

IMMUNOCORE

**TUNGSTEN  
GUIDE**

Immunocore Limited

Last Updated: October 2024

## What is Tungsten?

Tungsten is a third-party portal used by Immunocore Limited, to manage supplier invoices and help ensure they are paid quicker and more efficiently. 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 online portal (Web Form) which is completely free to use for the first 52 invoices you send through the service in any given year, while additional batch of invoices can be purchased at any point.**

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 Immunocore Limited 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 your 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.

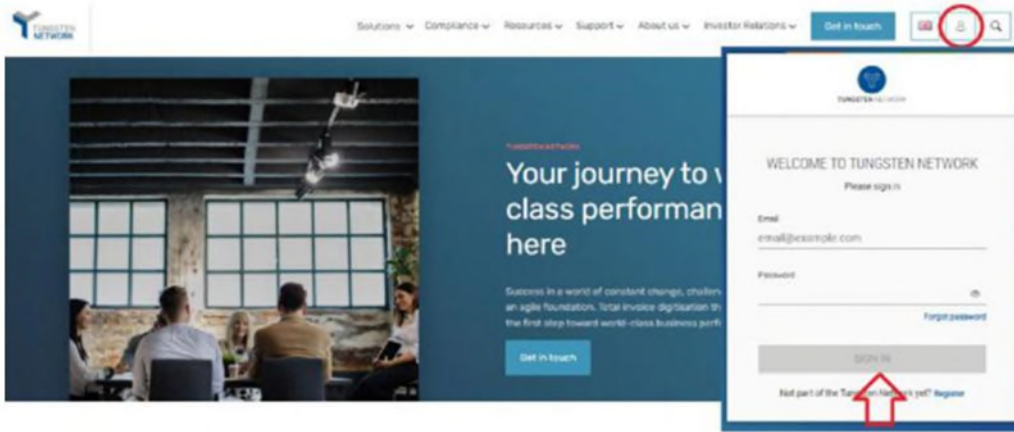
**Note:** Tungsten can accept a scan, photograph, or pdf file of this letter/document

- **Set up Relationship between your company and Immunocore Limited**

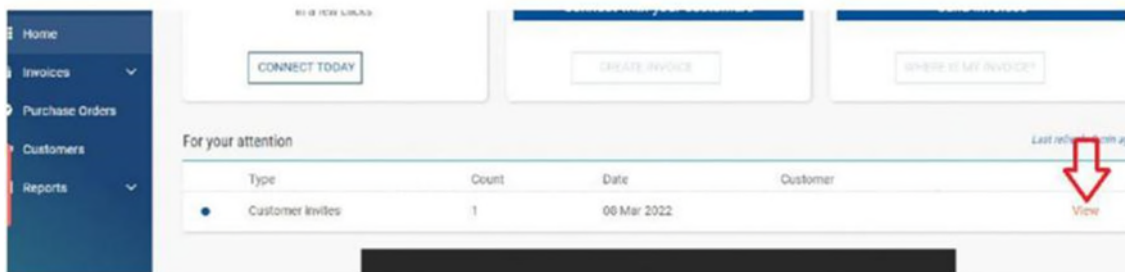
To send invoices via Tungsten, your Tungsten account needs to be linked to Immunocore Limited. Follow the steps below to set up the relationship.

### **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

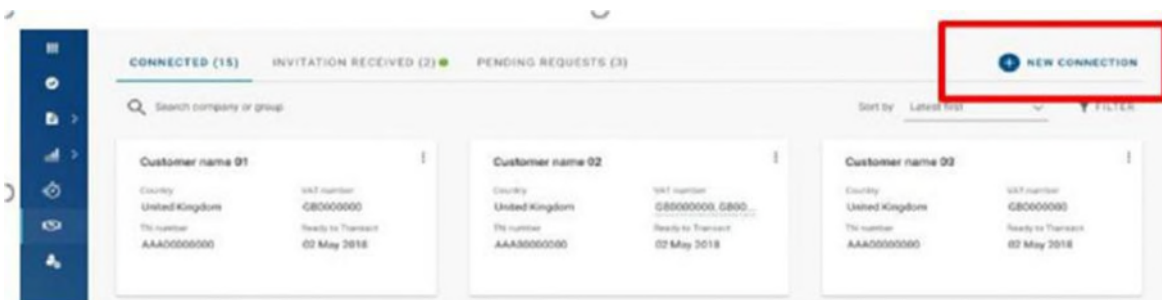
Accept or reject customers

Connection	Group Name	Customer name	Customer TN number	Tax ID
Connect	Test Buyer 2017	Test Buyer 2017	AAA588765404	N/A

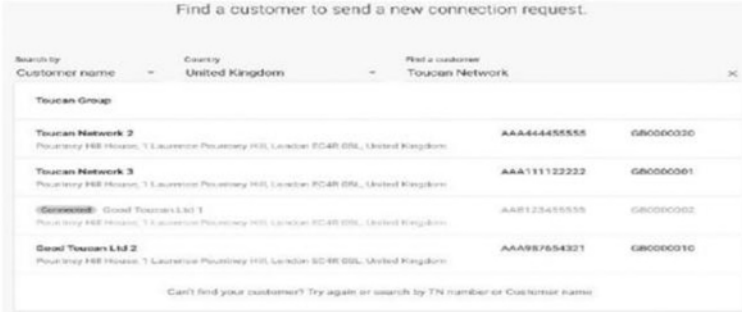
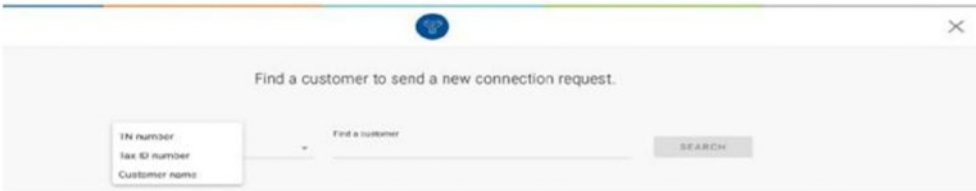
At the bottom of the table, there are two buttons: 'BACK' and 'CONFIRM'. A red arrow points to the 'CONFIRM' button.

### If your company does not have a previously requested connection with Immunocore Limited

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



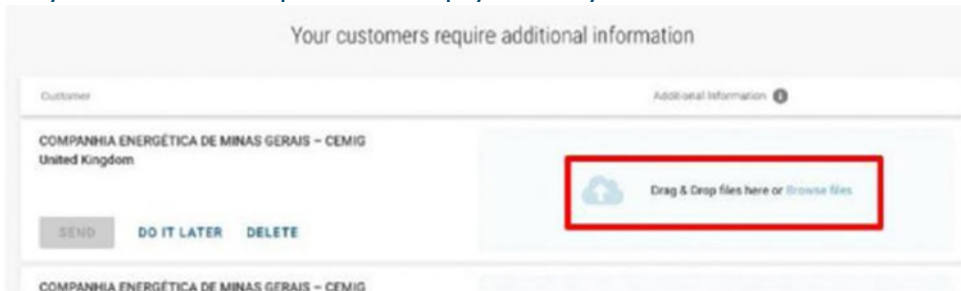
2. Upon clicking this button, you will be taken to the search page, where you can search for a customer by: Name, TN number or Tax ID



0. Select the Immunocore Limited company you're trading with. Full list of entities [here](#).
1. 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.

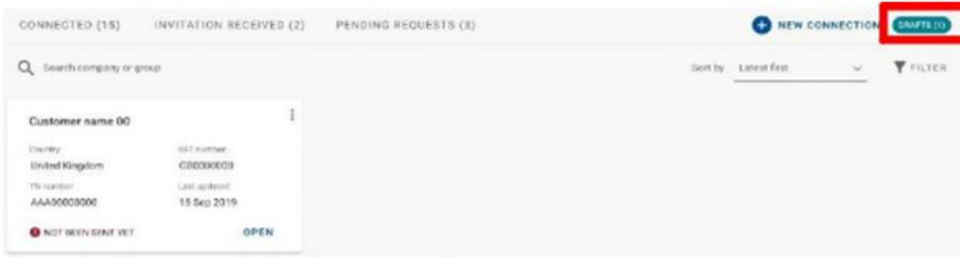


2. Once you have selected and confirmed the customer company or multiple companies within the group that you want to connect with, you can upload any files in the request to help your buyer validate the connection.



3. 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, Immunocore Limited will review and either Approve or Decline it.

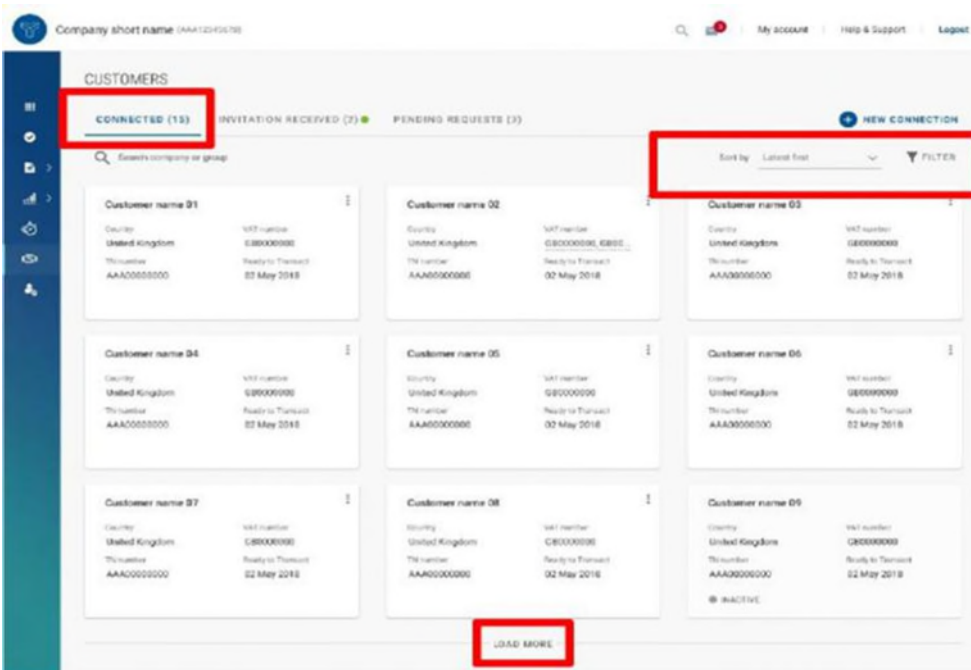
## Manage connections

### • 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

- a) See the total number of buyers you are connected to
- b) Cards – show information about the customers you are connected to i.e., country, VAT, TN account number
- c) 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
- d) SORT BY, various parameters such as latest first, oldest first, alphanumeric etc.
- e) FILTER: Clicking the filter icon you can choose your preferred view and criteria i.e., by country, group names.



- **Declined connection requests**

- a) If Immunocore Limited declines your connection request, you will be able to **'VIEW REASON'** and the connection request will be marked as **'CLOSED'**



- b) 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 Immunocore Limited 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 Immunocore Limited.

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 Immunocore Limited.

- **Tracking your invoice right through to payment!**

Invoice Status Service is a free online self-service, available in the Tungsten Network Portal, that provides you with the latest processing and payment status information of your invoices submitted to Immunocore Limited. Using your existing Tungsten Portal account, you can:

- Check your invoice has been successfully delivered and received
- Check if there are any issues with your invoice. If it's been rejected by Immunocore Limited, we will tell you what is wrong so that you can quickly rectify
- Check your payment due date for Approved invoices
- Check your payment reference number for Paid invoices

Immunocore Limited updates the invoice status information several times per day. The Invoice Status Service uses a standard set of statuses to document the processing and payment status of your invoices submitted to Immunocore Limited:

- Received: Immunocore Limited has received your invoice and has initiated the approval review process.
- Approved: Immunocore Limited has approved your invoice for payment. The payment will be transferred to the bank on the mentioned due date.
- On Hold: Your invoice is on hold pending a standard invoice approval task.
- Exception: Your invoice requires additional approval within Immunocore Limited.

- Paid: Immunocore Limited has paid your invoice or marked the invoice for payment.
- Rejected: Immunocore Limited has rejected your invoice.

## 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 Immunocore Limited

### Invoice Payment queries:

Accounts Payable Inquiry [Tungstensupport@immunocore.com](mailto:Tungstensupport@immunocore.com)

### Additional Supplier Support:

Accounts Payable Inquiry [Tungstensupport@immunocore.com](mailto:Tungstensupport@immunocore.com)