

Invoice Deletion Process Invoices in Tungsten Network for P&G invoices RTV'ed

Purpose: This process describes the steps that a supplier has to follow in order to delete an invoice in the Tungsten portal because the invoice has been rejected by P&G due to incorrect data, so the invoice cannot post in the system for payment.

Procedure:

1. Vendor receives notification that their invoice has been RTV'ed along with the reason why it was RTV'ed.
 - a. If vendor has not received notification, they should check the status of their invoice on P&G Supplier Portal and / or contact CRC to receive confirmation of RTV
2. Vendor should login to their Tungsten portal and log a support ticket to request the deletion of the RTV'ed invoice/s. In the ticket the vendor will need to include the Tungsten transaction number/s and the P&G RTV letter notification or CRC RTV confirmation.
3. Tungsten Network support will delete the transaction and notify vendor when this has been completed.
4. Vendor will need to correct their invoice data and resubmit.
 - a. If there are questions on what info needs to be corrected to, vendors can contact CRC.
5. Vendor can then track the status of their invoice through P&G Supplier Portal

Process Flow:

<http://www.tungsten-network.com/media/16604111/rtv-deletion-process-flow.pdf>