

TUNGSTEN SUPPORT FOR SUPPLIERS

Tungsten vs Organon support for suppliers

June 2021



Tungsten Network Support vs. Organon Support



Tungsten Network Supplier Support	Organon Support – STS Helpdesk
Technical issues	Missing PO on the Network
Problems with invoice/ credit note submission	Additional information related to Payments
Support related to Web Form / Integrated Solution accounts	Contacts: overview per country provided in attached excel file
Reporting	
Support Ticket Creation	
Tungsten phone support	



Organon STS
elpdesk contacts.p



How to Raise a Support Ticket in Tungsten Network Portal

Organon Test Supplier

Help & Support

- Create Ticket
- View Tickets
- Compliance

Home

Invoices

Purchase Orders

Customers

Reports

Connect with your customers

Search and connect to more of your customers in a few clicks

CONNECT TODAY VIEW ALL

Send invoices

Create your invoice online in a few clicks

Connect with your customers

CREATE INVOICE

Check the status of your invoices

Track the latest status of your invoices

Send invoices

WHERE IS MY INVOICE?

Please indicate what your request relates to

- An invoice or many invoices
- A purchase order or many purchase orders
- Something else

Please enter a subject for your request

Please describe your request in as much detail as you can

Attachment i

SELECT AND UPLOAD

SUBMIT



ORGANON

Tungsten Network Help and Support Section

Click on „Help & Support“ directly from your portal

The screenshot shows the top navigation bar of the Organon Test Supplier portal. On the left is a dark blue sidebar with menu items: Home, Invoices, Purchase Orders, Customers, and Reports. The main header area is white and contains the Organon logo, the text 'Organon Test Supplier', a search icon, an email icon, 'Your account', and a 'Help & Support' dropdown menu highlighted with a green border. Below the header are three white cards with blue icons and buttons: 'Connect with your customers' (with 'CONNECT TODAY' and 'VIEW ALL' buttons), 'Send invoices' (with a 'CREATE INVOICE' button), and 'Check the status of your invoices' (with a 'WHERE IS MY INVOICE?' button).

The screenshot shows the 'Help & support home' page. On the left is a sidebar with a 'Help & support home' section containing links for 'Getting started: Video tutorials', 'Upcoming help & support webinars', and a list of categories: Invoicing, My account, Purchase orders, Customers, and Reporting. Below this is a 'Useful information' box with contact details for the administrator (organon@test-account.com) and TN numbers. The main content area has a heading 'Help & support home' and a paragraph about using the search tool. It features a 'Browse or search for help and support for all your e-Invoicing tasks.' section with links for 'Getting started: Video tutorials', 'Upcoming help & support webinars', 'Invoicing', 'My account', 'Purchase orders', 'Customers', 'Reporting', and 'About Tungsten Network e-Invoicing'. To the right is a 'Search' box and a 'Support requests' section indicating 'You have 1 active request'. At the bottom right is an orange box titled 'Still need help?' with options to 'Open a support ticket' or 'Call us on +44 203 318 5177' (lines open 10am - 8pm AET).

Tungsten Network Support Hub

Visit [Tungsten Network Support Hub](#) which includes the following useful information about:

- **FAQs**

and

- **Video tutorials** including:

- How to connect with your customers
- How to use Tungsten Network Portal
- How to check the status of your invoice
- How to raise invoices and credit notes
- How to manage your company details
- How to manage your account and users