Hewlett Packard Enterprise

PO VALIDATION GUIDE FOR HPE SUPPLIERS (FAQ - pages 4-5)

The objective of the PO range validation is to ensure that all Tungsten Network invoices submitted by suppliers contain PO numbers in the correct PO ranges. For non PO invoices, it includes validations to ensure invoices must contain the HPE contact name and email address and only then the invoices will be delivered to HPE.

The below examples will provide most common issues while entering PO number in the Tungsten Network system.

Issue no 1: Missing PO number at the Line item Level

Scenarios below provide some examples related to PO no. missing at the line item level. Incorrect entry and correct entry will help to understand to input correct PO no. in the Tungsten Network system.

Scenario 1.

Incorrect Entry:

PO number at header	7700388054
PO number at line item 1	7700388054
PO number at Line item 2	**BLANK**
Invoice submission Result	**Will be rejected by Tungsten Network**
Rejection Reason	**PO no. is missing on line item no.2**

Correct Entry

PO number at header	7700388054
PO number at line item 1	7700388054
PO number at Line item 2	**7700388054**
Invoice submission Result	**Will be accepted by Tungsten Network**

Scenario 2.

Incorrect Entry:

PO number at header	SBB608876
PO number at line item 1	SBB608876
PO number at Line item 2	**BLANK**
Invoice submission Result	**Will be rejected by Tungsten Network**
Rejection Reason	**PO no. is missing on Line no. 2**

Correct Entry

PO number at header	SBB608876
PO number at line item 1	SBB608876
PO number at Line item 2	SBB608876
Invoice submission Result	**Will be accepted by Tungsten Network**

Issue no 2: <u>Invalid PO Number at Header/Line item level</u>

Scenarios below provide some examples related to invalid PO Number at Header/Line item level. Incorrect entry and correct entry will help to understand to input correct PO no. in the Tungsten Network system.

<u>Scenario 1</u>

Incorrect Entry:

PO number at Header level	7700388054
PO number at Line item level	7700381429
Invoice submission Result	**Will be rejected by Tungsten Network**
Rejection Reason	**Header PO no. doesn't match with the PO no. at the Line item**

Correct Entry

PO number at header	7700388054
PO number at line item 1	7700388054
PO number at Line item 2	7700381429
Invoice submission Result	**Will be accepted by Tungsten Network**

<u>Scenario 2.</u>

Incorrect Entry:

PO number at Header	SBB186267
PO number at line item level	SBB186268
Invoice submission Result	**Will be rejected by Tungsten Network**
Rejection Reason	**Header PO no. doesn't match with the PO no. at the Line item.**

Correct Entry

PO number at header	SBB186267
PO number at line item 1	SBB186267
PO number at Line item 2	SBB186268
Invoice submission Result	**Will be accepted by Tungsten Network**

Issue no 3: Invalid PO Number at Single PO Line item

Scenarios below provide some examples related to invalid PO Number at Single PO Line item. Incorrect entry and correct entry will help to understand to input correct PO no. in the Tungsten Network system.

Scenario 1

Incorrect Entry:

PO number at Header level	SBB659729 Michelle Jervis Blank
PO number at Line item level	Blank
Invoice submission	**Will be rejected by Tungsten Network**
Result Rejection Reason	**Contains additional characters (Michelle Jervis) along with PO no.**

Correct Entry

PO number at Header	SBB659729
PO number at line item	Blank
Invoice submission Result	**Will be accepted by Tungsten Network**

Scenario 2

Incorrect Entry:

PO number at Header level	7700388054Michelle Jervis
PO number at Line item level	Blank
Invoice submission	**Will be rejected by Tungsten Network**
Result Rejection Reason	**Contains additional characters (Michelle Jervis) along with PO No.**

Correct Entry

PO number at header	7700388054
PO number at line item	Blank
Invoice submission Result	**Will be accepted by Tungsten Network**

Issue no 4: Missing Contact Email Address and Contact Name

Scenario below provides an example related to Missing Contact Email Address and Contact Name. Incorrect entry and correct entry will help in understanding to input correct PO no. in the Tungsten Network system.

Incorrect Entry:

Contact name	Not available in your invoice file
Contact email address	Not available in your invoice file
HPE PO number	Not available in your invoice file
Invoice submission Result	**Will be rejected by Tungsten Network**
Rejection Reason	**Invoice file doesn't contain contact name and email address**

Correct Entry:

Contact name	John. Paul
Contact email address	**John.Paul@HPE.com**
Invoice submission Result	**Will be accepted by Tungsten Network**

HPE Restricted

FAQ

IMPORTANT NOTE FOR SUPPLIERS

Tungsten Network account terminology:

- Supplier account number refers to the number assigned to you by Tungsten Network when you registered
- Buyer account number or Customer Number refers to the Tungsten Network account number assigned to HPE to receive invoices from you via Tungsten Network. The Customer number is unique for each HPE entity based on its unique VAT/Tax registration number. Incorrect selection of buyer account number could lead to rejection of your invoice in the system.

What should I do if my invoices are rejected by Tungsten Network?

The submission alert that you receive from Tungsten Network will tell you why the invoice has been rejected. Where possible you should correct the error and resubmit the invoice. If you are unable to correct the error then please contact Tungsten Network Support by creating a support ticket through your portal account.

I submit only non PO invoices, will I be affected by PO range validation?

Yes. If you do not receive a PO number from HPE then you should include the contact name and email address of the HPE employee that has made the order. If you use the web form, please refer to attached guide which shows where you should enter this contact information.

How will this affect the processes for Purchase Orders?

The process for receiving Purchase Orders will not change. As HPE creates POs from new ranges, we will inform Tungsten Network who will update their validation criteria.

Are credit notes affected by this validation?

Yes. Credit notes should have PO number. If you do not have a PO number then you should provide the contact name and email address of the HPE employee that has made the order.

Are there additional costs for suppliers to use this new validation?

There is no cost for the validation. Integrated Suppliers that do not currently provide the required information may incur a small charge whilst their account is being remapped.

What happens if I experience issue when submitting invoices via Tungsten Network?

Please raise a support ticket (www.tungsten-network.com/support) if you face issues while submitting invoices via Tungsten Network.

How can I submit invoices that will pass PO validation?

In order to submit invoices which will pass the PO validation please ensure this guide is followed (scenarios from pages 1-3). For Web Form suppliers please make sure you follow the guideline provided here. For Integrated Solution suppliers please make sure you contact Tungsten Network Support at www.tungsten-network.com/support to ensure the PO number in your invoice file is mapped correctly. For NON-PO invoices suppliers will need to provide HPE contact name and email address.

My PO number is correct and I input the PO number per the PO validation guide but the invoice is still rejected.

Most probably an incorrect HPE buyer account was chosen. Please choose proper HPE buyer account from enclosed list, based on entity name and VAT ID. Please review the PO received from HPE to identify the correct account number to use.

Why I don't get email alerts from Tungsten Network for invoices that I have sent?

Please make sure you check your "spam" folder to ensure the Tungsten Network alerts are not in your "spam" folder. If you still do not find those alerts, you are not set-up to receive invoice notification alerts from Tungsten Network. In order for you to receive notification alerts, please contact Tungsten Network Support Team at www.tungsten-network.com/support and they will be able to set you up.

My invoice is rejected, how can I resubmit the invoice?

Please refer to enclosed presentation. Suppliers using Integrated Solution should correct the invoice data file sent to Tungsten Network and resubmit. It is important that you do not change the invoice number when you re-submit failed invoice.

Should I send paper invoices for invoices that are rejected?

No, rejected invoice has to be corrected by the supplier and re-send via Tungsten Network. Please refer to the enclosed presentation. Suppliers using Integrated Solution should correct the invoice data file and re-send to Tungsten Network. If you are currently sending invoices via Tungsten Network to HPE entities not enabled on Tungsten Network, then your invoices will also be rejected. For this kind of situation please send paper invoices.

My invoice was accepted by Tungsten Network, can HPE still reject my invoice?

Yes, Tungsten Network is responsible for the invoice delivery only. HPE may reject the invoice if the data is incorrect. (Example: invoice amount does not match with a Purchase Order amount).