PO Validation FAQ

IMPORTANT NOTE FOR SUPPLIERS

Tungsten Network account terminology:

- **Supplier account number** refers to the number assigned to you by Tungsten Network when you registered
- **Buyer account number** or **Customer Number** refers to the Tungsten Network account number assigned to ES to receive invoices from you via Tungsten Network. The Customer number is unique for each ES entity based on its unique VAT/Tax registration number.

  Incorrect selection of buyer account number could lead to rejection of your invoice in the system.

What should I do if my invoices are rejected by Tungsten Network?

The submission alert that you receive from Tungsten Network will tell you why the invoice has been rejected. Where possible you should correct the error and resubmit the invoice. If you are unable to correct the error then please contact Tungsten Network Support by creating a support ticket through your portal account.

I submit only non PO invoices, will I be affected by PO range validation?

Yes. If you do not receive a PO number from ES then you should include the contact name and email address of the ES employee that has made the order. If you use the web form, please refer to attached guide which shows where you should enter this contact information.

How will this affect the processes for Purchase Orders?

The process for receiving Purchase Orders will not change. As ES creates POs from new ranges, we will inform Tungsten Network who will update their validation criteria.

Are credit notes affected by this validation?

Yes. Credit notes should have PO number. If you do not have a PO number then you should provide the contact name and email address of the ES employee that has made the order.

Are there additional costs for suppliers to use this new validation?

There is no cost for the validation. Integrated Suppliers that do not currently provide the required information may incur a small charge whilst their account is being remapped.

What happens if I experience issue when submitting invoices via Tungsten Network?

Please raise a support ticket (www.tungsten-network.com/support) if you face issues while submitting invoices via Tungsten Network.

How can I submit invoices that will pass PO validation?

In order to submit invoices which will pass the PO validation please ensure the enclosed guide is followed. For Web Form suppliers please make sure you follow the guideline provided here. For Integrated Solution suppliers please make sure you contact Tungsten Network Support at www.tungsten-network.com/support to ensure the PO number in your invoice file is mapped correctly. For NON-PO invoices suppliers will need to provide ES contact name and email address.

My PO number is correct and I input the PO number per the PO validation guide but the invoice is still rejected.

Most probably an incorrect ES buyer account was chosen. Please choose proper ES buyer account from enclosed list, based on entity name and VAT ID. Please review the PO received from ES to identify the correct account number to use.

Why I don't get email alerts from Tungsten Network for invoices that I have sent?

Please make sure you check your "spam" folder to ensure the Tungsten Network alerts are not in your "spam" folder. If you still do not find those alerts, you are not set-up to receive invoice notification alerts from Tungsten Network. In order for you to receive notification alerts, please contact Tungsten Network Support Team at www.tungsten-network.com/support and they will be able to set you up.

My invoice is rejected, how can I resubmit the invoice?

Please refer to enclosed presentation. Suppliers using Integrated Solution should correct the invoice data file sent to Tungsten Network and resubmit. It is important that you do not change the invoice number when you re-submit failed invoice.

Should I send paper invoices for invoices that are rejected?

No, rejected invoice has to be corrected by the supplier and re-send via Tungsten Network. Please refer to the enclosed presentation. Suppliers using Integrated Solution should correct the invoice data file and re-send to Tungsten Network. If you are currently sending invoices via Tungsten Network to ES entities not enabled on Tungsten Network, then your invoices will also be rejected. For this kind of situation please send paper invoices.

My invoice was accepted by Tungsten Network, can ES still reject my invoice?

Yes, Tungsten Network is responsible for the invoice delivery only. ES may reject the invoice if the data is incorrect. (Example: invoice amount does not match with a Purchase Order amount).