

# Tungsten Guide





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# 1. What is Tungsten?

Tungsten is a third-party portal used by Kenvue, 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 Kenvue 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 your 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.

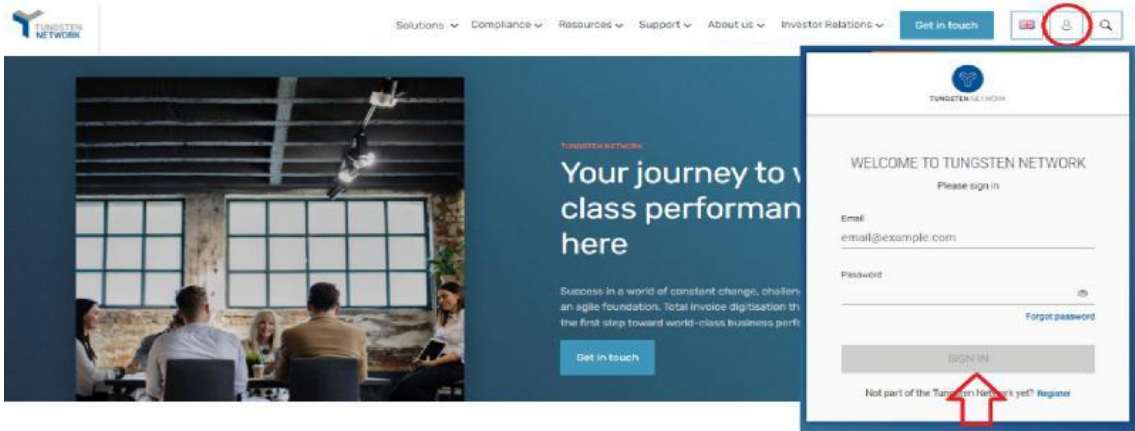
- **Set up Relationship between your company and Kenvue**

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

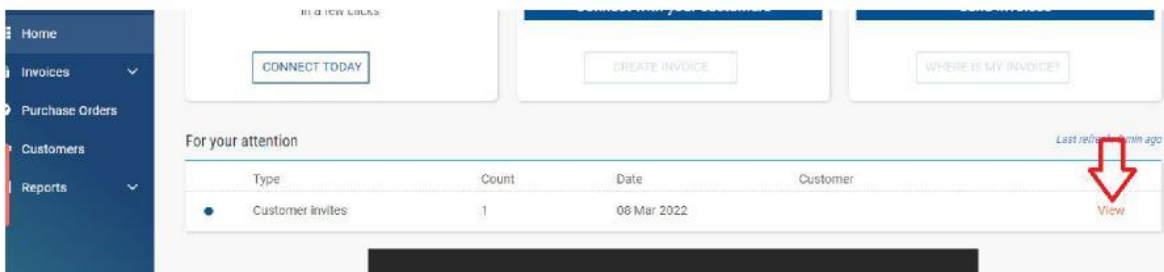
### **If your company received an email invite**

1. Logon to your Tungsten account.





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



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

### Buyer Confirmation

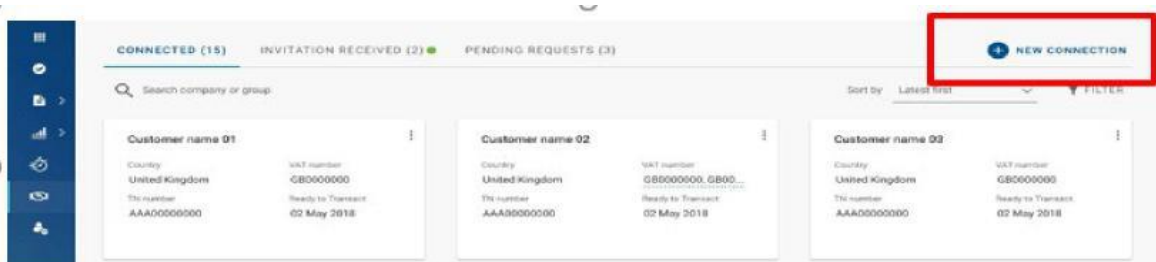
Accept or reject customers

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 Kenvue**

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

Find a customer to send a new connection request.

Search for: Customer name | Country: United Kingdom | Find a customer: Toucan Network

Toucan Group		
<b>Toucan Network 2</b> Pournney Hill House, 1 Laurence Pournney Hill, London EC4R 0BL, United Kingdom	AAA44455555	GB0000020
<b>Toucan Network 3</b> Pournney Hill House, 1 Laurence Pournney Hill, London EC4R 0BL, United Kingdom	AAA111122222	GB0000001
<b>Good Toucan Ltd 1</b> Pournney Hill House, 1 Laurence Pournney Hill, London EC4R 0BL, United Kingdom	AAE123455555	GB0000002
<b>Good Toucan Ltd 2</b> Pournney Hill House, 1 Laurence Pournney Hill, London EC4R 0BL, United Kingdom	AA987654321	GB0000010

Can't find your customer? Try again or search by TN number or Customer name.

3. Select the Kenvue 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.

1. If your customer has provided a vendor code, we encourage you to add this before sending the connection request.

You've selected **Toucan Network 2**.


Customer	TN number	Tax ID number	Vendor Code
Toucan Network 2 Pournney Hill House, 1 Laurence Pournney Hill, London EC4R 0BL, United Kingdom	AAA44455555	GB0000020	Optional

This company is part of Toucan Group. [SHOW GROUP](#)

[SEARCH AGAIN](#) [CONFIRM](#)

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.

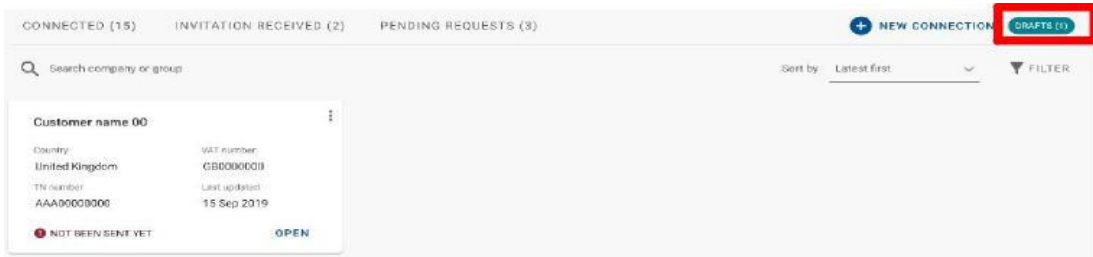
Your customers require additional information

Customer	Additional Information
<b>COMPANHIA ENERGÉTICA DE MINAS GERAIS – CEMIG</b> United Kingdom SEND DO IT LATER DELETE	<div style="border: 2px solid red; padding: 5px; text-align: center;">  Drag &amp; Drop files here or Browse files         </div>

COMPANHIA ENERGÉTICA DE MINAS GERAIS – CEMIG

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

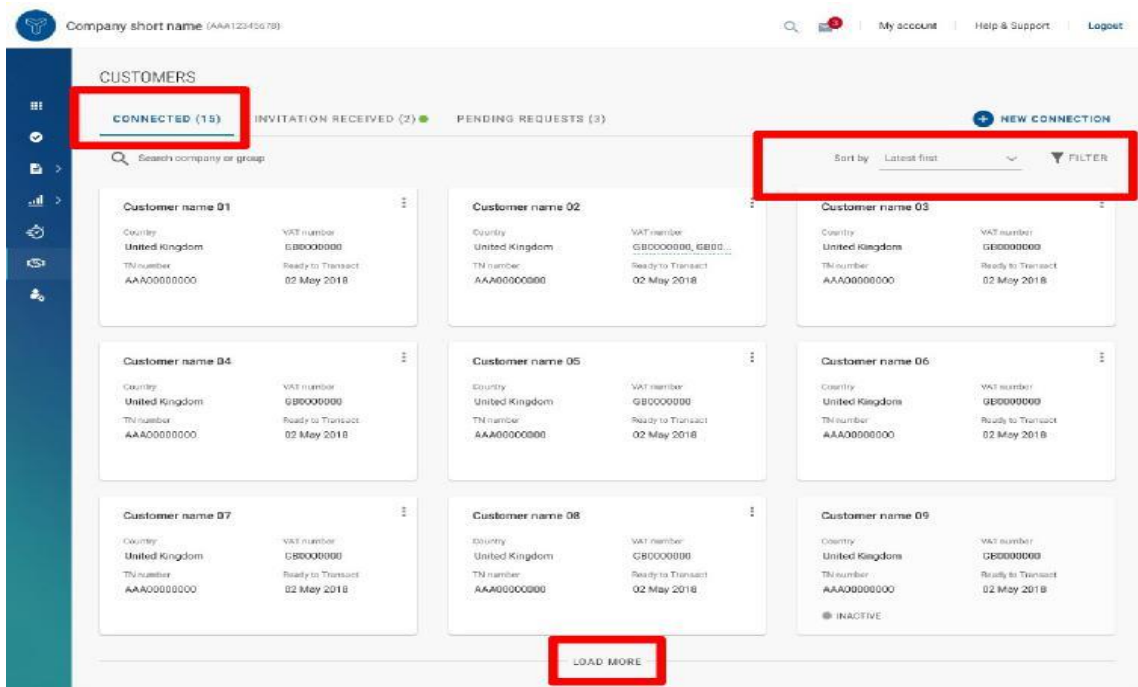
If you choose to 'DO IT LATER' those connection requests will be saved in the 'DRAFTS' folder which will only appear if there are any unsent requests.



Once you have sent your new connection request successfully, Kenvue 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 Kenvue 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 Kenvue 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 Kenvue.

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 Kenvue.

- **Invoice creation**

6. Invoice Elements		
Header Level		
Type	Field Name	Description
Mandatory	Invoice Type	Invoice = 380
		Credit Note = 381
Optional/ Preferred	Original Invoice Number	Preferred for Credit Note
Optional/ Preferred	Original Invoice Date	Preferred for Credit Note
Mandatory	Invoice Date	YYYYMMDD
Mandatory	Tax Point Date	YYYYMMDD
Mandatory	PO Number	Required for PO backed suppliers
Mandatory	Invoice Number	As standard
Mandatory	Currency	Currency must be in ISO format
Optional/ Preferred	Ship/Delivery to Address	Required if there is delivery/shipment of goods



<b>Line Level</b>		
Type	Field Name	Description
Optional/ Preferred	<b>PO Line Number</b>	To match the corresponding PO Line Number provided on the PO referenced
Optional/ Preferred	<b>Buyer Part Number</b>	Buyer Material Number/ID
Mandatory	<b>Part Description</b>	As standard
Mandatory	<b>Quantity</b>	As standard
Mandatory	<b>Unit of Measure</b>	As standard
Mandatory	<b>Unit Price</b>	As standard
Mandatory	<b>Line Item Total Before Discount</b>	As standard
Mandatory	<b>Line Tax Rate</b>	As standard
Mandatory	<b>Line Tax Amount</b>	As standard
Mandatory	<b>Line Item Total After Discount</b>	As standard
Optional/ Preferred	<b>Delivery Note Number</b>	To be provided if applicable
Optional/ Preferred	<b>Discount/Special/Freight Charge</b>	To be provided if applicable
<b>Summary Level</b>		
Type	Field Name	Description
Mandatory	<b>Total Net</b>	As standard
Mandatory	<b>Total Tax</b>	As standard
Mandatory	<b>Total Gross</b>	As standard

## 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](#).

