TUNGSTEN SUPPORT FOR SUPPLIERS

Tungsten vs Organon support for suppliers

June 2021





Tungsten Network Support vs. Organon Support





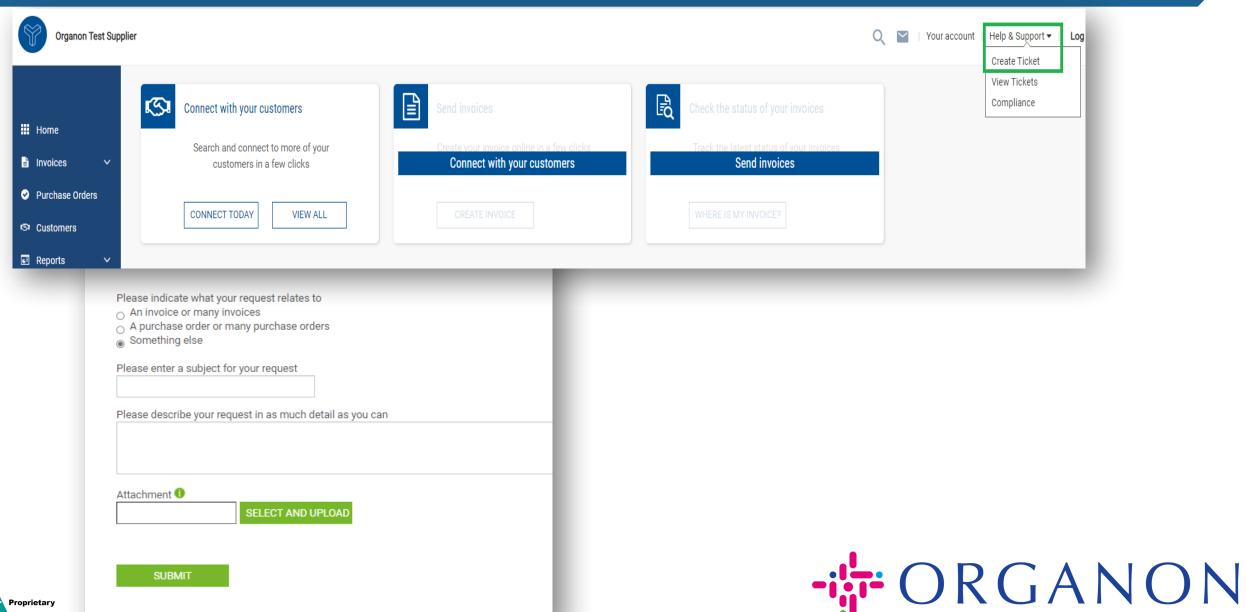
Tungsten Network Supplier Support	Organon Support – STS Helpdesk
Technical issues	Missing PO on the Network
Problems with invoice/ credit note submission	Additional information related to Payments
Support related to Web Form / Integrated Solution accounts	Contacts: overview per country provided in attached excel file
Reporting	
Support Ticket Creation	
Tungsten phone support	







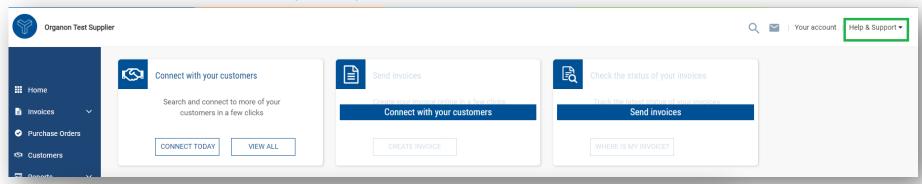
How to Raise a Support Ticket in Tungsten Network Portal

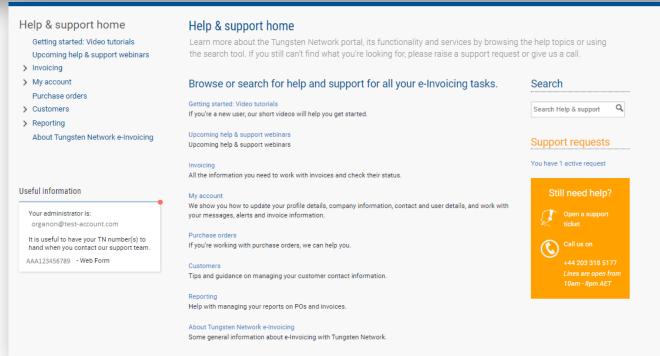




Tungsten Network Help and Support Section

Click on "Help & Support" directty from your portal









Tungsten Network Support Hub

Visit <u>Tungsten Network Support Hub</u> which includes the following useful information about:

- FAQs

and

- Video tutorials including:
- How to connect with your customers
- How to use Tungsten Network Portal
- How to check the status of your invoice
- How to raise invoices and credit notes
- How to manage your company details
- How to manage your account and users



