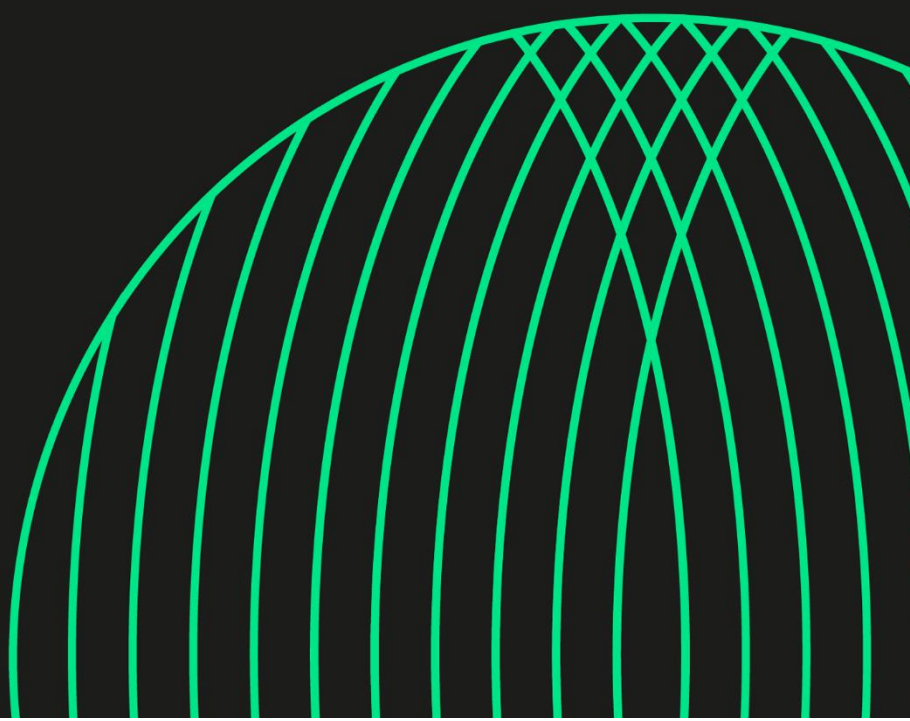
HH Global Tungsten Supplier Guide

HHG UK - HH Associates Ltd

Last Updated: October 2026



Contents

Before you start 1

Register on Tungsten E-Invoicing Network (TeN) 2

Configure your TeN account 2
- Users 2
- Company Changes 2
- Bank Account & Remittance Contact Changes (Non TeN) 3

Connect your TeN account to HH Associates Ltd 3

HHG guide to sending an invoice on TeN 4
- Purchase Order Flow Explained 4
- Find all available POs on TeN 5
- Convert PO to invoice 5
- Add additional POs to a single invoice 7

Approved for partial invoicing 9

Check invoice status 9

Check payment status 10

Troubleshooting 10
- PO not visible on Tungsten 10
- Resolving & resubmitting a failed invoice 11
- Resolving & submitting a rejected invoice 11

Who to contact for support 11

Before you start

Important:

Do not edit, amend or remove any PO details within TeN.

Only fields mentioned in this guide are to be completed.

Changing PO details in TeN will result in an invoice rejection due to a mismatch between HHG & TeN.

If the PO details in TeN are incorrect, contact your HH Global buyer immediately to request corrections.

If contact or payment information is incorrect, contact SupplierGovernance.emea@hhglobal.com

Where updates are required, wait for the revision in TeN before submitting your invoice

Register on Tungsten E-Invoicing Network (TeN)

- Download the **registration approval form** found on the email from SupplierGovernance.emea@hhglobal.com ready to upload

- Go to the TeN registration page https://registration.tungsten-network.com/start
- Enter your email and start registration
- Confirm your company details
- Create a password and sign in
- Verify your email address

Note: If you see a message saying the Tax/VAT number is already in use, your company already has registered with Tungsten. You will need to be added as a user to the existing account - see Configure your TeN Account further below.

Multi-Factor Authentication (MFA)

Tungsten requires users to log in with **MFA every time.**

- Choose **Authenticator App** (recommended) or **Email** (can take up to a minute)
- Follow the on-screen steps
- Enter the 6-digit code when you log in

Configure your TeN account

Users

How to add a User

To be added as a Portal User, contact your company's Admin User. They can follow the steps in the linked video guide

How to find the Admin User

To identify the Admin User on your TeN account, submit a support request to TeN Support using the relevant Contact TeN Support Form.

If the Admin User is no longer available

If the Admin User is no longer available, request an Admin change via Tungsten Support.

Company Changes

Company Name or Address change

If your company name or address changes, you must inform SupplierGovernance.emea@hhglobal.com, and update your details in TeN - guidance here

Note: Supplier Name & Address on Invoice must match the Supplier Name & Address on the PO.

Company Registered Number or VAT change

If your company details change, you must inform SupplierGovernance.emea@hhglobal.com and you will need a new TeN account, Vendor Support will provide connection information.

Bank Account & Remittance Contact Changes (Non TeN)

If you need to make changes to your bank account or remittance email ID, you must inform SupplierGovernance.emea@hhglobal.com.

Any changes to your bank details will be independently verified to support safeguarding against fraudulent attempts. During this control period we are unable to make payment to you, so please ensure you make us aware of any bank changes as early as possible.

Connect your TeN account to HH Associates Ltd

Each PO you receive through Tungsten is issued from a specific VAT number of each HH entity which is determined by a variety of information including (but not limited to) delivery locations and incoterms. Whilst it will always be your responsibility to ensure the tax on your invoices is correct, we would like to explain how we would normally expect to receive your invoices using our most common scenarios:

1. *If you receive a PO with an HH VAT number from the same country as yours, we would normally expect you to charge us local VAT. This applies even if the goods cross a border as in this situation, we would probably be the ones reporting any cross-border movement.*
2. *If you receive a PO with an HH VAT number from a different country to yours which also matches the delivery location, we would normally expect you to select VAT reverse charge and treat it as an intracommunity supply or export if the delivery is outside the EU.*
3. *If you receive a PO with an HH VAT number from a different country to yours which does not match the delivery location, this would normally fall under the triangulation regime.*

Should your situation fall outside these examples, and you are in doubt of the correct process, please do not hesitate to reach out and ask to speak to our tax team.

To ensure all HH Associates Limited Purchase Orders are visible in Tungsten, it is essential that you connect to all six HH Associates Limited entities listed below.

HH Entity Name	VAT Number	Tungsten AAA Number
HH Associates Ltd	GB269137086	AAA892064270
HH Associates Ltd - CZ VAT	CZ687619505	AAA309988590
HH Associates Ltd - DE VAT	DE253219498	AAA642534689
HH Associates Ltd - ES VAT	ESN8269754A	AAA240424598
HH Associates Ltd - IE VAT	IE9978878J	AAA713235893
HH Associates Ltd - NL VAT	NL813211037B01	AAA677736464

- Sign into TeN on this link - https://authentication.tungsten-network.com/loginк
- Select Connect today
- Select New connection
- Choose Search by Tungsten (AAA) number
- Enter the relevant HH Global AAA number from the list above
- Enter the primary vendor code shown on your approval form
- Select Confirm
- Upload the approval form provided by SupplierGovernance.emea@hhglobal.com
- Select Send

HHG guide to sending an invoice on TeN

Purchase Order Flow Explained

Understanding the purchase order journey is key to successfully submitting invoices on TeN

Step 1 - Wait for goods receipt
Supplier must upload the POD to Hub
Buyer must mark the PO as complete in Hub
Once completed, the goods receipt will appear in Tungsten (allow up to 60 minutes)

Important - Invoicing HH Associates Ltd (Baldock):

Our Baldock team do not use Hub. Suppliers must have a **SAP Purchase Order Number**, you cannot invoice against a requisition number. Open PO's must be goods receipted by our HH Associates Ltd (Baldock) team before the PO will be available in Tungsten.

Step 2 - Check PO availability in Tungsten
If the PO is not visible, the PO has not yet been receipted in Hub
If the PO is visible, continue

Step 3 - Convert the PO in Tungsten
Convert the available PO into an invoice in Tungsten

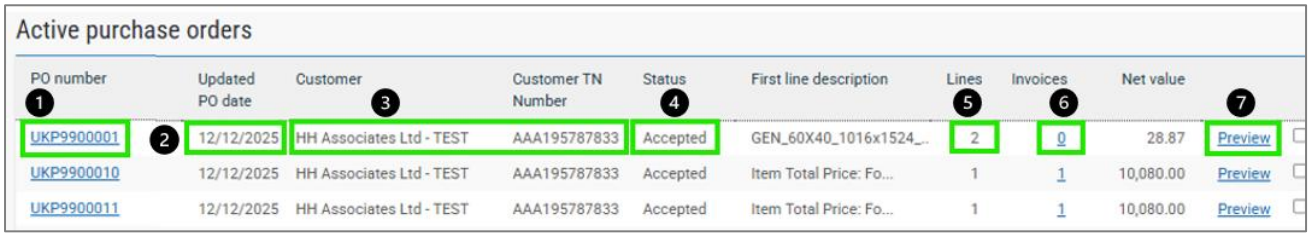
Step 4 - Check submission status
After submission, validation can take up to 15 minutes
- ***Accepted*** - your invoice has been successfully accepted by Tungsten
- ***Failed*** - you will receive an email with failure details, reactivate the invoice, correct and resubmit

Step 5 - Check final status in Tungsten
Once accepted by Tungsten, the invoice is sent to HHG for verification
You must check the Tungsten portal the next working day
- ***Approved*** - your invoice has been successfully processed and will be included for payment
- ***Rejected*** - no email notification will be sent, you must check the Tungsten portal for the rejection reason, correct and resubmit

Find all available POs on TeN

- Login to TeN Portal
- Select Purchase Orders from the blue left-hand menu
- At the bottom of the criteria table, in Select PO date range, select Last 12 months
- Select Get My POs

Note: This includes all POs that are new to Tungsten or were not successfully invoiced previously



1. Select to begin invoicing
2. Date PO accepted into TeN. *Supplier receives email notification*
3. HHG purchasing entity. *Do not include multiple purchasing entities on a single invoice*
4. PO Status. *This is not an invoice status*
5. Number of lines on PO. *The invoice must have the same number of lines*
6. Invoice attempts per PO. *Any number indicates previous unsuccessful submissions.*
7. Select to download a PO copy. Use this to check your details match the details on TeN

Convert PO to invoice

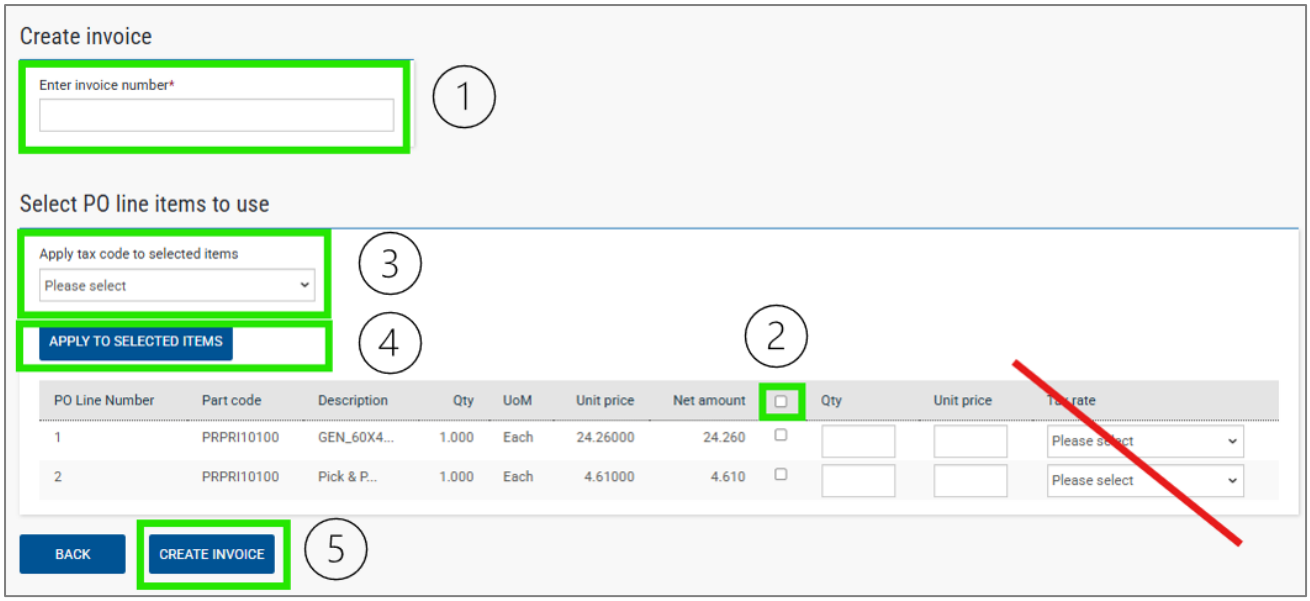
Important:

Do not edit, amend or remove any PO details within TeN.
Only fields mentioned in this guide are to be completed.
Changing PO details in TeN will result in invoice rejection due to a mismatch between HHG & TeN.
If the PO details in TeN are incorrect, contact your HH Global buyer immediately to request corrections.
If contact or payment information is incorrect, contact SupplierGovernance.emea@hhglobal.com
Where updates are required, wait for the revised PO to be issued in TeN before submitting your invoice

1. Check the TeN PO details match your invoice by previewing each PO you want to invoice (figure 7 on above visual)

2. Click on the first, or only PO Number you want to invoice. *If you are consolidating POs onto one invoice, we recommend you choose the PO with the most line items first (figure 1)*

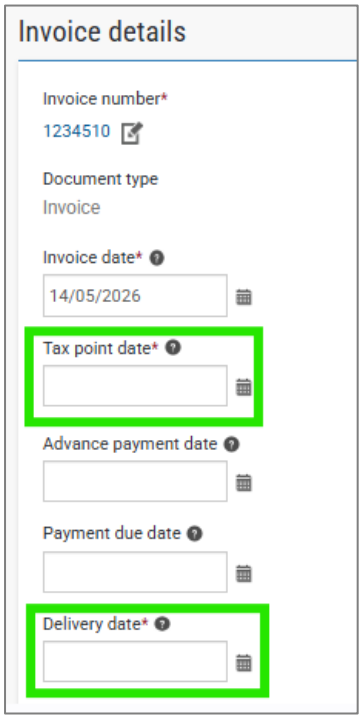
3. Select Convert PO



1. Add your invoice number
2. Tick the box to select all
3. Choose your tax rate
4. Select Apply to Selected Items
5. Select Create Invoice

- In the next screen, select Confirm

- In the next screen, under Invoice details
    - Complete Tax Point Date. *Ensure the tax point date reflects your legal invoicing requirements in your country"*
    - Complete Delivery Date *of goods or services*
    - **Do not edit, remove or add data in any other fields or your invoice will fail or be rejected.**



- To add additional purchase orders to the invoice, this can be done now by selecting Add
- **If not, press Send.**

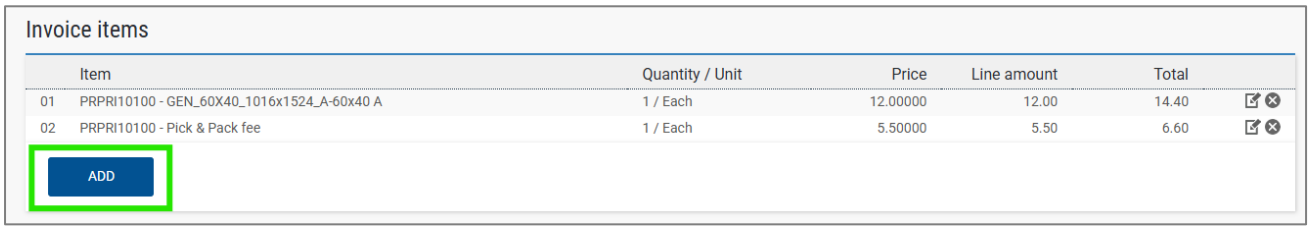
Add additional POs to a single invoice

- Start with guidance from the section Convert PO to invoice

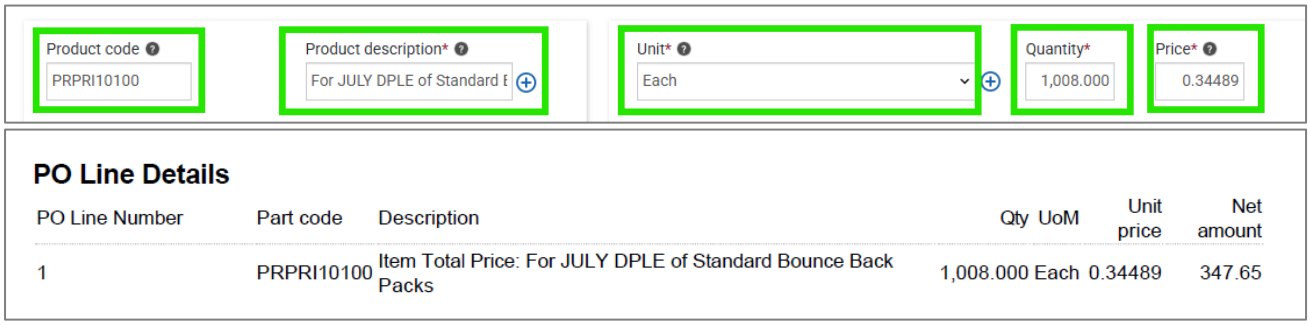
Note: Currently, multi-PO invoicing requires manual line-level data entry. To reduce effort and errors, we recommend submitting one PO per invoice. If multi-PO invoicing is necessary, copy and paste the line data exactly from the TeN PO downloaded from the preview screen. Any differences between the PO and invoice line data will result in invoice rejection.

You can only combine POs if all are the same:

- **Purchasing entity**
- **Currency**
- **Tax code**



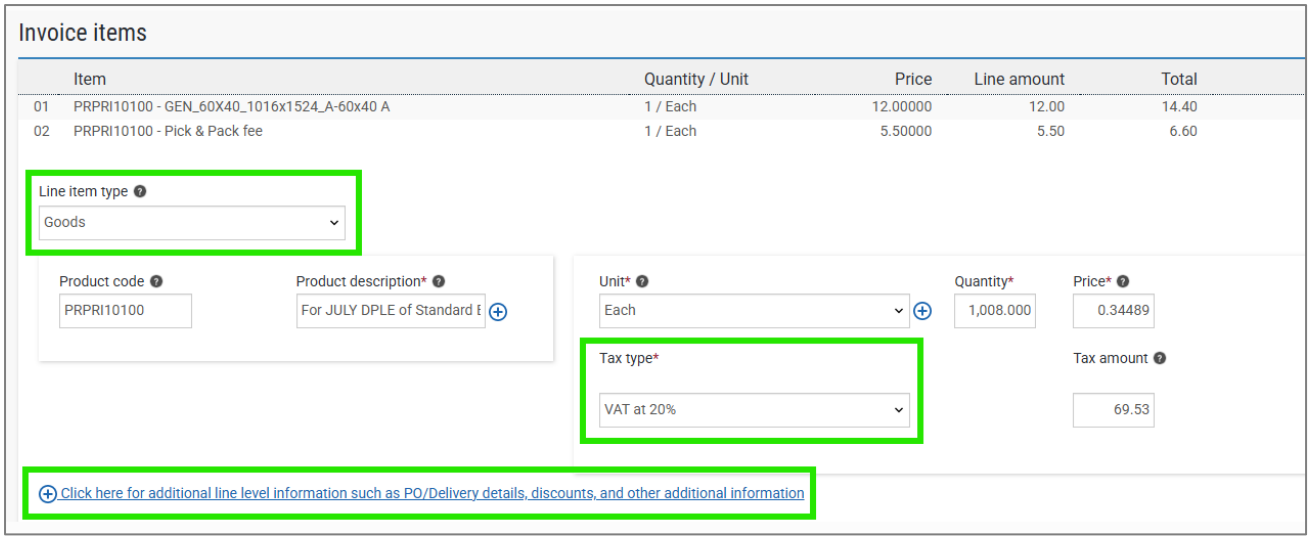
- Complete these five fields by copying & pasting data from the TeN PO



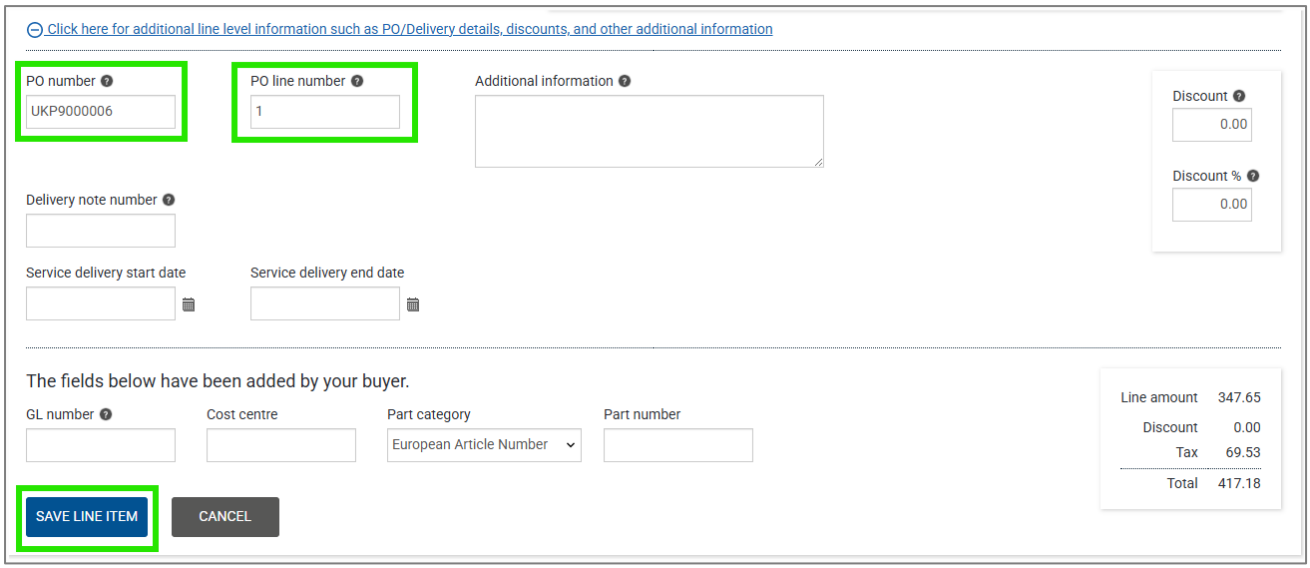
PO Line Details

PO Line Number	Part code	Description	Qty	UoM	Unit price	Net amount
1	PRPRI10100	Item Total Price: For JULY DPLE of Standard Bounce Back Packs	1,008.000	Each	0.34489	347.65

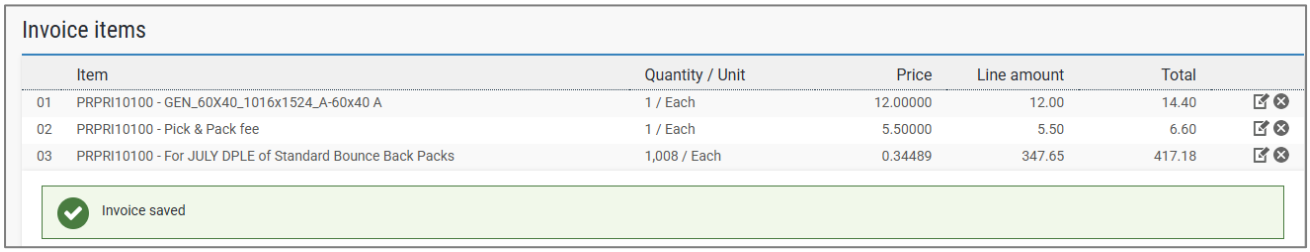
- Complete: **Line Item Type:** Select Goods or Services
- Complete: **Tax Type:** Select the correct tax treatment. *All POs must have the same tax treatment*
- Click: **To add additional line level information**



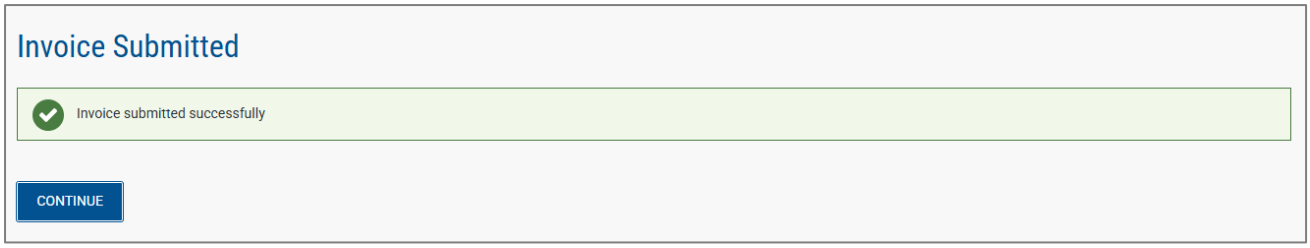
- Add in PO number
- Add in PO line number - *from TeN PO data*



- Select Save Line Item



- Repeat for each line item in the PO
- When complete, **select send**



Note: The invoice will now go through a 2 step approval process. If your invoice fails the 1st verification, you will be notified by email with a failure reason code. On the 2nd verification, currently, you will not be notified by email, you must check the invoice status in TeN next day. Please find guidance for failed or rejected invoices further in the guide.

Approved for partial invoicing

Partial invoicing is only permitted where this has been agreed in advance with your HH Global buyer.

- You can only partially invoice a PO if your HH buyer has approved this in Hub and marked a quantity as delivered
- POs will only appear in Tungsten once a delivery (or part of a delivery) has been approved in Hub
- Each time a delivery is approved:
  - The relevant quantity and value become available for invoicing in Tungsten
  - You can submit an invoice for the approved quantity only or the invoice will be rejected
- When you submit an invoice:
  - The PO will close in Tungsten after the invoice is submitted
  - The PO will reopen when the next delivery is approved in Hub
- If multiple deliveries are approved at the same time:
  - The full approved quantity and value will be visible in Tungsten
  - You can either:
    - Submit one invoice for the full PO, or
    - Submit separate invoices for smaller quantities that align with the agreed delivery amounts not any other smaller quantities
- Important rules:
  - Each invoice must match the quantity and value available in Tungsten
  - Only invoice quantities that have been approved in Hub
  - Do not combine multiple deliveries into one invoice unless invoicing the full PO

If partial invoicing has not been agreed, you must invoice the full PO only

Check invoice status

There are 2 ways to check the invoice status;

1) If the invoice was submitted within the last 30 days.

- In the blue menu bar on the left, go to "Invoices" - "Invoice status"
- Enter your invoice number in the "Find invoice" field
- Click on the search icon or press enter to search for the invoice

To understand further what each status means, click here for TeN guidance

2) **If the invoice was submitted more than 30 days or you want to see all invoices submitted**
   - In the blue menu bar on the left, go to "Reports" - "Invoices submitted"
   - Select the needed criteria: your account, your customer's account, invoice status, etc.
   - Click on "RUN"
   - Click on "Export" to export the report in either CSV or Excel.
   - Click on "Save as" in order to save the report as a custom report to run another time. Once saved, you can view your saved reports by going to "Reports" - "My reports". From there, you can export the saved report, load the report criteria to run again or delete the report.
   - Click on "Reset" to reset the filters.

For video guidance please click here.

Check payment status

If the invoice status is Approved, and you have any payment or remittance concerns, you can contact our Accounts Payable Team at vendor.queries@hhglobal.com

Troubleshooting

PO not visible on Tungsten

1. **Have you uploaded the Proof of Delivery?**
   - Proof of delivery is required before the PO can progress
   - Guidance on uploading a POD is available within the Hub Supplier Guide

2. **Has the HHG Buyer marked the PO complete in Hub?**
   - Check PO status in Hub
   - If the PO is not complete, speak to your HHG Buyer (details on the PO)
   - If the PO is cancelled, it cannot be invoiced. Speak to your HHG Buyer for new PO
   - Guidance on checking PO status is available within the Hub Supplier Guide

3. **Are you connected in Tungsten to the HHG Entity &Tax ID shown on the PO?**
   - Check you are connected in Tungsten to the correct HH Global entity and Tax shown on the PO

4. **Still Cannot See the PO?**
   - If all checks above are complete and the PO is still not visible
   - Email: SupplierGovernance.emea@hhglobal.com
   - Include
     - PO number
     - Your Tungsten Network AAA
     - Use subject line: Urgent Invoicing Issue - Your Company Name

Resolving & resubmitting a failed invoice

Resolving a failed invoice

TeN offers guidance for resolving Failed Invoices – please find on this link

Resubmitting a failed invoice

TeN offers guidance for reactivating Failed invoices - please find on this link

Resolving & submitting a rejected invoice

Resolving a rejected invoice

HHG offers guidance for resolving Rejected Invoices - please find on this link

Resubmitting a rejected invoice

- A rejected invoice cannot be edited or reactivated
- You must create a new invoice by converting the PO again
- Duplicate invoice numbers are not accepted in TeN - use a new invoice number
- If you cannot create a new invoice number, contact Tungsten Support to request deletion
- You must provide: Invoice Number, Transaction Number, and reason for deletion
- Tungsten will request approval from HHG and notify you when you can resubmit
- Once approved, the invoice will return as a “Saved Invoice” where you can edit and resubmit

Who to contact for support

For queries related to purchase orders, contact your HHG Buyer
For connection & troubleshooting, email SupplierGovernance.emea@hhglobal.com
For payment & remittance queries, email vendor.queries@hhglobal.com
For general TeN guidance and support, click here
For guidance on other HHG entities on TeN, click HHG TeN Microsite