

Frequently Asked Questions

PO Services for KAUST

As you are sending Invoices to KAUST via the Tungsten Network; KAUST will now also publish their purchase orders on the Tungsten Network Portal. **You can see if you have a PO from KAUST under the “My Po’s” tab on the portal of your Tungsten account.**

How do I use PO Services when I use an Integrated Solution account?

You can see whether KAUST has published purchase orders for you under the “**My PO’s**” tab on your Tungsten-portal. Please make sure you are billing against the correct PO-number as KAUST publishes them on the Tungsten Portal.

Will KAUST still send the PDF-PO that we used to receive?

Yes, KAUST will keep sending you their own version of the PO via email, but for a grace period after this service has gone Live. There is a grace period to enable you to get used to finding your PO’s on the Tungsten Portal. When KAUST stops sending the PO via email/PDF, please refer to the My PO’s tab on your Portal.

I received a PO as a PDF from KAUST, but I don’t see the PO in the Tungsten-portal; what should I do?

Because this service is newly launched; the PO version that will be displayed on the Tungsten portal; may be published a little later than the moment you receive the PDF version as you do currently. It may take 2 to 3 working days for the PO to appear also on the Tungsten Portal. When KAUST decides to stop sending the PO via the old way; we will have made sure the PO can be uploaded with the same frequency as KAUST is sending it to you via email currently.

Will we need to change anything in the structure of the data file we now send to KAUST?

No, but **please make sure that your invoice contains the correct PO number as referenced under “My Po’s tab on your Tungsten account.**

I have just registered an account with Tungsten Network, can I receive PO’s from KAUST immediately?

Please allow 2-3 working days for the settings to become effective. We first have to make sure your trading-relationship is set up with KAUST. There has to be a vendor code in place on the Tungsten Network for the relationship between you and KAUST (this will enable e-invoicing at first and if you are eligible for receiving PO’s from KAUST, please keep an eye on the “My PO’s” tab on your portal.

How will I know that KAUST has published PO's for me to invoice?

Please keep an eye on the “My PO's” button on your portal. You can always reach out to our [Tungsten Support](#) for a helping hand:

Our company uses an Integrated Supplier account on the Tungsten Network; how does this work differently than a Web Form?

The way you can check the PO's that KAUST publishes under the “My PO's” tab on your portal is the same. Please make sure though, that your invoice-data files contain the correct PO information as provided in the PO as KAUST published it on your Tungsten Portal. Think of items such as PO Number, line description, and quantity.

Are there any costs involved to use PO Services for KAUST?

No, this is an addition that implies no extra fees for the suppliers that are eligible to use it.

Will this mean our Tungsten-contract will change?

No, you can use the PO Service for free

Can Tungsten offer assistance in multiple languages?

Yes, Tungsten provides **Sales, Implementation** and **General Support** services in English, French, German, Dutch, Spanish, Italian, Polish and Portuguese.

Tungsten also has local client services numbers for the following countries:

Australia +61 1800035399

Austria +43 19280722

Belgium +32 24031012

Brazil +55 1149508725

Denmark +45 80885818

Finland +358 800118871

France +33 170708109

Germany +49 69222220293

Ireland +353 12477710

Italy +39 0236006341

Malaysia +60 1800813158

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North America +1 877 752 0900

New Zealand +64 800448121

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Singapore +65 8001204757

South Africa +27 105008826

Spain +34 914141473

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Switzerland +41 445801466

UK +44 870 165 7430

UK line for Tesco customers +44 870 626 2023

US Datacenter +1 877 489 6135

Other APAC Countries +60 3 920 77877

Buyer Support numbers

EU +44 20 7406 5568

US +1 770 698 2961

Is there further information available on the Tungsten service?

Yes, please visit www.tungsten-network.com/Apple

How do I learn more about becoming a buyer using the Tungsten Network service?

Please visit www.tungsten-network.com