TUNGSTEN GUIDE

DENYS

Last Updated: October 2024

DENYS

What is Tungsten?

Tungsten is a third-party portal used by DENYS, to manage supplier invoices and help ensure they are paid quicker and more efficiently. It is a Global provider used by many businesses across the world.

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 online portal (Web Form) which is completely free to use for the first 52 invoices you send through the service in any given year, while additional batch of invoices can be purchased at any point.

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**.

Register account -> Configure account -> Set up relationship -> Send first invoice

Register account

- **If your company has received an email invitation**

If you have received an invite from DENYS 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.

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:

  - Confirmation that the current Admin User is no longer part of the company or changed position.
  - First name and last name of the new Admin User.
  - Email address and phone number of the new Admin User.
  - The signature and the official stamp/logo of the company.

Raise a ticket from here with the required details and Tungsten support will assist.

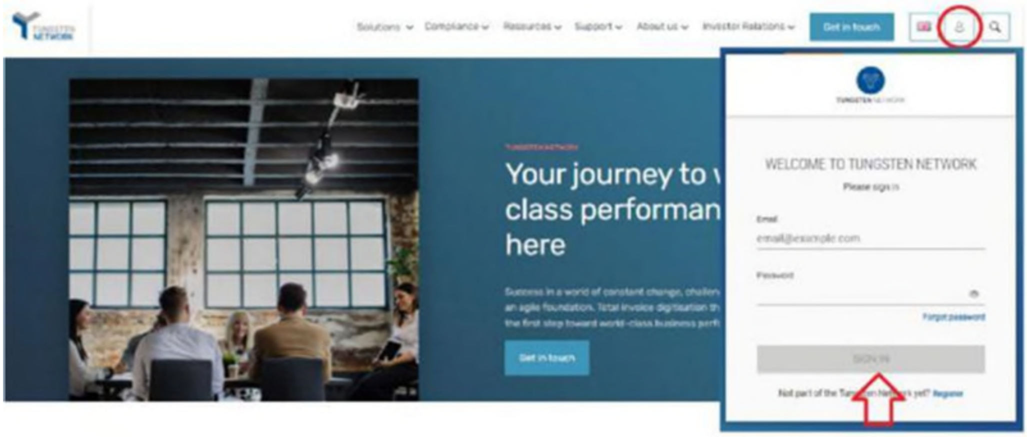
Note: Tungsten can accept a scan, photograph, or pdf file of this letter/document

- **Set up Relationship between your company and DENYS**

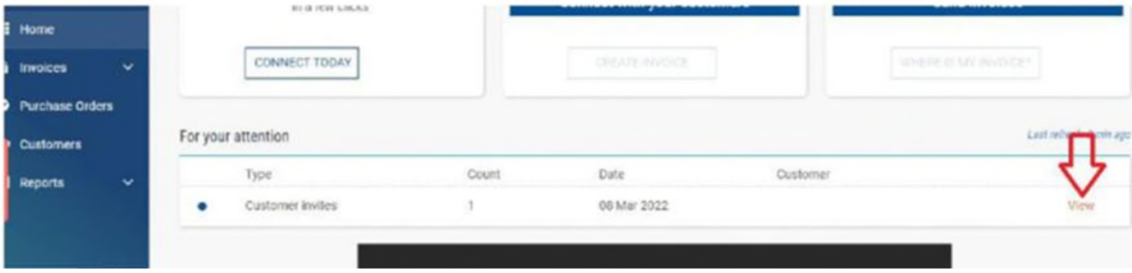
To send invoices via Tungsten, your Tungsten account needs to be linked to DENYS. Follow the steps below to set up the relationship.

<u>If your company received an email invite</u>

1. Logon to your Tungsten account.



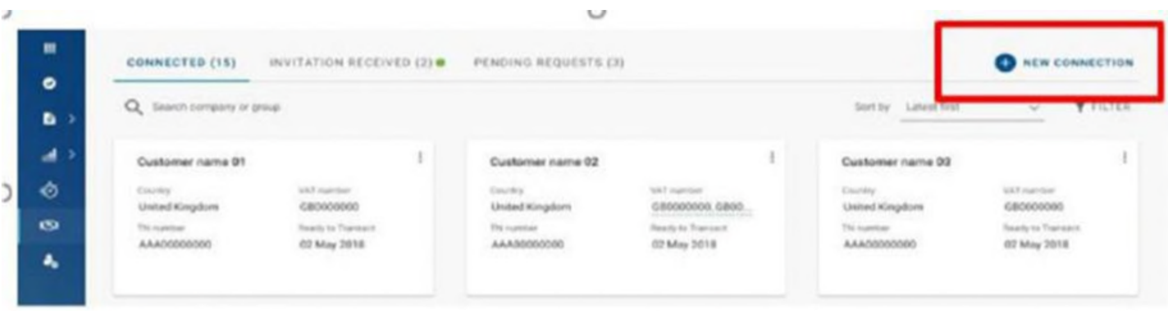
2. See the section “For your Attention” in your homepage and click in “View”.



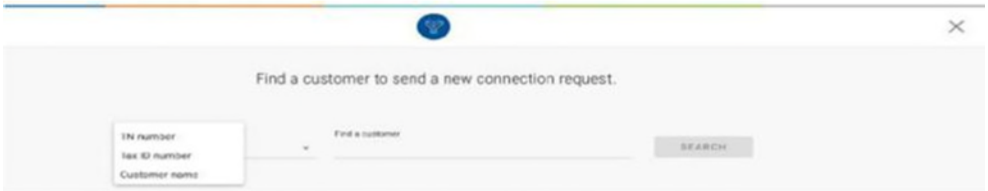
0. Turn on the Connection button. Click Next, then Confirm.

<u>If your company does not have a previously requested connection with DENYS</u>
<u>This will be available after 1st February 2025</u>

1. Raise a new connection request by clicking on the ‘NEW CONNECTION’ button



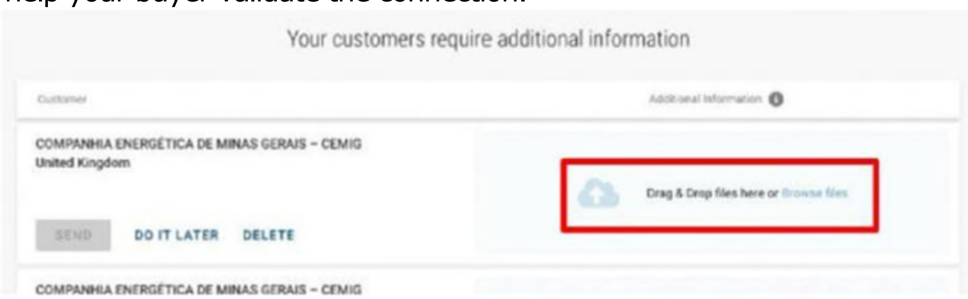
2. Upon clicking this button, you will be taken to the search page, where you can search for a customer by: Name, TN number or Tax ID



3. Select the DENYS company you're trading with. Full list of entities [here.](#)

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 to help your buyer validate the connection.



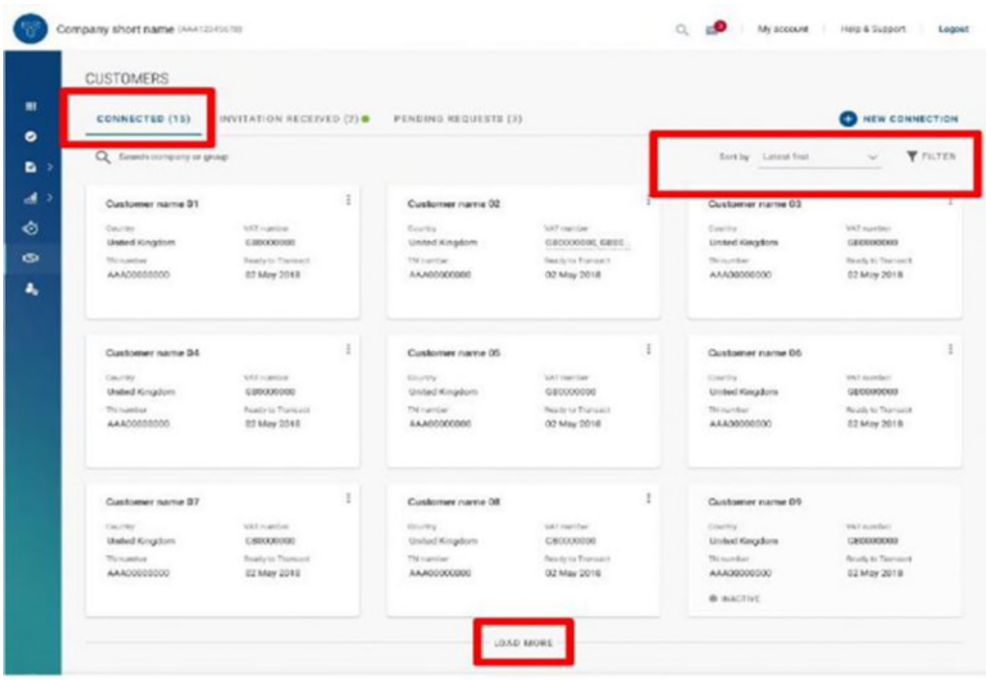
6. Once files have uploaded successfully, click **SEND** Additionally, you can DELETE the request if you no longer wish to connect

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.

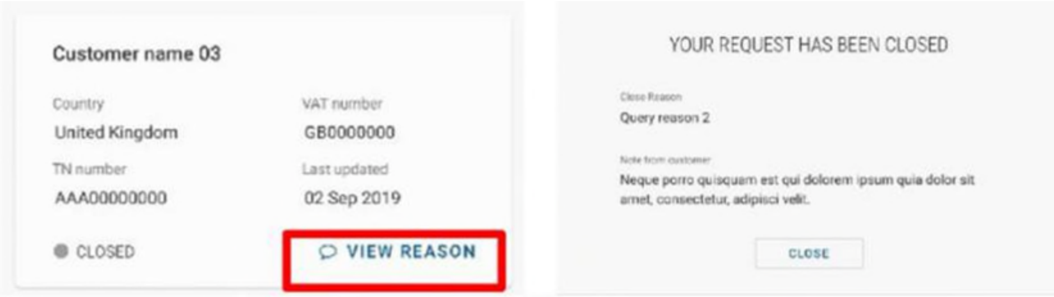
Once you have sent your new connection request successfully, DENYS will review and either Approve or Decline it.

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 customers**
  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.



- **Declined connection requests**
    a) If DENYS 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 DENYS directly.

- **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 DENYS.

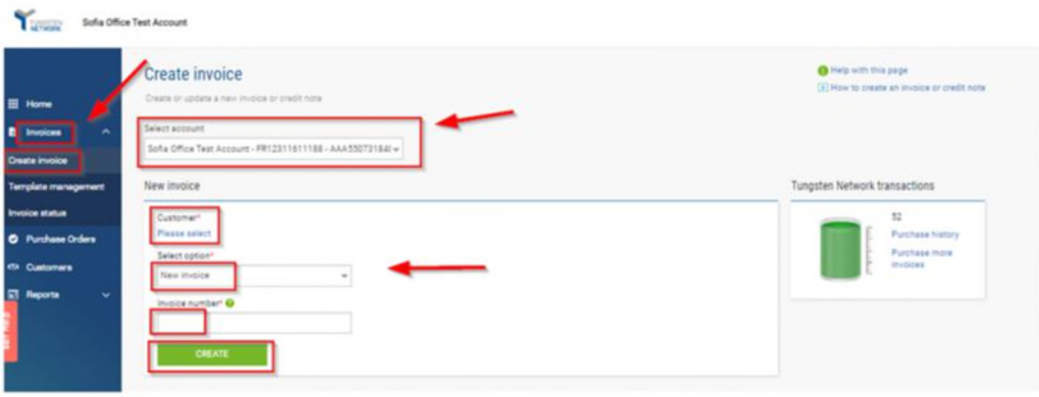
Therefore, if your company is VAT registered in multiple countries, you will require a Tungsten account (AAA account) per VAT registration number.

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

- **Invoice creation on the online portal (Web Form)**

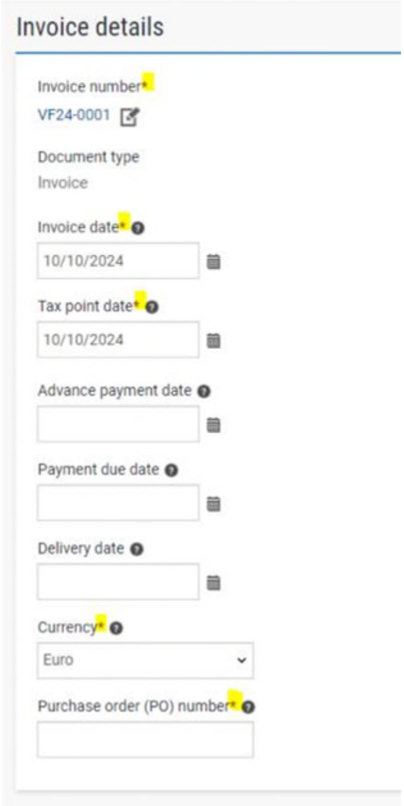
To create an invoice manually, you will need to follow the below steps:

- Log into your Tungsten portal by going to https://authentication.tungsten-network.com/login
- In the blue menu bar on the left, go to "**Invoices**" - "**Create invoice**"
- If you have several accounts, make sure to select the correct account at the top of the page under "**Select account**"
- Select your customer from the list first
- Once your customer has been selected, choose an option from the drop-down menu: "New invoice" or "New credit note". Depending on your account settings and your customer's account settings you might have different options available - choose the correct one.
- Enter your invoice number and click on "CREATE".



Once you click on "Create", on the next page, you will have the invoice form. Here, you need to fill in all of the mandatory fields marked with a red asterisk *. Fill in any other information that is needed by you or your customer as well.

DENYS


Invoice details

Invoice number*
VF24-0001

Document type
Invoice

Invoice date*
10/10/2024

Tax point date*
10/10/2024

Advance payment date

Payment due date

Delivery date

Currency*
Euro

Purchase order (PO) number*

To ensure quick and correct processing of your invoices, we recommend working with purchase orders or Sub Contracts as much as possible. This reference (both PO and Sub Contract) must be stated in the Purchase Order number field. This is a required field, and the numbering must be within the ranges below.
In the absence of an order reference, we recommend that you request this from your contact person so that the PO reference can be stated on the invoice.
If, exceptionally, an invoice is drawn up without PO or SC, 'non PO' must be stated in the field.

PO range:

P100000000 - P199999999

Sub Contract range:

BE23001BUILD	BE99999BUILD
BE23001INFRA	BE99999INFRA
BE23001RED	BE99999RED
BE23001RES	BE99999RES
BE23001TUN	BE99999TUN
BE23001WW	BE99999WW
BE23001ENER	BE99999ENER
BE23001DH	BE99999DH
BE23001NUC	BE99999NUC
BE23001RW	BE99999RW
BE23001ST	BE99999ST
BE23001DW	BE99999DW

NL23001BUILD	NL99999BUILD
NL23001INFRA	NL99999INFRA
NL23001RED	NL99999RED
NL23001RES	NL99999RES
NL23001TUN N	NL99999TUN
L23001WW	NL99999WW
NL23001ENER	NL99999ENER
NL23001DH	NL99999DH
NL23001RW	NL99999RW
NL23001ST	NL99999ST
FR23001BUILD	FR99999BUILD
FR23OO1INFRA	FR99999INFRA
FR23001RED	FR99999RED
FR23001RES	FR99999RES
FR23001TUN	FR99999TUN
FR23001WW	FR99999WW
FR23001ENER	FR99999ENER
FR23001DH	FR99999DH
FR23001NUC	FR99999NUC
FR23001ST	FR99999ST
DE23001TUN	DE99999TUN
DE23001ENER	DE99999ENER
DE23001DH	DE99999DH
DE23001ST	DE99999ST
ENG23001NUC	ENG99999NUC

Verify the details of both parties, these can be supplemented or changed if necessary.

Invoice #: VF24-0001

Your details

Your name 0

start typing to search

Your tel

Your email

Yves Maes - Containers Maes - Test

[redacted]

BELGIUM

VAT registration number

Sending goods from a different address than the invoice address?

No - They're the same V V.

Who you are invoicing

Name 0

Start typing to search

Tel

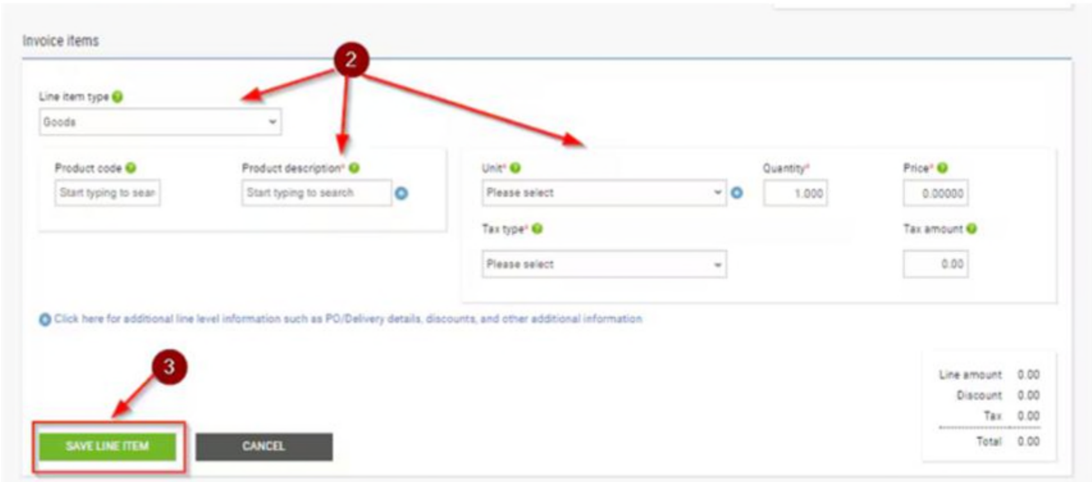
Email

DENYS NV
Industrieweg 124
Wondelgem
B-9032
BELGIUM
VAT registration number BE0416585801

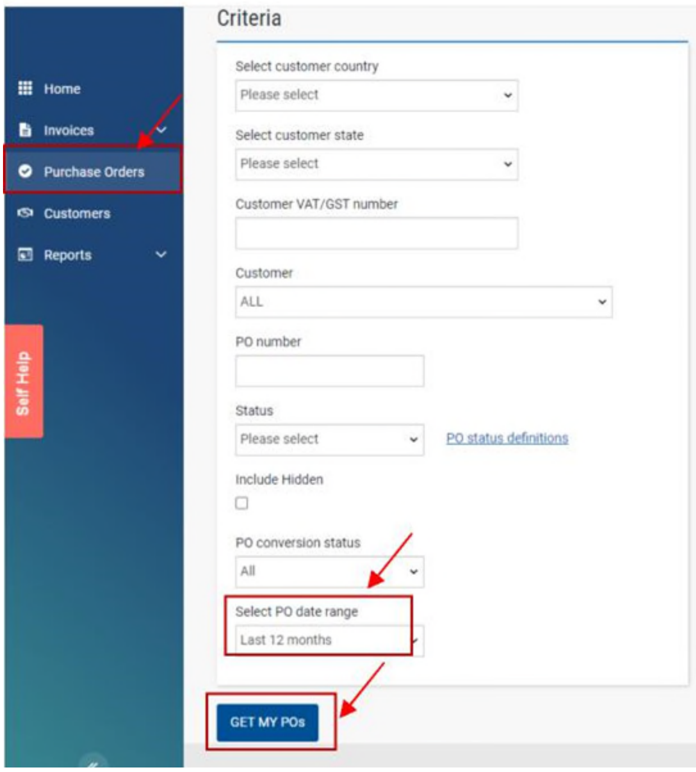
Sending goods to a different address than the invoice address?

No - They're the same v 0

You will have to create your invoice items manually, one by one, in the section 'Invoice items'. Fill in all of the required details regarding your invoice item and then click on 'save line item'.



A second option to create an invoice is to start from the purchase order.



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Click on the PO you want to invoice

Active purchase orders

PO number	Updated PO date	Customer	Customer TN Number	Status	First line description	Lines	Invoices	Net value
P100011045	09/10/2024	DENYS NV	AAA385638960	Accepted	Factuur 24021856	1	5	60.00
P100010987	09/10/2024	DENYS NV	AAA385638960	Accepted	huur container hout	2	1	400.00
P100010983	09/10/2024	DENYS NV	AAA385638960	Accepted	Asbestcontainer Fact .	1	5	60.00
P100003915	09/10/2024	DENYS NV	AAA385638960	Accepted	Container 12m' Gemen .		1	37500

PO Convert #P100010987

0 Help with this page

Current Status: Accepted

PO NUMBER P100010987 TN
Buyer Number: AAA385638960
PO Date: 04 October 2024
Currency: Euro

PO FROM
DENYS NV
Industrieweg 124
Wondelgem
B-9032

PO TO
Yves Maes - Containers Maes -
Test Ravenshout 2 2002 98
TESSENDERLO
3980

Reference numbers

ADDITIONAL INFORMATION

Buyer Tax Registration Num.	BE0416585801
Supplier Tax Registration Num.	BE0861494216

PO HEADER TEXT

PO Convert #P100010987

0 Help with this

page Create invoice

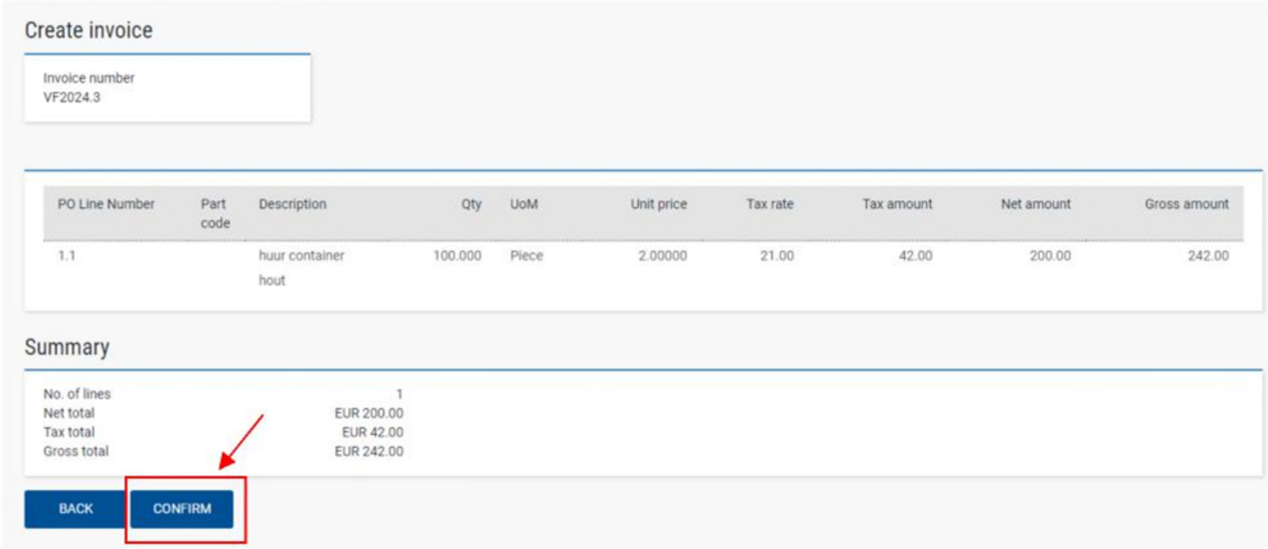
Select PO line items to use

Enter invoice number*
VF2024.3

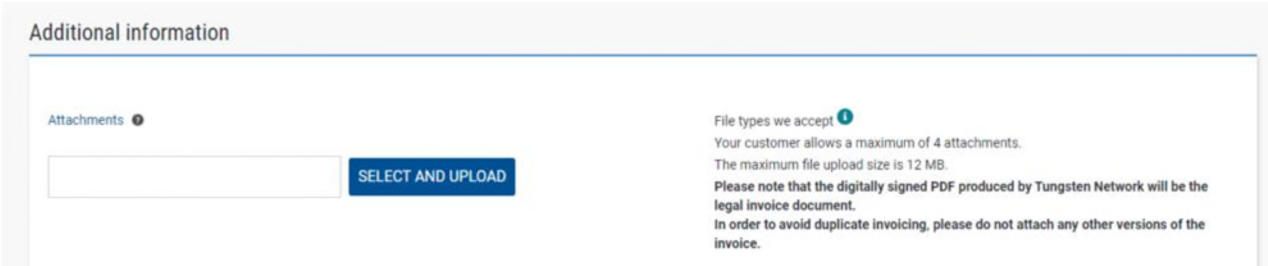
Apply tax code to selected items
Please select

APPLY TO SELECTED ITEMS

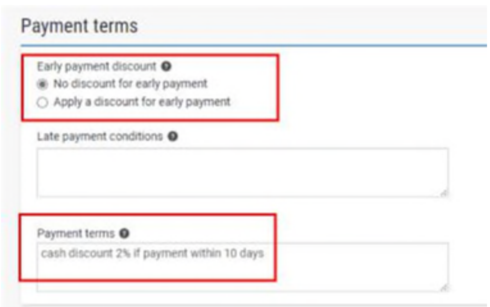
PO Line Number	Part code	Description	Qty	UoM	Unit price	Net amount	Qty	Unit price	Tax rate
1.1		huur con...	100.000	Piece	2.00000	200.000	100.000	2.00000	21% VAT
2.1		Huur con...	100.000	Piece	2.00000	200.000			Please select



If desired, an attachment, e.g. a delivery note, purchase order, ... can be added.

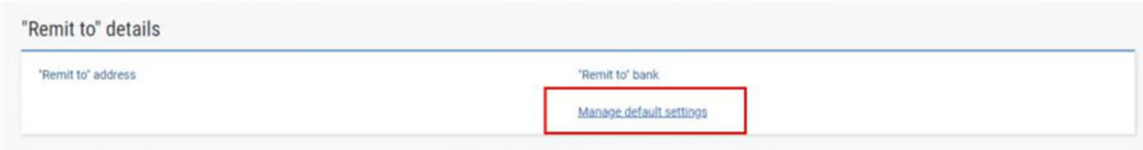


If a cash discount can be applied, this must be stated as free text in the field 'Payment terms'. The option 'Apply a discount for early payment' cannot be read into our system and was therefore not activated.



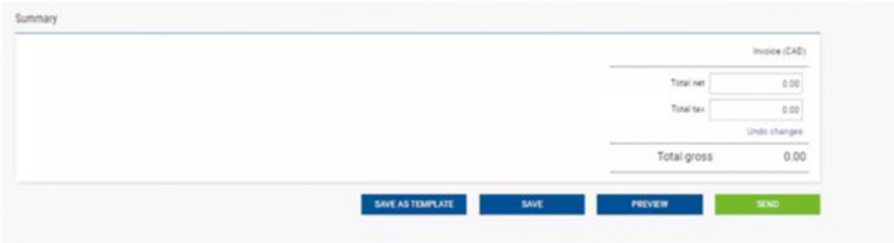
Bank details can be changed on the portal. However, we request that you always confirm this by email and send us a bank confirmation, mentioning that this number is belonging to your company.

DENYS



Once you have filled in all of the required information and created your invoice line items, at the bottom of the invoice form page you have several options:

"Save as template" - This allows you to save this document as a template in order to reuse it for other invoices.
"Save" - This allows you to save the document and edit it later
"Preview" - This allows you to preview the details of the invoice before sending it to your customer - This is a good option to always use before sending the invoice, as if there are any errors or missing information, the preview will show the error in red at the top of the page.
"Send" - This allows you to directly send your invoice to your customer



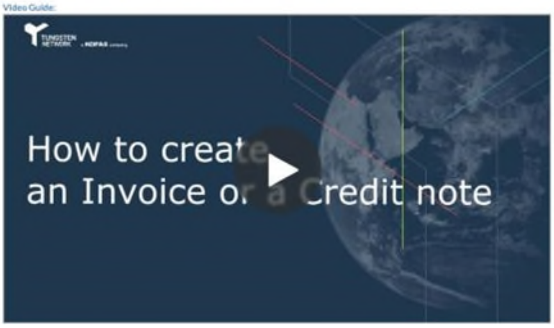
If successful: you will have a confirmation message in green confirming that the invoice was sent. It will be processed by our system and if all validations passed, it will be delivered to your customer.
If failed: you will receive an error message at the top of the page. Please correct the document information accordingly. It is recommended to fill as many fields as possible. Extra fields might be required due to your client or country's requirements.

Note: If you are unsure of the status of your invoice, we recommend you check it from the portal one hour after sending it.

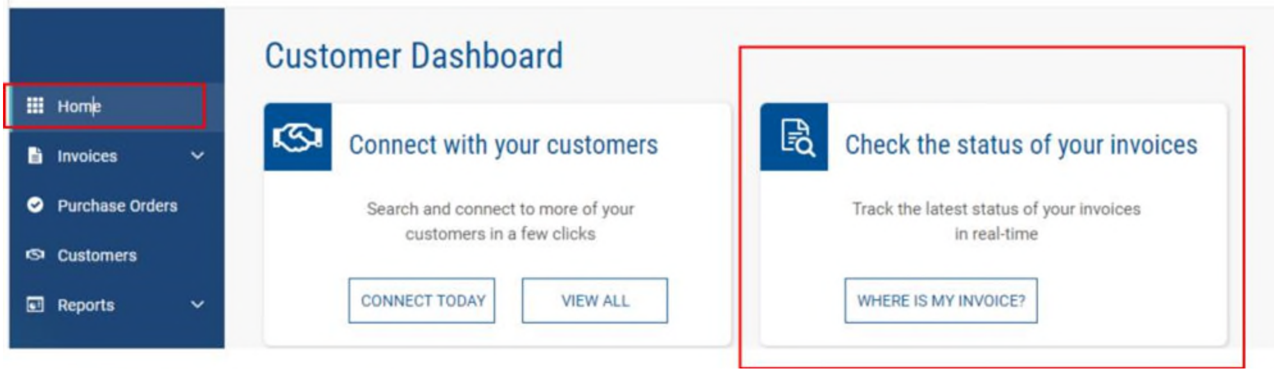
You can also view these instructions in the video available on the portal.

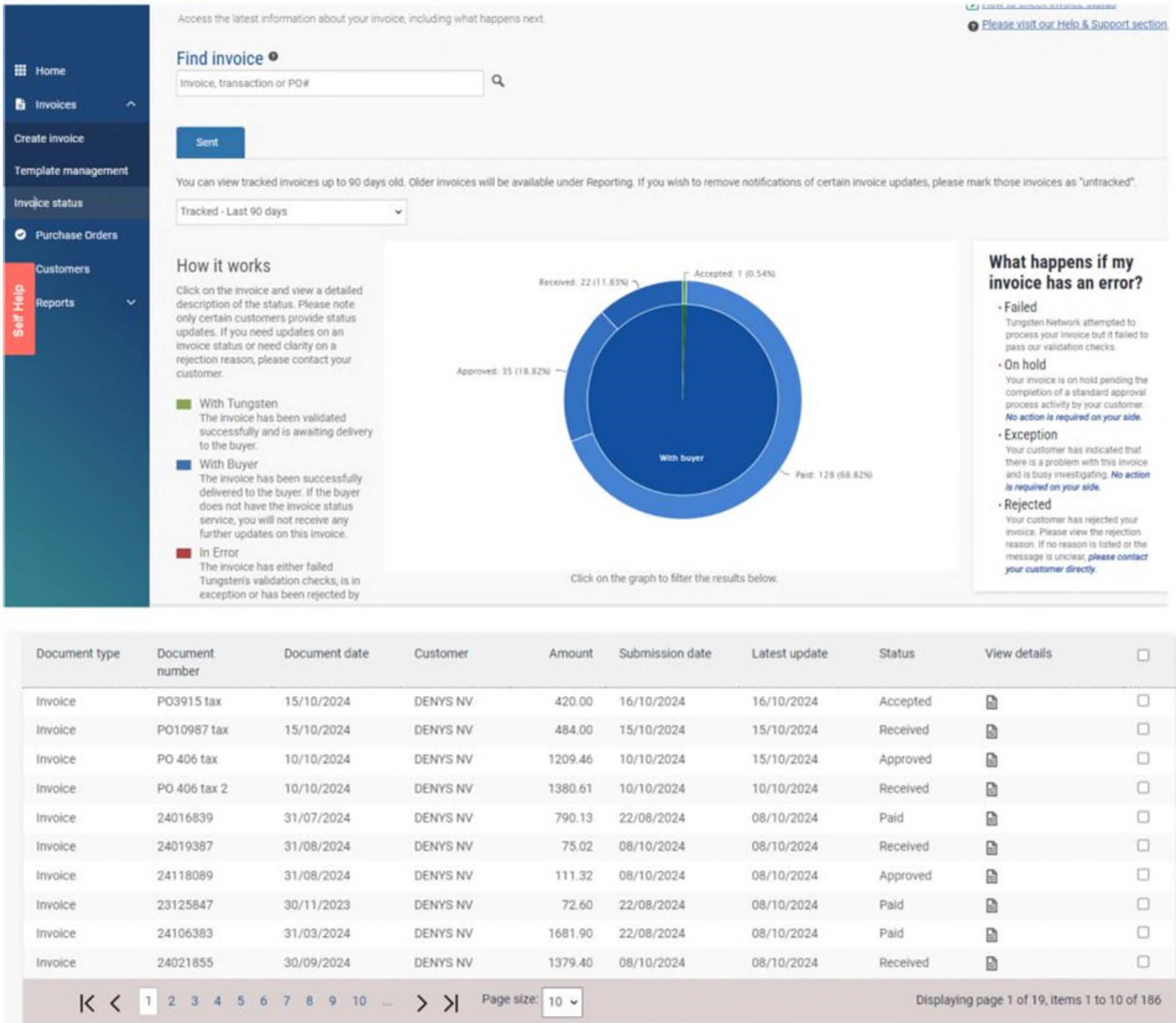
How to create an invoice or credit note

Video Guide:



- **Tracking your invoice right through to payment!**





Document type	Document number	Document date	Customer	Amount	Submission date	Latest update	Status	View details
Invoice	PO3915 tax	15/10/2024	DENYS NV	420.00	16/10/2024	16/10/2024	Accepted	
Invoice	PO10987 tax	15/10/2024	DENYS NV	484.00	15/10/2024	15/10/2024	Received	
Invoice	PO 406 tax	10/10/2024	DENYS NV	1209.46	10/10/2024	15/10/2024	Approved	
Invoice	PO 406 tax 2	10/10/2024	DENYS NV	1380.61	10/10/2024	10/10/2024	Received	
Invoice	24016839	31/07/2024	DENYS NV	790.13	22/08/2024	08/10/2024	Paid	
Invoice	24019387	31/08/2024	DENYS NV	75.02	08/10/2024	08/10/2024	Received	
Invoice	24118089	31/08/2024	DENYS NV	111.32	08/10/2024	08/10/2024	Approved	
Invoice	23125847	30/11/2023	DENYS NV	72.60	22/08/2024	08/10/2024	Paid	
Invoice	24106383	31/03/2024	DENYS NV	1681.90	22/08/2024	08/10/2024	Paid	
Invoice	24021855	30/09/2024	DENYS NV	1379.40	08/10/2024	08/10/2024	Received	

How to get help in Tungsten

Tungsten Network Technical Support operates on a one-case-per-query basis, accessible through our Help Center available 24/7. Each support case is assigned a unique reference number for easy tracking, and we aim to provide an initial response within 2 business days. More information via our article: How to contact Tungsten Network Technical Support and get assistance?

Back Phone

Tungsten Network Technical Support offer the possibility to call us. Our phone numbers are available in this page.

The phone channel can serve as an escalation option to prioritize your case. Whenever possible, our Technical Support team will address and resolve the request during the call.

To call our Technical Support, **a case number is mandatory**. If you don't have a case, please open one by filling out our online contact form: How to contact Tungsten Network Technical Support and get assistance?

Who to contact at DENYS

Invoice Payment queries:

Accounts Payable Inquiry creditors@denys.com

Additional Supplier Support:

Accounts Payable Inquiry tungstenimplementation@denys.com