

# Kraft Heinz-Invoicing Tungsten Guide

Overview: Use this guide to help register with Tungsten, check invoice statuses, and troubleshoot issues



1 Log into [Tungsten portal](#)

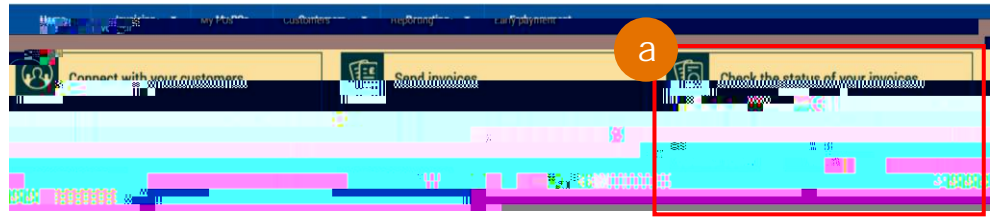
Attach a current invoice copy that contains the remit to address000C /P <<t5388 /F3 13.2I38000.658e

# How to check my invoice status

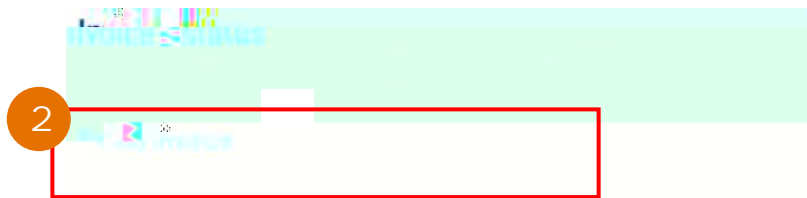
- 1 Log into [Tungsten portal](#)
  - a. Click Check the status of your invoices tile

OR

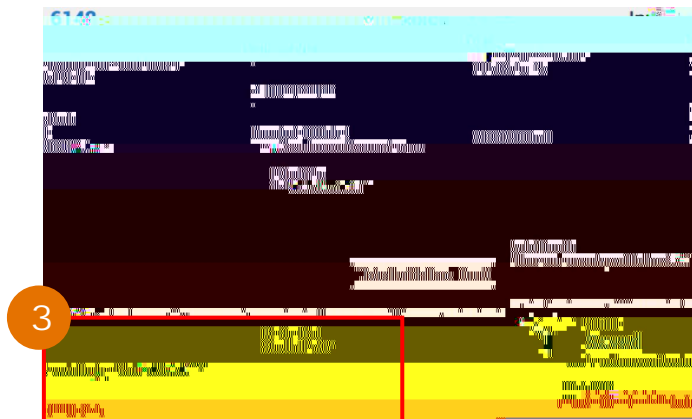
- b. On the main menu bar click Invoicing > Invoice Status



- 2 Find invoice by typing in PO, transaction number, or invoice title. You can search using partial numbers but must add \* at the end ie: FR9\*



- 3 Invoice Status will be at the bottom of the invoice.



What does my status mean?

[Click here](#) for Tungsten video demonstration

The invoice has been processed successfully and is awaiting delivery to Kraft

The invoice has failed validation. [Click here](#) to find your reason and action needed. [Contact Tungsten](#) for further support.

Kraft Heinz has rejected your invoice. [Submit a HelpDesk](#) ticket for support.

Your invoice may be pending approval for good receipts, quantity, price, or item that does not match the PO

Kraft has received your invoice and initiated the approval review process

Kraft have approved your invoice for payment. The payment will be transferred on the mentioned due date

Your invoice has been paid by Kraft

The PO number referenced in your invoice does not exist in the Tungsten Network database. Please either correct the PO number, or if it is correct, please contact your customer to confirm the PO is communicated to Tungsten.

This error means that the PO has either not been uploaded by Kraft Heinz in Tungsten yet, or you have entered an incorrect PO number. Please reach out to Kraft Heinz AP Helpdesk by emailing [KraftHeinzPurchaseToPay.NA@kraftheinz.com](mailto:KraftHeinzPurchaseToPay.NA@kraftheinz.com)

The PO number referenced in your invoice is outside of the range used by your customer. Please ensure you are invoicing the correct buyer entity, correct the PO number

This error means that the PO number provided is not within the approved range by Kraft Heinz. Please check the PO number again and if you are not sure that this is the correct PO number format, please reach out to your relevant Kraft Heinz contact that can confirm this. Please verify the information, correct the data and resubmit the invoice to Tungsten with the correct PO number.



Find Tungsten support numbers for all countries, [click here](#)