



VA Commercial e-Invoicing User Guide – CLIN required

How to Create an Invoice

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Reports For your attention Type Count Date Customer Rejected invoices 1 05 Jan 2021 Department of Veterans Affairs View	Purchase Orders Customers	CONNECT TODAY	VIEW ALL		CREATE INVOICE	in real-time WHERE IS MY INVOICE?
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		Type Rejected invoices	Count 1	Date 05 Jan 2021	Customer Department of Veterans Affairs	View

Step 2 – Create Your Invoice

			Create invoice Create or update a new invoice or credit note
	Department of	Veterans Affairs Financial Services Center	New invoice Customer* Department of Veterans Affairs - 161494924 - AAA544240062 Select option*
New invoice	161494924	P0 80x 149971 Austrn TK	New invoice
Customer* Please select	BELLET CUSTOMER	36714-9921 UNITED STATES	CREATE

Step 3 – Fill in your contact details

nvoice #: Test	50000	
our details		
Your name 😯		VA Test Account UAT
	0	2680 S Val Vista Dr #152
Your tel*		Gilbert Arizona
		85295 UNITED STATES
Your email		
		Are 'Ship from' details the same or different to the 'Invoice from' details? Please ensure you enter the correct 'Ship from' details to prevent invoice processing delays.
		No. They're the came

Required fields are indicated with a red asterisk *

Step 1:

 Go to Tungsten login page https://portal.tungstennetwork.com/Login.aspx?Return Url=%2f
 Sign in using your user credentials created when you first registered.
 Once logged into your account there are two ways to create an invoice. One way is by selecting: "Create Invoice" on our home page. The other way is by clicking on the Invoices tab and selecting "Create Invoice."

Step 2

1 * Click on the "Select Customer" button. Note: If Department of Veterans Affairs does not appear as an option, your Tungsten account is not currently connected to the VA. To correct this, select the "Customer" tab on the left menu and select "New Connection" to connect with the Department of Veterans Affairs – 161494924 – AAA544240062.

2. * Select New Invoice from Select option dropdown.

3. * Enter a unique invoice number.

4. Select "Create".

Step 3:

Fill in your contact details. Note: The contact information should be the person creating the invoice.

- 1. Fill in your name.
- 2. * Fill in your telephone number.
- 3. Fill in your email address.

Step 4 – Fill in the contact details of the VA and your contract number

Name 🕜	De	partment of Veterans Affairs	
Start typing to search	0 1	Fest Drive	
Tel	PC AL Te 32) BOX 0 Istin xas 308	
Email	UN	ITED STATES x paver ID 993999999	
	Ar	e 'Ship to' details the same or different to	the 'Invoice to' details? Please ensure you enter the
	CO	rrect 'Ship to' details to prevent invoice pr	rocessing delays.
Click here for additional	header fields su	rrect 'Ship to' details to prevent invoice pr Io - They're the same Ich as Delivery/GRN number, Cost centre	etc
Click here for additional	header fields su	rrect 'Ship to' details to prevent invoice pr Io - They're the same Ich as Delivery/GRN number, Cost centre Delivery note number @	rocessing delays.
Click here for additional Bill of lading Payment reference	header fields st	Ich as Delivery/GRN number, Cost centre Delivery note number @ Account code @	rocessing delays.
Click here for additional Bill of lading ? Payment reference	header fields su	In the same set of the same se	rocessing delays.

Step 5 - Fill in the "Invoice details" section

nvoice number	*	
1234 🗹]	
Document type		
Invoice	×	
nvoice date* 🕜		
4/3/2017	a	
Payment due da	ate* 🕜	
Delivery date 🕑		
Currency* 🕜		
Currency* 😡 US Dollar	~	

Step 4:

Fill out the contact information for the Department of Veterans Affairs.

- 1. Fill in the contact name.
 - 2. Fill in the phone number.
 - 3. Fill in the email address.

Note: This should be your contracting officer or COR.

4. 'Ship to' details – If the 'ship to' differs from the 'Invoice to' details, change the populated answer from, "No – They're the same" to "Yes- Add a 'ship from" address" or "N/A – Leave 'ship from' blank."

Note: If you select, "Yes – Add 'a ship from' address, additional fields will appear. Please provide an answer for all fields. For the TIN, answer "no". This field is referring to the VA's TIN - NOT your supplier TIN.

5. * Within the "Additional Header Fields" section select the plus (+) symbol and fill in your contract number.

Note: The contract number may or may not be the same as a PO/Obligation number. If you do not have a contract number, enter N/A.

Step 5:

Fill out the required data in the "invoice details" section.

1. * Select your invoice number.

2. * Select the date of the invoice. Note: For a previous invoice date, the date must be within the last 364 days. For future dates, the invoice date cannot be dated beyond 30 days from the current date.

3. Advance payment dates.

Note: This field will only be used if a payment has been received prior to the invoice being entered into the Tungsten portal.

4. * Select the Payment due date.

Note: This date must be a future date or the same as the date entered into the Tungsten portal. The payment due date should be AT LEAST 7 days after the date entered into the Tungsten portal.

5. Delivery Date

Note: This is the date that the goods or services were provided. If goods or services were provided over a period of time, leave this field blank.

6. * Currency will automatically default to US Dollar.

7. * Fill in the Purchase Order Number. PO Notes:

Confirm with VA - Your obligation number may be obtained from your contracting officer or the ordering official.

NOTES CONTINUE ON THE NEXT PAGE

Step 5 – Fill in the "Invoice details" section continued

Examples of PO/Obligation Numbers:

36C78621C1234

36C78618C4321

OST20033000002

36010720C00001

Step 6 – Invoice Items – Create a line

	-	-						
ce items								
		-10						
e item type 😡		.						
Product code	Prod	kurt description?	1	er 0		Quantity*	Price [®] Ø	
Floudel code	FIGU	act description g	F	Nease select	- 0	1.000	0.00000	
			1 <u>–</u>					
Click here for addition	al line level informat	ion such as PO/Delivery d	etails, discounts, an	d other additional inform	ation			
number 🥹	CLIN / PO	0 line 🥹	Additional informa	ition 😡			Discount	0
							0.	00
	Sub CLIN	0			al.		Discount	50
ivery note number 📀							0.	00
ivery note number 🥹								
livery note number 🥹	Delivery	end date						
ivery note number 🥹	Delivery o	end date						
ivery note number @ ivery start date e fields below ha	Delivery of the second	and date					-	
ivery note number @ ivery start date e fields below ha numuer &	ve been added b	and date	×	Part number			Line amount Discount	0.00

Step 7 – Attachments

Additional information	
Attachments 📀	
	SELECT AND UPLOAD
Withholding tax 🕜	SELECT AND UPLOAD

-The PO/Obligation Number will be 13-14 characters in length with at least 1 alpha character as shown in the examples to the left.

Step 6:

Fill out the fields that are required in the "Invoice Items" section.

- 1. * Select "Add" to create a line.
- 2. Select a line item type.

3. * Fill out the product description. Note: The description should match the description listed on the PO or contract.

- 4. * Select the unit.
- 5. * Fill in the quantity.
- 6. * Fill in the price.

7. * Select the "+" symbol to see the fields for "PO/Delivery details, discounts, and other additional information such as CLIN"

8. * Add the CLIN/PO Line Number. Note: This is a required field for all iFAMS vendors.

Example: If your contract shows CLIN 001, you would input line 001. If your contract shows CLIN 4001, you would input 4001.

9. Add the delivery start date and the delivery end date of the service.

Note: This is required for "Services" line types only.

10. Select "Save line item" to save your line.

Note: You CAN add multiple line items; however, those will need to be added one at a time. You must save each line item before you are able to add a new line. You MUST have at least one line for GOODS or SERVICES before you can add a special charge (e.g. freight, insurance, etc.).

Step 7:

Attachments are optional unless required by your contracting officer/VA employee certifying your invoice. Claim forms being processed as invoices should always include attachments.

1. Select the "Select and Upload" button to add an attachment.

Note: The only acceptable attachment format is PDF.

Step 8 – Payment Terms



Step 9 - Review "Remit to" Details



Step 10 – Review your Summary

Summary		
		Invoice (\$)
	Total net	500.00
	Total tax	0.00
		Undo changes
	Total gross	500.00
SAVE AS TEMPLATE SAVE	PREVIEW	SEND

Step 8:

1. If a discount for early payment is offered, the date should be AT LEAST 5-7 business days AFTER the date the invoice was entered into the Tungsten portal and should not be the same date as the original invoice due date.

Note: The early payment due date must also be BEFORE the payment due date

Step 9:

The VA Financial Service Center pays you according to the information they have on file for your account, not according to the banking information listed in Tungsten Network. In order to update your banking information, contact the VA FSC at (877) 353-9791 opt 2.

If you also want to update it in the Tungsten portal log in and click "Your Account," in the top right. At the bottom left of the page you will see "Invoice Information," "Remit details." Click that if you wish to add your banking to the Tungsten portal.

Step 10:

Please check all fields to ensure everything is accurate before selecting "Send". Once you have sent the invoice, it cannot be edited or deleted. Note: After you send your invoice, you will receive a confirmation email. The portal will not display the complete invoice for up to 4 hours after entry. You will be unable to download/print the invoice before you "send"; however, once the portal has updated, you may download the invoice by going to "Reporting,", "Invoices submitted."

How to Create a Credit Note

tep 1 – Se	elect Create Credit N	lote	
Ŷ			Q, 📓 1
📕 Home	Connect with your customers Search and connect to more of your	Send invoices	Check the status of your invoices
Invoices 🗸	customers in a few clicks		in real-time
P Customers □ Reports ❤	CONNECT TODAY VIEW ALL	CREATE INVOICE	WHERE IS MY INVOICE?
	For your attention	Date Customer	Last refresh: 0 min ago
	Rejected invoices 1	05 Jan 2021 Department of Veterans Affairs	View

Step 2 – Create Your Credit Note

			Create invoice Create or update a new invoice or credit note			
	Department of Veterans	Affairs - Test Buyer	New invoice Customer* Department of Veterans Affairs - Test Buyer Account - 993999999 - AAA408798528			
New invoice	Account AAA408798528 993999999	1 Test Drive PO BOX 0	Select option* New credit note			
Customer* Please select	NA SELECT CUSTOMER	Austin TX 32308 UNITED STATES	Credit note number*			

Steps 3 - 10 - Completing Your Credit Note

Invoice details	
Credit note number 1234 🗹	
Document type Credit note	
Original invoice number 4/3/2017	
Original invoice date 🥝	
Credit reason 🕢 Incorrect Billing Amount	

Step 1:

1. Go to the Tungsten login page https://portal.tungstennetwork.com/Login.aspx?Return Url=%2f

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1. * Click on the "Select Customer" button.

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2. * Select New credit note.

- 3. * Enter a unique credit note number.
- 4. Select "Create".

Steps 3 - 10:

Steps 3- 10 are the same as entering a new invoice. There is one additional field in step 5 where you will indicate the Credit Reason.

Credit Note Notes:

-When entering your credit note line item(s), do NOT make the number value negative. The credit note recognizes this value as a credit. A negative value will cause a failure.

-You cannot send a credit note or invoice with a negative or \$0 value.



Additional Information:

An invoice will be delivered to the Department of Veterans Affairs Financial Service Center headquarters within 24 hours after it is accepted by Tungsten Network, at which point it is no longer in Tungsten Network's hands. This is a "delivered" status. Tungsten Network is an electronic invoicing company; it does not process payments or keep track of the payment status. For the status of your payment, and payment method inquiries, you will need to contact the VA Financial Service Center at (877) 353-9791 opt 2, or by visiting the VA Inquiry System at https://www.vis.fsc.va.gov or emailing them at vafsccshd@va.gov.

Frequent Errors:

If the number(s) of the purchase order on your invoice is/are outside the range used by your customer. Please make sure that you are billing the appropriate account, correct the number(s) of the purchase order and resend the invoice.

1. Verify that you have entered the purchase order/obligation number correctly as it appears on the purchase order provided by your customer/buyer.

2. Verify that the purchase order/obligation number was filled in the "Invoice details" section of the invoice is correct.



How can I delete or edit an invoice that has been rejected or has not been sent?

To delete or edit

- 1. Click on the Invoicing tab.
- 2. Go to "Saved Invoices" at the bottom of the page.
- 3. Click "edit" or "delete" on the right side.

To correct a rejected invoice

- 1. Click on the Invoicing tab.
- 2. Select "Invoice Status"
- 3. Select in the red section of the status circle of the invoices.
- 4. Select the paper icon under "view details" of the invoice in error.
- 5. Select the navy blue "reactivate Invoice" button.
- 6. Click on the Invoicing tab.
- 7. Go to "Saved Invoices" at the bottom of the page.
- 8. Click "edit" or "delete" in the section of "Saved Invoices".

Invalid Contract Telephone Number

- 1. Please review step 3 to correct the invoice that has failed.
- Follow the steps "To correct a rejected invoice" to reactivate your invoice. Once reactivated you can edit and resend it to be reprocessed. Please make sure when editing that the contact telephone number field is filled in under the "Your details" section.