

Kenvue Supplier Guide: Tungsten Invoicing Platform





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Introduction to Tungsten Automation

Overview of the Kenvue e-Invoicing Program

Kenvue has partnered with Tungsten Automation to standardize our global invoice submission process. By invoicing through Tungsten, you help ensure your invoices are processed securely, accurately, and on time.

Tungsten replaces traditional paper and email invoices with a trusted e-invoicing platform used by thousands of companies worldwide. This improves compliance and reduces manual steps for faster payment to our suppliers.

Why Tungsten? Benefits & Expectations

- **Instant invoice validation** - Get notified of errors before you send your invoice, resulting in fewer invoice exception
- **Expedited payments processing** - No more manual checking means we can process your payments more quickly
- **Real-time status** - Track the status of your invoice to see when you will get paid
- **Secure archiving** - All your invoices are digitally signed, encrypted, and stored within the Tungsten e-Invoice Network image archive, where you can access them anytime
- **Convert POs into invoices** - Receive purchase orders and convert them into invoices at the touch of a button

Getting Started with Tungsten

Choose Your Invoicing Method:

1. **Integrated Solution:** A fully automated option that integrates Tungsten directly with your organization’s billing or ERP system. This solution is ideal for our suppliers that submit a high-volume of invoices. ([LINK](#))
2. **Web Form Solution:** An easy to use, browser-based portal that allows you to convert Purchase Orders directly into invoices to Kenvue. ([LINK](#))
 - The first 52 invoices every calendar year are free
 - Additional invoice bundles can be purchased at any time through the Tungsten Portal

Integrated

Recommended for suppliers sending a high volume of invoices

Invoices are sent directly from your accounting system

Annual subscription of \$1,680; Tiered cost for invoice submission:

- 21 – 250 invoices per month: \$1.10
- 251 – 1,000 invoices per month: \$0.89
- 1,001 – 5,000 invoices per month: \$0.69

Web Form

First 52 invoices per year are free

Flat cost of \$2.69 per invoice

Invoices are sent through the Tungsten portal

Enables use of PO Convert for invoice creation to ensure accuracy

Setting Up Your Tungsten Account

Registration

Note: If you have an existing Tungsten Network account, please skip to the next section

To begin using the Tungsten Network for invoicing Kenvue, your organization must have an active Tungsten supplier account. If your company is not yet registered, you can initiate the registration process directly through Tungsten's website.

To Register a new account:

1. Go to www.tungsten-network.com
2. Select "Portal Login"
3. Click "Register" on the Tungsten Portal log-in page
4. Complete the company profile and select your preferred method of invoice submission (Integrated Solution or Web Form)
 1. 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)

Note: If you're unsure of whether your organization is already registered, Tungsten can assist in identifying any existing accounts before a new one gets created.

Please see the linked knowledge articles associated with each step in the above process to set up a **Web Form** account. For more information on the Integrated Solution go to **Integrated Solution**.

Login and Access Credentials

Once your account is registered and approved:

- a. The administrative user designated during the registration process will receive login credentials and account access instructions via email.
- b. The user is responsible for setting up additional users (if necessary) in their organization, assigning roles, and managing permission within the account
- c. All users will log in through portal.tungsten-network.com

Setting Up Your Tungsten Account

How to Access Your Organization's Existing Account

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.

1. 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](#)

2. If you do not know who the admin user is

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

3. 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. Tungsten can accept a scan, photograph, or pdf file of this letter/document.

Account Configuration Checklist

To ensure your Tungsten account is fully functional for invoicing Kenvue, verify below after logging in:

- ✓ Your company information is accurate and up to date
- ✓ You have reviewed Tungsten's invoice format and validation rules for Kenvue (for Integrated Suppliers only)
- ✓ The administrative user has access to account settings and support tools
- ✓ You are connected to the correct Kenvue Entity(s) as a customer
- ✓ All relevant users are added and assigned correct roles
- ✓ Ensure VAT ID is routed to the correct entities VAT and updated with the most recent tax information if it has changes

Setting Up Your Tungsten Account

Updating Company Details / Users

Keeping your company's information current is essential for tax compliance and invoice accuracy.

Information to ensure you are keeping up to date:

1. Company Name / Address
2. Banking & Tax Information
3. Legal Entity Structure
4. Primary Contact / Account Administrator information.

Changes must be made by the administrative user and may require verification or approval by the Tungsten team.

View knowledge article: [📖 How to update your company details?](#)

Managing Users and Permissions

Your administrative user can create, edit, or remove users from the account

To manage users:

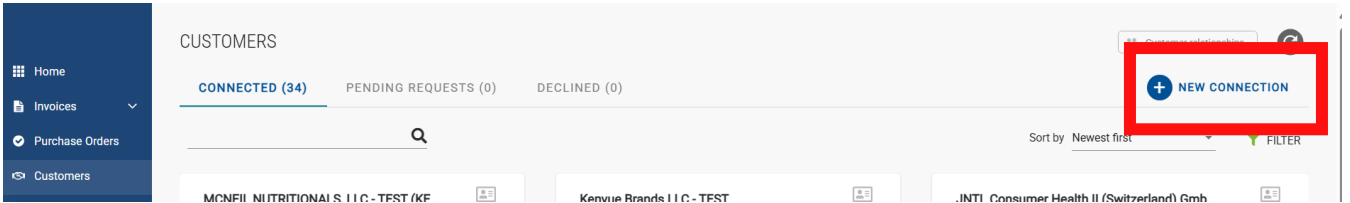
1. Go to the User Management section of your Tungsten account
2. Assign appropriate roles (e.g. invoice creator, viewer, admin)
3. Remove users who no longer require access
4. **Recommendation:** Have more than one active administrative user to ensure coverage in case of absence or resource turnover.

View knowledge article: [How to modify your user access rights or other users' access rights?](#)

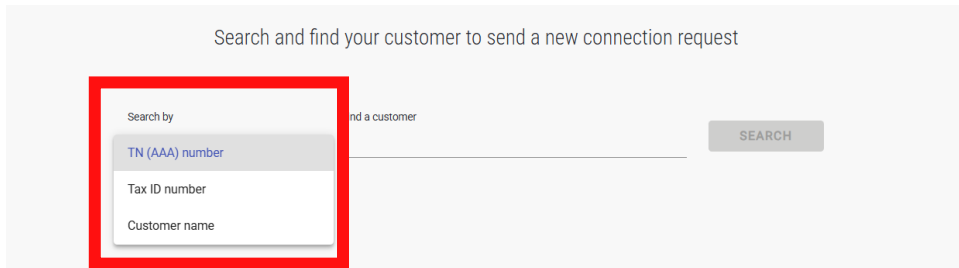
Creating / Maintaining Customer Connections

If your company does not have a previously requested connection with Kenvue

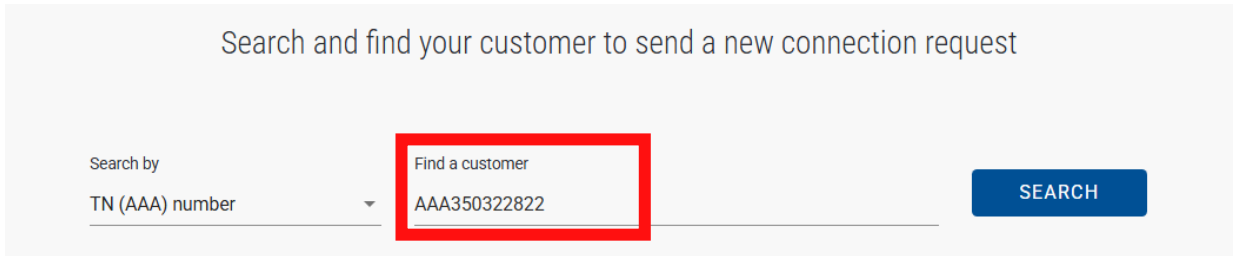
1. Raise a new connection request by clicking on the 'NEW CONNECTION' button



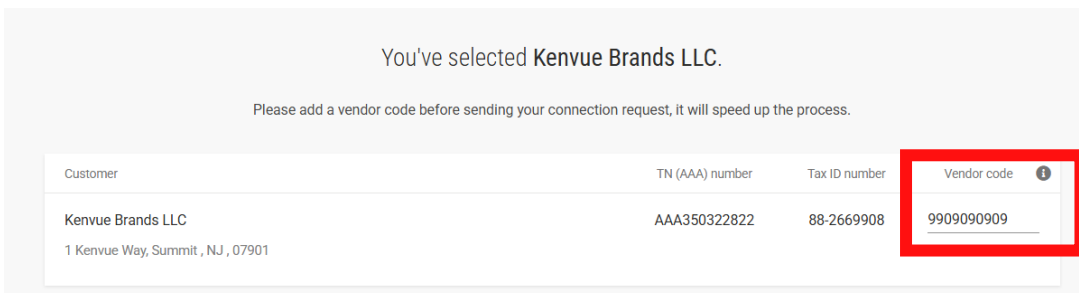
2. Upon clicking this button, you will be taken to the search page, where you can search for a customer by: Name, TN number or Tax ID



3. We recommend searching by TN (AAA) Number for the most accurate results. Full list of entities [here](#).

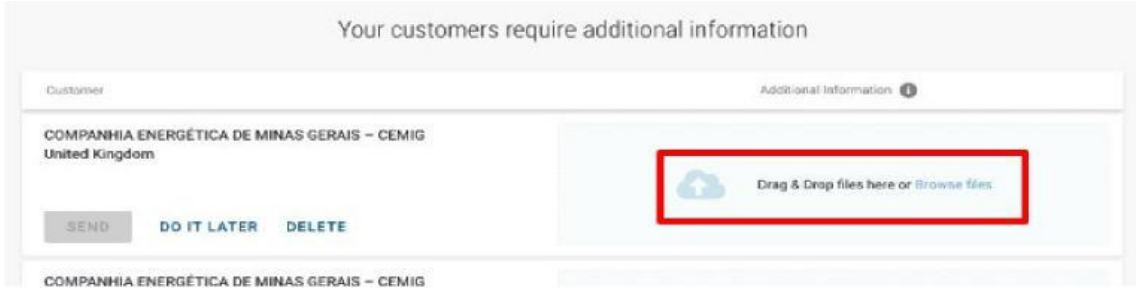


4. You will have the option to add the **vendor code**, but it is an optional field. Your vendor code can be found on any Kenvue Purchase Order. Please, proceed with this field blank if you do not have the information.



Creating / Maintaining Customer Connections

5. Once you have selected and confirmed the customer entity or multiple entities within the group that you want to connect with, please attach a copy of a recent **purchase order**. You may submit a copy of an invoice as well. This will help Kenvue identify your Vendor Code specific company information in our MDG records.



6. Once these files have uploaded successfully, click **SEND**. You have the ability to 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.

For Integrated Suppliers, once you submit a connection request, a Tungsten Integration Specialist will reach out to review and confirm Kenvue Invoice requirements.

Best Practices for Managing Connections

1. Regularly review your list of connected customers.
2. Confirm all account information aligns with your organization's legal and tax records
3. Keep user access current and clean
4. Immediately connect to Kenvue again if an entity restructure occurs
5. Contact Tungsten if you suspect duplicate or outdated accounts within your organization.

Troubleshooting & Support

Common Errors & How To Resolve

Issue	Likely Cause	Suggested Action
Invoice Rejected	Format errors, missing fields, invalid PO #	Review invoice against Kenvue's requirements. Check the mandatory fields like PO number, VAT ID, and line item totals
PO not visible	Not connected to correct Kenvue entity or invalid vendor record	Confirm your Tungsten account is connected to required entity(s) and that company info matches Kenvue's vendor master records.
Cannot Log In	Incorrect login credentials or deactivated account	Use the "Forgot Password" link or contact Tungsten Support. Admins can also reset access for internal users
Invoice Status Unknown	Processing delay / error	Check Invoice Status section in the portal. If no update within 2 business days, escalate via Tungsten Support
User Can't Access Features	Incorrect role assignment or permission level	Connect with account Admin to check and update user's role in the User Management section.

How to Get Help

From Tungsten:

- Visit: [Tungsten Support Page](#)
- Browse Knowledge Articles or submit a Support Ticket
- Topics include:
 - Account Setup
 - Technical Issues
 - Invoice Errors
 - Customer Connections, etc...

From Kenvue:

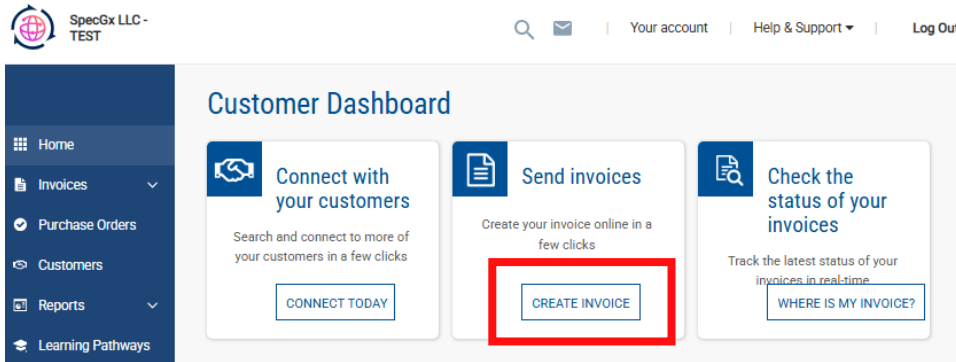
- For issues related to your Kenvue Vendor status, PO Validation, or internal approvals:
 - Contact your Kenvue Buyer / PO Owner for support
- For Support with the Onboarding process to the Tungsten Network:
 - Reach out to the Kenvue Tungsten Adoption team here (insert link)

Submitting Invoices to Kenvue

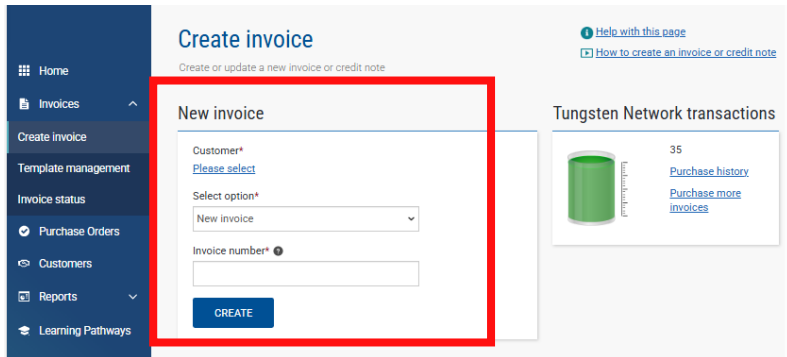
Submitting invoices accurately through the Tungsten Network is essential to ensuring timely processing and payment by Kenvue. Below are some of the key guidelines and tips to help you create compliant invoices, avoid common errors, and resolve submission issues quickly.

Invoicing via Web Form Portal:

1. Once logged into the Portal, navigate to “Create Invoice” on the Tungsten home page



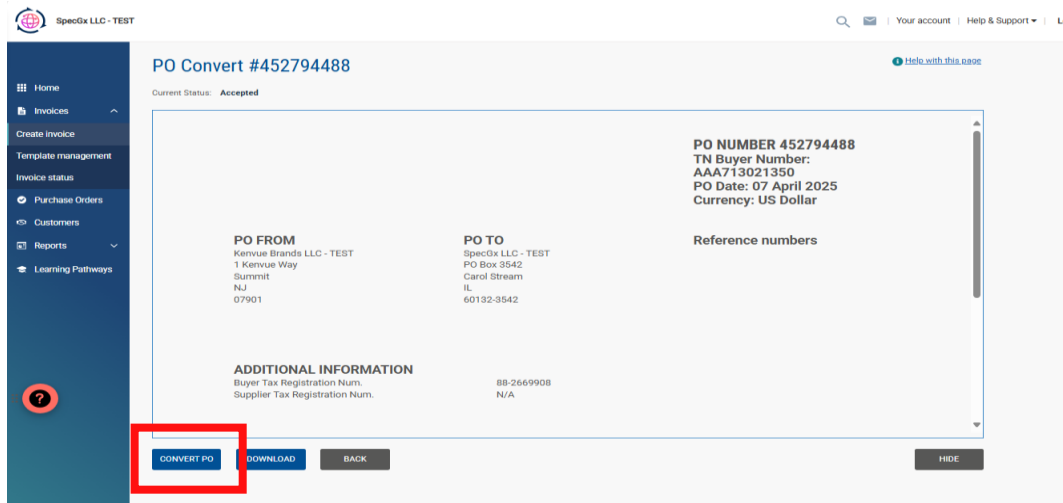
2. Select the required Kenvue entity you'd like to invoice from your customer list,
3. Select the “New Invoice from PO” invoice option



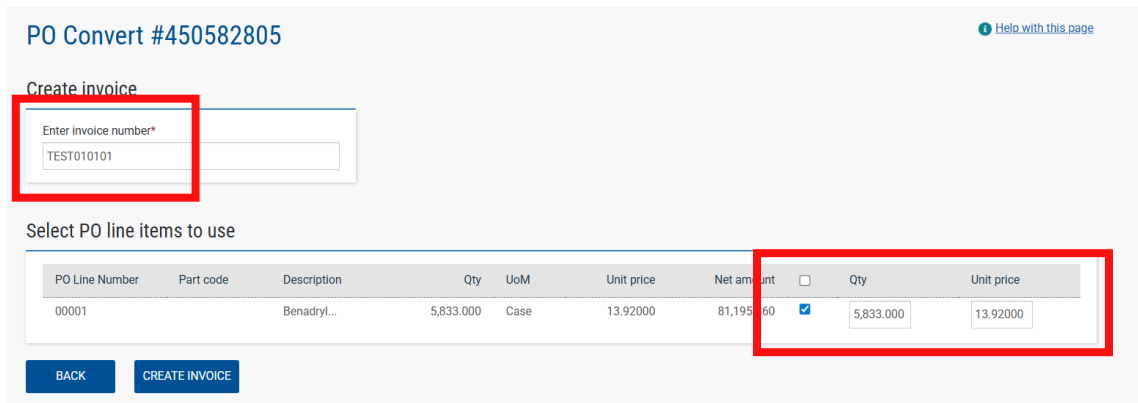
4. Either manually enter PO number or click the “+” button to see your organizations POs for that entity.
5. Select your PO and then click “Create”.

Submitting Invoices to Kenvue

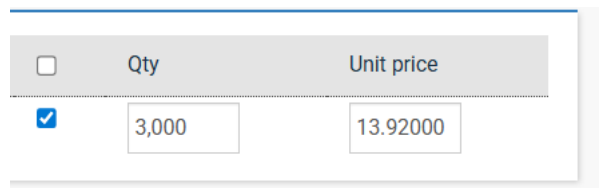
6. Click “Convert PO”



7. Enter a unique Invoice Number and select PO Line items to invoice



8. To invoice a partial amount of a PO, manually edit the value under “Qty” to the amount you are invoicing for. Leave the checkbox selected for that line item.



9. Click “Create Invoice”

Submitting Invoices to Kenvue

10. Review details and click “Confirm”

Summary

No. of lines	1
Net total	USD 41,760.00
Tax total	USD 0.00
Gross total	USD 41,760.00

BACK

CONFIRM

11. Details on the final confirmation page are auto-populated. Review for accuracy and populate and missing required fields. **Do not edit the PO number on the invoice details or line-item section.** Doing so will result in an invoice rejection.

Email

Are 'Ship to' details the same or different to the 'Invoice to' details? Please ensure you enter the correct 'Ship to' details to prevent invoice processing delays.

No - They're the same

Purchase order (PO) number*

450582805

Do not edit

[Click here for additional header fields such as Delivery/GRN number, Cost centre etc](#)

Invoice items

Line item type

Goods

Product code

Start typing to search

Product description*

Benadryl Ultra Tablet 24S

Unit*

Case

Quantity*

3,000.000

Price*

13.92000

[Click here for additional line level information such as PO/Delivery details, discounts, and other additional information](#)

PO number

450582805

PO line number

00001

Do not edit

Additional information

Discount

0.00

12. Click “Send”

Summary

	Invoice (\$)
Total net	41,760.00
Total tax	0.00
Undo changes	
Total gross	41,760.00

SAVE AS TEMPLATE

SAVE

PREVIEW

SEND

Submitting Invoices to Kenvue

Invoicing via Integrated Solution

Suppliers who invoice Kenvue via Integrated Solution will work with an Integration Specialist to set up their account and align to Kenvue's invoicing requirements. Each supplier's output files will be structured differently, so Kenvue is unable to provide screenshots of invoicing steps. [Tungsten Integrated Invoice File Submissions](#)

For suppliers using the Integrate system:

1. Ensure your outbound invoice file complies with Tungsten's integration format and includes all Kenvue-required fields.
2. Perform testing or validation checks prior to submitting large batches of invoices.
3. Work with your internal team to align invoice structure with Kenvue's requirements

Tips to Avoid Delays or Rejections:

1. Double-check PO numbers and supplier data before submitting
2. Do not invoice for items not listed on the PO
3. Submit credit notes separately with correct reference to the original invoice
4. Use the Tungsten Invoice History tool to track submissions and rejections

Submitting Invoices to Kenvue

Key Requirements for Invoices to Kenvue

Invoice Elements		
Header Level		
Type	Field Name	Description
Mandatory	Invoice Type	Invoice = 380
		Credit Note = 381
Mandatory	Original Invoice #	For Credit Note
Mandatory	Original Invoice Date	For Credit Note
Mandatory	Invoice Date	YYYYMMDD
Mandatory	Tax Point Date	YYYYMMDD
Mandatory	PO Number	Required for PO backed suppliers
Mandatory	Invoice Number	As standard
Mandatory	Currency	Currency must be in ISO format
Optional/ Preferred	Ship/Delivery to Address	Required if there is delivery/shipment of goods
Optional/ Preferred	PO Line Number	To match the corresponding PO Line Number provided on the PO referenced
Optional/ Preferred	Buyer Part Number	Buyer Material Number/ID
Mandatory	Part Description	As standard
Mandatory	Quantity	As standard
Mandatory	Unit of Measure	As standard
Mandatory	Unit Price	As standard
Mandatory	Line Item Total Before Discount	As standard
Mandatory	Line Tax Rate	As standard
Mandatory	Line Tax Amount	As standard
Mandatory	Line Item Total After Discount	As standard
Optional/ Preferred	Delivery Note Number	To be provided if applicable
Optional/ Preferred	Discount/Special/Freight Charge	To be provided if applicable
Summary Level		
Type	Field Name	Description
Mandatory	Total Net	As standard
Mandatory	Total Tax	As standard
Mandatory	Total Gross	As standard

