



# e-Invoicing for OBS

## best practice

**This guide explains the correct way of issuing your electronic invoices. Following this guide will help to ensure invoices are processed without unnecessary delays and are paid on time**



## Dear Supplier,

Thank you for joining electronic invoicing with the Tungsten Network (formerly OB10). We are convinced that you will enjoy the benefits of this service, in particular faster invoice delivery, invoice validation, improved visibility of invoice status and ultimately lower processing costs.

Invoices sent via the Tungsten Network e-Invoicing platform will be transferred directly into the Accounts Payable module of the ERP system of Orange Business Services. This process will eliminate delays that could have been caused by paper invoices being lost or sent to the incorrect place.

Tungsten Network will automatically validate your invoices.

- if there are no validation errors, the document will automatically be routed into Orange Business Services Accounts Payable for processing.
- If there are any errors, for example incorrect Purchase Order data, or wrong OBS entity name they will be flagged to you before the invoice is sent so that you can correct them and resubmit your invoice

However, **some errors can only be detected after the invoice reaches our Accounts Payable team.** Troubleshooting of those errors could cause delays to your payment.

This guide will help you avoid those errors and help us to pay you on time.

With kind regards,  
e-Invoicing team at Orange Business Services

# how to get your invoice paid on time

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## provide the correct Orange Business Services or Equant legal entity name

you will find that name on the Purchase Orders (POs) sent to you by your contact at Orange Business Services



**Business  
Services**

ORANGE BUSINESS SERVICES  
U.S., INC  
ATTN: ACCOUNTS PAYABLE  
PO BOX 10850  
HERNDON, VIRGINIA  
VA 20172  
UNITED STATES

Bill To

ORANGE BUSINESS SERVICES  
U.S., INC  
ATTN: ACCOUNTS PAYABLE  
PO BOX 10850  
HERNDON, VIRGINIA  
VA 20172  
UNITED STATES

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## provide a Purchase Order number

Orange Business Services has a ‘**no PO, no Pay**’ policy. Purchases require a Purchase Order (PO) to ensure they have been properly authorised. This PO is sent to your Sales Department. PO copies can also be accessed via the Tungsten Network Portal.

Please make sure that the PO number you provide:

- relates to the purchase that you are invoicing
- is entered **exactly as it shows on your PO**.
  - for **Local Suppliers** the PO will have seven digits and NO DASHES, for example **1230359**. The Local POs need to be entered as digits only to avoid validation errors
  - for **Global Suppliers** who invoice multiple OBS entities, the PO number will have dashes and a prefix of the Entity, for example **GGM-2730-646** or **L-GAA-2644-12**
  - for Suppliers delivering to US the PO can begin with the prefix V, for example **VN07080017**



**If your PO number has any other format, it is unlikely to be correct and probably came from Orange entities that are not in scope of Tungsten. Invoices quoting those POs will be rejected.**

# how to get your invoice paid on time

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Please do make sure that the invoices you send **do not quote a closed PO. Invoices quoting a closed PO will be rejected.**

**Please do not exceed the quoted PO value.** If you do not have sufficient funds on the PO, payment of your invoice is likely to be delayed. Please liaise with your Requestor or the Sourcing Team [sourcing.back.office@orange.com](mailto:sourcing.back.office@orange.com) to request an additional PO.

Below we demonstrate how to can avoid some of the common PO number mistakes:

number on the PO document	incorrect	correct
GGM-1230-359	1230359	GGM-1230-359
2109041/GBF	PO2109041/GBF	2109041
1230359	PO1230359	1230359
1230359	PO #1230359	1230359



The Purchase Order number you quote can be provided either:

- in your invoice header, when the invoice refers to only one Purchase Order or,
- at the invoice line level, where you want to use multiple PO numbers on your invoice.

For suppliers working with the Tungsten Network Integrated Solution, the above choice can be made during the implementation process

Please do not truncate the PO numbers. For example GGM-2644-1234 should not be abridged to GGM-2644-12 or other permutation.

Please ensure that you quote only the POs which relate to the specific items referenced on the Invoice.

# how to get your invoice paid on time

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## add a PO Line Item number to each invoice line

The PO can contain multiple lines of data. If you have the details on PO line items numbers please add this information into the invoice submitted via the Tungsten Network (OB10)

Line No	Rev No	Part Number Description	Delivery/ Installation Date	Quantity	UOM	Unit Price	Extended Price
1		3082239128 Your Reference CXA-01555-PTO CXA-01555-PTO Steelhead CXA 1555 Pick to Order Model Ship To Address at top of page	25-DEC-13	1.00	Each	7,406.75	7,406.75
2		3082237262 Your Reference LIC-CXA-1555-H LIC-CXA-1555-H License Steelhead CXA 1555-H, 100Mbps,6000 conn Ship To Address at top of page	25-DEC-13	1.00	Each	17,290.00	17,290.00
3		308161089 Your Reference :        _Freight Freight and Duties Ship To Address at top of page	25-DEC-13	1.00	Each	220.00	220.00

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## make sure the currency of the invoice matches the PO currency

The currency is provided in your Purchase Order.

All prices and amounts on this order are expressed in  
US dollar

If there is an issue with that currency please liaise with the Sourcing Team and your Requestor to explain why you believe a discrepancy has arisen so that it can be clarified or a revised PO can be provided.

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## provide exactly the same additional information in your invoices as you did before joining the Tungsten Network (OB10)

In particular please add the item description. If your invoice relates to purchases of equipment, please ensure that the serial number is provided for each individual item supplied.

# how to get your invoice paid on time

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## tell us if you change your company's name, address, VAT number or bank details

If your name, address, VAT number or bank details change, you need to email us a written confirmation of the change **on your company headed paper**.

In particular to ensure that the invoice to be paid to the correct account, please ensure that you inform us of any changes to your bank details as soon as possible. If up-to-date information is not provided, the payment will be sent to the bank account set as default in our vendor databases.

Amendment requests should be sent to the Sourcing team  
[sourcing.back.office@orange.com](mailto:sourcing.back.office@orange.com)

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## submit your invoice on as soon as it has been raised

Any delay in invoice submission or postdating of invoices reduces the time available for processing (time between collection date and due date) and might delay your payment.

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## stop sending paper invoices

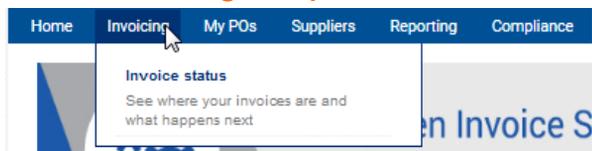
Once you move to e-Invoicing, your paper invoices will be rejected. The Tungsten Network creates the legal Invoice on your behalf and with your authorisation. The e-Invoice replaces the paper invoice and becomes an official, legal document; in certain legislations it is illegal to send an invoice in multiple formats.

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## monitor status of your invoices on the Tungsten portal

If you find any exceptions there, please contact  
[erfc\\_servdesk@orange.com](mailto:erfc_servdesk@orange.com)

to avoid delays in your payment



# what to do if an invoice is rejected on Tungsten

1

## the main reason of rejections is using a closed PO

You need to keep track of the funds available on your PO. If you try to issue an invoice against a closed PO, it will be rejected.

If you need a new PO, the fastest way is to **contact the requestor whose name is provided on the PO and request a new Purchase Order**. The new PO will be automatically loaded on the Tungsten portal the day after it is issued to you and then you will be able to resubmit your invoice

2

## resubmitting invoices

Once you correct any invoice validation errors, you will be able to resubmit your invoices. Under this link you can find a tutorial that will instruct you on reissuing your failed invoices

<http://www.tungsten-network.com/uk/help-support/tutorials/>

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## if problems continue

Please log a ticket with the Tungsten support team – contact details below. They respond quickly and will resolve any issues you may have

<http://www.tungsten-network.com/uk/help-support/>



## important

Please review, correct and resubmit your failed invoices as soon as possible to avoid any payment delays.



## contact details

- invoices rejected due to incorrect PO: **please contact the PO requestor quoted on the PO**
- queries on invoice status: your Tungsten portal account: <https://portal.tungsten-network.com/Default.aspx>
- changes to your company name, address, VAT / tax numbers, bank account, and for any questions related to the PO content: [sourcing.back.office@orange.com](mailto:sourcing.back.office@orange.com)
- invoice payment queries: [erfc\\_servdesk@orange.com](mailto:erfc_servdesk@orange.com)
- technical issues related to using the Tungsten Network service please review the tutorials or FAQ under this link, where you can also log a support ticket <http://www.tungsten-network.com/uk/help-support/>
- escalations related to the e-Invoicing service: [eInvoicing@orange.com](mailto:eInvoicing@orange.com)

# thanks

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**Business  
Services**