Get ready to e-invoice

Supplier Implementation Guide

TUNGSTEN **NETWORK**
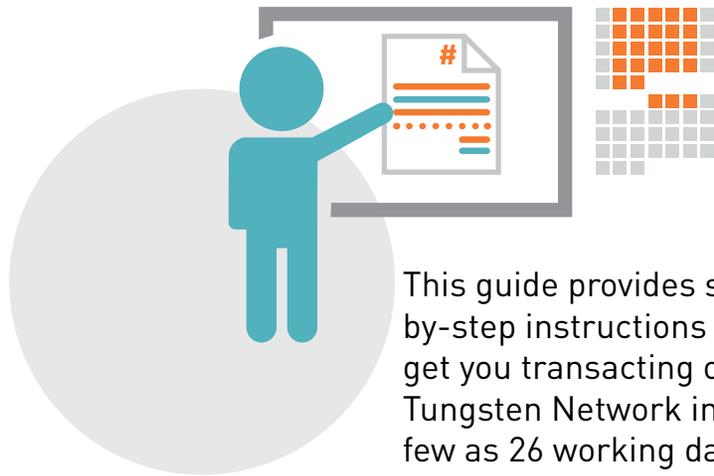Trusted connections. Streamlined transactions.

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Welcome to Tungsten Network

We're proud to welcome you to Tungsten Network, the world's most trusted, compliant business transaction network. Our secure platform automates and streamlines the invoicing process and brings Buyers and Suppliers closer together, while maximising efficiency and improving cash flow management.

Before you start

This guide provides step-by-step instructions to get you transacting on Tungsten Network in as few as 26 working days.

If you have any questions, or if you require assistance completing any of these steps, please call or email your Tungsten Implementation Specialist. If you are unable to reach your Implementation Specialist, email implementation support at implementation@tungsten-network.com. You will be contacted within 24-48 hours.

Your implementation duration may vary depending on the complexity of your e-invoicing configuration, which can also be influenced by the needs of your Buyer. All implementation steps must be completed, and you must be transacting on the Network within a maximum of 50-60 days. Depending on your area and level of expertise, you may need help from your IT or Accounts Receivable staff.

Please note that the scope and terms of your support are specified in the Service Level Agreement in the Appendix

1
Receive files

Make sure you have received these materials
from your Implementation Specialist:

• **Implementation Worksheet**
  (EN - Tungsten Network Worksheet.xlsx)
  from your Implementation Specialist.

• **Master Map Technical Documentation zip file**
  corresponding to the Master Map file type
  you are using.

  Note: Tungsten Network supports 9 different file types. If you haven't
  already done so, you can download the appropriate .zip file at our Supplier
  Implementation Files page

DAY
1

● Customer tasks
● Tungsten Network tasks

2

Complete the worksheet

Complete the fields in the Master Map Set Up Information tab **ONLY.**

Review, but do not fill out the Country Specifics, Buyer Specifics, and Tungsten Specifics tabs, which contain pre-filled information from Tungsten Network's compliance team regarding the minimum data requirements to convert your documents into legally-compliant e-invoices.

| Implementation Process | Build or Set Up Information | Country Specifics | Buyer Specifics | TN Specifics | Supplier Specifics | Test Scenarios |

Please complete this step in no more than **2 days.**
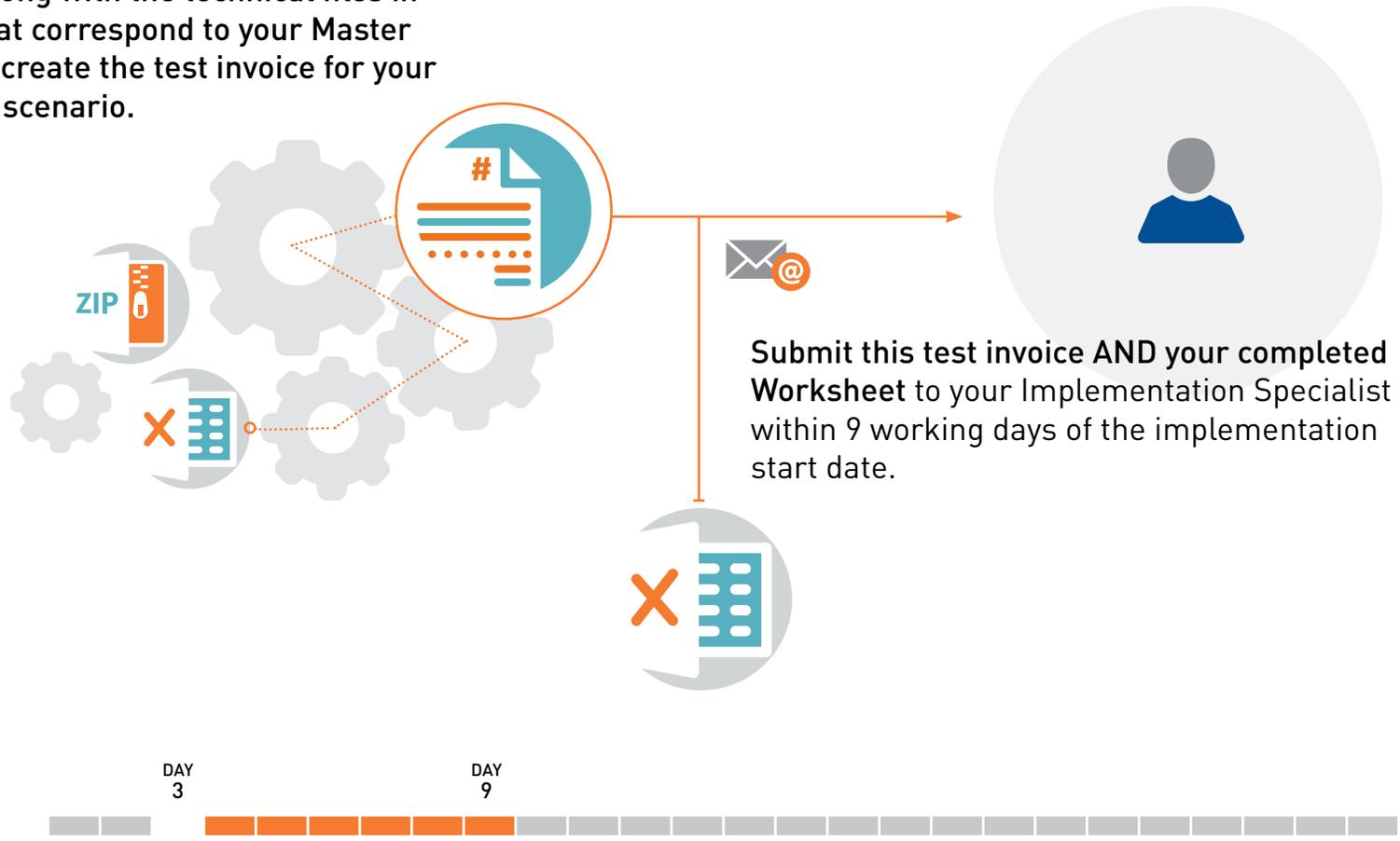
DAY
2

● Customer tasks

● Tungsten Network tasks

3
Create a test invoice and submit with worksheet

Using the information in the Implementation Worksheet, along with the technical files in the .zip file that correspond to your Master Map file type, create the test invoice for your first invoicing scenario.

Submit this test invoice AND your completed **Worksheet** to your Implementation Specialist within 9 working days of the implementation start date.
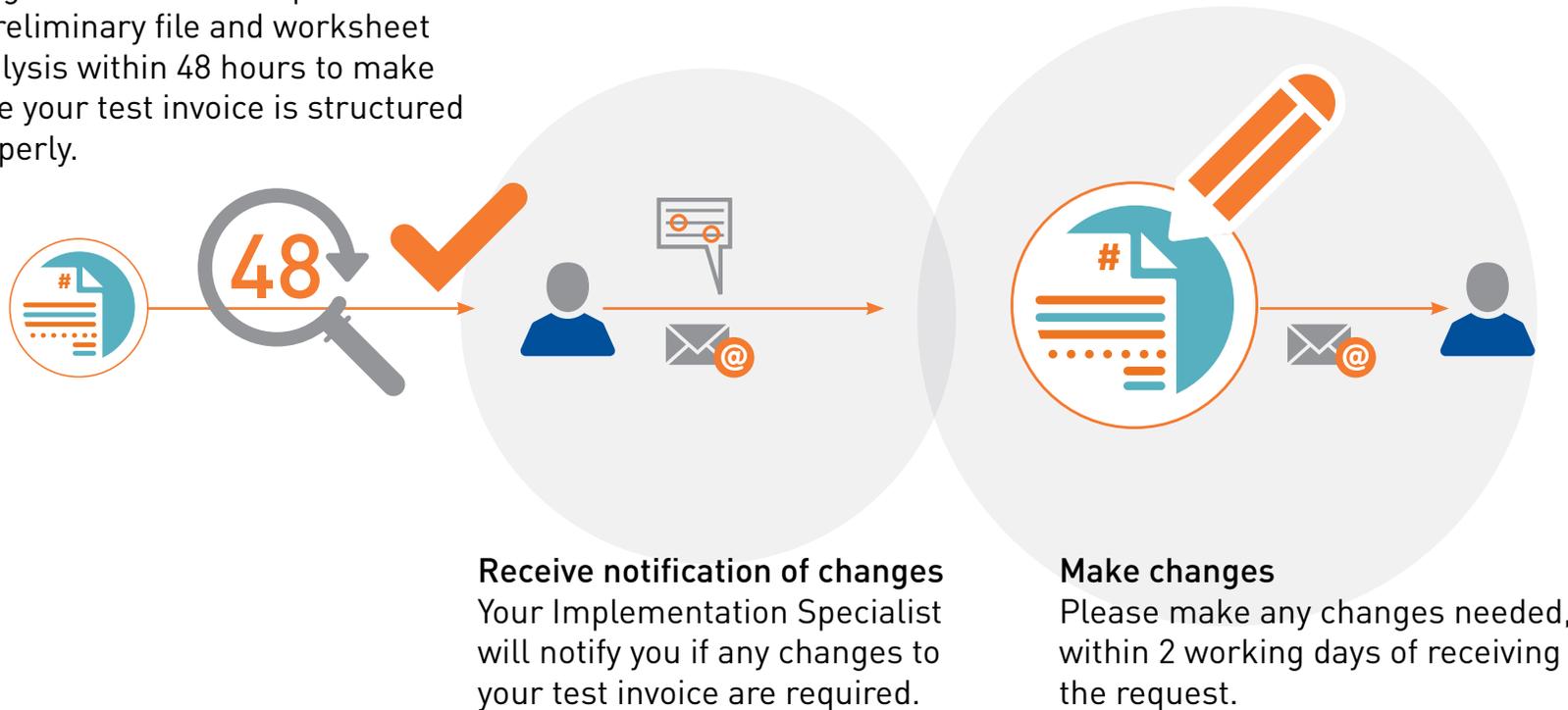
DAY
3

DAY
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● Customer tasks

● Tungsten Network tasks

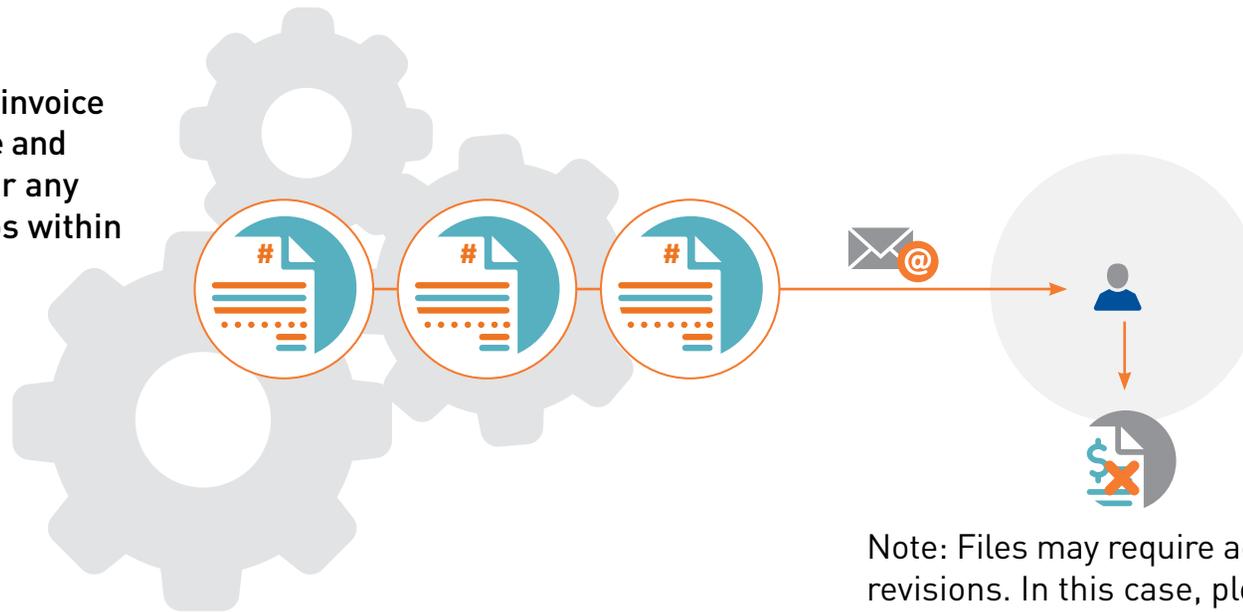**4**

Review the test invoice

File and worksheet analysis
Tungsten Network will perform a preliminary file and worksheet analysis within 48 hours to make sure your test invoice is structured properly.

Receive notification of changes
Your Implementation Specialist will notify you if any changes to your test invoice are required.

Make changes
Please make any changes needed, within 2 working days of receiving the request.

DAY
10

DAY
13

● Customer tasks

● Tungsten Network tasks

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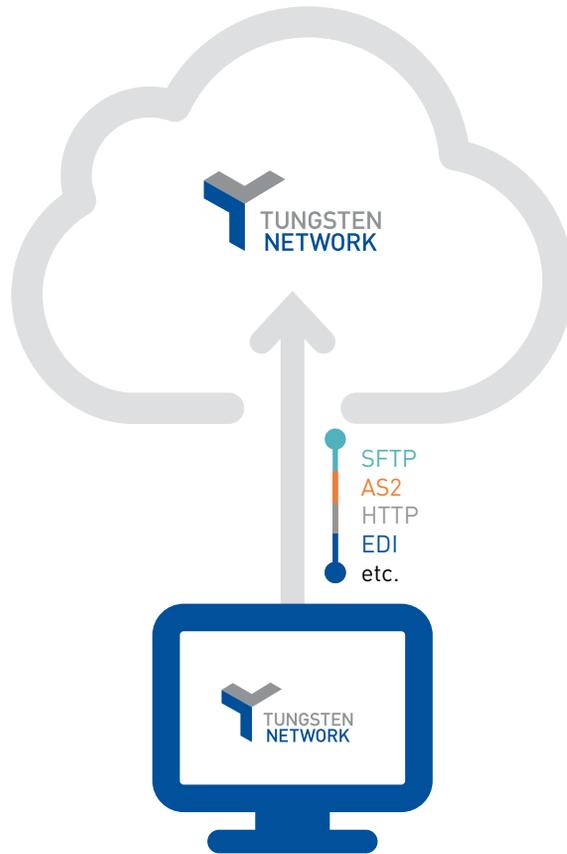# Create and submit the files for any remaining invoicing scenarios

Once the first test invoice is approved, create and submit the files for any invoicing scenarios within 3 working days.

Note: Files may require additional revisions. In this case, please ensure that all revised files are submitted within 5 working days of test invoice approval.

DAY
14

DAY
18

● Customer tasks

● Tungsten Network tasks

6

Set up your connection

SFTP
AS2
HTTP
EDI
etc.

Connect to the Tungsten Network via the method you specified in the Implementation Worksheet.

A variety of file transfer methods are available, including SFTP/AS2, HTTP and EDI.

For a complete list please visit the Supplier Implementation Files page.

Please complete this step in no more than **2 working days.**

Remember that you can always send your invoices directly through the Tungsten Network portal if you experience any connectivity issues.

DAY
19

DAY
20

● Customer tasks

● Tungsten Network tasks

7
Review and approve PDF e-invoice

Receive PDF invoice
Within 2 working days after you submit the files for your remaining invoicing scenarios, you will receive, via email, a "human readable" PDF version of your invoice, after Tungsten Network has mapped your Master Map data against the Tungsten database.

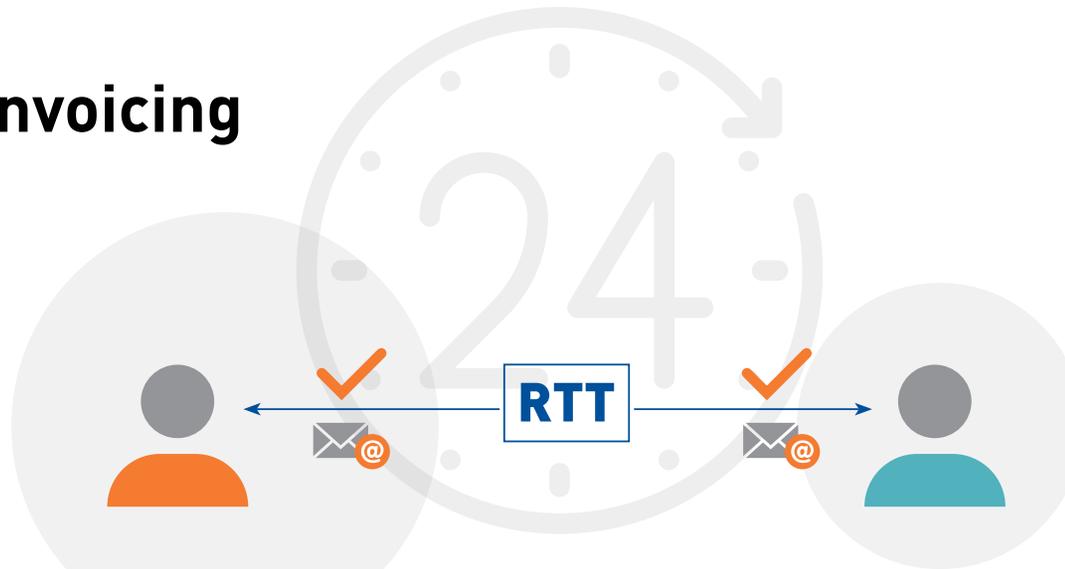**Review and confirm PDF invoice**
Review your PDF and confirm via email with your Tungsten Implementation Specialist within 5 days that all the data compiled in the previous implementation steps has been output correctly and that the PDF represents your invoice.

In some implementations your Buyer may also be asked to approve this document to save any issues once you are live.

DAY 21   DAY 26

● Customer tasks
● Tungsten Network tasks

8

Begin e-invoicing

Receive notification of RTT status

Within 24 hours of receiving confirmation of your PDF e-invoice approval, your account will be officially moved from a testing environment to a production environment on the Tungsten Network and your account status will be changed to RTT (Ready to Transact). Your Implementation Specialist will notify you of this change in status via email (known as an RTT email) and where possible via a phone call.

Buyer receives notification of RTT status

Your Buyer will also be notified via the RTT email that your account is Ready to Transact. All new invoices you send from this point forward MUST be sent electronically, via the Tungsten Network. In some cases, this is a trigger for your Buyer to upload any open PO's and invoice status records to the network. If your Buyer needs time to complete this task you will be notified in the RTT email.

After you send 3 successful e-invoices, you will receive an email from your Implementation Specialist with contact information and next steps for support, should it be required.

DAY
26

● Customer tasks
● Tungsten Network tasks

FAQs

1. **How do I create an e-invoicing test file?**
   All the technical information you'll need to create your e-invoicing test file is contained within the Implementation Worksheet and the .zip file that corresponds to your Master Map file type.

2. **How will I know if I created my test file correctly?**
   After you submit your test file, Tungsten Network will perform a series of tests to confirm that its structure and expected content match the data that you supplied in your completed Implementation Worksheet. Tungsten will also map your data against the Tungsten Network database. Your Implementation Specialist will inform you if any errors are discovered and provide you further instructions on what to correct in the test file, if necessary.

3. **How do I access the Tungsten Network Portal?**
   You can log in to the Tungsten Network Portal at https://portal.tungsten-network.com/Login.aspx?ReturnUrl=%2f

4. **How do I receive support once I am LIVE (sending invoices in production environment)?** Once you are LIVE, please contact Tungsten Support, not your Implementation Specialist. Support for your country can be accessed from the Portal, by clicking the Help & Support link at the top of the page.

This video provides additional guidance on accessing support.

Appendix
Service Level Agreement: Hours

The following support specifications are contained within your Service Level Agreement (SLA)

		Service Requests	
		Definition	Hours
P1 - Critical	Response	Response	12
	Resolution	Resolution	12
P2 - High	Response	Response	12
	Resolution	Resolution	24
P3 - Normal [Default]	Response	Response	24
	Resolution	Resolution	48
P4 - Low	Response	Response	72
	Resolution	Resolution	72
P5 - Bug	Response	n/a	n/a
	Resolution	n/a	n/a