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e-Invoice data standards

Quick Reference Guide to facilitate straight-through invoicing and prompt payment of your invoice

Required invoice Data	Helpful hints
Vendor Name	• Vendor Name MUST match the "Supplier" or "PO TO" name on the PO • If your Vendor Name has changed from that on the PO, please contact your HH Global Buyer or Business Requester to get this corrected or
Vendor Address	• Vendor Address MUST match the "Supplier" or "PO TO" address on the PO • If your Vendor Address has changed from that on the PO, please contact your HH Global Buyer or Business Requester to get this corrected or updated as there might be a requirement for a new PO to
Vendor Email Address	• This is not a required field however providing an email address will allow us to contact you regarding any invoice issues
Taxpayer Identification Number e.g. your VAT Registration No.	• If applicable, this MUST be provided
Buyer Legal Entity	• For **Integrated User**, you MUST provide the appropriate legal entity (HH Global Tungsten Account Number) when submitting an invoice. You can find them here – HH Global Entity List • For **Webform Users**, if the PO is allocated in your account. This information is provided in the PO and automatically populates the buyer information field when you convert the available PO in the portal
Purchase Order Number (Header Level)	• MANDATORY for Invoices • You cannot consolidate PO at the header level of your invoice • HH Global has implemented a Custom Validation Rules to ensure that the Purchase Orders provided are able to be Consolidated according to HH Global Requirements • The Purchase Order Number MUST be accurate and in an Open Status and Valid for the Supplier
Line PO Number (Invoice Line Level)	• MANDATORY if NOT provided at Header • If multiple Purchase Orders are provided on an Invoice as Line PO Number, each PO MUST be Open and Valid for the Supplier • For Integrated Suppliers it is **Strongly Preferred** to have this mapped • For Portal Suppliers, you can manually add this information in the line level
PO Line Number (Line Item Number on PO)	• MUST match the PO Line Number provided on the PO • In the scenario that you cannot provide the PO Line number on your Invoices, we assume that you would want to allow Tungsten to use the PO Line Population Rule. This will attempt to derive a match from the corresponding Header / Line PO Number from HH Global
Invoice Date	• No future dating of invoices is allowed • Note: Invoices cannot be backdated more than 7 days

Required invoice Data	Helpful hints
Line Net Amount	• The invoice Net Total MUST be equal to the PO Net Total • The invoice Line Net Total MUST be equal to the PO Line Net Total for the Line PO Line Number Population rule to derive PO Line Number on the PO
Line Net Validation	• Tungsten performs a pre-validation on your behalf. They can stop your invoice to be delivered to us if the Quantity, Unit Price and Line Net does not match with the Net Total
PO Line Net Value	• The PO Line Net MUST be equal to the PO net amount in Hub in each line
Early Settlement Date (ESD)	• If you are an ESD supplier, it is MANDATORY that the ESD ACCEPTANCE STATEMENT is included in all invoices. Your invoice will be rejected by HH Global if the ESD notes are not added. • Please use the below statement, altering the 'X' and 'Y' in line with your specific agreement: "A discount of X% of the full price applies if the payment is made within Y days of the invoice date. Following payment, you must ensure you have only recovered the VAT actually paid" • The X and Y values are available in your PO data **ADDITIONAL INFORMATION** Local Currency — GBP PO Vendor Number — SSHOW0005 Purchase Order Ref. — STD Document subtype — I Payment Ref. — ESD 90 days Doc.- 30 days 3% Buyer Tax Registration Num. — GB574384120 Supplier Tax Registration Num. — GB125462135 **PO HEADER TEXT** Payment Terms 1 — ESD 90 days Doc.- 30 days 3% • For **Integrated Users**, please ensure that the Payment Terms is mapped and populated with the statement above and correct values in X% and Y days. • For Webform Users, please ensure that the wording is provided in the Payment Terms Field; Payment terms ❓ A discount of X% of the full price applies if the payment is made within Y days of the invoice date. Following payment you must ensure you have only recovered the VAT actually paid • Please note that if your PO does not indicate ESD terms, you should leave the below field blank, otherwise your invoice will be rejected. PO terms can be viewed in the Tungsten portal – simply open the PO in the portal, if you do not see 'ESD' anywhere, the wording is not required.
Remittance Address or Bank Information	• HH Global will only make payment to the remittance address or banking information that is in our vendor master record. If changes are required to this information, please contact Vendor Support to get the record corrected / updated ****NOTE:** Remittance address or banking information provided on invoices submitted via Tungsten does not constitute notification of change request to HH Global

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Required invoice Data	Helpful hints

Submitting Attachment / Supporting Documents with your invoice is available	• For **Webform Users**, additional attachments to support the amount being billed can be included with your invoice. HH Global system requirements are as follows:
	  − PDF only
	  − Maximum number of attachments: 10 (ten)
	  − Maximum file size (each): 12 mb
	• For **Integrated User**, please refer to Tungsten assigned Implementer that will work with you with the integration

Special Charges / Miscellaneous	• If applicable, this must be included in the PO you receive from HH Global • If your invoice contains a cost that is not on the PO, please contact your HH Buyer and request to amend the existing PO or create a new PO to include / accommodate the sundry costs
Credit Notes	• Credit Notes cannot be submitted via Tungsten and still need to be sent to the applicable following email address: HH Print Management Spain SL supplier.spain@hhglobal.com

Frequently asked questions

HH Global e-Invoice data standards and business requirements

Question	Answer
What is Hub?	HH Global's online portal used by vendors to view status of their PO's outside the Tungsten Portal. Zero Amount Line items may appear when viewing the PO on the Hub, though zero amount lines are suppressed from the Tungsten PO Feed and will not appear in the Tungsten Portal.
What is GRPO?	Goods Receipts Purchase Orders. These are the completed PO's in Hub and are sent to Tungsten for you to access in your Tungsten e-Invoicing Account / Portal and convert them to an invoice.
I can't see my PO's in the portal	The most common reason for a PO to be unavailable on Tungsten Portal is because the PO is still live in Hub system. PO's will only be available to Tungsten Portal once HH Global Buyer / Requester has marked that PO as "delivered" in Hub. For missing PO's, in the first instance, please contact your HH Global Buyer to ensure that they are aware that the job is complete and delivered so they can complete the action on their side. Once they have set the PO to complete status, it will be available in the portal within 24 hours.
My "New Invoice" option is missing, I can only see "New Invoice from PO".	HH Global has a **MANDATORY PO Convert** set-up with Tungsten since Dec 2020. All Webform Users will need to convert the PO loaded into your Tungsten account. Here's a step by step guide for your reference – HH Global PO Convert Guide.
How do I resolve rounding errors if the Qty * Unit Price do not match the PO Line Net Total from the Hub?	There are cases in which the Hub will produce a Unit Price that can cause a rounding error in a PO Line Net Total. HH Global validates against each Line Net Total so the solution to this is to ensure the Qty and Unit Price in Tungsten match the values in Hub .
Is PO consolidation accepted?	HH Global allows PO consolidation which allows more than one purchase order on a single invoice. Please be aware that there are validations in place to ensure that the PO provided can be consolidated according to HH Global's requirements. When multiple PO are consolidated, it is mandatory that you provide a Line Purchase Order Number on each invoice line to avoid any invoice submission failure or invoice rejection from HH Global. PO Header and Line PO Numbers will be validated by HH Global's Header / Line Validation Rule which will validate that each PO referenced is available in your account (including any special character, white space and case sensitivity). You can only consolidate PO in an invoice if they have the same purchase order, same payment terms, same currencies and the same billing entity. If the above condition or validation is not adhered, your invoice will be rejected for consolidation error with the following message below: *"Consolidated invoice rejected as you have selected purchase orders with different payment terms, currencies or billing entity name. please review that these three conditions are identical in your selected purchase order and resubmit. if the issue persists, please contact accounts payable at HH Global"*

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Question	Answer
I am an Integrated Supplier and I am getting rejections with my consolidated invoices. My invoice payloads are meeting the specifications however, when I send consolidated invoices, they still get rejected, why?	As mentioned, HH Global allows PO consolidation. This means that you can add more than one PO into a single invoice. However, there are strict rules around this process. The rejections could be related to the following: missing a PO number on an invoice line, and/or selecting POs with different payment terms, currencies or billing entity name. To avoid these rejections, please ensure that both information are aligned with the PO and as per the requirement. If issue persists, do reach out to the Implementer assigned to work with you or raise a Support Ticket via the Tungsten Portal.
How do I resubmit an invoice using the same "Invoice Number"?	Tungsten checks duplicate invoice number. The check will not allow you to use the same invoice number that already exist in the system. If your invoice has been delivered to HH Global and were rejected by AP team, there are two ways you can resubmit the invoice – **Option 1:** Create a new invoice and amend the invoice reference number by adding a prefix or suffix of your rejected invoice reference number. *For Example:* Rejected Invoice – 1234 New Invoice Reference – V1234 or 1234V **Option 2:** Request for an invoice deletion by raising a ticket via the Tungsten Portal and provide the Invoice Number (it'll be quicker as well if you can provide the Transaction Number) that you want to be deleted and provide a reason for the deletion. TN will then request approval from HHG that they are happy for that invoice to be deleted and notify you once the invoice is available for editing. For **Webform Users**, Option 2 will push the same invoice into an editable status and can be found as Saved Invoice where you can make amendments to the invoice content.

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Question	Answer
What are the invoice statuses provided by HH Global?	HH Global provides an update on your submitted invoices and this information are made available in your Tungsten account. Here's how – https://www.tungsten-network.com/video/check-your-invoice-status/
	There are 2 sets of Invoice Status messages displayed in your e-Invoicing account –
	1. **Tungsten Invoice Status** – provides visibility of your invoice journey within the Tungsten Systems
	• FAILED: Your invoice failed validation that Tungsten performs on behalf of HH Global. You should be able to review the failure reason, correct and resend the invoice. If assistance is needed, please log a support ticket using your portal or call Tungsten Support Helpdesk
	• DELIVERED: Your invoice has passed Tungsten validation and delivered to HH Global
	2. **HH Global Invoice Status** – provides visibility of your invoice journey within the HH Global systems / AP team
	• RECEIVED: HH Global has confirmed they have received your invoice
	• EXCEPTION: HH Global indicated that the invoice requires additional approval or internal clarification
	• APPROVED: HH Global have approved the invoice for payment
	• PAID: HH Global have paid the invoice
	• REJECTED: HH Global has rejected your invoice. Rejection reasons are provided by HH Global and are displayed in Tungsten Portal. For more information, please, see the HH Invoice Rejection Guide below
	**NOTE:
	Tungsten is not part of HH Global's invoice approval and payment process.
Why is my invoice rejected?	HH Global sends a feed of your invoice status from the AP team to Tungsten Portal where you can easily access any time.
	Your invoices might be rejected by HH Global for different reasons, see rejection reasons below, however if you comply with HH Global's e-Invoicing standards, these invoice failures or rejection can be avoided.
	If your invoices have a REJECTED status, this would mean that your invoice needs to be resubmitted with the corrected data as per the rejection reason. Please see table below to guide you on the next step if you receive the following rejection reason.

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HH Global invoice rejections and what to do next?

HH Global entity	HH Global rejection code and reason displayed in tungsten portal	What to do next?
GB/US/ES/FR/NL/DE	(VAL 7) This invoice number already exist in the system. Please resubmit using a new invoice reference number as this was used before and is already recorded in HH Global's system.	Please resubmit using a new invoice reference number.
GB/US/ES/FR/NL/DE	(VAL 8) One or more invoice lines do not refer to PO(s) available in our system. Please ensure that the PO you are invoicing is available in Tungsten portal before you resubmit the invoice.	Please ensure that the PO you are invoicing is available in Tungsten portal before you resubmit the invoice. If your PO is not available in Tungsten you need to check with your HH Buyer that your PO is marked as delivered in Hub.
GB/US/ES/FR/NL/DE	(VAL 9) The invoice line amount summary is not equal as the net total of the base PO(s). Please contact your HH Global Buyer to amend and resend the PO / cancel the incorrect PO and raise a new one (i.e. with a split line so you can apply multiple tax rate and invoice correctly). Please wait for 24 hours for the PO changes to reflect in Tungsten portal.	Please resubmit your invoice with the complete amount of the Purchase Order(s) as partial amounts will be rejected by HH Global.\n\nPlease contact your HH Global Buyer to amend and resend the PO / cancel the incorrect PO and raise a new one (i.e. with a split line so you can apply multiple tax rate and invoice correctly).
GB/US/ES/FR/NL/DE	(VAL 10) You have invoiced a PO that is already closed in our system. If there are necessary changes made to the PO as per your communication with your Buyer, please wait for 24 hours for the changes to reflect. Ensure that the PO you are invoicing is available in Tungsten portal before you resubmit the invoice.	If there are necessary changes made to the PO as per your communication with your Buyer, please wait for 24 hours for the changes to reflect in Tungsten. Ensure that the PO you are invoicing are available in Tungsten portal before you resubmit the invoice.
GB/US/ES/FR/NL/DE	(VAL 11) One or more invoice lines do not contain required values for PO Number or PO Line Number. Please review your invoice lines and ensure that you have the all the correct PO Number and Line Number before you resubmit the rejected invoice.	Please review your invoice lines and ensure that you have the all the correct PO Number and Line Number before you resubmit the rejected invoice.
GB/US/ES/FR/NL/DE	(VAL 12) For one or more lines, the value on PO Line Number do not match with the base PO. Please make sure you invoice as per the PO. Review your invoice and resubmit with the correct value.	Please make sure you invoice as per the PO. Review your invoice lines and ensure that you have the all the correct value as per the PO Number and Line Number before you resubmit the rejected invoice.

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HH Global entity	HH Global rejection code and reason displayed in tungsten portal	What to do next?
GB/US/ES/FR/NL/DE	(VAL 13) In one or more invoice line(s), the QTY*UnitPrice do not match with the PO Line Amount. Please make sure you invoice as per the PO. Review your invoice lines and resubmit with the correct value.	Please make sure you invoice as per the PO. Review your invoice lines and resubmit with the correct value. In some instances, the Hub will produce a Unit Price that can cause a rounding error in a PO Line Net Total. In such cases it is recommended to ensure the Qty and Unit Price in Tungsten match the values in Hub.
US/ES/FR/NL/DE	(EU 201) ESD acceptance wording is not present in the invoice but is required according to payment term agreement used in the PO(s).	Please resubmit your invoice including the statement below in the 'Payment Terms' field altering the 'X' (percentage) and 'Y' (number of days) in line with your specific agreement: These values are available in your PO data. "A discount of X% of the full price applies if the payment is made within Y days of the invoice date. No credit note will be issued. Following payment, you must ensure you have only recovered the VAT actually paid"
ES/FR/NL/DE	(EU 202) Some values in the ESD acceptance wording used in the invoice does not match with the payment term agreement used in the PO(s).	Please resubmit your invoice with the correct values in the 'X' (percentage) and 'Y' (number of days) as per the payment term agreement. These values are available in your PO data. "A discount of X% of the full price applies if the payment is made within Y days of the invoice date. No credit note will be issued. Following payment, you must ensure you have only recovered the VAT actually paid" ADDITIONAL INFORMATION Local Currency — GBP PO Vendor Number — SSHOW0005 Purchase Order Ref. — STD Document subtype — I Payment Ref. — ESD 90 days Doc.-30 days 3% Buyer Tax Registration Num. — GB574384120 Supplier Tax Registration Num. — GB125462135 PO HEADER TEXT Payment Terms 1 — ESD 90 days Doc.-30 days 3%
ES/FR/NL/DE	(EU 203) Payment term wording present in the invoice is not required by the PO(s).	Please remove the ESD wording from the invoice and resubmit.
ES	(ES 120) One or more lines contain an invalid tax code(s). Please check your invoice and ensure that the valid tax code is provided before you resubmit.	Please check your invoice and resubmit with a valid tax code.