GSK Supplier on Tungsten – “when will I be paid” or “I’ve not been paid”

Supplier query regarding the status of their invoice to GSK

Suppliers

Have you checked the Tungsten Portal?

- No → Login to Tungsten Invoice Status Portal at www.tungsten-network.com
  - No → Click here for more about **Invoice Status Service**
- Yes ↓

Can you see the invoice on the Tungsten Portal?

- No → Have you received the Tungsten email alert for this invoice?
  - No → Raise Ticket with Tungsten support www.tungsten-network.com/support
  - Yes → Invoice Successful?
    - Yes → The Portal will display the most up to date Invoice Status information sent by GSK
    - No → Check rejection reason and re-submit invoice → If you require further assistance → Raise Ticket with Tungsten support www.tungsten-network.com/support
- Yes ↓

Has the due date passed?

- Yes → Email the GSK BSC/ helpdesk
- No → Payment will be made within 7 days of the net due date

Click here for Step by Step Guide to the GSK Invoice Status Service

Click here for a video regarding the Invoice Status Service

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For more information about eInvoicing GSK with Tungsten, please visit www.tungsten-network.com/GSK