Tungsten Portal e-invoicing Frequently Asked Questions – CLIN Required

**Obligation Number vs Task Order Number vs Contract Number**

* How do I determine whether to enter a Contract number, PO number, Obligation number, or a different number when submitting an invoice?
	+ Your award documentation will indicate the fields you are required to use when submitting an invoice. If you are unsure, please contact your Contracting Officer.
	+ The best way to enter the correct information is to use the PO Convert option. This will prefill many required fields including the contract number, PO number, Obligation number, etc.
* Will I need to reference more than one PO number on an invoice?
	+ No, Invoices can only reference one PO number.
* Should I include dashes when entering my PO number?
	+ No, input the PO number without any dashes or special characters.

**CLIN Numbers – Contract Line Item Number**

* Is the CLIN a mandatory/required field even though it does not have a red (\*) in the Tungsten portal?
	+ Yes, if you have a CLIN number in your contract, it is a required field. Not all vendors have a CLIN, so there is no (\*) requirement in the portal at this time. If you do not have a CLIN number, there is no need to enter anything into this field.



* + If your contract has a SubCLIN, please enter that as it appears on the contract. If your contract does not have a SubCLIN, please leave this field blank.
* Do I have to invoice for all CLIN’s or can it be a partial invoice?
	+ The correct CLIN should be provided for each line on the invoice per the PO. In case the PO has multiple lines, the Vendor can choose to invoice one or multiple lines. If the correct CLIN is provided for each line, the invoice will be processed successfully.
* What is the format of the CLIN number?
	+ The CLIN should be no more than 4 digits and must be entered as it appears on your contract. (i.e. If the CLIN on your contract is 1001, you would enter 1001 and not 1.)
* Is the CLIN number the same as the “item number” listed in my contract?
	+ No, the CLIN is the contract line number and will always be listed in the CLIN field of your contract. This may be different than the item number.

**Invoice Creation:**

* Do I create my own invoice number? If so, does it need to be in a specific format?
	+ Yes, you create your own invoice number. There is no standard convention. However, invoice numbers do have to be unique, as the Tungsten portal will check for duplicate invoice numbers.
* If I invoice monthly and have multiple line items per invoice, is it necessary to edit the date on each line or is there a way to date the invoice to cover the entire time frame?
	+ A period of service date at the line level is necessary for the approval process. The service delivery start date/end date on the line level must encompass the period of service you are invoicing.
* Do I need to input our bank account routing number into our Tungsten account or does the VA know where to deposit payments?
	+ The VA pulls/pays from the information you have on record within the VA Financial system.  Should you need to update the information currently on file, you would make the changes to your bank details within the GSA system for award management via SAM.
* Are attachments required?
	+ There are no attachment requirements by VA FSC. It is recommended that you double check with your Contracting Officer or COR to see if they require any backup documentation.

**Invoice Statuses**

* How often does the invoice status update in the Tungsten portal?
	+ Tungsten receives multiple updates throughout the day. If you believe a status is not updated, please reach out to the VA FSC with an example.
* Will I be able to view whether an invoice has been paid?
	+ Yes, the Invoice Status Page (ISS) on Tungsten’s portal is provided as a self-service tool for you to check on the status of your invoices.

**Failures vs Rejections**

* What is the difference between a failed and rejected invoice?
	+ **Invoices are failed by Tungsten** due to an error processing on the Tungsten side. This could be due to incorrect or missing data being provided on the invoice (i.e. incorrect PO Number, invoice date, or missing address details). You will receive an **email notification from Tungsten** providing an explanation of why your invoice failed and the steps to take to correct and resubmit the invoice.
	+ **Invoices are rejected by the VA**. Once an invoice is successfully delivered to the VA from Tungsten, the VA continues the validation process. If information does not match or necessary fields are not provided, the VA will reject the invoice. You will receive an **email notification from the VA** providing and explanation of why your invoice was rejected and the steps to take to correct and resubmit the invoice.

**Invoice Corrections**

* If I receive an email from Tungsten telling me my invoice has failed, what do I do to correct it?
	+ For **Web Form/Portal failures**: You will receive an email from Tungsten with details on why the invoice failed and the steps required to correct it. On the Tungsten portal you will first place your cursor over INVOICING and select INVOICE STATUS. Next select the VIEW ICON for the failed invoice or search the invoice number. Once inside the invoice, select the re-activate button. This will move the invoice into the SAVED INVOICES Folder. Place your cursor back over INVOICING and select CREATE INVOICE. You will see your saved invoice at the bottom of the page. Edit the invoice by selecting the EDIT button. Once in the invoice, make all necessary changes and then click SEND at the bottom of the screen. If your original invoice failed, you do **not** have to change the invoice number. Should you have any further questions, please contact Tungsten support at 1-877-489-6135.
	+ For **Integrated Solution failures**: You will receive an email from Tungsten providing details on why the invoice failed and the steps required to correct it. Once the data has been corrected in the file, resubmit your invoice to Tungsten.
* If I receive an email from the VA advising me my invoice is rejected, what do I do?
	+ If you receive notification that your invoice was rejected by the VA, the email correspondence from the VA will tell you why it was returned. You cannot resubmit the same invoice number; however, you can modify this invoice with a special character and resubmit (i.e. add ‘A’ or ‘1’ to the end of the original invoice number). The VA helpdesk and/or your VA Contracting Officer will also be able to assist with any questions.

**PO Convert also referred to as PO Flip**

* Can I use a PO to fill in some information in the portal automatically without entering each field manually?
	+ Yes, the PO convert process allows users to easily create e-invoices that match PO/Obligations through a one-step process. This guarantees fewer exceptions and/or failures. NCA, GOE and VNC vendors should use this method for invoicing. If you are unable to do so, please contact the VA FSC Help Desk at (877) 353-9791 to discuss.

**Utility Bills and Purchase Cards**

* Should Purchase card transactions be entered in the Tungsten Portal?
	+ No, these invoices should not go thru the Tungsten Portal/IPPS.
* Should utility bills be entered into the Tungsten Portal?
	+ Please refer to your contract or ask your Contracting Officer or COR.

**Portal Access**

* How do I access Tungsten and how do I create an account?
	+ You can register an account in Tungsten from <https://registration.tungsten-network.com/start>. Once your supplier account has been created, please request a connection with the Department of Veterans Affairs from the menu “Customers” -> “New Connection” -> add the Department of Veterans Affairs TN AAA number AAA544240062 in the “Find customer menu”. Once you have requested the connection, the VA Vendor team will review the request. Once it has been approved, your account will be ready to transact. Should you encounter any issues, contact Tungsten support team at (877)489-6135.

**Help & Support**

* If I have an issue that is not covered on this list, who should I reach out to if I need assistance?
	+ On the top right corner of the portal, there is a Help & Support section available to guide users.
	+ The administrator of your account will be able to assist with access rights in the portal.
	+ If you continue to experience issues using the Tungsten Portal, please reach out to the **Tungsten support team at (877)489-6135**. The Tungsten team has visibility into POs received from the VA, so they may assist with entering new invoices, converting POs to invoices, etc.
	+ If you have questions regarding a missing PO, SAM or Contracting related questions, contact the **VA FSC support team at (877) 353-9791**.