



Attachment Process via Tungsten Network

HP Inc is pleased to announce that Tungsten Network accepts attachments or back up documents such as time sheets, receipts etc. along with your electronic invoice via the Tungsten Network.

Depending on the Tungsten Network Solution you use (Integrated Solution or Web Form) you will have to follow different procedures.

How does it work?	Important Points to be noted
<ul style="list-style-type: none">➤ As a Web Form Supplier, you can upload your attachments while creating the invoice on the Tungsten Network Portal. Please see below.➤ As an Integrated Supplier, once you are enabled, you can attach extra documents (attachments) to your invoices after you have submitted the invoice. More information and further guidance, below➤ This attachment solution entails uploading the attachments in TIFF format via Tungsten Network.➤ These are then forwarded to HP Inc and appended to the invoice image in the HP Inc Workflow.➤ There are no additional charges for using this facility.	<ul style="list-style-type: none">➤ If you are an Integrated Solution Supplier the attachment has to be uploaded within the set time-out period (usually 24 hours, however, could be less/more depending on suppliers' preferences and set-up) of submitting the invoice data (excluding weekends - midnight to midnight UK time).➤ Only one document can be attached to an invoice, but it can contain multiple pages. <p><u>Attachment requirements:</u></p> <ul style="list-style-type: none">• Document can be attached only in TIFF format• The file must be in non-color CCITT T.6 encoding (sometimes referred to as BG4).• Document must NOT be write-protected.• Please mind the size of document (max 10 MB)



Procedure to attach the document to Invoices

As a **Web Form** user, you are enabled for attachments automatically and can attach your documents while creating an Invoice. HP Inc doesn't allow late attachments, which means once you have submitted your invoice you are no longer able to attach a document.

Please make sure to upload your attachment while submitting your invoice in the Tungsten portal. You may do so in section **"Additional information" / "Attachments" / "Select and upload"**.

Product code: 101
Product description: test good
Unit: Each
Quantity: 10,000
Price: 2,000.00
Tax type: Please select
Tax amount: 0.00

Line amount: 20,00
Discount: 0,00
Tax: 0,00
Total: 20,00

Additional information

Withholding tax amount:
Cash accounting:
Margin scheme:

UPGRADE TO INTEGRATED SOLUTIONS

Additional information

Attachments

SELECT AND UPLOAD

Withholding tax amount:
Margin scheme:

File types we accept
Your customer allows a maximum of 1 attachments.
The maximum file upload size is 12 MB.
Please note that the digitally signed pdf created by Tungsten Network will be the legal invoice document.
In order to avoid any tax risk at audit, please do not attach any duplicate invoices.
In case attachments are necessary please ensure they are clearly marked as "copy and not for tax purposes".



If you are using **Integrated solution** account type you can send attachments through a pre-agreed connection alongside with your invoice data file/s or can also use the portal and upload your attachments **“Invoices”/“ Invoices pending attachments”**.

The screenshot displays the 'Invoices pending attachments' section of a web portal. On the left is a navigation menu with options like Home, Invoices, Invoice file upload, Invoice status, Invoices pending attachments (highlighted), Purchase Orders, Customers, Reports, and Analytics. The main content area features a search bar for 'Invoice number' and a 'SEARCH' button. Below this is a table titled 'Invoices awaiting attachments' with the following data:

Buyer name	Submission date	Invoice number	Attachment count	Max no. of attachments	Hours to automatic release	File types
	a day ago	IN202109000192	0	5	5 h 54 m	SELECT AND UPLOAD
	a day ago	IN202109000191	0	5	5 h 54 m	SELECT AND UPLOAD
	a day ago	IN202109000190	0	5	5 h 54 m	SELECT AND UPLOAD

Following requirements to be met for attachments:

- **Supporting document to be in Black and white (highlights in other colors are not accepted)**
- **Supporting document not to be right protected or encrypted**
- **CCITT T.6 encoding (sometimes referred to as BG4).**
- **File name not to be very extensive or include any special characters.**
- **Size of the file to be as instructed (10MB)**

Further questions

- Please check the bottom of section **“FAQ’s - Frequently Asked Questions”** in sub-section **“Additional information”**



FAQ's - Frequently Asked Questions

Do I have to pay for this?

No, there are no additional charges for using this functionality.

What is a TIFF image and how can I create one?

A TIFF image is a standard picture document format that is created from all types of scanners, digital scanners and as a standard extractable image from most ERP systems. It can also be created by using a converter (see next question below).

Note: TIFF files cannot be created by simply saving as and changing the document type of a word or excel document, this does not create a proper image file and cannot be accepted, please do not load this type of document. If you are creating your own TIFF files, please ensure you are using a non-color CCITT T.6 encoding format.

What if I don't have a scanner?

Desktop printer converter software can be downloaded either free or for a nominal charge via the internet, which allows most doc. types: word, excel etc. to be saved in a Tiff document format. Such software can be found by doing a simple Internet search for example "Convert to Tiff"

Can I send the attachment to HP Inc via Tungsten network in any other format?

No, HP Inc has instructed Tungsten Network to only accept TIF/TIFF file attachments from suppliers.

How long do I have after I send the invoice to upload the attachment?

If you are an Integrated Solution Supplier the attachment has to be uploaded within the set time-out period (usually 24 hours, however, could be less/more depending on suppliers preferences) of submitting the invoice data (excluding weekends - midnight to midnight UK time. If you are using the Web Form Solution, please save your Invoice until you are ready so submit the Invoice with attachment. You will not have the opportunity to add attachments after you have submitted the invoice. The Invoice will be processed straight away after submitting.



Can I automate the Attachment Process?

If you are an Integrate Solution Supplier, we can automate the process for you. A specialist from Tungsten Network will be able to walk you through the set-up. Once we receive the attachment file the Invoice will be released automatically and not wait for the 24-hour time-out period.

Does the time out period exclude weekends?

Yes. Midnight to midnight UK time.

When I am set up for attachment as IS Supplier, what are the default settings, and can I change it?

HP Inc has set-up the default to 24 hours. Every Supplier can request to adjust the time out period to the time they require. If you would like to check or adjust your time-out period, please raise a ticket with Tungsten Network support.

Back up process- If I miss the time out period where do I send my attachment?

The attachment should either be sent to the HP Inc Requestor approver by Email as previously or sent to the HP Inc CRC providing the exact transaction code from Tungsten Network (15 digit Transaction Number) and invoice number that the attachment corresponds to, asking them to attach the image to the invoice.

Will I receive information that the invoice is waiting for an attachment if I am an IS Supplier?

You will receive an email notification to inform you that the invoice is accepted; however, it does not provide you with any indication that the invoice is awaiting an attachment. The alert indicates that you go to the portal and attach the supporting documentation or release the invoice before the 24-hour time out period.

How many attachment documents can I send per invoice within the allowed time?

You can attach just 1 document per invoice, but it may contain numerous pages. Various attachments can simply be put together when creating the TIFF file.



What if I have complex Excel attachments today, i.e., Trade load process that is sent separately to the invoice?

This should be checked with HP Inc Contact to whom those files are sent to today. These normally could also be saved as a Tiff file and uploaded via Tungsten Network, however if this is not practical the existing process of sending via email can still be employed.

Can I use this function for all my customers that are registered with Tungsten Network not just HP Inc?

Depending on whether your other customers want to receive attachments to your invoices, you will be notified in a separate communication by them. Each customer on Tungsten Network could have different settings and preferences.

Can I view a copy of the attachment on Tungsten Network?

Since August 16, 2006, Tungsten Network offers a VAT compliant archive in which your legal invoice document will be stored. The image archive is accessible via the Tungsten Network website after login onto your profile. While the invoice image will be stored for the minimum legal period required in your country, all attachments will be stored there for 90 days.

Is this service available for all HP entities that I invoice via Tungsten Network?

Yes, Attachments can be provided for all HP Inc entities that are set up to receive invoices via Tungsten Network.

What if I don't see the option to upload the TIFF attachment?

To activate the attachment capability, please raise a request via Tungsten Network support directly at www.tungsten-network.com/support and please wait for 2 business days for activation. For follow up please contact Tungsten Network Support.

Can I identify how many transactions contain attachments vs. not contain attachments?

Yes, you can request a report from Tungsten Network via a Support ticket or request this information from HP Inc. This information is only available for the last 6 months.



Additional information

For further questions, please visit the Tungsten Network Support page at: www.tungsten-network.com/support or raise a ticket directly with our Support team through the Portal.

You can also visit: <https://www.tungsten-network.com/customer-campaigns/hpi/>