



Tungsten

e-Invoicing and Invoice
Status service

Oct 2024

Benefits



- Instant invoice validation** → Get notified of errors earlier, resulting in fewer invoice exceptions
- Expedited payment processing** → no more manual checking means we can process your payments more quickly when due from the date of receipt
- Global tax compliance** → An e-invoice is a digitally-signed tax document that can be used to reclaim VAT, unlike a PDF
- Convert POs into invoices** → Receive purchase orders and convert them into invoices at the click of a button (Web Form suppliers)
- Check invoice status** → Track the status of your invoice and know when you were paid or will get paid

PO and Invoice Status services are live from 1st Mar '21 (historical data will not be visible)

Setting up your account



If you are Flora Food Group supplier based in **Europe, US, Canada, Australia** and transact with Flora Food Group entity present in these regions, then you should register for electronic invoicing via the link below. If you do a cross-border transaction, then you should submit your invoice via email/post – click [here](#) to know where to send your invoice.

Invoice Status service: If your country does not allow electronic invoicing, you can still register to access Invoice Status service for free. All invoices submitted electronically via any provider or non-electronic (mail / email) will be available on Tungsten Network, thereby removing the need to contact Flora Food Group's Helpdesk. Steps to connect and view status remains the same as below.

Register



Visit [Tungsten Network](#), register your entity and choose how you would like to transact – Integration or Web Form (if you choose Integration, Tungsten implementation team will connect with you)

Connect



Find the right [Flora Food Group Entity](#) that you will transact with and request a connection. Flora Food Group legal entity should be selected based on the VAT/Tax Registration specially for our entities which has more than one VAT/Tax Registration. This will send an approval request to Flora Food Group .

View or Transact



Once approved, you're ready to transact with Flora Food Group .

You will also be able to see Purchase Orders issued to your entity by Flora Food Group and status of your invoices (services enabled from 1st Mar '21)



FAQs and Support

Q: For login or registration issues

A: Contact [Tungsten Support](#)

Q: To request an additional connection with a Flora Food Group legal entity (account on Tungsten)

A: Login to your Tungsten account → Go to “Customers” tab → “New Connection”

Q: For issues with missing/unallocated Flora Food Group purchase orders

A: Contact [Tungsten Support](#) and provide as much relevant details as possible

Q: To review invoice payment information

A: Login to your Tungsten account → Go to “Invoicing” tab → “Invoice Status”

For more FAQs and Tutorials, click [here](#)

If you need any assistance or clarification, reach out to **Tungsten Network support**

- Best practice is to always [raise a ticket](#) and provide as much relevant information as possible, including screenshots
- Contact [support over phone](#) (per country)

[Here](#) are some essential details to consider when transacting with Flora Food Group .

Bite size videos

- [How to register](#)
- [How to register on Tungsten? \(video\)](#)
- [How to connect with Flora Food Group on Tungsten? \(video\)](#)
- [How to view the status of your invoice? \(video\)](#)
- [How to run reports? \(video\)](#)
- [How to get help and support on Tungsten? \(video\)](#)



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