Frequently Asked Questions
Tungsten Network for GPD E-Invoicing

ACCESSING TUNGSTEN

Q: What is Tungsten Network?
A: Tungsten is a portal by which grantees can submit monthly per diem invoices to VA. Tungsten forwards that invoice to your local VA medical center who is responsible to review and approve the payment request. Grantees with questions regarding whether a payment has been made should contact their local VA medical center, not Tungsten Network.

Q: Are GPD Grantees required to use Tungsten Network to submit monthly per diem invoices?
A: Yes. The Vendor Inquiry System (VIS) previously used by GPD grantees retired in July 2018. The exception to this requirement are Transition In Place (TIP) and Special Need grantees who bill through the HHS system.

Q. How find out more about how to use the Tungsten system?
A: The Tungsten Help Desk can be reached at **1-877-489-6135**. Additionally, you can learn more about Tungsten from the following website: https://www.tungsten-network.com/resources/support/#faqs

Q: Where do I register and/or login to Tungsten?
A: http://www.tungsten-network.com/ Select the *Registration* option in the upper right corner of the screen. When you type in your company name if your organization is not in the Tungsten system you will select "*No data found, please click here to input your details*". The registration process involves providing your agency name, address, and Tax ID (EIN).

Q: My agency has multiple Tax Payer ID's. How do I know which one to register with Tungsten?
A: Grantees must only bill under the Tax ID indicated on their approved Grant Agreement.

Q: Once I register how long does it take to activate my account and connect it to VA?
A: Approximately 24-48 hours.

Q: Do I have a requirement to register with the System for Award Management?
A: Your Tax ID and DUNS must be actively registered with the System for Award Management (SAM). Grantees are responsible to ensure that their SAM registration remains current to prevent payment delays.

Q: Once I register and log into the Tungsten site, how do I connect my Tungsten account to VA?
A: Step 1 – select "Customers".
Step 2 – select "Connect with a Customer"
Step 3 – type "Veterans"
Step 4 – select "AAA544240062 – Department of Veterans Affairs"
Step 5 – select "Connect"

The VA FSC Vendorzing team will confirm your registration against SAM records. This can take up to 5 business days. Once confirmed you will receive a "Ready to Transact" email from Tungsten. Ensure that your address and agency information match your SAM registration to prevent delays.

Q: Once my agency is registered with Tungsten and connected to VA what's next?
A: You may login to Tungsten and establish your agency users, modify user rights, and set up the remit details

through the My Account section in the upper right corner of the screen. Tungsten only requires your agency to provide the Remit to Address information. The Remit Banking information is not required.

E-INVOICING QUESTIONS

Q: Are there training resources available to walk me through how to submit an e-invoice?
A: Yes, Tungsten provides an invoice submission video: http://www.tungsten-network.com/us/support/tutorials/create-invoices-or-credit-notes-on-the-tungsten-network-portal/

Q: When creating a new invoice what is the *Invoice Number*?
A: This is a set of letters and/or numbers created by the grantee to identify the invoice.

Q: What is my *Purchase Order (PO) Number*?
A: Your PO Number will be given to your agency by the local VA medical center that is approving your per diem payment invoice. This number changes at the beginning of each fiscal year (October 1). The PO number may change more frequently based on the business practices of your VA medical center. The PO number format is typically **999C12345.** The first three digits (**in purple**) represent the medical center station number and the last six characters (**in green**) represent the obligation number.

Q: What is my *Contract Number*?
A: Your contract number is your Federal Award Identification Number (FAIN) identified on your GPD grant agreement.

Q: What is my *Line Item Type*?
A: The options are "goods" or "service". GPD grantees should select "service".

Q: What is my *Product Code*?
A: This field can be left blank. Within Tungsten only fields with a red asterisk are required.

Q: What should I put as the *Description*?
A: The description would be "GPD billing for June 2018" (insert month year being billed)

Q: What should I put as the *Unit*?
A: For transitional housing the unit would be "days" and for service centers the unit would be "hours".

Q: What should I put as the *Quantity*?
A: For transitional housing, the quantity is the total number of bed days of care you provided that month. For a service center, the quantity is the number of one-hour contacts in that month.

Q: What should I put as the *Rate*?
A: The rate is the approved per diem rate for the corresponding FAIN.

Q: What *Attachments* should I include?
A: The attachments section is for supporting documentation required to approve your invoice. Grantees should attach the corresponding Per Diem Voucher form and the detailed daily census. The Tungsten system is secure enough to include Personally Identifiable Information (PII).

Q: Does my VA medical center still need to fax the Per Diem Voucher form to the National GPD Office every month?
A: Yes, GPD liaisons are required to review the detailed daily census and voucher information monthly. Liaisons will then sign the voucher form certifying the information is correct and fax to the National GPD Office.