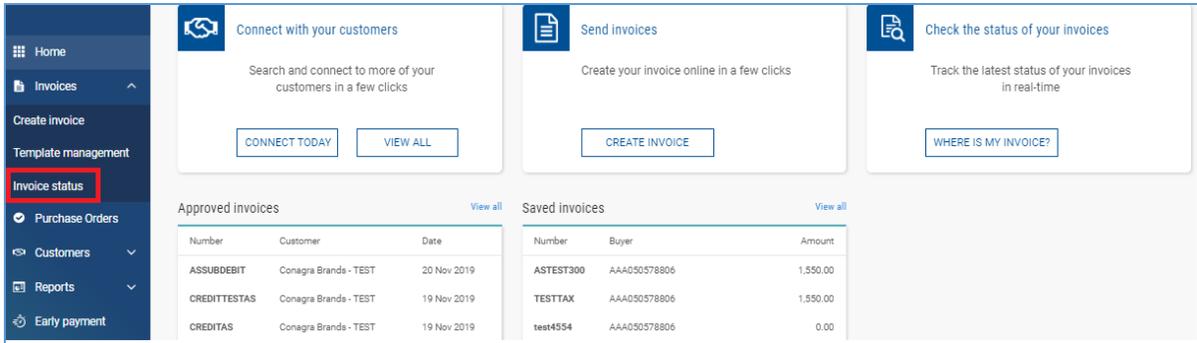


HOW TO VIEW THE STATUS OF YOUR INVOICES ON THE TUNGSTEN NETWORK PORTAL

1. Log on to your account at www.tungsten-network.com and click Invoicing on the blue ribbon across the top, then click on Invoice Status

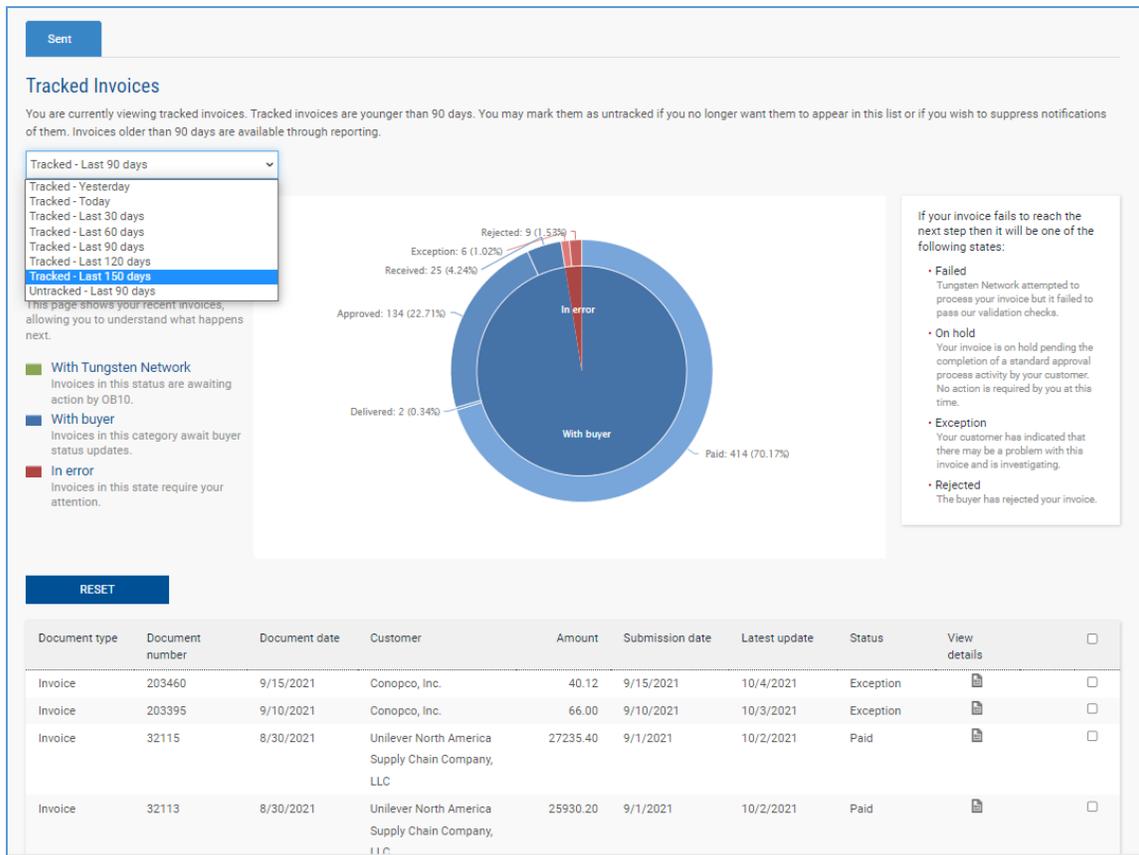


The dashboard features a left-hand navigation menu with options: Home, Invoices, Create invoice, Template management, Invoice status (highlighted with a red box), Purchase Orders, Customers, Reports, and Early payment. The main content area includes three action cards: 'Connect with your customers' (with 'CONNECT TODAY' and 'VIEW ALL' buttons), 'Send invoices' (with 'CREATE INVOICE' button), and 'Check the status of your invoices' (with 'WHERE IS MY INVOICE?' button). Below these are two tables: 'Approved invoices' and 'Saved invoices'.

Number	Customer	Date
ASSUBDEBIT	Conagra Brands - TEST	20 Nov 2019
CREDITTESTAS	Conagra Brands - TEST	19 Nov 2019
CREDITAS	Conagra Brands - TEST	19 Nov 2019

Number	Buyer	Amount
ASTEST300	AAA050578806	1,550.00
TESTTAX	AAA050578806	1,550.00
test4554	AAA050578806	0.00

2. You can select how many days back you wish to track your invoice statuses from the drop down on the top left



The 'Tracked Invoices' page displays a pie chart showing the distribution of invoice statuses. A dropdown menu on the left allows filtering by tracking period, with 'Tracked - Last 150 days' selected. A legend explains the status categories: 'With Tungsten Network' (green), 'With buyer' (blue), and 'In error' (red). A 'RESET' button is located below the legend. A table at the bottom provides details for individual invoices.

Tracked Invoices
You are currently viewing tracked invoices. Tracked invoices are younger than 90 days. You may mark them as untracked if you no longer want them to appear in this list or if you wish to suppress notifications of them. Invoices older than 90 days are available through reporting.

Tracked - Last 90 days (selected)
 Tracked - Yesterday
 Tracked - Today
 Tracked - Last 30 days
 Tracked - Last 60 days
 Tracked - Last 90 days
 Tracked - Last 120 days
 Tracked - Last 150 days
 Untracked - Last 90 days

This page shows your recent invoices, allowing you to understand what happens next.

- With Tungsten Network**
Invoices in this status are awaiting action by OB10.
- With buyer**
Invoices in this category await buyer status updates.
- In error**
Invoices in this state require your attention.

RESET

Document type	Document number	Document date	Customer	Amount	Submission date	Latest update	Status	View details	
Invoice	203460	9/15/2021	Conopco, Inc.	40.12	9/15/2021	10/4/2021	Exception		<input type="checkbox"/>
Invoice	203395	9/10/2021	Conopco, Inc.	66.00	9/10/2021	10/3/2021	Exception		<input type="checkbox"/>
Invoice	32115	8/30/2021	Unilever North America Supply Chain Company, LLC	27235.40	9/1/2021	10/2/2021	Paid		<input type="checkbox"/>
Invoice	32113	8/30/2021	Unilever North America Supply Chain Company, LLC	25930.20	9/1/2021	10/2/2021	Paid		<input type="checkbox"/>

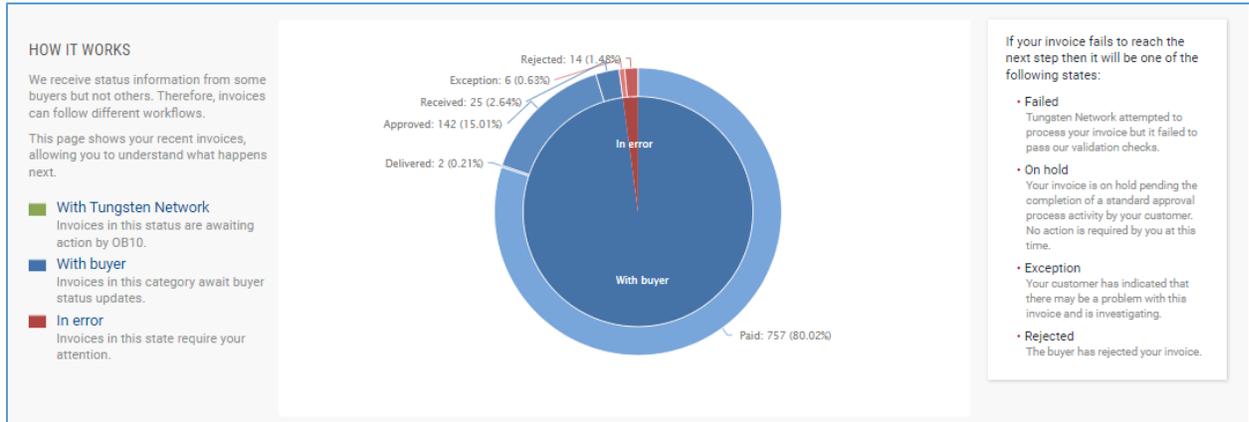
Pie Chart Data:

- With buyer: 414 (70.17%)
- Approved: 134 (22.71%)
- Delivered: 2 (0.34%)
- Exception: 5 (1.02%)
- Received: 25 (4.24%)
- Rejected: 9 (1.53%)
- In error: 1 (0.17%)

If your invoice fails to reach the next step then it will be one of the following states:

- Failed**
Tungsten Network attempted to process your invoice but it failed to pass our validation checks.
- On hold**
Your invoice is on hold pending the completion of a standard approval process activity by your customer. No action is required by you at this time.
- Exception**
Your customer has indicated that there may be a problem with this invoice and is investigating.
- Rejected**
The buyer has rejected your invoice.

3. The pie chart shows the status breakdown for the period you have selected



4. The pie chart is interactive so if you click on one section of it, the list of invoices below that chart will be limited to those in that status. You can click the blue reset button to reset the chart.

Tracked Invoices

You are currently viewing tracked invoices. Tracked invoices are younger than 150 days. You may mark them as untracked if you no longer want them to appear in this list or if you wish to suppress notifications of them. Invoices older than 150 days are available through reporting.

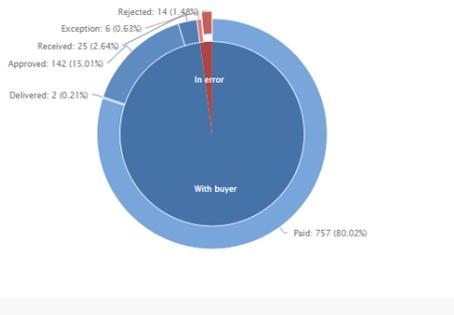
Tracked - Last 150 days

HOW IT WORKS

We receive status information from some buyers but not others. Therefore, invoices can follow different workflows.

This page shows your recent invoices, allowing you to understand what happens next.

- **With Tungsten Network**
Invoices in this status are awaiting action by OB10.
- **With buyer**
Invoices in this category await buyer status updates.
- **In error**
Invoices in this state require your attention.



If your invoice fails to reach the next step then it will be one of the following states:

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Tungsten Network attempted to process your invoice but it failed to pass our validation checks.
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Your customer has indicated that there may be a problem with this invoice and is investigating.
- **Rejected**
The buyer has rejected your invoice.

RESET

Document type	Document number	Document date	Customer	Amount	Submission date	Latest update	Status	View details	
Invoice	32231	9/14/2021	Unilever North America Supply Chain Company, LLC	24926.67	9/16/2021	9/22/2021	Rejected		<input type="checkbox"/>
Invoice	203283	9/1/2021	Unilever North America Supply Chain Company, LLC	58541.76	9/3/2021	9/14/2021	Rejected		<input type="checkbox"/>
Invoice	31938	8/11/2021	Unilever North America Supply Chain Company, LLC	26.13	8/18/2021	8/23/2021	Rejected		<input type="checkbox"/>
Invoice	202804	8/2/2021	Unilever North America Supply Chain Company, LLC	27426.51	8/3/2021	8/12/2021	Rejected		<input type="checkbox"/>

5. You can also search for a specific invoice number using the Find box along the top of the page. Enter an invoice number, transaction number or PO number to search

Invoice status

Access the latest information about your invoice, including what happens next.

Find invoice ?

🔍

6. You can view the details of an invoice by clicking on the View details button next to each record in the list

Document type	Document number	Document date	Customer	Amount	Submission date	Latest update	Status	View details	<input type="checkbox"/>
Invoice	32213	9/10/2021	Unilever North America Supply Chain Company, LLC	22839.00	9/14/2021	9/30/2021	Approved	📄	<input type="checkbox"/>

7. Once you are in the invoice record you can see the invoice details, including status, document date, PO number, status date, payment due date and any comments. If the invoice was submitted via the Tungsten Network as an electronic invoice, you can view the invoice image by clicking on the PDF icon. If the record indicates that there are no attachments this means the status you are viewing is for an invoice you submitted to your buyer in paper form.

32213		Invoice
From	To	Document date
Unilever Test Supplier 1270 Test Street Los Angeles CA 90027	Unilever North America Supply Chain Company, LLC 700 Sylvan Avenue Englewood Cliffs NJ NJ 07632	10 September 2021
		Submission date 14 September 2021
		Transaction number AAA000217447991
		PO number 4504453356
Attachments		
AAA000217447991.tif 		
AAA000217447991.pdf 		
		Total with tax \$ 22,839.00
<hr/>		
	Status: Approved Your customer has approved this document.	Status date: 30 September 2021
	Comment Email: Not Applicable Invoice has been approved and will be paid as per your payment due date	Payment due date 14 October 2021
		Disclaimer According to payment terms and our payment policy, actual payment date may vary from the payment due date for invoices due on a weekend or holiday. European payments may take longer to reflect on your bank account. Please allow 3-4 days before you enquire.
		Accounts Payable Contact Click Here to Raise a Query with Unilever Service Desk
		Scan identifier 20210914_OB03079981

8. If the invoice you are viewing is in status failed, this means it has not passed the Tungsten Network validations and has not reached your buyer. The invoice record will indicate the reason the invoice failed. You can click View Error to see the error, or if you require assistance in correcting the issue click on Raise a Ticket, which will allow you to contact the Tungsten Network support team

GB009-180039041A		Invoice
From Unilever Test Supplier 1270 Test Street Los Angeles CA 90027	To Unilever UKCR PO Box 13930 Accounts Payable,Mail-Point 13930, Unit B Rattys Lane Hoddesdon Hertfordshire EN11 0RF	Document date 15 June 2021 Submission date 30 July 2021 Transaction number AAA000215115154 PO number PO12024489
Attachments There are currently no attachments.		<u>Total with tax £ 3,300.00</u>
 <p>Status: Failed Invoice Unit price is greater than the PO Unit Price</p> <p>Comment No payment status comments at this time</p>		Status date: 30 July 2021
UNTRACK	VIEW ERROR	RAISE A TICKET
REACTIVATE INVOICE		

Further resources for Unilever suppliers using Tungsten Network:

Unilever's microsite on the Tungsten Network: <https://www.tungsten-network.com/unilever/>

Further guides for Unilever suppliers: <https://www.tungsten-network.com/customer-campaigns/Unilever/faqs-and-documentation/>

Tungsten Network support phone numbers: <https://www.tungsten-network.com/customer-campaigns/unilever/support/>

Tungsten Network FAQ's: <https://www.tungsten-network.com/faqs/>