

INVOICING ORACLE VIA TUNGSTEN NETWORK

Dear Valued Supplier,

Welcome to e-invoicing with Oracle! Please use this guideline to understand more about sending your electronic invoices to ORACLE via Tungsten Network. You would find useful information regarding pricing, registration and overall guidance for using electronic invoicing.

1. Learn more about ORACLE e-invoicing initiative with our partner Tungsten Network by visiting [ORACLE e-invoicing microsite](#).

2. Understand more about Tungsten Network enrolment options applicable pricing and registration process:

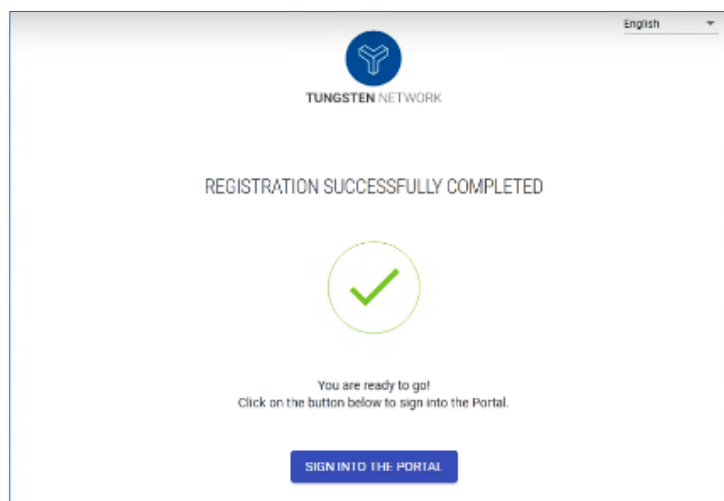
- [Web form](#)
- [Integrated Solution](#)

3. How to contact Tungsten Network Sales team

- Please call any of the [local phone numbers](#) then press **option 1** from the automatic menu.

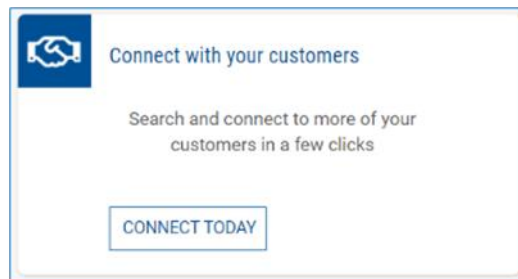
4. [How to register and login to the Tungsten Network:](#)

- After you have completed your registration, please login by clicking “sign into the portal”.
- Further information regarding login: [Login Information](#)



5. Connect with your customers

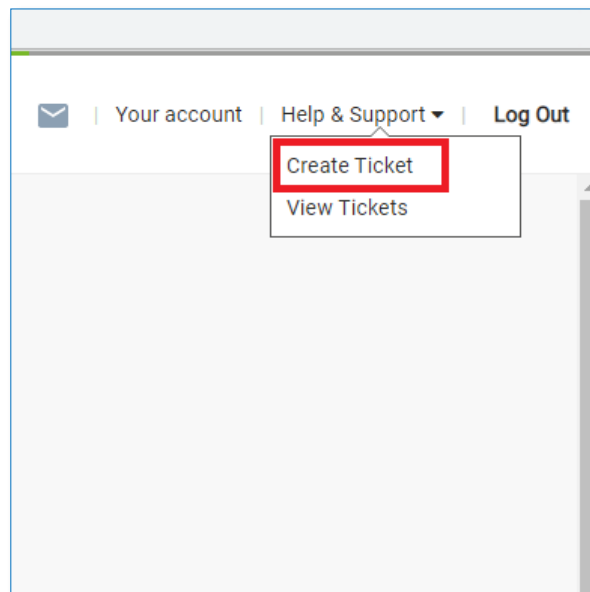
- After setting up your account, to start sending transactions to ORACLE, you should request to connect with the respective ORACLE account following the below steps:
 - Please log into your Tungsten Network portal
- Click on “*Connect with your customers*” and search for your customer by their company name, VAT number or Tungsten AAA account number (AAAXXXXXXXXX).



- Fill the vendor code details and upload any supporting documentation.
- Click on “CONNECT”
- Once you submit the request, it will generate a ticket which will be picked up by Tungsten Network support team within the next 48 hours. You can check the status of your ticket directly from the portal. You will also receive notifications via email.
- Tungsten support team will contact ORACLE to verify the details mandatory for connecting the two accounts. Once the requested information is received from ORACLE, the relationship will be set up and you will receive confirmation in the ticket.
- You can also use the following tutorial: [How to connect to Oracle?](#)

6. How to receive support in case of a query?

- Visit the [Tungsten Network Support Hub](#) which includes the following useful information:
 - FAQs
 - Video tutorials
 - Raising a support ticket
- Contact **Tungsten Network support team**:
 1. By **raising a ticket** from your Tungsten Network portal. Please log into your Tungsten account, go to section **Help and Support** → **Create a ticket**



2. By **calling** any of the [local support phone numbers](#).
- In case you need further help, **Tungsten Network Support team is on hand to help**:

<https://tungsten-network.force.com/contactCustomerSupport>