

Attachment Process via Tungsten Network

HPE is pleased to announce that Tungsten Network will be able to accept attachments or back up documents like time sheets, receipts etc. along with your invoice via the Tungsten Network service.

Depending on the Tungsten Network Solution you use (Integrated Solution or Web Form) you will have to follow different procedures.

Web Form	Integrated Solution
As a Web Form Supplier you can upload your attachments when creating the invoice on the Tungsten Network Portal.	As an Integrated Supplier, once you are enabled, you can attach extra documents (attachments) to your invoices after you have submitted the invoice.
This will be achieved by using the new invoice attachments option via the portal.	Only one document can be attached to an invoice but it can contain multiple pages.
This entails uploading the attachments in TIFF format via Tungsten Network.	The document can be attached <u>only in TIFF format.</u> <u>The file must be in non-colour CCITT T.6 encoding (sometimes referred to as BG4).</u>
These are then forwarded to HPE and appended to the invoice image in the HPE Workflow.	
There are no additional charges for using this facility.	

For each solution Tungsten Network has created a Guide that will help you to send your invoice with an attachment correctly.

Integrated Solution

Please ensure that you are 'enabled' for attachments, by default all Integrated Solution customers are not enabled. In order to get set-up for attachment, please [raise a ticket](#) via the Tungsten Network Portal. You will receive a response with 2 working days and a Specialist will go through the next steps with you. You have the option to automate the Attachment process or add the attachment manually via the Tungsten Network Portal.

Web Form User

As a Web Form user you are enabled for attachments automatically and can attach your documents when creating an Invoice. HPE doesn't allow late attachments, which means once you have submitted your invoice you are no longer able to attach a document.

For further support on how to create an Invoice, please follow the below link: http://www.tungsten-network.com/media/16603339/tungsten_network_web_form_invoice_submission_guide.pdf

FAQ's - Frequently Asked Questions

Do I have to pay for this?

No, there are no additional charges for using this functionality.

What is a TIFF image and how can I create one?

A TIFF image is a standard picture document format that is created from all types of scanners, digital scanners and as a standard extractable image from most ERP systems. It can also be created by using a converter (see next question below).

Note: TIFF files cannot be created by simply saving as and changing the document type of a word or excel document, this does not create a proper image file and cannot be accepted, please do not load this type of document. If you are creating your own TIFF files please ensure you are using a non- color CCITT T.6 encoding format.

What if I don't have a scanner?

Desktop printer converter software can be downloaded either free or for a nominal charge via the internet, which allows most doc types word, excel etc. to be saved in a Tiff document format. Such software can be found by doing a simple Internet search for example "Convert to Tiff"

Can I send the attachment to HPE via Tungsten network in any other format?

No, HPE has instructed Tungsten Network to only accept TIF/TIFF file attachments from suppliers.

How long do I have after I send the invoice to upload the attachment?

If you are an Integrated Solution Supplier the attachment has to be uploaded within the set time-out period (usually 24 hours, however could be less/more depending on suppliers preferences) of submitting the invoice data (excluding weekends - midnight to midnight UK time. If you are using the Web Form Solution, please save your Invoice until you are ready so submit the Invoice with attachment. You will not have the opportunity to add attachments after you have submitted the invoice. The Invoice will be processed straight away after submitting.

Can I automate the Attachment Process?

If you are an Integrate Solution Supplier we can automate the process for you. A specialist from Tungsten Network will be able to walk you through the set-up. Once we receive the attachment file the Invoice will be released automatically and not wait for the 24 hour time-out period.

Does the time out period exclude weekends?

Yes. Midnight to midnight UK time.

When I am set up for attachment as IS Supplier, what are the default settings and can I change it?

HPE has set-up the default to 24 hours. Every Supplier can request to adjust the time out period to the time they require. If you would like to check or adjust your time-out period, please raise a ticket with Tungsten Network support.

Back up process- If I miss the time out period where do I send my attachment?

The attachment should either be sent to the HPE Requestor approver by Email as previously or sent to the HPE CRC providing the exact transaction code from Tungsten Network (15 digit Transaction Number) and invoice number that the attachment corresponds to, asking them to attach the image to the invoice.

Will I receive information that the invoice is waiting for an attachment if I am an IS Supplier?

You will receive an email notification to inform you that the invoice is accepted; however it does not provide you with any indication that the invoice is awaiting an attachment. The alert indicates that you go to the portal and attach the supporting documentation or release the invoice before the 24 hour time out period.

How many attachment documents can I send per invoice within the allowed time?

You can attach just 1 document per invoice but it can contain numerous pages. Various attachments can simply be put together when creating the TIFF file.

What if I have complex Excel attachments today, i.e. Trade load process that is sent separately to the invoice?

This should be checked with HPE Contact to whom those files are sent to today. These normally could also be saved as a Tiff file and uploaded via Tungsten Network, however if this is not practical the existing process of sending via email can still be employed.

Can I use this function for all my customers that are registered with Tungsten Network not just HPE?

Depending on whether your other customers want to receive attachments to your invoices, you will be notified in a separate communication by them. Each customer on Tungsten Network could have different settings and preferences.

Can I view a copy of the attachment on Tungsten Network?

Since August 16, 2006, Tungsten Network offers a VAT compliant archive in which your legal invoice document will be stored. The image archive is accessible via the Tungsten Network website after login onto your profile. While the invoice image will be stored for the minimum legal period required in your country, all attachments will be stored there for 90 days.

Is this service available for all HPE entities that I invoice via Tungsten Network?

Yes, Attachments can be provided for all HPE entities that are set up to receive invoices via Tungsten Network.

How do I access the menu options where I upload the TIFF attachment?

Web Form suppliers choose the upload from the menu option after typing in the login details and creating an Invoice as per Guide provided. Integrated Solution suppliers should contact the Tungsten Network support team by logging a call via the web page www.tungsten-network.com/support who will be pleased to assist. To activate the attachment capability, please raise a request via Tungsten Network support directly at www.tungsten-network.com/support and please wait for 2 business days for activation. For follow up please contact Tungsten Network Support.

Can I identify how many transactions contain attachments vs. not contain attachments?

Yes, you can request a report from Tungsten Network via a Support ticket or request this information from HPE. This information is only available for the last 6 months.

For detailed questions on the attachment process - please send an email to:
vendor-communication@hpe.com.

More information on electronic invoicing can be found at www.tungsten-network.com/hpe.