Objectives	To ensure: • Speedy and Accurate processing of Invoices • Better On-Time Payments
Tungsten Network e-Invoicing	HPE has joined Tungsten Network, the electronic invoice delivery network to • Increase efficiency • Improve cycle time in the invoicing process
Features of Tungsten Network invoicing include:	*Compliance* to local tax regulations *Removal* of paper from invoicing process *Economy* as compared to paper invoicing etc.
Point to be noted:	Invoices submitted through Tungsten Network should ***not be sent again or faxed*** to the local mail room or HPE Customer Response Center.

Points to Remember

- Please provide the detailed description of the goods or parts sold/ services rendered. This is required to determine the correct applicability of sales/use tax on the invoice which will in turn ensure speedy payments.

- In the "Ship To" field, please enter destination where the goods or parts are delivered/ services rendered. Please mention the supplier contact information below the "Bill from" field.

- Avoid raising multiple cases with the Customer Response Center for payment of an invoice.
  In case of invoices with Purchase order number:
  - Please include the complete purchase order number from HPE, without any other marks, symbols or characters.
  - Prefixing or suffixing the HPE supplied purchase order number with details like "PO", "PO#", "V3", "SU2", "-", "/" etc. may cause the invoice to be rejected by Tungsten Network.
  - Example: Enter SBY436 and not PO#SBY436.

  In case of Non purchase order invoices:

  - Please mention the correct full name of the Requestor (HPE Contact) along with the requestor's email address, telephone # in the "Invoice From Contact" fields on the Web Form invoice template.
  - Absence of this information or mentioning this information in the wrong or any other place will result in the invoice rejection by Tungsten Network.

✓ If any one or more of the essential information is missing on the invoice, it will be returned.

Below is some guidance on how to deal with specific scenarios:

A. Invoice has been returned to Supplier:
   - An invoice can be returned to supplier mainly for 2 reasons:
     - One or many essentials required to pay the invoice are missing.
     - As per the HPE Contact (buyer/requestor).

Once the invoice is returned, the supplier will receive a paper copy of the Tungsten Network invoice along with the letter stating the rejection reason.

The supplier is required to contact Tungsten Network Support (www.tungsten-network.com/support) confirming that the invoice has been rejected by HPE, asking Tungsten Network to delete it also from their system. Tungsten Network must delete the invoice, otherwise their system will not accept the same invoice number when invoice is corrected and resubmitted by the supplier.

Once deleted, supplier has to resubmit the invoice correctly with the very same invoice number.

Please contact HPE Accounts Payable CRC Team in case of any queries.

B. When a supplier realizes an invoice has been submitted with wrong details/ missing details before notification from HPE:

The supplier is required to contact HPE Accounts Payable CRC Team and ask to cancel the processing of the invoice with wrong/missing details.

Then, the supplier is required to contact Tungsten Network Support (www.tungsten-network.com/support) confirming that the invoice has been rejected by HPE, asking Tungsten Network to delete it also from their system. Tungsten Network must delete the invoice, otherwise their system will not accept the same invoice number when invoice is corrected and resubmitted by the supplier.

Once deleted, supplier has to resubmit the invoice with the very same invoice number.

If the HPE CRC confirms to him that the invoice with wrong details has already been paid, then the supplier is required to submit a credit note through Tungsten Network to cancel the wrong payment. Please make sure to mention the corresponding invoice number to which the credit refers to, in order to avoid taking credit against wrong invoices.