VR&E
e-Authorization & e-Invoicing

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TUNGSTEN NETWORK

Agenda

WHY WAS THERE A CHANGE
IMPACT OF THE INTIATIVE
SCHOOL CERTIFYING OFFICAL OVERVIEW
HOW THE PROCESS WORKS
HOW TO INVOICE USING TUNGSTEN NETWORK
SUPPORT AND HELPFUL LINKS

Automation, using Tungsten, was necessary to modernize the VR&E Service's and update, standardize and simplify the authorization, invoice review and payment processes.

Tungsten enables the VR&E and it's SCOs (School Certifying Official) to submit, process and approve invoices online.

Authorizations are received and processed electronically. you will be able to access the authorization from the Tungsten portal and create a single invoice.
This will result in faster approval processes, guaranteed invoice delivery, and faster payment.

SCO have options on how they want to submit invoices to Tungsten depending on their monthly volumes.

Impact of the process

- Information in the following slides is applicable to the VR&E-sponsored (Chapter 31) students.
- SCO will continue to use VA-ONCE to certify Veteran's enrollments for all programs.
- There are no changes to GI Bill (Chapter 33) and reporting requirements.

School Certifying Officials (SCO) Overview

- E-Authorizations processing was effective for all facilities beginning January 01, 2020

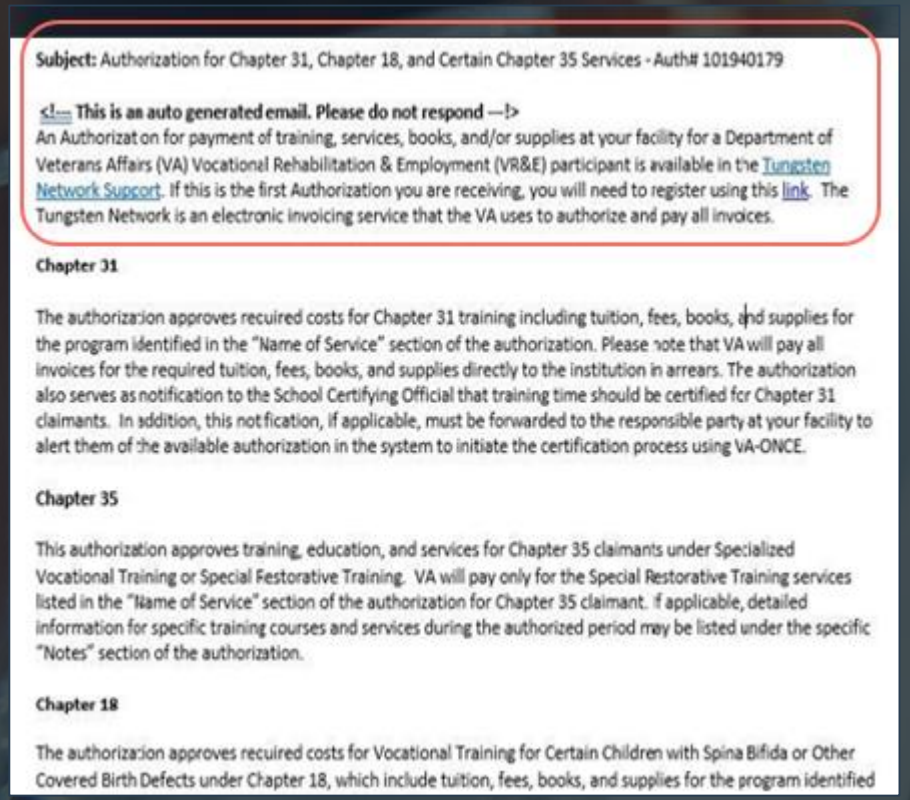
- VA Case Managers will create an e-Authorization (PO), formerly the VA 28-1905, in the Invoice Payment Processing System (IPPS).

- SCO will receive a system generated email with Authorization (PO) number in the subject line (example shown on the next slide)

- SCOs will review, authorize student enrollment and process VA-ONCE Certification

Sample IPPS Communications

Sample Authorization Email to SCO



Subject: Authorization for Chapter 31, Chapter 18, and Certain Chapter 35 Services - Auth# 101940179

<!-- **This is an auto generated email. Please do not respond** -->
An Authorization for payment of training, services, books, and/or supplies at your facility for a Department of Veterans Affairs (VA) Vocational Rehabilitation & Employment (VR&E) participant is available in the Tungsten Network Support. If this is the first Authorization you are receiving, you will need to register using this link. The Tungsten Network is an electronic invoicing service that the VA uses to authorize and pay all invoices.

Chapter 31

The authorization approves recuired costs for Chapter 31 training including tuition, fees, books, and supplies for the program identified in the "Name of Service" section of the authorization. Please note that VA will pay all invoices for the required tuition, fees, books, and supplies directly to the institution in arrears. The authorization also serves as notification to the School Certifying Official that training time should be certified for Chapter 31 claimants. In addition, this notification, if applicable, must be forwarded to the responsible party at your facility to alert them of the available authorization in the system to initiate the certification process using VA-ONCE.

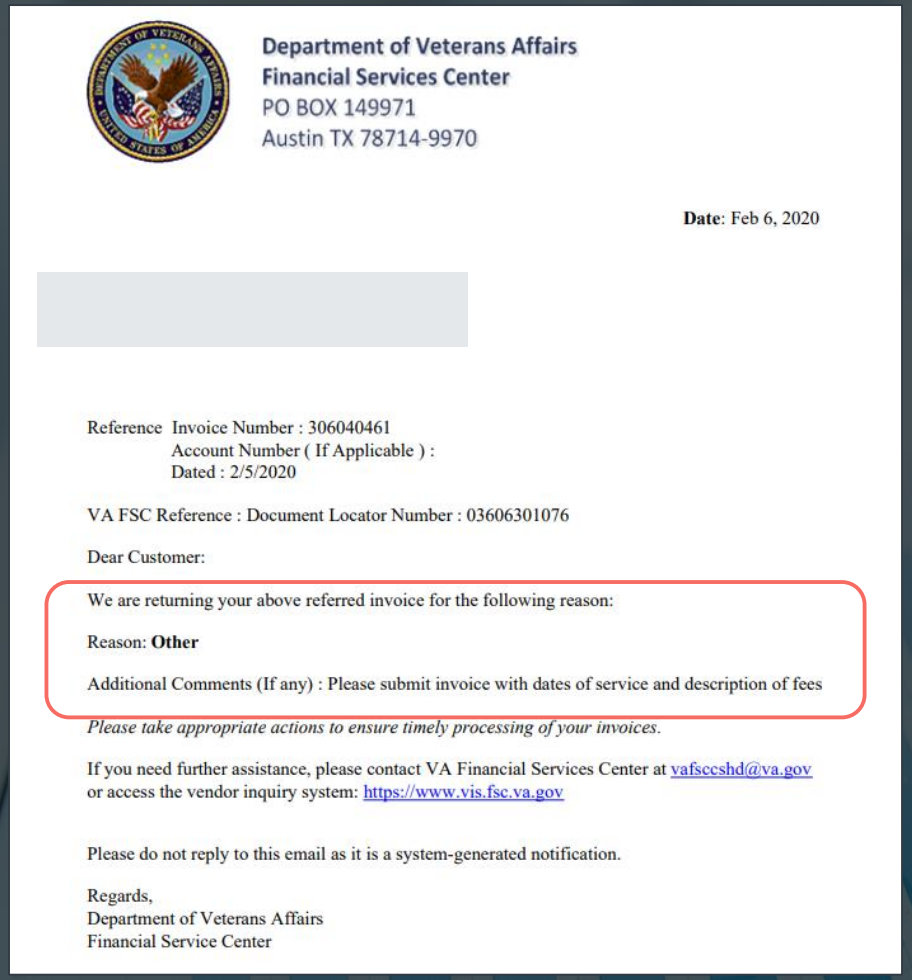
Chapter 35

This authorization approves training, education, and services for Chapter 35 claimants under Specialized Vocational Training or Special Restorative Training. VA will pay only for the Special Restorative Training services listed in the "Name of Service" section of the authorization for Chapter 35 claimant. If applicable, detailed information for specific training courses and services during the authorized period may be listed under the specific "Notes" section of the authorization.

Chapter 18

The authorization approves recuired costs for Vocational Training for Certain Children with Spina Bifida or Other Covered Birth Defects under Chapter 18, which include tuition, fees, books, and supplies for the program identified

Sample Approval Rejection to SCO



Department of Veterans Affairs
Financial Services Center
PO BOX 149971
Austin TX 78714-9970

Date: Feb 6, 2020

Reference Invoice Number : 306040461
Account Number (If Applicable) :
Dated : 2/5/2020

VA FSC Reference : Document Locator Number : 03606301076

Dear Customer:

We are returning your above referred invoice for the following reason:

Reason: **Other**

Additional Comments (If any) : Please submit invoice with dates of service and description of fees

Please take appropriate actions to ensure timely processing of your invoices.

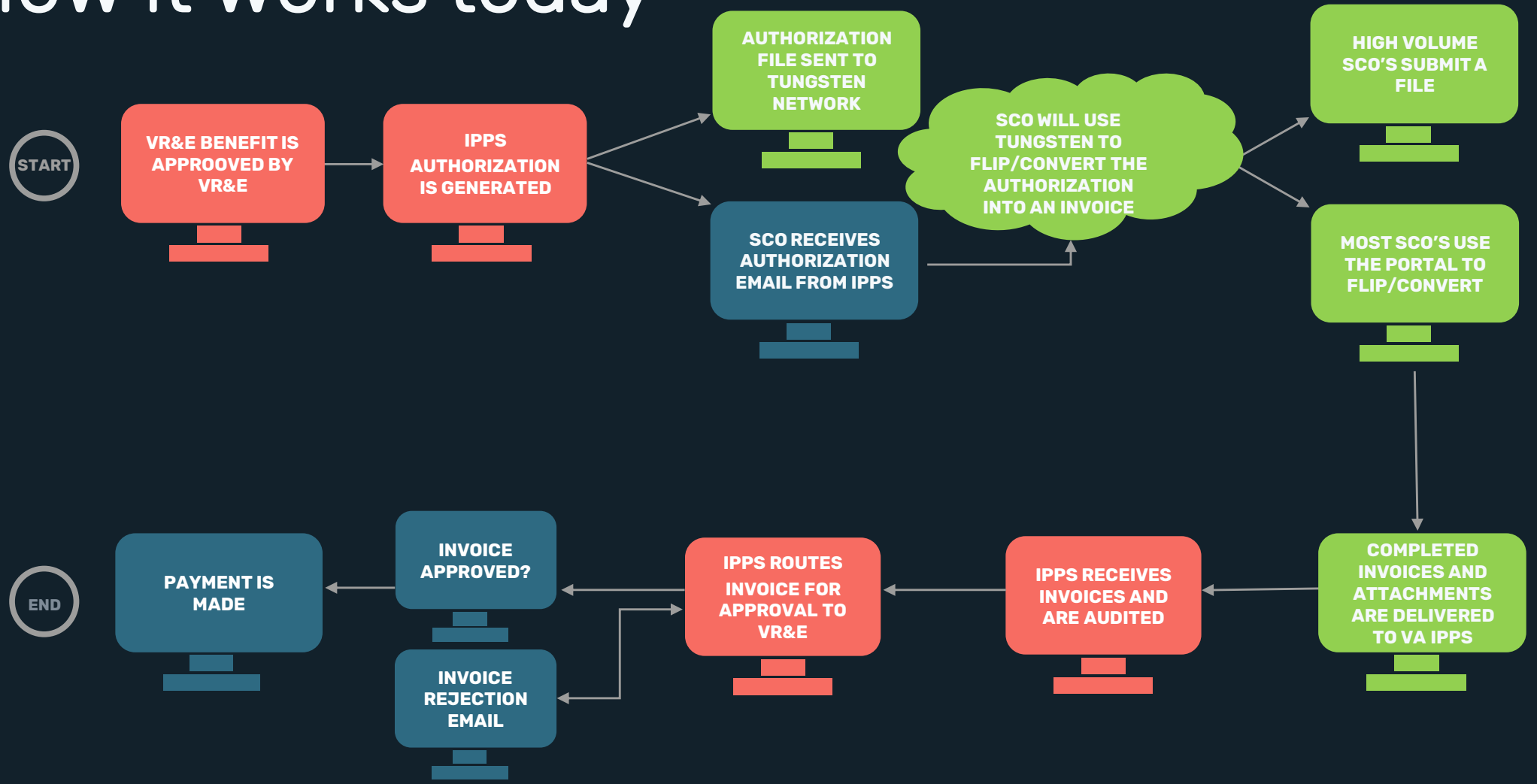
If you need further assistance, please contact VA Financial Services Center at vafsccshd@va.gov or access the vendor inquiry system: https://www.vis.fsc.va.gov

Please do not reply to this email as it is a system-generated notification.

Regards,
Department of Veterans Affairs
Financial Service Center

- SCO can use link in the email to log in to Tungsten to search for Authorization (PO)
- If the facility is not yet registered with Tungsten, use the link in the email to register for an account
- Case Manager's email address is populated in email, should the SCO have questions about Authorization (PO)

How it works today



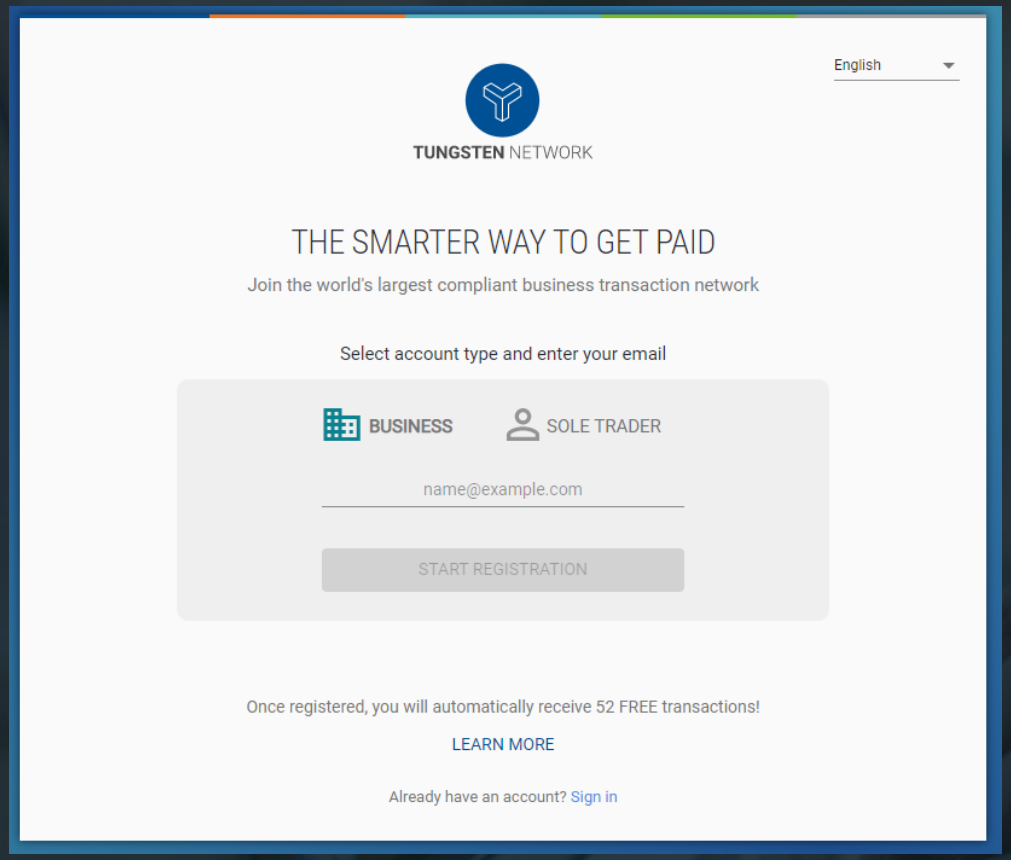
VA-VBA-VR&E-IPPS SCO-SERVICE PROVIDER-VENDOR TUNGSTEN NETWORK

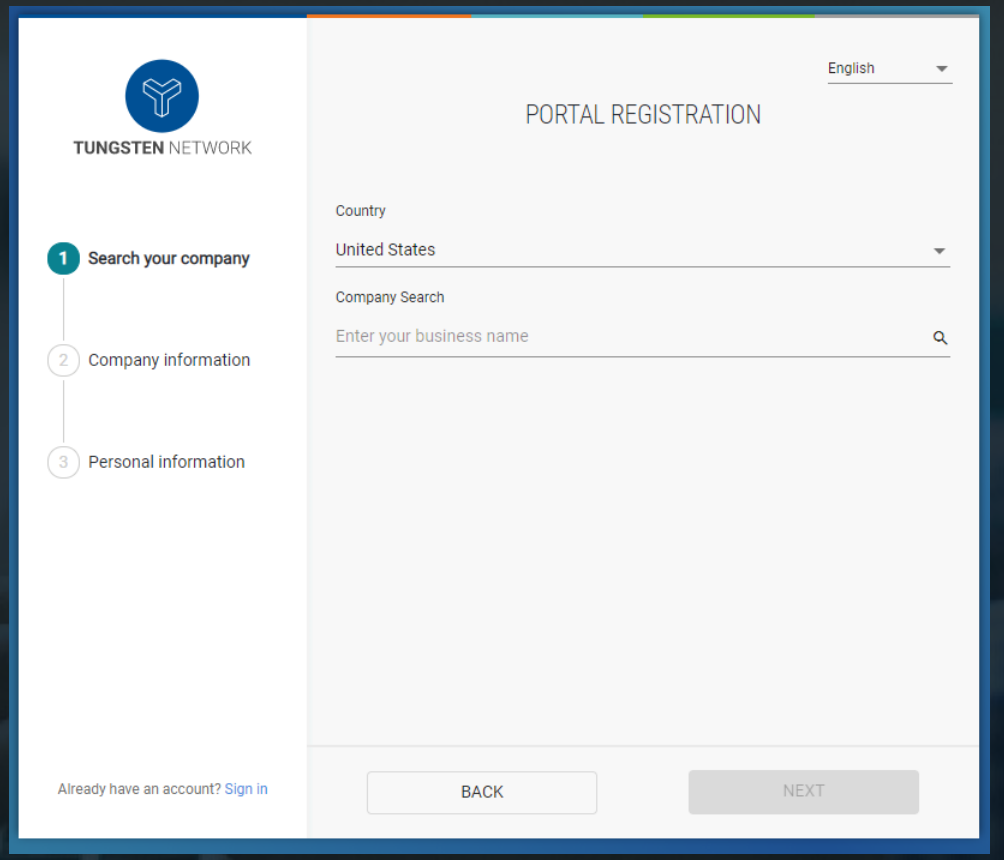
How to invoice VR&E using Tungsten:

1. Register as a vendor on Tungsten
2. Connect to your customer (VA VR&E)
3. Find authorization (PO)
4. Convert (flip) authorization to invoice

Register as a vendor on Tungsten

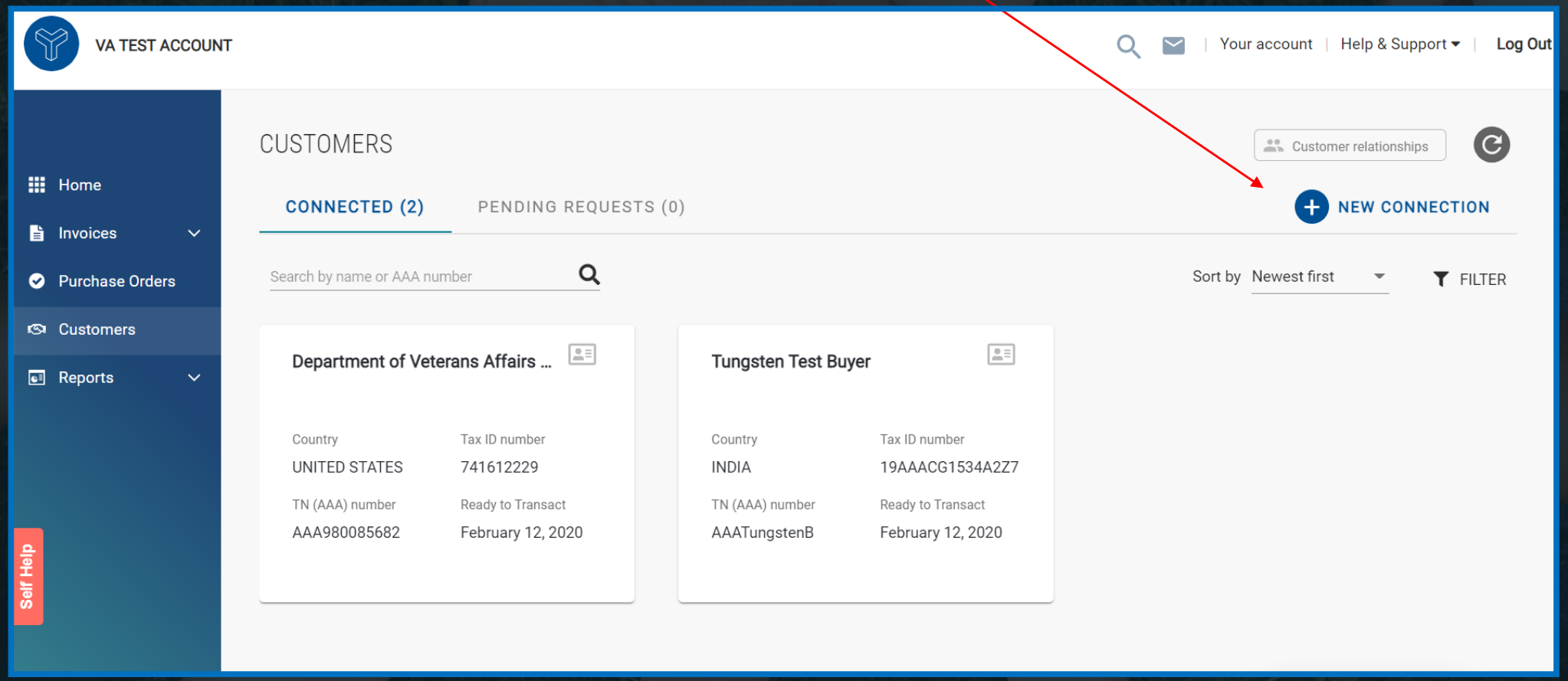
Register an account in Tungsten from https://registration.tungsten-network.com/start.





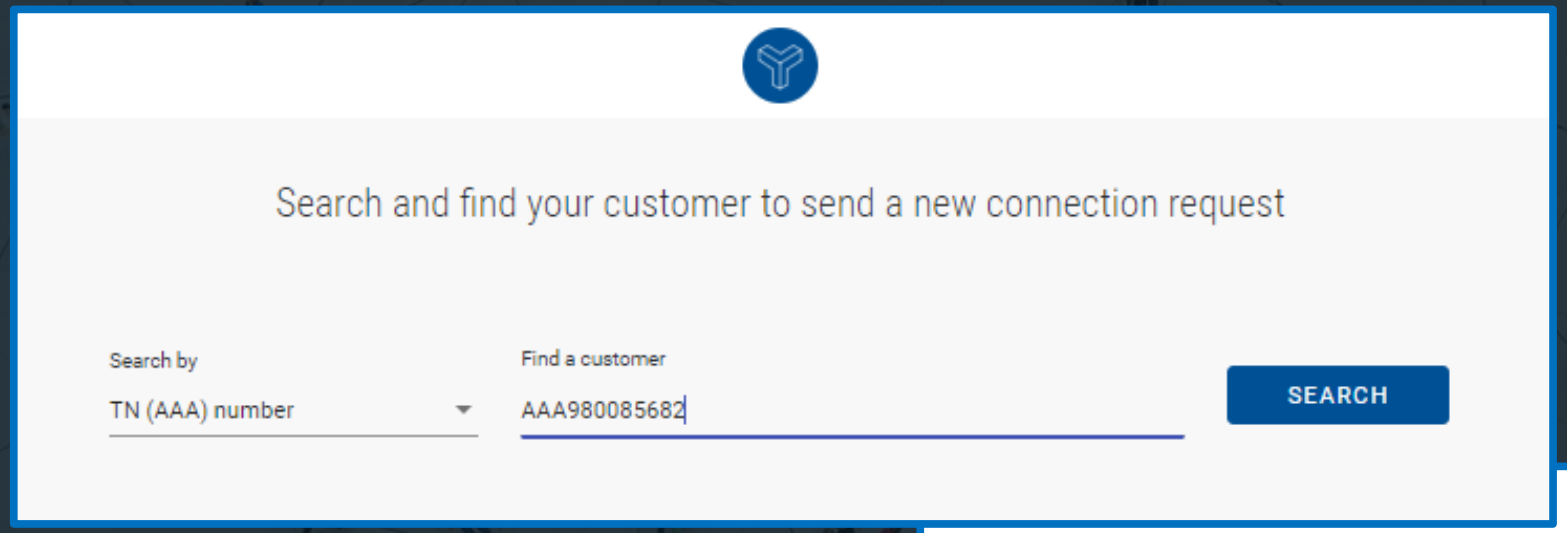
Request a Connection

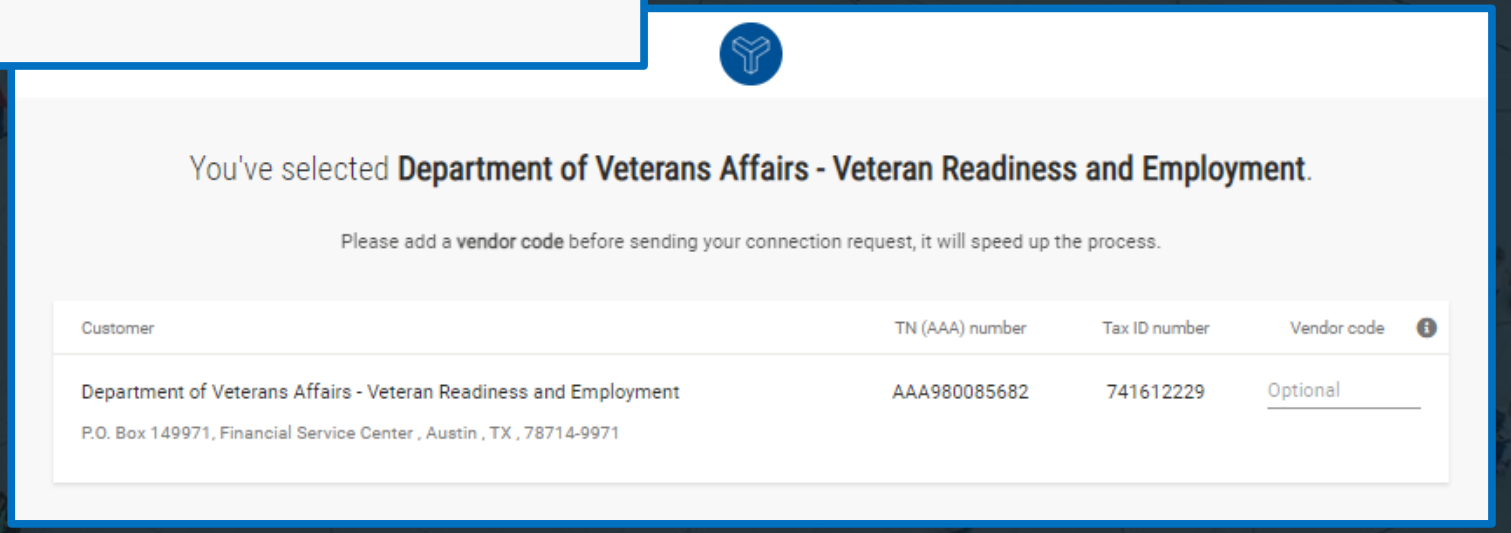
In order to request a connection with the VA account on the Tungsten portal, go to Customers -> NEW CONNECTION as shown below.



Request a Connection

On Search by field change to TN (AAA) number and enter AAA980085682





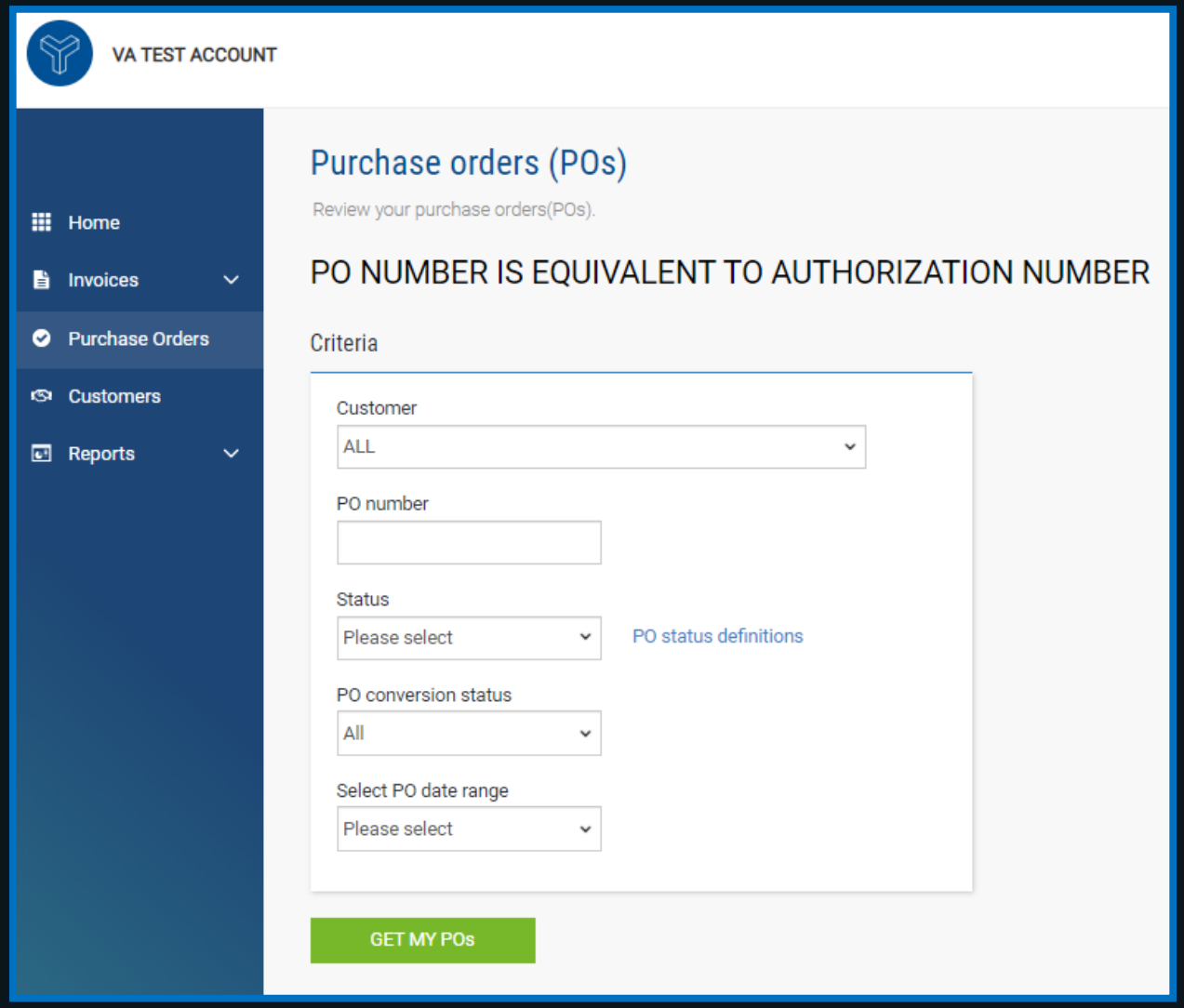
Find your Authorization (PO)

Use the “Select PO date range” dropdown.

Change the range to “Last 12 months” or Custom

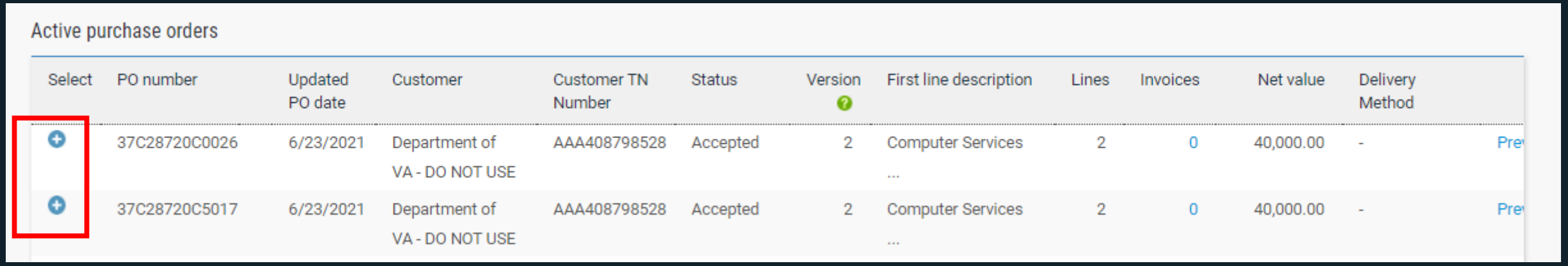
Click on “GET MY POs”

All available Authorizations/POs will appear

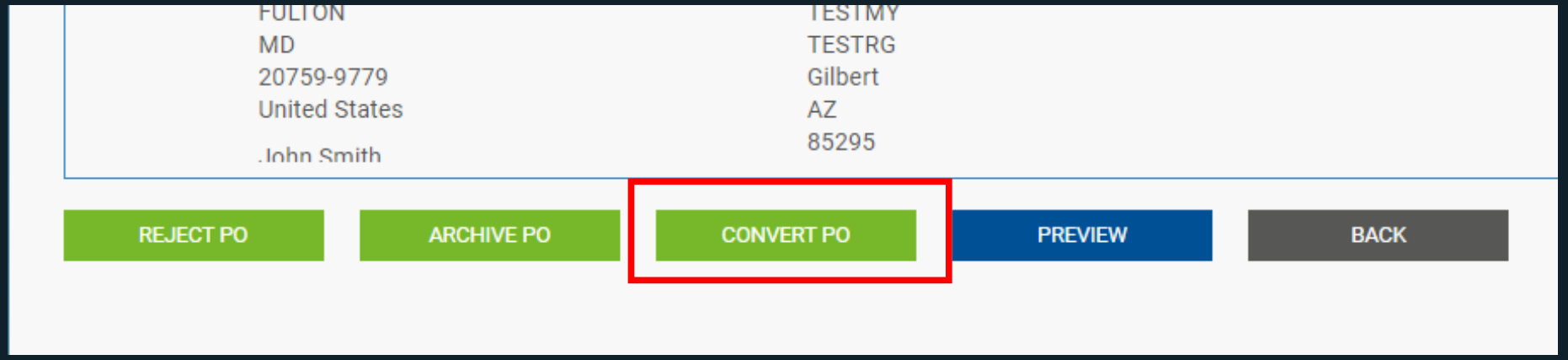


Flip/Convert authorization to invoice

Select + next to the correct authorization/PO number



Verify authorization/PO information. If everything is correct, select CONVERT PO.



Complete all required fields on invoice and submit.

Frequently asked questions

1. What do I do if I do not see my authorization on the Tungsten portal?

   VA Financial Services Center
   - Phone: 1-877-353-9791 option 2
   - Email: vafsccshd@va.gov

2. Can I search for the authorization on the portal, by Veteran's name or social security number?
   No, search is only available by authorization number

3. What if the authorization is incorrect in some way?
   Reach out to your VBA Case Manager

4. Are attachments required? If yes, what do I need to attach?
   Supporting documentation is required. Please reach out to your VBA Case Manager to confirm the attachment requirements.

Requirements for successful submission

Get it right the first time!

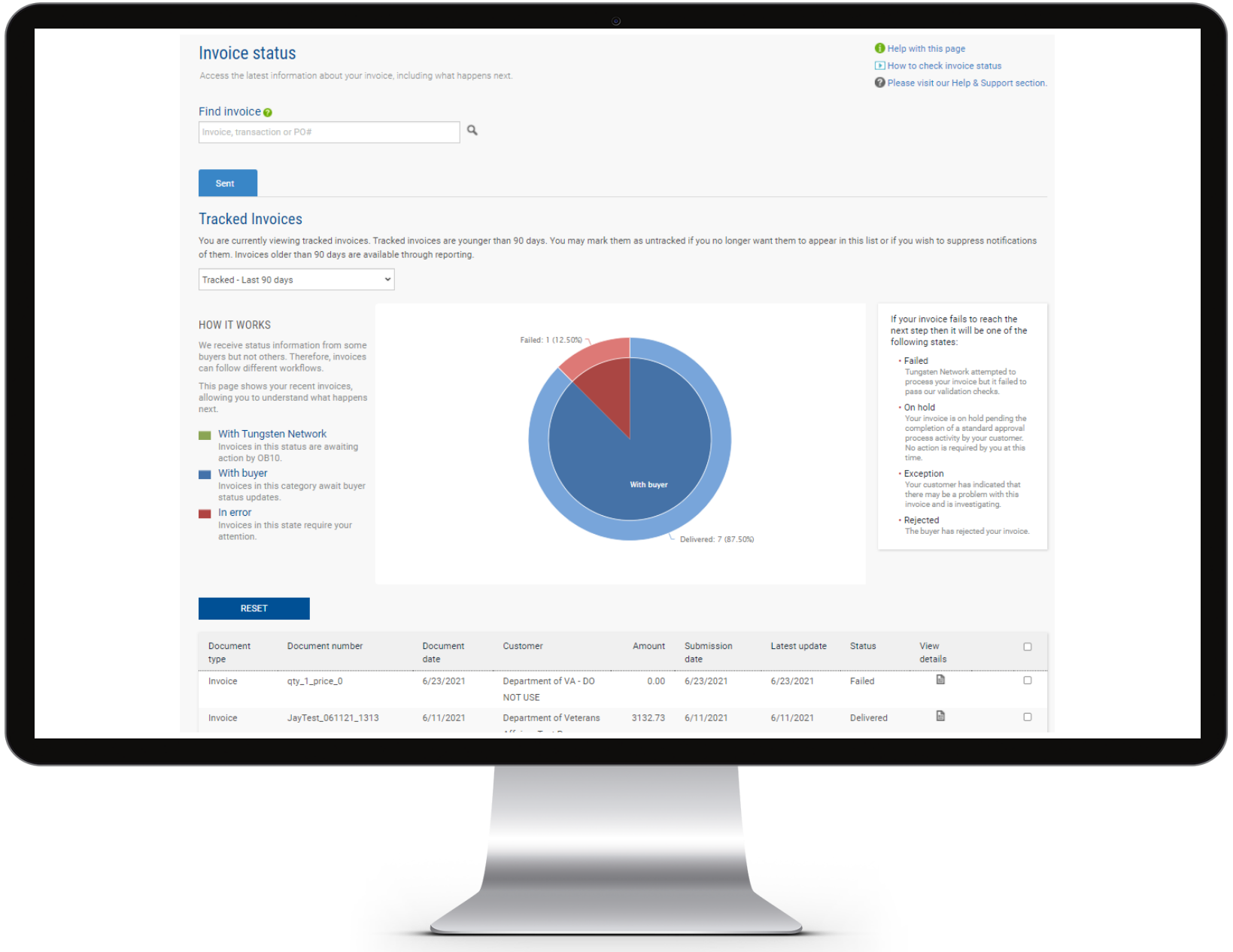
First	• Choose correct customer account on the Tungsten Portal VR&E AAA980085682
Next	• Mandatory to flip/convert the Authorization (PO) into an invoice
Always	• Include required attachments and supporting documents

Checking your Invoice Status

100% End-to-end process visibility

Self-service Status Updates

Updated Daily

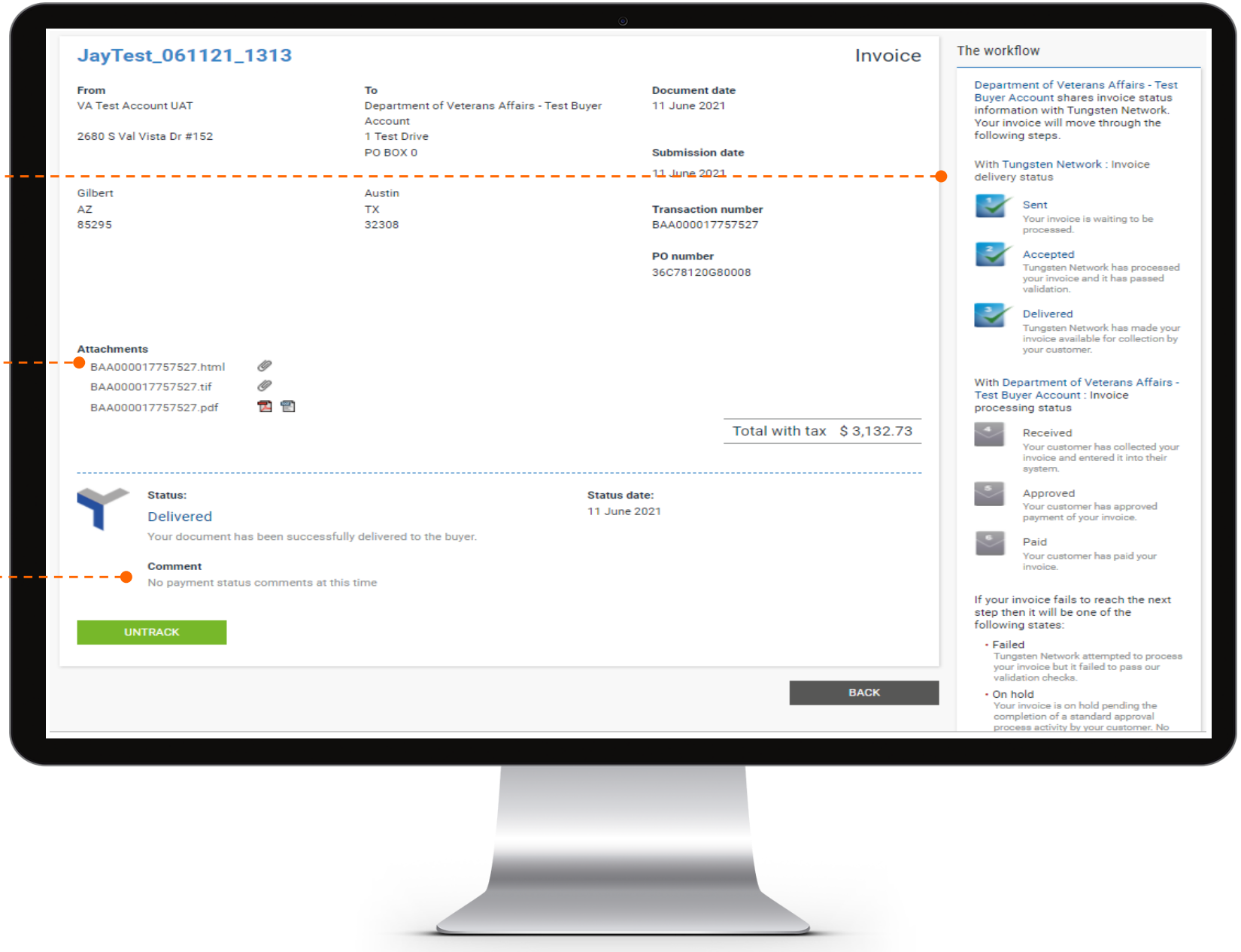


Invoice Status

Status Workflow

Attachments

Custom Comments

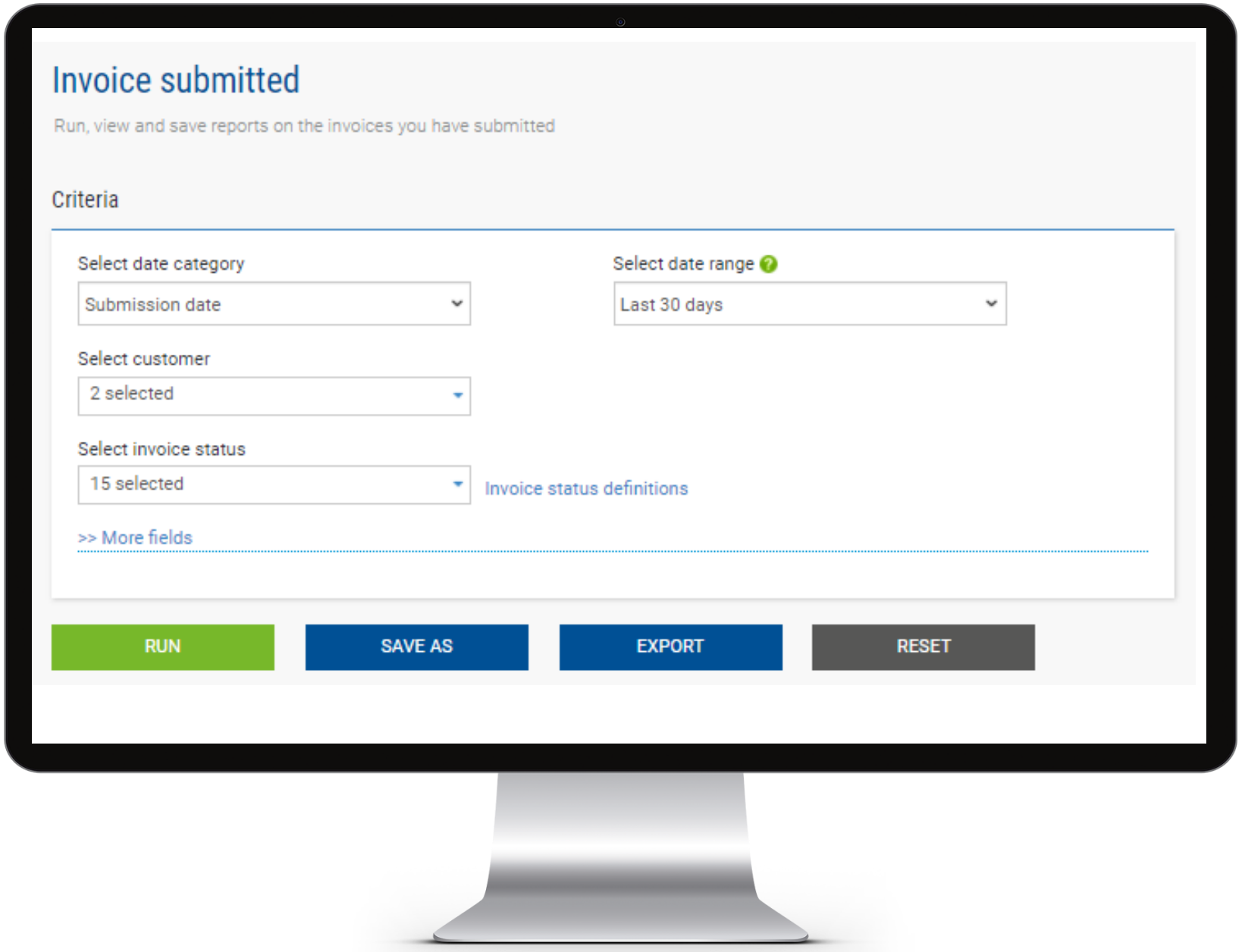


Available Reporting

Reports for Invoices & POs/Authorizations

Custom Date Range

Reports by Status



How to reach Tungsten

- Raise a ticket through the Help & Support section in the Tungsten portal.
    - 24/7 online accessible interactive ticketing system
    - Unique reference number for each enquiry & live acknowledgments

- Raise a ticket via the Tungsten website - www.Tungsten-Network.com/support

- Call on the dedicated Vendor Support phone line
    - 1 (877) 489 6135
    - May also be found at: http://www.tungsten-network.com/us/en/contact-us/

Useful Links

- VA VR&E-Tungsten Microsite

- General Reference Materials on Tungsten Portal

- Tungsten Support Information

Thank you & Questions