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Tungsten Guide

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What is Tungsten?

Tungsten is a third-party portal used by HH Global, to manage supplier invoices. It is a Global provider used by many businesses across the word.

Tungsten benefits

Instant invoice validation

Get notified of errors before you send your invoice, resulting in fewer invoice exceptions

Expedited payments processing

No more manual checking means we can process your payments more quickly

Real-time status

Track the status of your invoice to see when you will get paid

Global tax compliance

An e-invoice is a digitally signed tax document that can be used to reclaim VAT, unlike a pdf

Convert POs into invoices

Receive purchase orders and convert them into invoices at the touch of a button

Each Tungsten supplier account has one **Admin User** who can add/delete users and is responsible for granting access. Your Tungsten account can be set up with as many users as required by your organization

Getting Started

Please follow the steps below to start sending invoices

Tungsten Network offers two methods of sending your invoices: a fully automated process that integrates with your billing system (Integrated Solution), or an easy-to-use free online portal (Web Form).

Please follow the steps below under 'Register Account" to register for a **_Web Form account_**.

For more information on the Integrated Solution go to Integrated Solution.

1

2

3

4

Register Account

Configure Account

Set up Relationship

Send Invoices

Register Account

If your company has received an email invitation

If you have received an invite from HH Global and Tungsten to activate your Tungsten account, please follow the link provided.

If you have not received an email invitation

If you have not received an email invitation with a link to activate your account, please follow the below steps to register an account: you can register for a Tungsten account here

Access the link Tungsten Registration

For more details and instructions to step-by-step click here

If your company is not new in Tungsten and already has an account

If you have a Tungsten account, please see the step **Set up Relationship**.

Note: If during registration you see a pop-up message indicating the Tax/VAT reg. number is already in use, this means you company already has an existing Tungsten account (i.e., registered in the past to send invoices to a different customer)

Contact Tungsten Support here to obtain the name of the Admin User of your existing account so that you can be setup as a User.

Please do not bypass the registration checks by creating an account without Tax/VAT reg. number as it will lead to duplicates and possible issues with PO allocation.

Configure Account

How to access your company´s existing account

- **If you are not setup as a user of your company´s Tungsten account**

Contact your Admin User and request they add you as a Portal User. A video guide on how they can add you as a User can be found here

- **If you do not know who the admin user is**

Contact Tungsten Support here and Tungsten will provide you the Admin User details.

- **If the Admin User is no longer an employee or changed position**

Provide a document signed by a manager containing the following information:

- o Confirmation that the current Admin User is no longer part of the company or changed position.

- o First name and last name of the new Admin User.

- o Email address and phone number of the new Admin User.

- o The signature and the official stamp/logo of the company.

Send it to contact.tn@tungsten-network.com and Tungsten support will review and confirm change of Admin User

Note: Tungsten can accept a scan, photograph, or pdf file of this letter/document

Set up Relationship between your company and HH Global

To view your HH Purchase Orders and send invoices via Tungsten, your Tungsten account needs to be linked to HH Global account AAA286339486 HH Associates US, Inc. Follow the steps below to set up the relationship

If your company received an email invite

1. Logon to your Tungsten account.
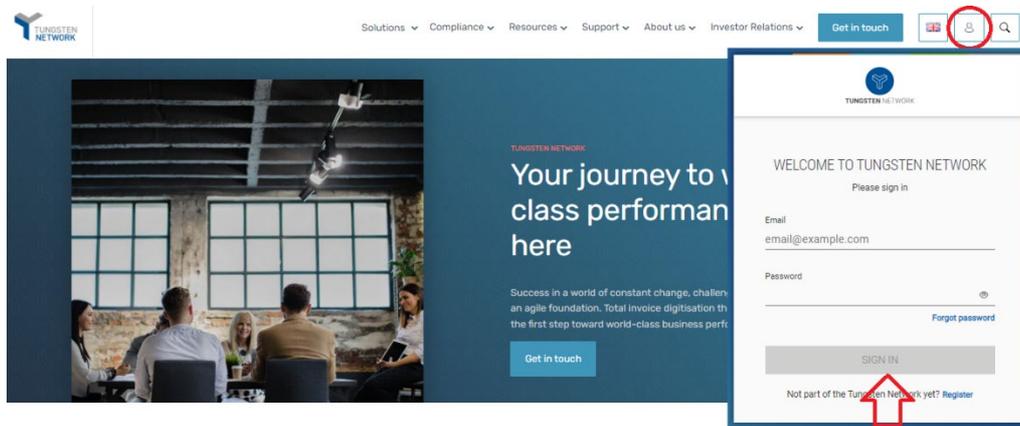
2. See the section **"For your Attention"** in your homepage and click in **"View".**

![hh global logo]
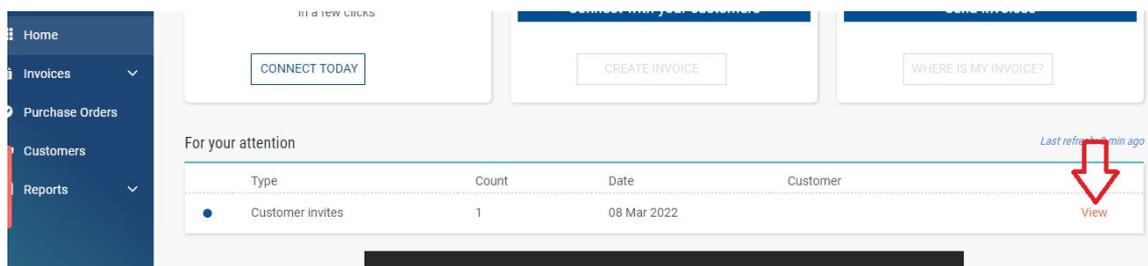
3. Turn on the Connection button. Click Next, then Confirm.

Buyer Confirmation
Accept or reject customers

Connection	Group Name	Customer name	Customer TN number	Tax ID
Connect	Test Buyer 2017	Test Buyer 2017	AAA588765404	N/A

BACK		CONFIRM

If your company does not have a previously requested connection with HH Global

1. Raise a new connection request by clicking on the '**NEW CONNECTION**' button

2. Upon clicking this button, you will be taken to the **search** page, where you can search for a customer by: Name, TN number or Tax ID

3. **Select the company** below

Tungsten Account	Company Name	Address	Country	Tax ID Number
AAA286339486	HH Associates US, Inc.	520 Lake Cook Road, Suite 680 Deerfield, IL 60015	US	98-0532401

4. You will have the *option* to add the **vendor code**, but it is an optional field. Please, proceed if you do not have the information.
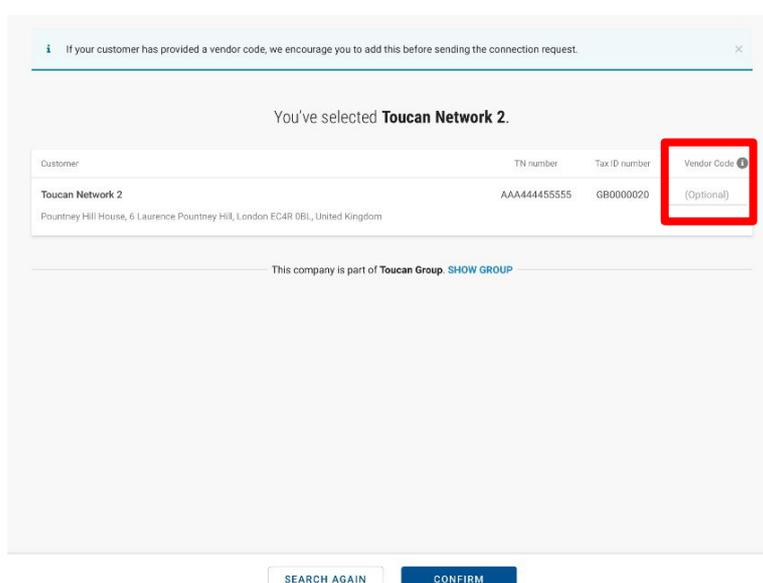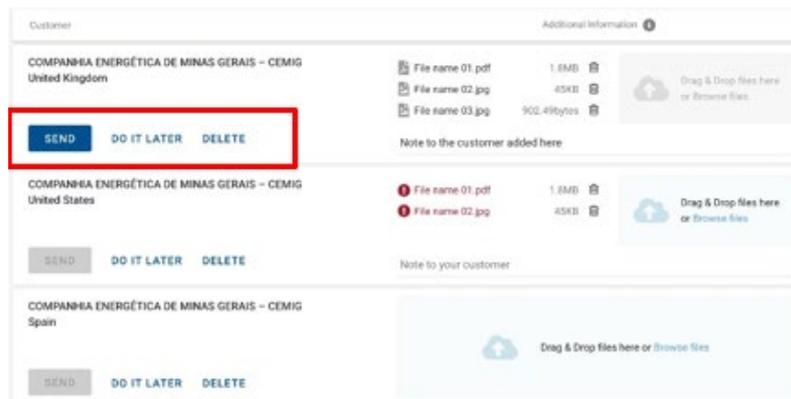

5. Once you have selected and confirmed the customer company or multiple companies within the group that you want to connect with, you can upload any files in the request (it's optional)
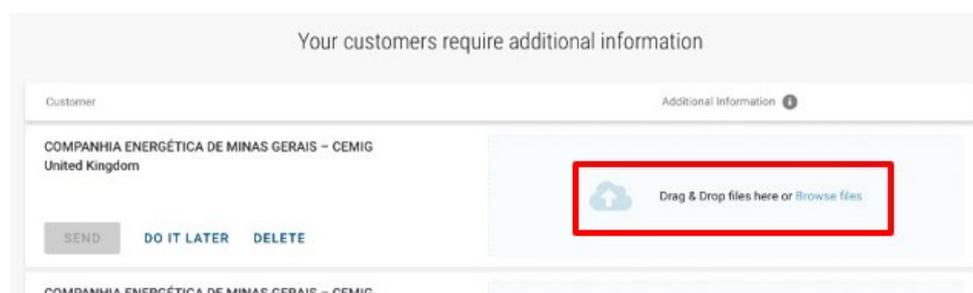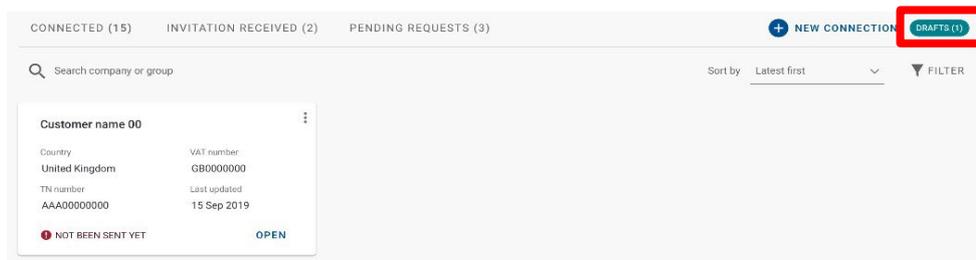

6. Once files have uploaded successfully, click **SEND**

Additionally, you can DELETE the request if you no longer wish to connect

If you choose to 'DO IT LATER' those connection requests will be saved in the '**DRAFTS'** folder which will only appear if there are any unsent requests


Once you have sent your new connection request successfully, HH Global will review and either Approve or Decline it.

Manage connections

- **Customer Connect Functionality Overview**

  1. Log into the Tungsten Network Portal

  2. Click on 'Customers' in the left menu navigation (If menu is collapsed, look for the handshake icon)

  3. Clicking on 'Customers' will take you to the new 'Customer Connect' app, with the default homepage display being the 'CONNECTED' tab
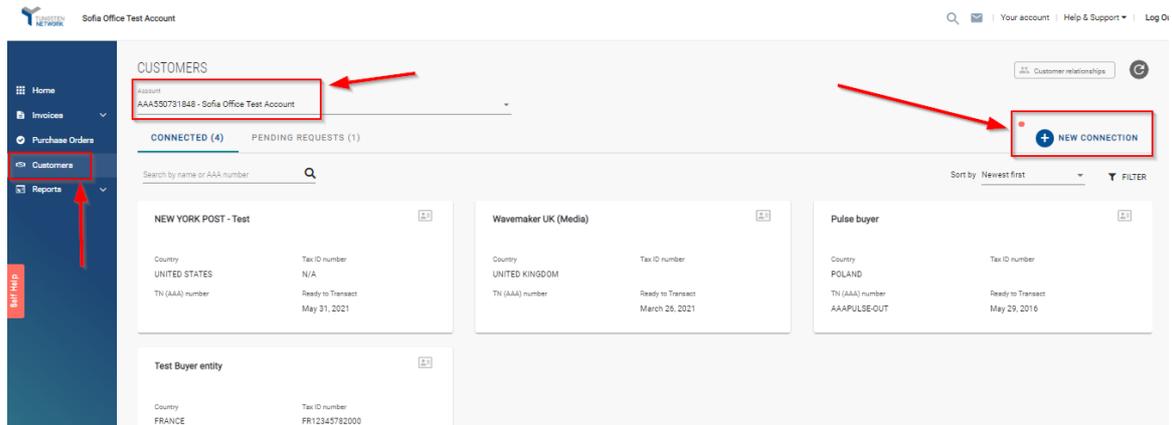
- **Overview of connected**

  a. See the total number of buyers you are connected to

  b. Cards – show information about the customers you are connected to i.e., country, VAT, TN account number

  c. Scroll to the bottom of the page to 'Load More' on screen or **SEARCH** for a connected customer by looking up the company or group name

  d. **SORT BY,** various parameters such as latest first, oldest first, alphanumeric etc.

  e. **FILTER:** Clicking the filter icon you can choose your preferred view and criteria i.e., by country, group names.
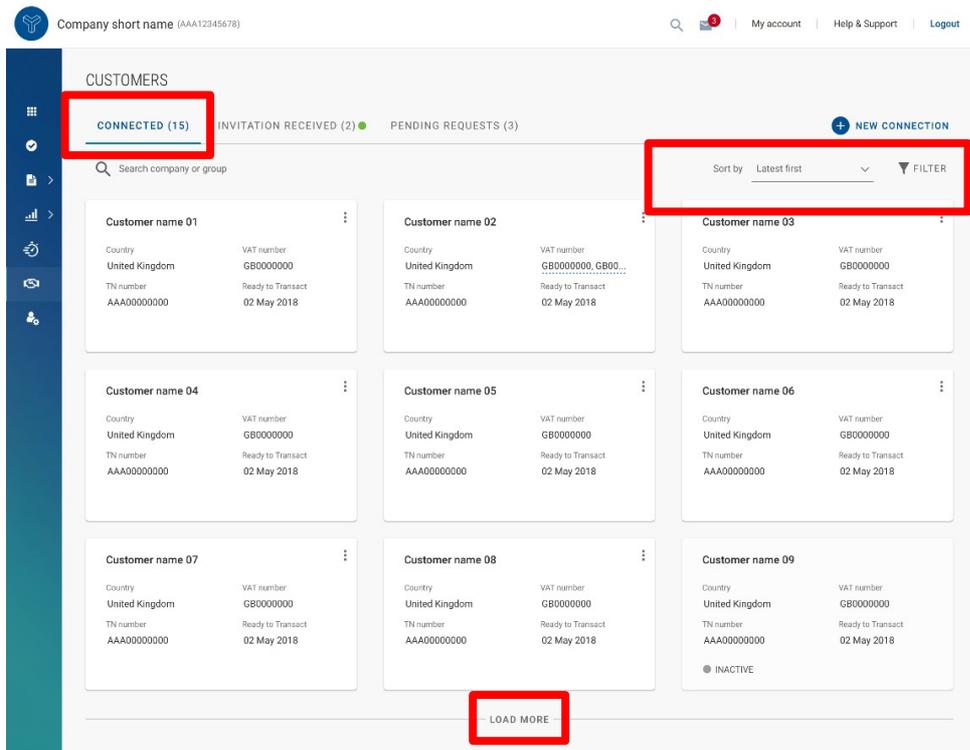
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- **Declined connection requests**

    a. If HH Global declines your connection request, you will be able to **'VIEW REASON'** and the connection request will be marked as 'CLOSED'

    b. You will also receive an **email** informing you that the connection request has been declined. To query the decline of the request you will need to contact HH Global directly.

How to send HH Global Invoices

HH Global is transitioning most of the operation to Hub: only POs raised on Hub (beginning with USP#####) will be sent to Tungsten. Therefore:

  o If a PO# begins with a 4 or 5 or 6 and is seven digits long before the dash, those invoices need to be uploaded through the https://suppliers.inwk.com/ portal.

  o VALO PO#'s begin with 1000-0000####-## - you will need to upload those invoices to https://valo.inwk.com/#/

**Please take note of the following electronic invoicing rules:**

- Only full Purchase Orders that are marked as delivered in Hub will be sent to the Tungsten Network for payment. No partial Purchase Orders will be sent to the Tungsten Network.

- Consolidated invoices can be processed only if the payment term, currency, and billing entity are identical in your selected Purchase Orders.

- Purchase Order line numbers should be added in each Purchase Order line for single and consolidated invoices.

- Purchase Order numbers must be input verbatim to avoid rejections.

- Invoices must be raised for the complete amount of the Purchase Order(s). Partial amounts will be rejected.

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To submit an invoice for a Purchase Order in Tungsten:

1. Log in to Tungsten and click on **Purchase Orders** in the navigation bar to review your available POs.
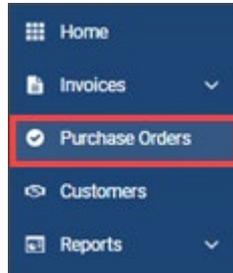
2. In the *Criteria* section, select **HH Associates US, Inc - 98-0532401 - AAA286339486** from the *Customer* dropdown menu.
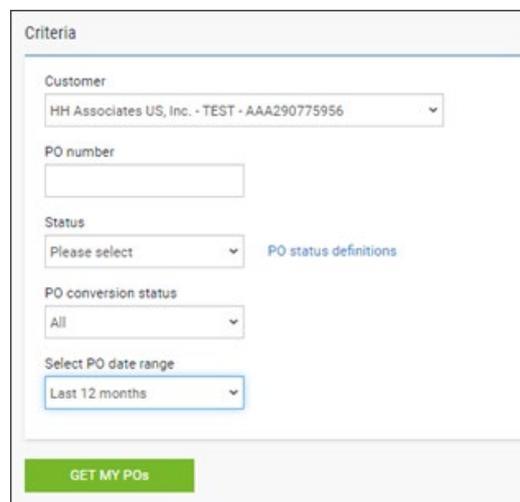
3. Under the *Select PO date range* field, select **Last 12 Months**.

4. Click the **Get my POs** button.

> **Important:** If your PO Number does not display after searching with these criteria, it is most likely because the associated PO has not yet been marked *Delivered* in Hub. To correct this, contact your HH Global Buyer or the Procurement Contact on the Enquiry so that they can mark the PO as Delivered. If you attempt to submit the invoice manually without completing this step, the system will reject the invoice.

5. A list of Purchase Orders meeting the search criteria will generate. Click on the **Plus (+)** button next to the PO Number to invoice.

6. If the PO is in *New* status, review the information and then click on the **Accept PO** button to move the PO to *Accepted* status.

7. Click on the **Convert PO** button to convert the PO into an invoice.

> **Note:** The PO Number to be invoiced **must** be in *Accepted* status. If the PO Number is in *New* status, you must first accept the PO before invoicing it.

PO Convert #USP2479640   ⓘ Help with this page

✓ PO has been accepted

Current Status: **Accepted**

                                                        PO NUMBER USP2479640
                                                        TN Buyer Number:
                                                        AAA290775956
                                                        PO Date: 20 February 2020
                                                        Currency: US Dollar

PO FROM   **PO TO**   **Reference numbers**
HH Associates US, Inc. - TEST
520 Lake Cook Road   **Supplier Information**
Suite 680
Deerfield
Il

ADDITIONAL INFORMATION
Local Currency   USD
PO Vendor Number   SDIAM0001
Purchase Order Ref.   STD
Document subtype   I
Payment Ref.   ESD 90 days Posting- 60 days 3%

| REJECT PO | ARCHIVE PO | CONVERT PO | PREVIEW | BACK |

8. In the *Create Invoice* section, enter your **invoice number** to associate with the PO Number.

PO Convert #USP2479640

Create invoice

Enter invoice number*

123456

9. In the *Select PO line items to use* section, click on the checkbox for the **Net Amount**.

Select PO line items to use

No	Part code	Description	Qty	UoM	Unit price	Net amount	☐	Qty	Unit price
4	PRPRI10100	20BASF01...	1.000	Each	159.50000	159.500	☑	1.000	159.50000
5	PRPRI10100	20BASF01...	1.000	Each	159.50000	159.500	☑	1.000	159.50000

| BACK | CREATE INVOICE |

10. Click the **Create Invoice** button.

Select PO line items to use

No	Part code	Description	Qty	UoM	Unit price	Net amount	☐	Qty	Unit price
4	PRPRI10100	20BASF01...	1.000	Each	159.50000	159.500	☑	1.000	159.50000
5	PRPRI10100	20BASF01...	1.000	Each	159.50000	159.500	☑	1.000	159.50000

BACK   **CREATE INVOICE**

11. The PO Conversion details will display. Click the **Confirm** button.

PO Convert #USP2479640   ⓘ Help with this page

Create invoice

Invoice number
123456

Line	Description	Qty	UoM	Unit price	Net amount	Gross amount
4	20BASF01...	1.000	Each	159.50000	159.50	159.50
5	20BASF01...	1.000	Each	159.50000	159.50	159.50

Summary

No. of lines	2
Sub total	USD 319.00
Total tax	USD 0.00
Net total	USD 319.00

BACK   **CONFIRM**

12. The invoice information page will display. Enter the **Invoice Date** in the *Invoice Details* section.

Note: Only the Invoice Date is required for you to input on this screen. Advance Payment Dates or Payment Due Dates entered on this screen will not be accepted into the HH Global accounting system.

13. To submit an invoice for multiple PO Numbers, follow the procedure in the Multiple POs section below. Otherwise, proceed to step 14 to invoice a single PO.

14. Review the information on the page to confirm that all invoice details are correct. If so, click the **Send** button.
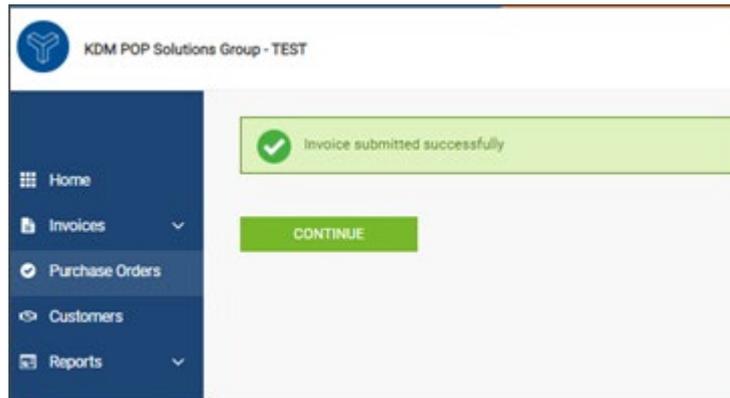

15. A success message will display once the invoice is successfully submitted.

- **Submit an Invoice with Multiple PO Numbers**

After steps 1-13 from the above procedure are completed, additional POs can be added to a single invoice if necessary.

To submit a PO for multiple PO Numbers:

1. On the invoice information page, click on the **Add** button in the *Invoice Items* section.

2. Fill out the necessary details for the additional PO Number:

- o Under the *Line Item Type* dropdown menu, select **Goods**.

- o In the *Product Code* field, enter your own product code or use the code **PRPRI10100**.

- o In the *Product Description* field, enter your own product description or copy the description listed on the PO in HHub.

- o From the *Unit* dropdown menu, select **Each**.

- o In the *Quantity* field, enter **1**.

- o In the *Price* field, enter the **Total Amount** of the PO.

3. Click on the **Plus (+)** button to enter additional line level information.

4. Enter the **PO Number** and **PO Line Number** for the additional PO being included on the invoice.

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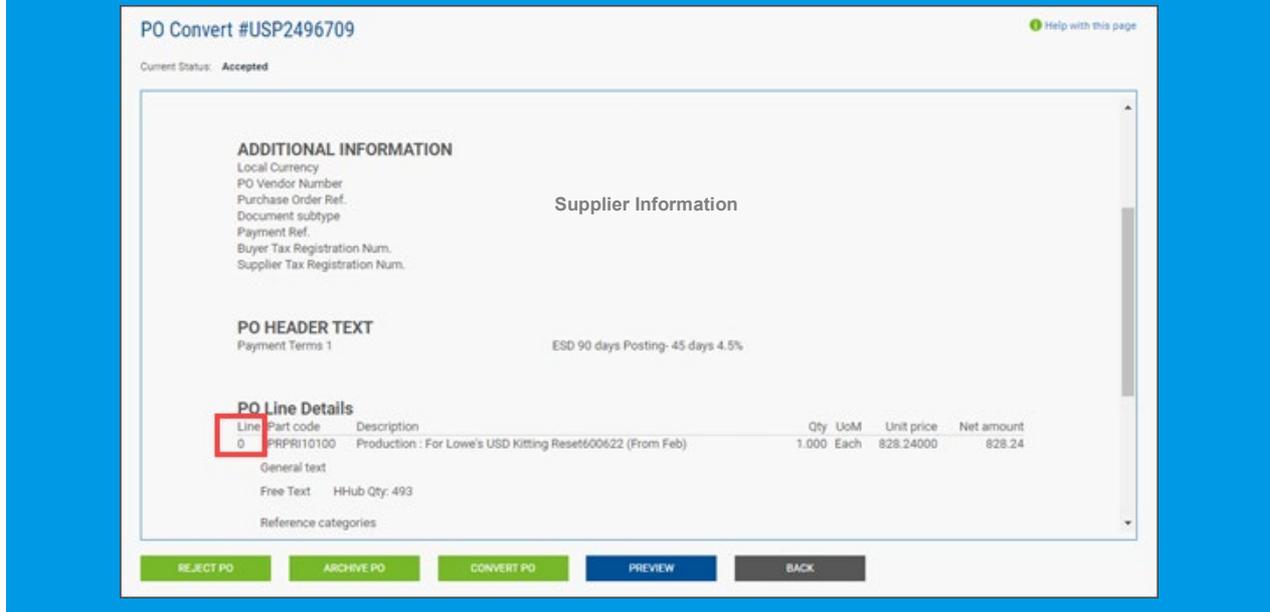
5. When all necessary details for the additional PO are entered click the **Save Line Item** button.
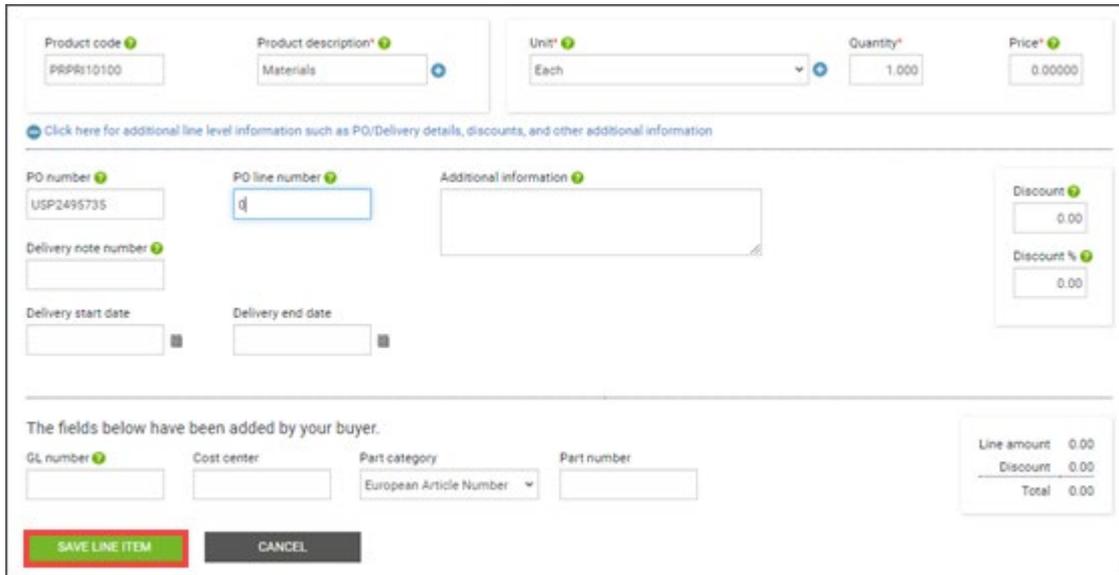
6. A success message will display indicating the additional invoice item was added.
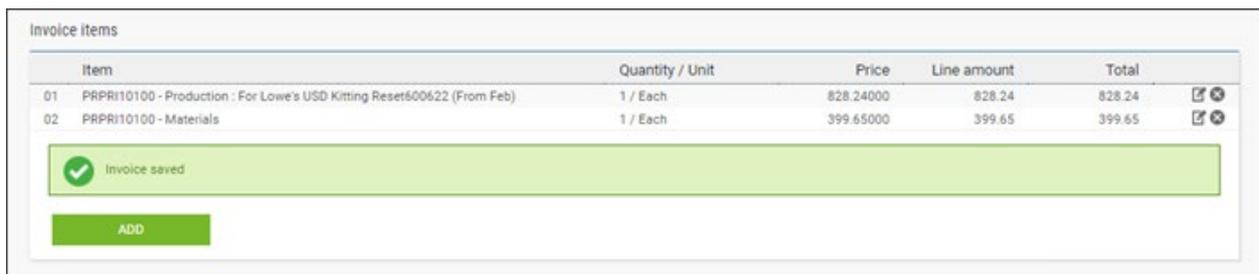
7. To add additional POs to the invoice, repeat steps 1-5 of this procedure.

8. Review the information on the page to confirm that all invoice details are correct. If so, click the **Send** button.

9. A success message will display once the invoice is successfully submitted.

To send invoices via Tungsten, your HH Global Hub PO must be visible and available in your Tungsten account.

If your Hub PO is not in your Tungsten Portal account: contact your HHG production contact / account team to ensure that they are aware the job is complete and shipped/delivered so they can complete the action in Hub (mark PO as delivered). Once the HHG production contact has set the PO to delivered, it will be available in the portal within 24 hours.

Invoice Status and Invoice Rejections

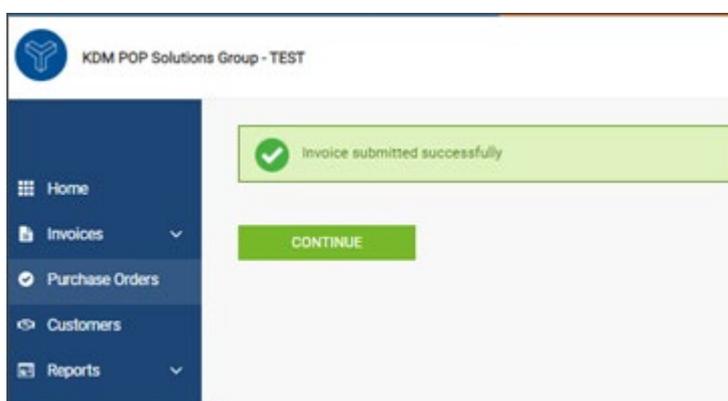If your invoice is missing key information it may result in failure notice whereby Tungsten Network will not be able to accept your invoice or your invoice will be accepted into Tungsten Network, but it will be rejected by HHG. In either scenario, you should receive a failure reason or an HHG rejection reason provided in Tungsten portal which will allow you to resolve the issue and resubmit the invoice for payment processing – please refer to our video tutorial

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- **Invoice Status**

For actual payment status and dates please reach out to our Accounts Payable Team in APAmericas@hhglobal.com

Please access the link here to see how to check your invoice status. In the HH Global process, you can see the following statuses:

- **Sent:** This status only applies to invoices submitted via the 'Create invoice' page on the portal. Once sent, the invoice is registered and will display this status until it is processed

- **Accepted:** The invoice has been processed successfully and is awaiting invoice conversion

- **Failed:** The invoice has failed validation. This is most commonly caused by a processing error or missing data that is required by HH Global, the system or country

- **Rejected:** HH Global has rejected the invoice. If you have provided more information, it will be in the invoice status area when you review this invoice

- **Delivered:** The invoice has been successfully delivered

- **Received:** HH Global has acknowledged receipt of the invoice

- **Approved:** HH Global has approved the invoice for payment

- **Paid:** HH Global has paid the invoice or marked the invoice for payment

Important: If you cannot find your invoice, please raise a ticket or contact the TN Support team

- **Invoice Rejections**

Please access the link here to see what to do next if your invoice was rejected.

Extra set up in your account (if needed)

If you require a second account on Tungsten (multiple country registration)

- **e-Invoicing via Tungsten when your company is VAT registered in multiple countries.**

The VAT registration number you have provided on your Tungsten account determines the VAT rates you are able to select when invoicing HH Global.

Therefore, if your company is VAT registered in multiple countries, you will require a Tungsten account (AAA account) per VAT registration number.

Please note that e-invoices submitted with the incorrect VAT rate may be rejected by HH Global.

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If you are using the Web Form solution to send e-invoices

- **How to register for an additional Tungsten account**

    1. Register for a second TN account at Tungsten Network Portal - Registration (tungsten-network.com)

    2. Do not use an email address already linked to your existing AAA account. Once registered access can be granted to this user if needed, see point 6.

    3. Search for your company, you can choose to enter company details manually

    4. Include the country of your VAT reg. number in the country field, even if the actual address country is different

    5. During registration include your new VAT reg. number

    6. Once registered, use the Customer Connect section in your new account to request the setup for the HHG entity you need to invoice. HHG will review and confirm the request.

        a. Customer Connect guide How to connect with your customers on the network | Tungsten Network (tungsten-network.com)

        b. List of HHG entities can be found here Entities | Tungsten Network (tungsten-network.com)

    7. Once you have confirmation of your new AAA number and if you would like the same users to have access to both your accounts, please log a Tungsten Support ticket and request for your existing and your new account to be grouped so that the same users can have access.

Reports

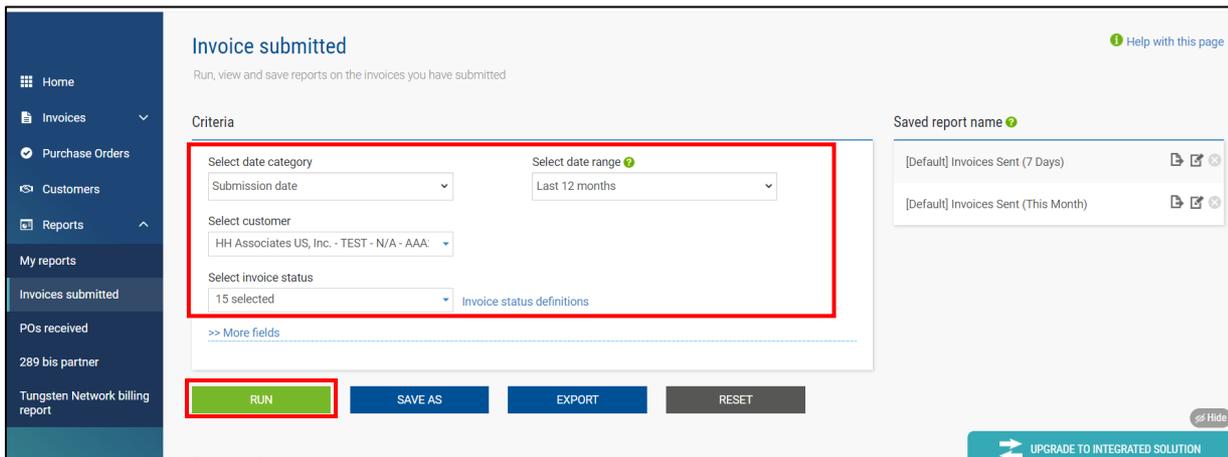Reports can help you find the following information at any time:

- Invoices submitted status

- POs received

See below screenshots with the step by step to see the reports.
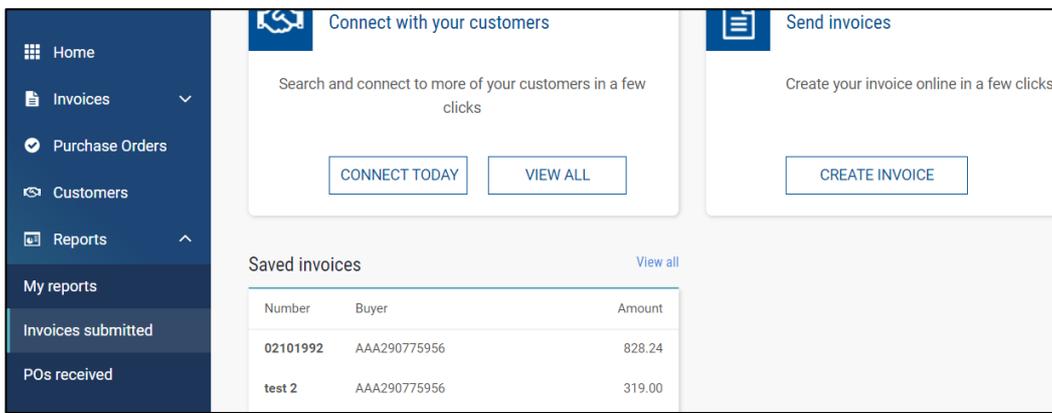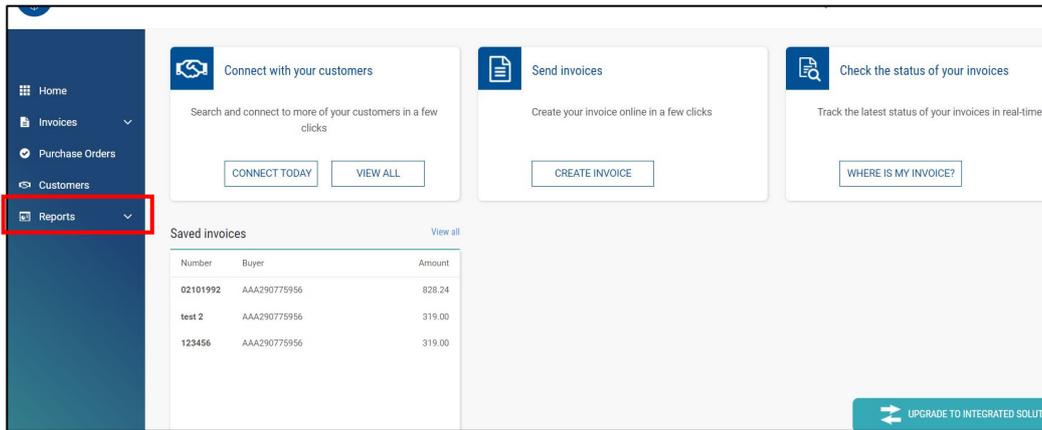
Invoices submitted status

In the criteria fill in the information available to see a report with the invoices submitted. After click in "Run".

Important: We suggest doing the search through the Select Customer field.

After to fill the information, you can see a report in end of the page. See below an example:

POs received

The criteria are a little different. Fill in the field that you have information. It's not necessarily complete all of them.

Important: We suggest doing the search through the Select Customer field.

Note: You can download the reports, in both cases, to CSV or Excel.
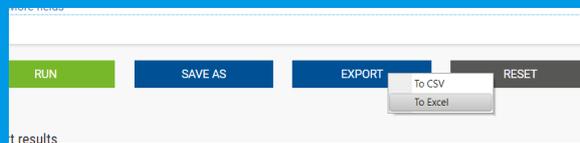
Key links and FAQs

- HHG Micro site: here

- Video Library: here

- HH Global Supplier Testimonial: here

Who to contact at HH Global

Purchase Order queries: contact your HHG production contact (the PO creator/requester)

Invoice Payment queries: APAmericas@hhglobal.com

Additional Supplier Support | North America: HHGVendorGovernance@hhglobal.com

How to get help in Tungsten

Tungsten Network Support is ticket based and a self-ticketing service which is accessed from your Web Portal account. All support tickets are given a unique reference number for easy tracking and are handled within 48 hours – Tungsten Support

Back Phone

You can request a call back from TN Support to the number they are calling from or to provide an alternative number. Local phone numbers as well as local business hours for Support can be found here Local Support Phone Numbers (force.com)