

Tungsten Guide





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1. What is Tungsten?

Tungsten is a third-party portal used by Kenvue, 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 Kenvue 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.

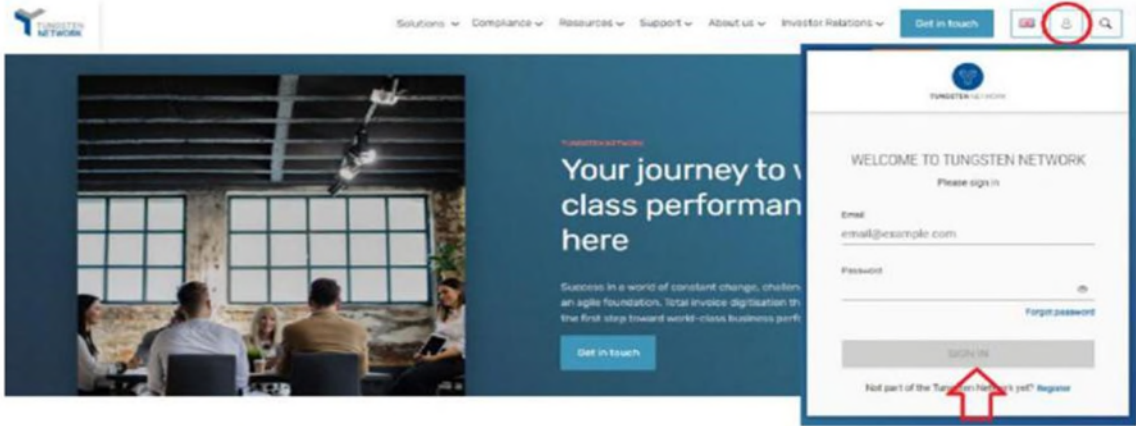
Note: Tungsten can accept a scan, photograph, or pdf file of this letter/document.

- **Set up Relationship between your company and Kenvue**

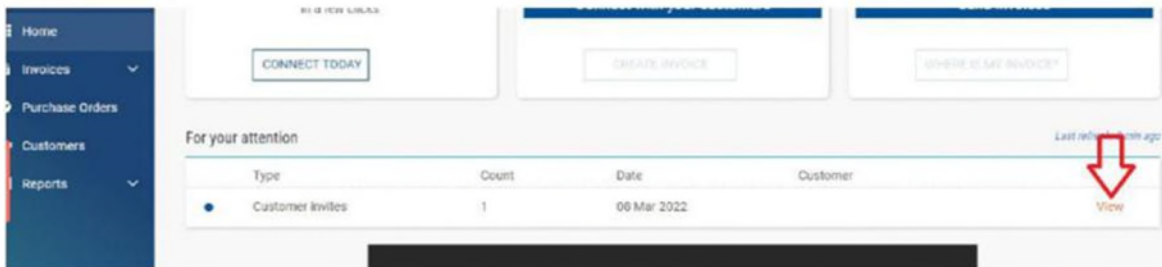
To send invoices via Tungsten, your Tungsten account needs to be linked to Kenvue. Follow the steps below to set up the relationship.

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

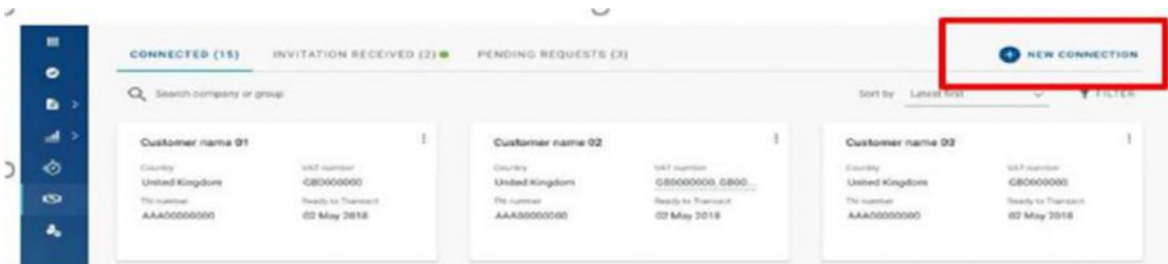
Accept or reject customers

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 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

Find a customer to send a new connection request.

Search by: Customer name | Country: United Kingdom | Find a customer: Toucan Network

Toucan Group		
Toucan Network 2 Poulsney 458 House, 1 Laurence Pountney Hill, London EC4R 0SL, United Kingdom	AAAA44455555	GB00000000
Toucan Network 3 Poulsney 458 House, 1 Laurence Pountney Hill, London EC4R 0SL, United Kingdom	AAA111122222	GB00000001
Grand Toucan Ltd 1 Poulsney 458 House, 1 Laurence Pountney Hill, London EC4R 0SL, United Kingdom	AA123456789	GB00000000
Grand Toucan Ltd 2 Poulsney 458 House, 1 Laurence Pountney Hill, London EC4R 0SL, United Kingdom	AA987654321	GB00000010

Can't find your customer? Try again or search by TN number or Customer name.

1. Select the Kenvue company you're trading with. Full list of entities [here](#).
2. 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.

If your customer has provided a vendor code, we encourage you to add this before sending the connection request.

You've selected **Toucan Network 2**.

Customer Toucan Network 2 Poulsney 458 House, 1 Laurence Pountney Hill, London EC4R 0SL, United Kingdom	TN number AAAA44455555	Tax ID number GB00000000	Vendor code Optional
---------------------------------------------------------------------------------------------------------------	---------------------------	-----------------------------	-------------------------

This company is part of Toucan Group. [SHOW GROUP](#)

0. 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.

Your customers require additional information

Customer COMPANHIA ENERGÉTICA DE MINAS GERAIS – CEMIG United Kingdom	Additional information
<input type="button" value="SEND"/> <input type="button" value="DO IT LATER"/> <input type="button" value="DELETE"/>	<input type="button" value="Drag & Drop files here or Browse files"/>

COMPANHIA ENERGÉTICA DE MINAS GERAIS – CEMIG

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

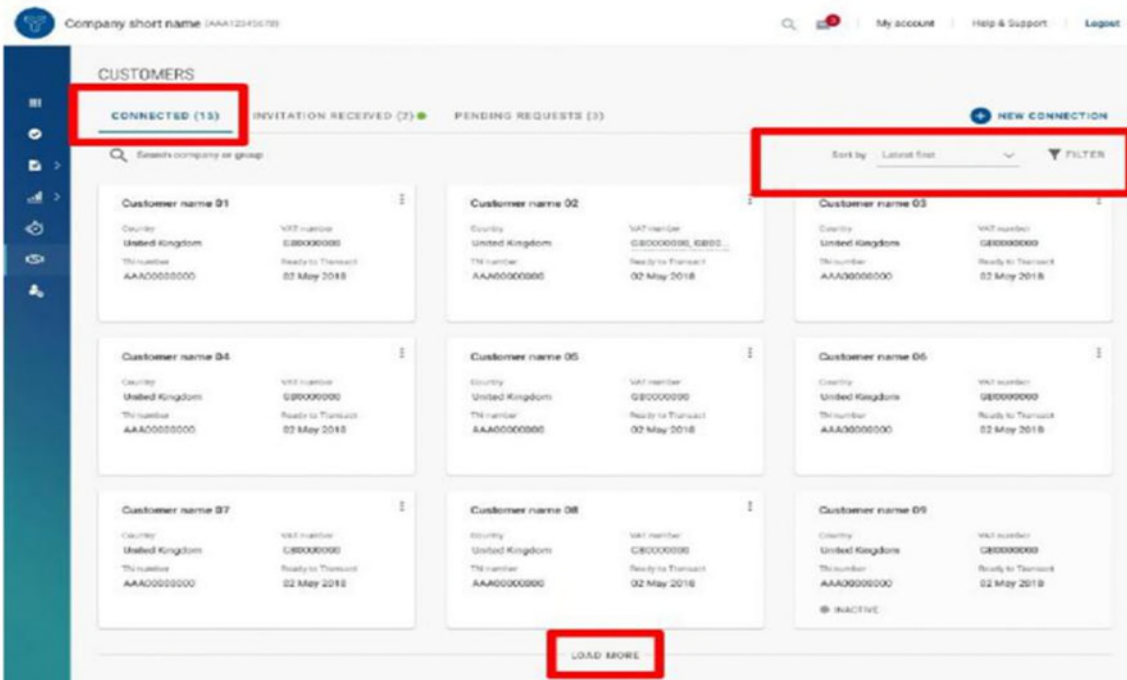
If you choose to 'DO IT LATER' those connection requests will be saved in the 'DRAFTS' folder which will only appear if there are any unsent requests.



Once you have sent your new connection request successfully, Kenvue 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: Click on the filter icon, select your preferred view and criteria i.e., by country, group names.



- **Declined connection requests**
- a) If Kenvue 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 Kenvue 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 Kenvue.

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 Kenvue.

- **Invoice creation**

6. Invoice Elements		
Header Level		
Type	Field Name	Description
Mandatory	Invoice Type	Invoice = 380
		Credit Note = 381
Optional/ Preferred	Original Invoice Number	Preferred for Credit Note
Optional/ Preferred	Original Invoice Date	Preferred 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

Line Level		
Type	Field Name	Description
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

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?](#)

K Kenvue