

How To...

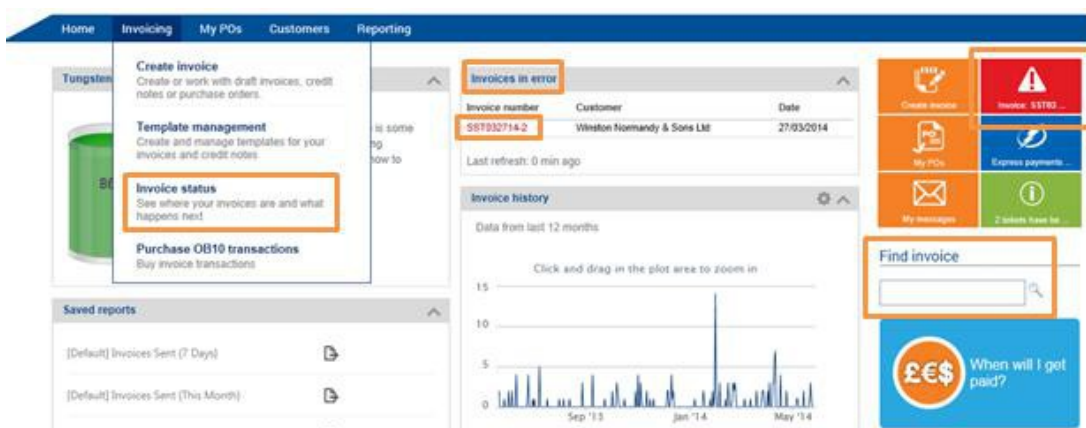
Re-submit a Failed Invoice

1. Login to your Tungsten Network Account

If you need help with this task, refer to the "How to Login" guide.



2. Ways to find a failed invoice.



If the „Invoice status“ tile is red, you have an invoice/invoices in error. This could mean it failed at the validation stage or has been rejected by your customer. You can find more information by clicking on the tile.

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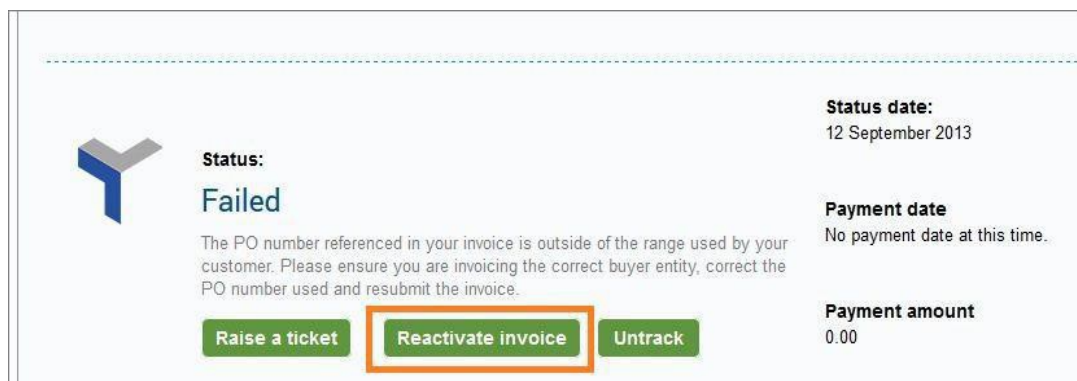
3. Select 'Invoice status' or click on the tile:

From the „Invoice status“ screen click on „View details“ by the relevant invoice

Invoice	Buyer	Amount	Submission date	Latest update	Status	View details	
SST22052014	Winston Normandy & Sons Ltd	2100.00	22/05/2014	23/05/2014	Failed		
SST041014-1	Winston Normandy & Sons Ltd	3053.74	10/04/2014	21/05/2014	Failed		
SST042314-1	Winston Normandy & Sons Ltd	3053.74	23/04/2014	21/05/2014	Failed		

4. Re-Activate the Failed Invoice

Having clicked on „View details“ you will see the „Reactivate invoice“ button at the bottom of the screen. Click on this button to change the status of the failed invoice from „Failed“ to „Saved.“




Note: If you are not aware of how to resolve the reason for the failure, click the „Raise a ticket“ button to generate a ticket and request help.

5. Retrieve the Re-Activated Invoice

Go to the Invoice menu and select 'Create Invoice.'


Find the re-activated invoice in the list of 'Saved' invoices and click on the "Edit".

Create invoice
Create or update a new invoice or credit note Help with this page 


New invoice

Customer*
+

Select option*
New invoice

Invoice number* 







OB10 transactions

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[Purchase history](#)

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Saved invoices

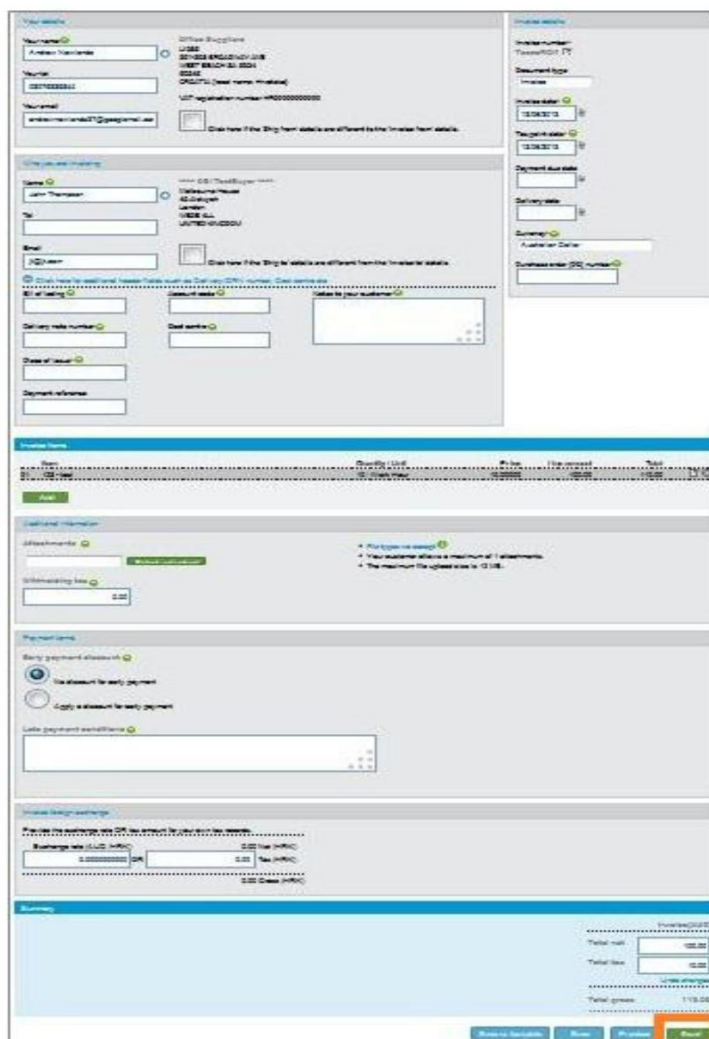
Invoice number	Buyer name	Gross amount	Saved date	Edit	Delete
SST052014-2	B&M Manufacturing	7727.10	about 13 hours ago		
MM22051402	B&M Manufacturing	0.00	about 18 hours ago		
MM22051401	B&M Manufacturing	0.00	about 18 hours ago		

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6. Repair the Re-Activated Invoice and Re-Submit for Processing

The re-activated invoice data will be populated into the invoice template. Resolve the cause of the failure and click on the 'Send' button at the bottom of the display.

Note: If you do not know how to resolve the cause of the failure, leave the invoice in the saved status and raise a ticket to request help in resolving the issue.



The screenshot displays the 'Create Invoice' form. The 'Invoice details' section includes fields for Name, Address, and Contact. The 'Invoice items' section shows a table with columns for Item, Quantity, Unit, Price, and Total. The 'Payment terms' section has radio buttons for 'Apply a payment reference' and 'Apply a reference for early payment'. The 'Invoice charges' section has a table for charges with columns for Charge code, Amount, and Tax. The bottom right corner shows a 'Send' button.

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Frequently Asked Questions

1. Can I re-submit an invoice rejected by my customer?

No. Once Tungsten Network has successfully processed your invoice, it can no longer be edited and changed.

2. Who do I contact for help?

Contact the help desk via telephone (see www.tungsten-network.com/support for the appropriate Telephone number).