

# TUNGSTEN GUIDE

**EE Limited**

Last Updated: October 2024



## What is Tungsten?

Tungsten is a third-party portal used by EE LTD, to manage supplier invoices. It is a Global provider used by many businesses across the world.

Each Tungsten supplier account has one Admin User who can add/delete users and is responsible for granting access. Your Tungsten account can be set up with as many users as required by your organization.

## Getting Started

Please follow the steps below to start sending invoices

**Tungsten Network offers two methods of sending your invoices: a fully automated process that integrates with your billing system (Integrated Solution), or an easy-to-use free online portal (Web Form).**

Please follow the steps below under 'Register Account' to register for a [Web Form](#) account. For more information on the Integrated Solution go to [Integrated Solution](#).

[Register account](#) -> [Configure account](#) -> [Set up relationship](#) -> [Send first invoice](#)

## Register account

- **If your company has received an email invitation**

If you have received an invite from EE LTD and Tungsten to activate your Tungsten account, please follow the link provided.

- **If you have not received an email invitation**

If you have not received an email invitation with a link to activate your account, please follow the below steps to register an account: you can register for a Tungsten account here:

Access the link [Tungsten Registration](#)

For more details and instructions to step-by-step click [here](#)

- **If your company is not new in Tungsten and already has an account**

If you have a Tungsten account, please see the step [Set up Relationship](#).

Note: If during registration you see a pop-up message indicating the Tax/VAT reg. number is already in use, this means you company already has an existing Tungsten account (i.e., registered in the past to send invoices to a different customer)

Contact Tungsten Support [here](#) to obtain the name of the Admin User of your existing account so that you can be setup as a User.

Please do not bypass the registration checks by creating an account without Tax/VAT reg. number as it will lead to duplicates.

## Configure Account

How to access your company's existing account

- **If you are not setup as a user of your company's Tungsten account**

Contact your Admin User and request they add you as a Portal User. A video guide on how they can add you as a User can be found [here](#)

- **If you do not know who the admin user is**

Contact Tungsten Support [here](#) and Tungsten will provide you the Admin User details.

- **If the Admin User is no longer an employee or changed position**

Provide a document signed by a manager containing the following information:

- Confirmation that the current Admin User is no longer part of the company or changed position.
- First name and last name of the new Admin User.
- Email address and phone number of the new Admin User.
- The signature and the official stamp/logo of the company.

Raise a ticket from [here](#) with the required details and Tungsten support will assist.

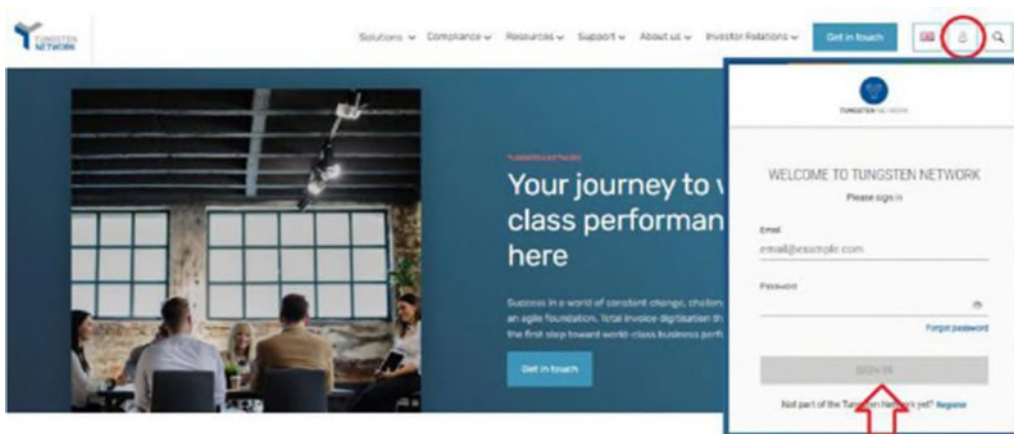
**Note:** Tungsten can accept a scan, photograph, or pdf file of this letter/document

- **Set up Relationship between your company and EE LTD**

To send invoices via Tungsten, your Tungsten account needs to be linked to EE LTD. Follow the steps below to set up the relationship.

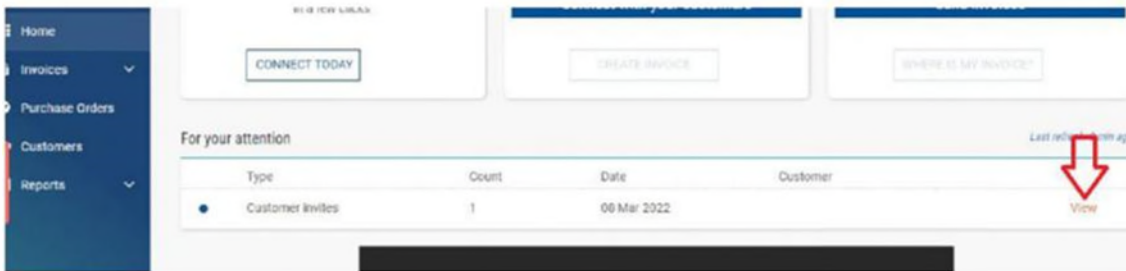
### If your company received an email invite

1. Logon to your Tungsten account.





2. See the section “For your Attention” in your homepage and click in “View”.



3. Turn on the Connection button. Click Next, then Confirm.

### Buyer Confirmation

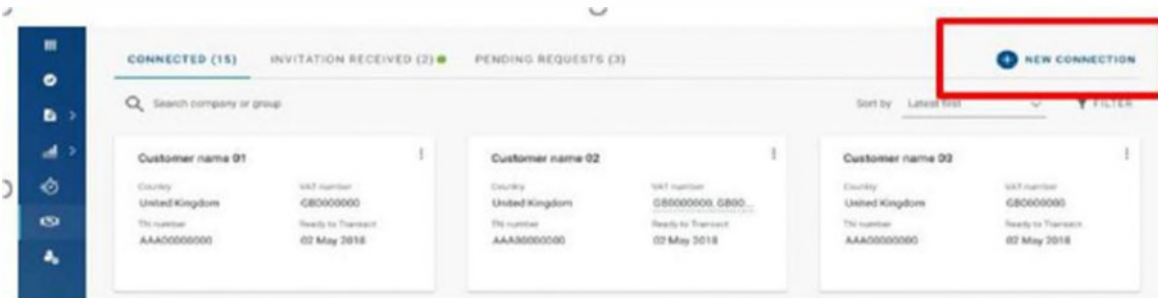
Accept or reject customers

Connection	Group Name	Customer name	Customer TN number	Tax ID
Connect	Test Buyer 2017	Test Buyer 2017	AAA58765404	N/A

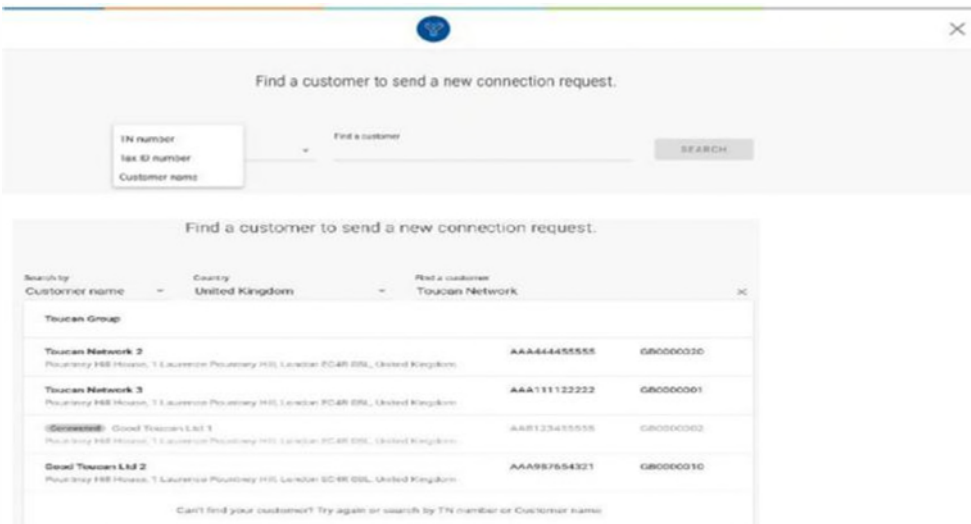
BACK ➔ CONFIRM

## If your company does not have a previously requested connection with EE LTD

1. Raise a new connection request by clicking on the ‘NEW CONNECTION’ button



2. Upon clicking this button, you will be taken to the search page, where you can search for a customer by: Name, TN number or Tax ID

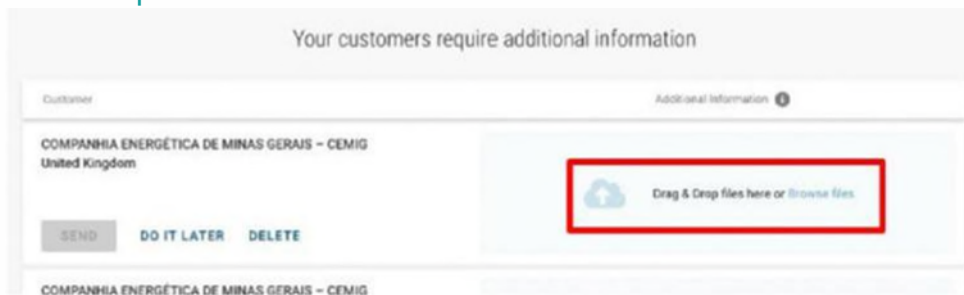




3. Select the EE LTD company you're trading with. Full list of entities [here](#).
4. You will have the option to add the **vendor code**, but it is an optional field. Please, proceed if you do not have the information.



5. Once you have selected and confirmed the customer company or multiple companies within the group that you want to connect with, you can upload any files in the request



6. Once files have uploaded successfully, click **SEND** Additionally, you can **DELETE** the request if you no longer wish to connect

If you choose to 'DO IT LATER' those connection requests will be saved in the 'DRAFTS' folder which will only appear if there are any unsent requests.



Once you have sent your new connection request successfully, EE LTD will review and either Approve or Decline it.

## Manage connections

- **Customer Connect Functionality Overview**
  1. [Log into the Tungsten Network Portal](#)
  2. Click on 'Customers' in the left menu navigation (If menu is collapsed, look for the handshake icon)
  3. Clicking on 'Customers' will take you to the new 'Customer Connect' app, with the default homepage display being the 'CONNECTED' tab



## • Overview of connected customers

- See the total number of buyers you are connected to
- Cards – show information about the customers you are connected to i.e., country, VAT, TN account number
- Scroll to the bottom of the page to ‘Load More’ on screen or SEARCH for a connected customer by looking up the company or group name
- SORT BY, various parameters such as latest first, oldest first, alphanumeric etc.
- FILTER: Clicking the filter icon you can choose your preferred view and criteria i.e., by country, group names.

The screenshot shows the 'CUSTOMERS' page with a navigation bar at the top. The main content area is titled 'CUSTOMERS' and has three tabs: 'CONNECTED (13)', 'INVITATION RECEIVED (7)', and 'PENDING REQUESTS (3)'. A search bar is located below the tabs. A grid of customer cards is displayed, each showing 'Customer name', 'Country', 'VAT number', and 'TN number'. A 'LOAD MORE' button is at the bottom of the grid. A 'NEW CONNECTION' button is in the top right corner. A 'FILTER' dropdown is also visible in the top right corner.

## • Declined connection requests

- If EE LTD declines your connection request, you will be able to ‘VIEW REASON’ and the connection request will be marked as ‘CLOSED’

The first card shows details for 'Customer name 03': Country: United Kingdom, VAT number: GB0000000, TN number: AAA0000000, Last updated: 02 Sep 2019. The card is marked as 'CLOSED' and has a 'VIEW REASON' button. The second card shows the message 'YOUR REQUEST HAS BEEN CLOSED' with a 'CLOSE' button.

- You will also receive an email informing you that the connection request has been declined. To query the decline of the request you will need to contact EE LTD directly.



- **e-Invoicing via Tungsten when your company is VAT registered in multiple countries.**

The VAT registration number you have provided on your Tungsten account determines the VAT rates you are able to select when invoicing EE LTD.

Therefore, if your company is VAT registered in multiple countries, you will require a Tungsten account (AAA account) per VAT registration number.

Please note that e-invoices submitted with the incorrect VAT rate may be rejected by EE LTD.

## **How to get help in Tungsten**

Tungsten Network Technical Support operates on a one-case-per-query basis, accessible through our Help Center available 24/7. Each support case is assigned a unique reference number for easy tracking, and we aim to provide an initial response within 2 business days. More information via our article: [How to contact Tungsten Network Technical Support and get assistance?](#)

## **Back Phone**

Tungsten Network Technical Support offer the possibility to call us. Our phone numbers are available [in this page](#).

The phone channel can serve as an escalation option to prioritize your case. Whenever possible, our Technical Support team will address and resolve the request during the call. To call our Technical Support, a case number is mandatory. If you don't have a case, please open one by filling out our online contact form: [How to contact Tungsten Network Technical Support and get assistance?](#)

## **Who to contact at EE LTD**

### **Invoice Payment queries:**

Accounts Payable Inquiry [ee.helpdesk@bt.com](mailto:ee.helpdesk@bt.com)

### **Additional Supplier Support:**

Accounts Payable Inquiry [ee.helpdesk@bt.com](mailto:ee.helpdesk@bt.com)