details.
- After the issue has been identified and fix, supplier can resubmit failed invoices.

Suppliers could also use the reporting functionality available on their Tungsten Network account to reconcile all successful submission and report any failed invoice submission to Tungsten Network via Help and Support section by providing the submission details.

The step by step process to execute the reporting function is described below.

1. Log in to your Tungsten Network account at [www.tungsten-network.com](http://www.tungsten-network.com) and click on 'Login'. Enter your login credentials including your username and your password.



A login form with two input fields. The top field is labeled "Email" and the bottom field is labeled "Password". Below the fields is a blue button with the text "Login".

2. Click on 'Reporting' from the main menu and select 'Invoices Submitted'.

The screenshot shows a dashboard with a blue navigation bar containing "Home", "Invoicing", "My POs", "Customers", and "Reporting". The "Reporting" section is active, displaying a sidebar with "My reports" and a main area with several report cards: "Invoices submitted", "POs received", "Remittances received", "289 bis partner", and "OB10 billing report". A "Tungsten Network transactions" widget shows a glass with 86 units. A line chart on the right shows data from Jan '14 to May '14.

3. 'Invoices Submitted' screen is displayed.

The screenshot shows the "Invoice submitted" report configuration screen. It has a blue navigation bar with "Home", "Invoicing", "My POs", "Customers", and "Reporting". The main heading is "Invoice submitted" with a subtitle "Run, view and save reports on the invoices you have submitted". There is a "Criteria" section with dropdowns for "Select date category" (Submission date), "Select date range" (Last 12 months), "Select customer" (2 selected), and "Select invoice status" (10 selected). A "Saved report name" table lists reports like "[Default] Invoices Sent (7 Days)", "[Default] Invoices Sent (This Month)", "Invoices in process", and "Unpaid Invoices". A "Run" button is highlighted in green, and a ">> More fields" button is highlighted with an orange box.

Enter the criteria from the available fields. You can also customize the output of the report using 'More fields' - 'Select report content'. After you have entered the criteria click on 'Run'.

4. The system will search the invoices based on your search criteria. If the invoices meet your search criteria they will be displayed based on the output fields that you have defined. You can also scroll to the right to see other invoice data.

Run Save as Export Reset

Report results

Ticket	Image	Invoice date	Invoice number	Invoice status	Invoice type	Submission date	Collection date	Supplier name
<input type="checkbox"/> ?		20/05/2014	SST052014-1	Delivered	Invoice	20/05/2014	21/05/2014	Sedgewick & Sons Technology
<input type="checkbox"/> ?		13/05/2014	wns160114c	Delivered	Invoice	13/05/2014	21/05/2014	Sedgewick & Sons Technology
<input type="checkbox"/> ?		13/05/2014	WNS13051401	Delivered	Invoice	13/05/2014	21/05/2014	Sedgewick & Sons Technology

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Download invoice

- a. A support call can be raised for each invoice by clicking on
- b. The PDF invoice image can be displayed by clicking on , or on the invoice number. For multiple download tick the boxes in front of each invoice and then press Download Invoices button at the bottom. All pdf-s will be downloaded in a zip-file.
- c. Invoices that have been sent to HP Inc by Tungsten Network will have a status as 'Delivered'. If the status is not 'Delivered' please raise a support call with Tungsten Network.
- d. Invoices that have been sent to HP Inc will also have collection date. Scroll to the right to see the 'collection date'.
- e. The 15 digit Tungsten Network's transaction number can also be found in the report. Scroll to the right to see the transaction number.
- f. You can export the report to excel by clicking on 'Export'
- g. If you don't find your invoice, please ensure that you review the search criteria and if the search criteria are correct, try to find it from the

[Find invoice](#)

search option on the Home page  , if still missing then please raise a support call with Tungsten Network via Help and Support section and provide submission details such as invoice number, gross amount, and other relevant information.



**Important points:**

- Ensure you submit invoices successfully.
- Ensure you monitor email notifications from Tungsten Network. You should receive a successful email notification or rejection email notification from Tungsten Network as shown above. (if you are not receiving the email notifications, please contact Tungsten Network support and ensure you are added to the distribution list)
- You need to resolve all issues related to rejected invoices with Tungsten Network.
- No Tungsten Network transaction fee will be incurred for rejected invoices by Tungsten Network.
- You need to keep the 15 digit transaction number and you need to provide this transaction number to HP Inc Accounts Payable CRC team ([http://www.tungsten-network.com/media/16603262/hpi\\_customer\\_response\\_center\\_information.pdf](http://www.tungsten-network.com/media/16603262/hpi_customer_response_center_information.pdf)) Invoices submitted via Tungsten Network will not get lost and can be traced. Do not submit paper invoices/soft copy invoices. This will create unnecessary work and may lead to duplicate invoice payments.
- Once the invoice is shown with status shown as 'Delivered' and has 'Collection Date', the invoice has been delivered to HP Inc. If you need to inquire the status of these invoices, please contact HP Inc Accounts Payable CRC team ([http://www.tungsten-network.com/media/16603262/hpi\\_customer\\_response\\_center\\_information.pdf](http://www.tungsten-network.com/media/16603262/hpi_customer_response_center_information.pdf)). Once the invoice has reached HP Inc, the status of the invoice will remain and will continue to remain as 'Delivered' on the Tungsten Network portal. You will not see status such as blocked for payment or paid.
- You can re-submit failed invoices. Please refer to 'How to Resubmit Failed Invoices' documentation.