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# Find help and support



Welcome to the Tungsten Network portal. In this video, I will show you the different ways that you can get help while using the portal.

Let's use an example. When you are creating a new invoice, you will see the green help tip icon. You'll find these throughout the site. In this case, it helps you populate the invoice number field.

Welcome Elise

My Account Help & Support Log Out

Adams Office Supplies (IT) - Test

Search for your invoice by invoice number, PO, trx number

Home Invoicing My POs Customers Reporting Early payment

Create invoice

Template management

Invoice status

Purchase Tungsten Network transactions

CONNECT TODAY VIEW ALL

Send invoices

Create your invoice online in a few clicks

CREATE INVOICE

Check the status of your invoices

Track the latest status of your invoices in real-time

WHERE IS MY INVOICE?

For your attention *Last refresh: 0 min ago*

Type	Count	Date	Customer
Failed invoices	1		
Support tickets	10		

View

View All

Failed invoices			View all
Number	Supplier	Buyer	
ShuchitestPayment1	Adams Office Supplies (IT) - Test	Tungsten Network - Demo Account	

Saved invoices			View all
Number	Buyer	Amount	
shuchitestPolandInv	AAA168149359	11,90	

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Search for your invoice by invoice number, PO, trx number

Home Invoicing My POs Customers Reporting Early payment

### Create invoice

Create or update a new invoice or credit note

Help with this page

How to create an invoice or credit note

Select account

Adams Office Supplies (IT) - Test - DE999999999 - AAA8338

#### New invoice

Customer\*

Select option

New invoice

Invoice number\*

Please enter a unique invoice or credit note number. Duplicate numbers are not allowed.

CREATE

#### Tungsten Network transactions

0

Purchase history

Purchase more invoices

#### Saved invoices

Invoice number	Buyer name	Gross amount	Saved date	Edit	Delete
shuchitestPolandInv	Tungsten Network - Demo Account	11,90	about 20 hours ago	✎	✕
shuchIAUTestCR	Tungsten Network - Demo Account	225,99	about a month ago	✎	✕
123	CPW Mexico S de RL de CV - Test	399,99	about a month ago	✎	✕
ShuchIAUTestInv	Tungsten Network - Demo Account	0,00	about a month ago	✎	✕

But if you want more information, you can use “Help with this page” which provides more detail with what you can do on this page.

The screenshot shows the 'Create invoice' page in the Elise system. At the top, there is a navigation bar with 'Home', 'Invoicing', 'My POs', 'Customers', 'Reporting', and 'Early payment'. A search bar is available for finding invoices by number, PO, or transaction number. The main content area is titled 'Create invoice' and includes a sub-header 'Create or update a new invoice or credit note'. A 'Select account' dropdown is set to 'Adams Office Supplies (IT) - Test - DE999999999 - AAA8338'. Below this is a 'New invoice' form with fields for 'Customer\*', 'Select option\*' (set to 'New invoice'), and 'Invoice number\*'. A tooltip message states: 'Please enter a unique invoice or credit note number. Duplicate numbers are not allowed.' A 'CREATE' button is at the bottom of the form. To the right, a 'Tungsten Network transactions' widget shows a bar chart with a value of 0 and links for 'Purchase history' and 'Purchase more invoices'. At the bottom, a 'Saved invoices' table lists recent invoices with columns for invoice number, buyer name, gross amount, saved date, and edit/delete actions.

Invoice number	Buyer name	Gross amount	Saved date	Edit	Delete
shuchitestPolandInv	Tungsten Network - Demo Account	11,90	about 20 hours ago		
shuchIAUtestCR	Tungsten Network - Demo Account	225,99	about a month ago		
123	CPW Mexico S de RL de CV - Test	399,99	about a month ago		
ShuchIAUtestInv	Tungsten Network - Demo Account	0,00	about a month ago		

[Help with this page](#)  
[How to create an invoice or credit note](#)

### Help with this page

**On this page you can:**

1. Create new invoices or credit notes
2. Use a template to create invoices
3. Create an invoice from purchase orders
4. Submit your draft invoices

**To use this page:**

Select your customer from the dropdown menu  
 From the 'Select option' dropdown choose from:

1. New invoice  
Add a unique invoice number
2. New credit note  
Add a unique invoice number
3. New invoice from template  
Select an existing template from the dropdown that appears  
Add a unique invoice number
4. New invoice from PO  
You will only see this if your buyer sends you purchase orders via Tungsten Network. Select the relevant PO number by clicking on the blue cross next to the following field to convert it into an invoice

Click 'Create'  
 Alternatively, if you want to work on a saved invoice, select the draft invoice from the 'Saved invoices' table below using the edit icon.

Your customer has asked you to add an attachment to your invoice. By going straight to the 'Help and Support' section, you can either browse the help topics to find the information you need or you could use the search engine.

Welcome Elise

My Account **Help & Support** Log Out

Adams Office Supplies (IT) - Test Search for your invoice by invoice number, PO, trx number

Home Invoicing My POs Customers Reporting Early payment

**TUNGSTEN NETWORK**  
Trusted connections. Streamlined transactions.

### Help & support home

Getting started: Video tutorials  
Upcoming help & support webinars

- > Invoicing
- > My account
- Purchase orders
- > Customers
- > Reporting
- About Tungsten Network e-Invoicing

### Useful information

Your administrator is:  
abilash.menon@tungsten-network.com

It is useful to have your TN number(s) to hand when you contact our support team.

AAA833808546 - Web Form  
AAA894939602 - Web Form  
AAA922739941 - Web Form

### Help & support home

Learn more about the Tungsten Network portal, its functionality and services by browsing the help topics or using the search tool. If you still can't find what you're looking for, please raise a support request or give us a call.

#### Browse or search for help and support for all your e-Invoicing tasks.

[Getting started: Video tutorials](#)  
If you're a new user, our short videos will help you get started.

[Upcoming help & support webinars](#)  
Upcoming help & support webinars

[Invoicing](#)  
All the information you need to work with invoices and check their status.

[My account](#)  
We show you how to update your profile details, company information, contact and user details, and work with your messages, alerts and invoice information.

[Purchase orders](#)  
If you're working with purchase orders, we can help you.

[Customers](#)  
Tips and guidance on managing your customer contact information.

[Reporting](#)  
Help with managing your reports on POs and invoices.

[About Tungsten Network e-Invoicing](#)  
Some general information about e-Invoicing with Tungsten Network.

### Search

attachments

### Support requests

You have 10 active requests

### Still need help?

- [Open a support ticket](#)
- [Call us on +49 \(0\) 69 222 220 290](#)  
Lines are open from 10am - 8pm AET
- [Watch videos](#)

If you have not been able to find the answers you need, you can contact our support team by raising a support ticket or calling them directly. See our separate video on how to raise a support ticket. If you raise a ticket you can keep track of progress by clicking on your active requests.

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Help article search results "attachments" (3)

- How do I create an invoice?
- How do I add **attachments** to my invoices?
- How do I upload and send an invoice file?

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attachments

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Finally, you can also call the Tungsten Network support team on the number shown. It is helpful to have your TN number at hand when you speak to the support team. You can find this in the 'Useful information' box on the left.

In this video I've shown you how to access help and support throughout the Tungsten Network portal. You may play this video as often as you like to become more familiar with this section.

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and to view more  
videos, please visit the  
Help & Support section