Most common Invoice submission errors and remediations

Error	Error interpretation	Remediation
Invalid Header PO Number	The supplier has not referenced The correct PO number on HEADER level	Please check if the PO number you have entered is correct and is available under your account in Tungsten Network portal. If the PO is missing, please contact Organon for additional verification and upload of PO data into Tungsten Network system
	The PO entered at header level is not present in Tungsten system at the time of invoice submission	
	The PO has failed during validation process and has never reached Tungsten Network data base.	
The PO number referenced in your invoice does not exist in the Tungsten Network database (Incorrect or missing PO)	The supplier has not referenced the correct PO number on the invoice	Please check if the PO number you have entered is correct and is available under your account in Tungsten Network portal. If the PO is missing, please contact Organon for additional verification so they could load the PO data into Tungsten Network system
	The PO entered on the invoice was not present in Tungsten system at the time of invoice submission	
	The PO has failed during validation process and has never reached Tungsten Network data base.	
Invoice does not add up	Usually rounding issue, mainly on supplier side.	Please check if your calculations and VAT amounts are correct, if you are not able to find any mismatch, please raise a ticket to Tungsten Network Support team.
Invoice Net Total exceeds PO Net Total	The Invoice net amount is higher than PO net amount	Please be advised that Organon uploads the PO numbers which you need to invoice into the Tungsten Network. The system validates the details from the PO provided by Organon with the details on your invoice and if there is mismatch the invoice will be rejected. Please double check the Purchase Order details in the Tungsten Portal > in the tab "My POs". In case of any queries, please contact Organon, for further details
Multiple Purchase Order Numbers are not allowed on a single invoice	Organon allows only one PO per invoice.	Please use only one PO per invoice