

Key information for suppliers **not registered on Tungsten Network**

Who is Tungsten Network?

[Tungsten Network](#) (built on OB10 E-Invoicing) is ES's global E-Invoicing partner and manages electronically submitted invoices between ES and our suppliers.

Options available to you

You can submit invoices via the [Integrated Solution or WebForm](#).

The number of invoices you send to ES will determine which solution is most cost efficient for your company. Use the links above to learn more about each option or contact Tungsten Network.

How to register with Tungsten Network?

Please click [here](#) for an instruction.

For assistance during any stage of registration, please contact the Tungsten-Network Supplier Enrolment team by e-mail at: register@Tungsten-Network.com
you may also contact registration support at: [Network.com](http://www.tungsten-network.com)

+44 (0) 870 165 7420.

Which ES entities do Invoicing through Tungsten Network?

During the registration process you must inform Tungsten Network which ES entities you will be billing. To identify ES account numbers please refer to the following list <http://www.tungsten-network.com/media/16604364/es-entities-on-tungsten.xlsx>

If, after registration, you need to invoice other ES entities,

Please contact Tungsten Network Support or raise a support ticket to have them added to your profile.

*US suppliers that submit invoices to ES Enterprise Services - **US Public Sector** accounts supporting federal contracts are not permitted to use Tungsten Network and are exempted from Tungsten Network requirements for state and local contracts. Please contact your ES Global Procurement contact to find out if your ES purchase orders relate to ES Enterprise Services US Public Sector accounts and if you can use Tungsten Network. ES will contact you in the future when Tungsten Network is available for submission of invoices for US Public Sector accounts.*

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Submitting your invoices

Integrated Solution suppliers need to submit invoice data to Tungsten Network in an agreed format.

Web Form suppliers should follow the [Tungsten Network Web Form Invoice Submission Guide](#).

A purchase order number is required on all invoices. For a non-PO invoice, you must provide the ES requestor's name and email address in the 'Invoice to contact' field. Please refer to http://www.tungsten-network.com/media/16604350/po_validation_guide_for_es_suppliers.pdf

If you need to include attachments with your invoice, please refer to [procedure for sending attachments](#).
Once you start using Tungsten Network you can no longer send paper invoices.

What happens after you submit your invoice?

You will receive an email alert to confirm whether your invoice was processed successfully or not. If you do not receive an email alert, please contact [Tungsten Network Support so](#) you can be added to the alert list for your company.

If your invoice submission failed, the failure reason is provided in the email alert that you receive from Tungsten Network. If you are not sure how to correct your invoice submission, please contact [Tungsten Network Support or raise a support ticket](#).

Need more assistance?

If you need further support please contact [Tungsten Network Support](#) or raise a support ticket.

To track the status of successfully submitted invoices, please visit

[AP Online](#) or [contact ES Customer Response Center](#).

To submit invoices correctly ,it is important to ensure that you:

[Send the invoice to the correct-ES entity and correct account number-Reference the correct PO number on your invoice.](#)

Submit your invoice successfully and receive the 15-digit transaction number. See [how to check your invoice status and invoice reporting to](#) track the Status of your invoice.

Correct and resubmit failed invoices successfully through Tungsten Network. Web Form suppliers can follow the [how to resubmit a failed invoice guide](#). [Integrated](#) Solution suppliers must correct their invoice file or contact [Tungsten Network Support](#) for assistance.

Failure to submit invoices correctly, even though your invoices are accepted by Tungsten Network, may result in your invoices being rejected by ES.

Need more information?

For detailed information about our E-invoicing initiative and benefits it brings to both ES and our suppliers please refer to ES global supplier package Or [ES's Tungsten Network page](#), [Tungsten Network E-Invoicing Vs Paper Invoicing](#)

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