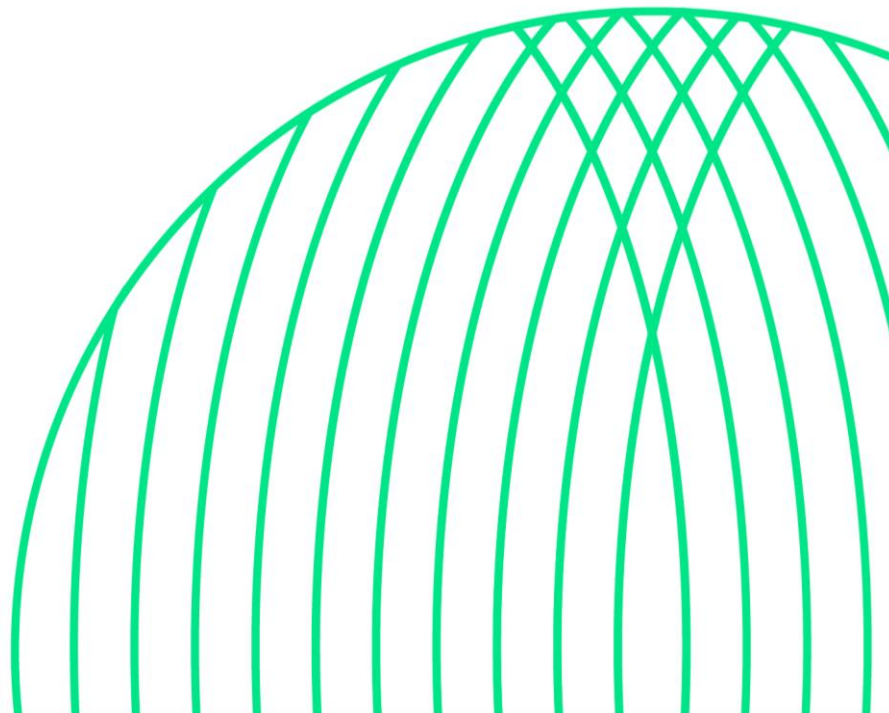


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# Tungsten Guide

United States

Last Updated: 15 March 2024



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## What is Tungsten?

Tungsten is a third-party portal used by HH Global, to manage supplier invoices. It is a Global supplier used by many businesses across the world.

### Tungsten benefits



#### Instant invoice validation

Get notified of errors before you send your invoice, resulting in fewer invoice exceptions



#### 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



#### Global tax compliance

An e-invoice is a digitally signed tax document that can be used to reclaim VAT, unlike a pdf



#### Convert POs into invoices

Receive purchase orders and convert them into invoices at the touch of a button

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 free online portal (Web Form).**

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](#).



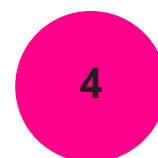
[Register Account](#)



[Configure Account](#)



[Set up Relationship](#)



[Send Invoices](#)

## Register Account

### New in Tungsten

Please follow the steps to register an account:

[Tungsten Registration](#)

For more details and instructions click [here](#)

### If your company is not new in Tungsten and already has an account

If your company already has an account on Tungsten, then just follow step 3 and set up a relationship with HH Global (AAA286339486 HH Associates US, Inc.).

**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 and possible issues with PO allocation.

## Configure Account

### How to access your company's existing account

- **If you are not setup as a user**

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.

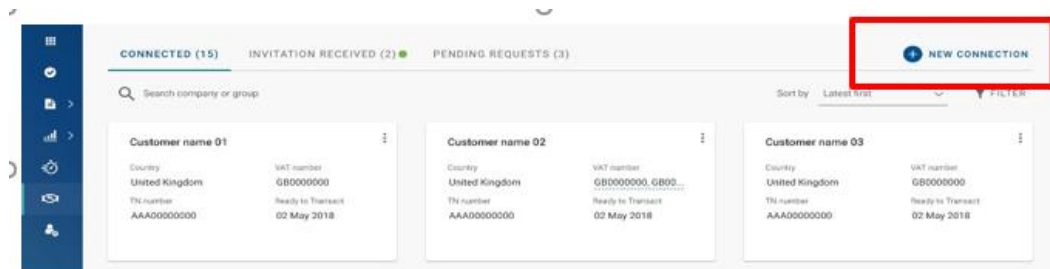
- **If the Admin User is no longer an employee or changed position**

Complete the form that Tungsten requests to change the Administrator of your account [here](#)

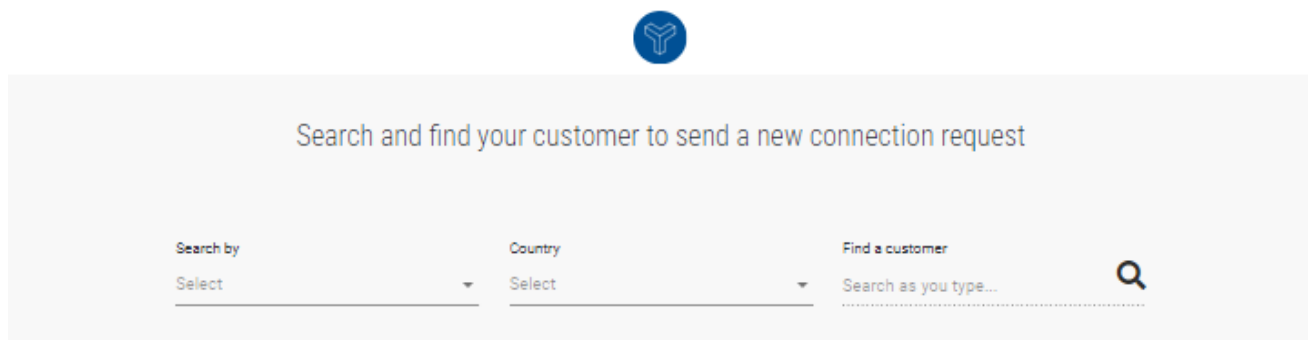
## Set up a Relationship between your company and HH Global in Tungsten

If your company does not have a previously requested connection with HH Global

1. Go to the Customers section on your Tungsten homepage and select '+New Connection'.



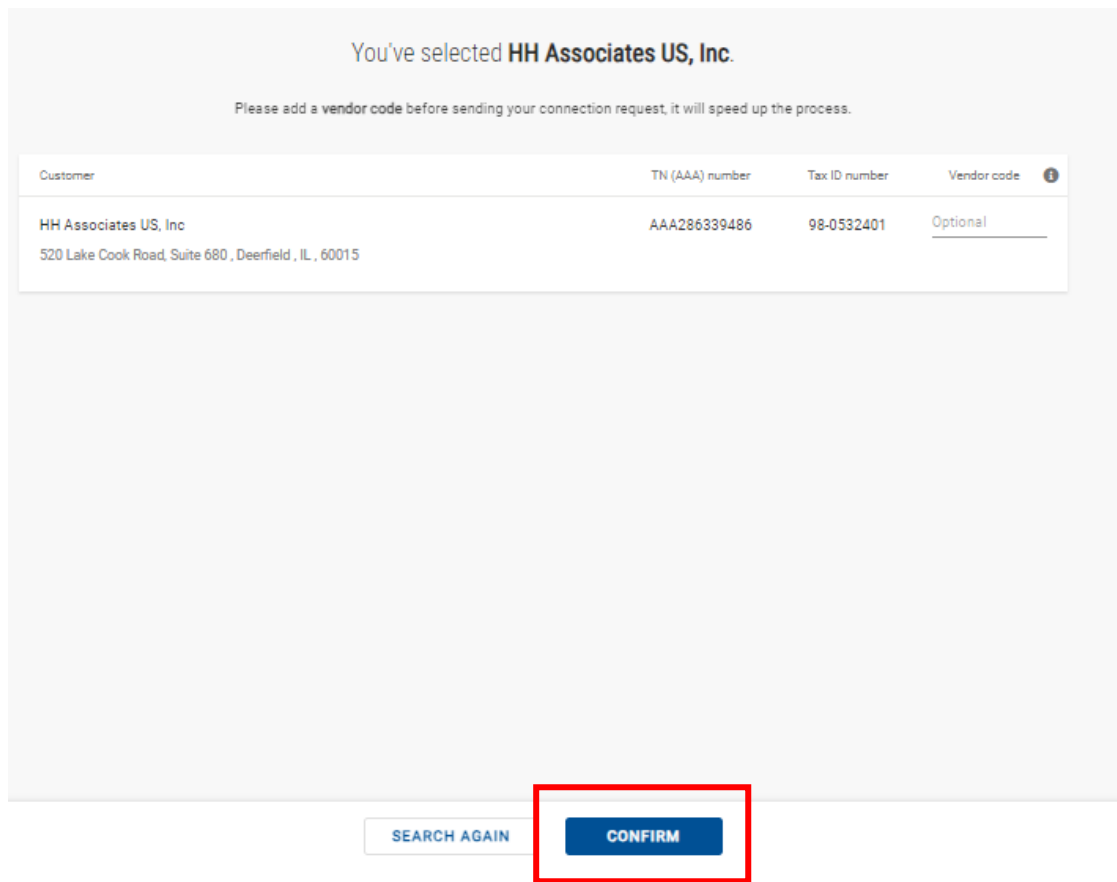
2. You will be directed to the search page where you can find us by Name, TN account number, or Tax ID.



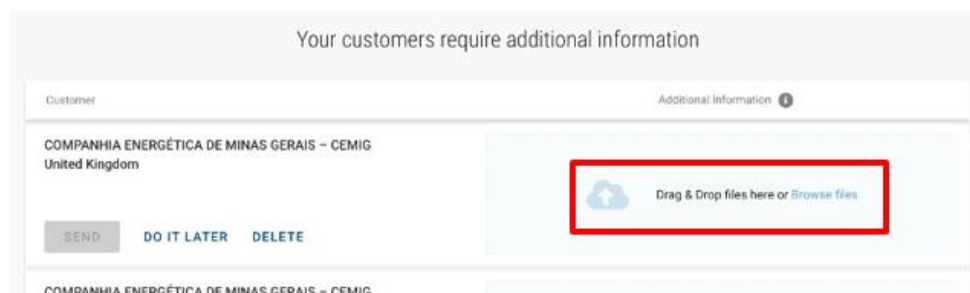
3. Select the company below:

Tungsten Account	Company Name	Address	Country	Tax ID Number
AAA286339486	HH Associates US, Inc.	520 Lake Cook Road, Suite 680 Deerfield, IL 60015	US	98-0532401

4. You will have the *option* to add the **vendor code**, but it is an optional field. Please proceed **without** this information.

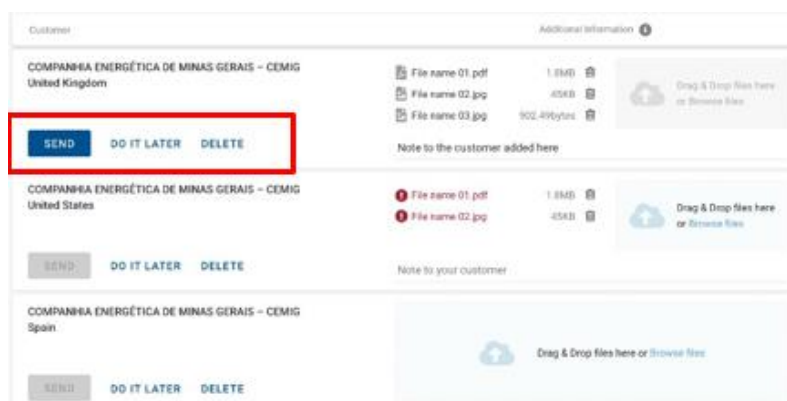


5. Once you have selected and confirmed the company, you will have the option to attach any document that verifies the relationship between us (HHG) and your company. It can be a previous invoice, a PO, etc. (this is optional).

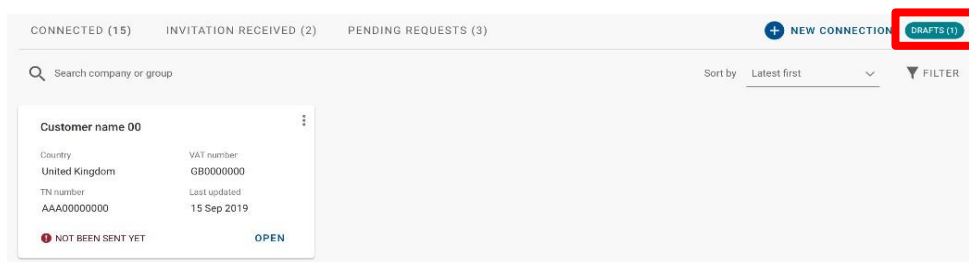


6. Once files have uploaded successfully, click **SEND**

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, HH Global will review and either Approve or Decline it.

## How to send HH Global Invoices

HH Global is currently in the process of transitioning its entire operation to Hub and Tungsten for a more streamlined and efficient workflow.

Only purchase orders raised on Hub, indicated by PO numbers beginning with USP##### (e.g., USP1234567), will be processed through Tungsten for invoicing.

For any POs generated on the VALO platform or the INWK portal, we kindly request that you continue to invoice them through their respective portals:

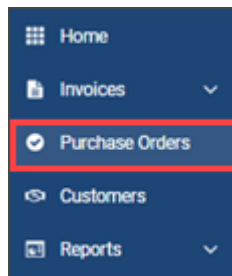
- For POs beginning with 4, 5, or 6, please upload invoices through the <https://suppliers.inwk.com/> portal.
- VALO POs with numbers starting as 1000 should be invoiced through <https://valo.inwk.com/#/>

**IMPORTANT:** If you will be invoicing the PO partially, it's important to consider the following.

- In order to invoice a PO partially, this request must have been previously approved in Hub. *If you have any questions about this process, please contact [hhgvendorgovernance@hhglobal.com](mailto:hhgvendorgovernance@hhglobal.com)*
- The PO will appear active in Tungsten for you once the HH buyer/PM has approved the proof of shipment in Hub for any of the deliveries.
- If you upload the invoice for one of the deliveries, the PO will be closed and will reopen when a new delivery is approved, then you will be able to upload another invoice.
- If all deliveries were approved at the same time, you will see the complete PO in Tungsten.
  - **You can only invoice the complete PO (in a single operation/invoice) or each delivery separately. You cannot combine invoices into a single operation.**

## To submit an invoice for a Purchase Order in Tungsten:

1. Log in to Tungsten and click on **Purchase Orders** in the navigation bar to review your available POs.



2. In the "Criteria" section, you will have a broad menu of search options, but please only select these two filters:



Criteria

Select customer country  
Please select

Select customer state  
Please select

Customer VAT/GST number

Customer  
ALL

PO number

Status  
Please select [PO status definitions](#)

Include Hidden

PO conversion status  
All

Select PO date range  
Please select

**Customer:** HH Associates US, Inc. - AAA286339486

**Select PO date range:** Last 12 months

Note: Adding more filters or including the PO# in the search could cause it to be unsuccessful.

2. Click the **Get my POs** button.

**Important:** If your PO Number does not display after searching with these criteria, it is most likely because the associated PO has not yet been marked *Delivered* in Hub or if you only want to invoice the PO partially, make sure that your *partial shipment* request in Hub has been approved and that you have confirmed the shipment. To correct this, please contact your HH Global Buyer or the Procurement Contact on the Enquiry so that they can mark the PO as Delivered. If you attempt to submit the invoice manually without completing this step, the system will reject the invoice.

- All the available POs for invoicing will be displayed on your screen as you scroll down. Once you identify the one you want to invoice, click on the PO#.

Active purchase orders

PO number	Updated PO date	Customer	Customer TN Number	Status	First line description	Lines	Invoices	Net value
<a href="#">CAP3001907</a>	2023-09-29	HH Global Marketing Services (Canada) Inc. - TEST	AAA149646846	Accepted	Tungsten Canada Test...	1	<a href="#">0</a>	20,000.00
<a href="#">CAP3001915</a>	2023-09-29	HH Global Marketing Services (Canada) Inc. - TEST	AAA149646846	Accepted	Tungsten Canada Test...	1	<a href="#">0</a>	660.00
<a href="#">CAP3001909</a>	2023-09-29	HH Global Marketing Services (Canada) Inc. - TEST	AAA149646846	Accepted	Tungsten Canada Test...	1	<a href="#">0</a>	44,000.00
<a href="#">CAP3001908</a>	2023-09-29	HH Global Marketing Services (Canada) Inc. - TEST	AAA149646846	Accepted	Tungsten Canada Test...	1	<a href="#">0</a>	35,000.00

- Click on the **Convert PO** button to convert the PO into an invoice.

PO Convert #CAP3001915 [Help with this page](#)

Current Status: Accepted

**PO FROM**  
HH Global Marketing Services (Canada) Inc. - TEST  
TEST  
40 King Street West  
Suite 5800  
Toronto  
ON

**ADDITIONAL INFORMATION**  
Local Currency: CAD  
PO Vendor Number: SASTL0001  
Purchase Order Ref.: STD

**PO NUMBER** CAP3001915  
**TN Buyer Number:** AAA149646846  
**PO Date:** 29 September 2023  
**Currency:** Canadian Dollar

**Reference numbers**

**Supplier Information**

CONVERT PO
DOWNLOAD
BACK
HIDE

- Enter the invoice number related to this PO.

PO Convert #USP2479640

Create invoice

Enter invoice number\*

- In this section, you should check the box indicated for each line of the PO (it's important to select all lines to be reflected in the invoice).

Select PO line items to use

PO Line Number	Part code	Description	Qty	UoM	Unit price	Net amount	<input type="checkbox"/>	Qty	Unit price
1	PRPRI10100	Postage...	1.000	Each	26,184.02000	26,184.020	<input checked="" type="checkbox"/>	98.000	78.5

**Important:** The Qty and Unit Price will be filled automatically when you select the line or lines you want to invoice. These details correspond to those in the PO, and it is important not to modify them to avoid invoice rejections. If you are invoicing this PO *partially* and the Qty appears as the total of the final PO, you can change it to only include the Qty you will be invoicing (this Qty should match the partial shipment you requested in Hub).

- Click the **Create Invoice** button.

Select PO line items to use

PO Line Number	Part code	Description	Qty	UoM	Unit price	Net amount	<input type="checkbox"/>	Qty	Unit price
1	PRPRI10100	Postage...	1.000	Each	26,184.02000	26,184.020	<input checked="" type="checkbox"/>	98.000	78.5

- The PO Conversion details will display. Click the **Confirm** button.

PO Convert #USP3348090 [Help with this page](#)

Create invoice

Invoice number  
123654

PO Line Number	Part code	Description	Qty	UoM	Unit price	Net amount	Gross amount
2	PRPRI10100	Element 2	130.000	Each	1.97700	257.01	257.01

Summary

No. of lines	1
Net total	USD 257.01
Tax total	USD 0.00
Gross total	USD 257.01

9. The invoice information page will display. You don't need to fill in anything at this step, as all the information is pre-filled for you.

**Invoice #: 123654** [Help with this page](#)  
[How to create an invoice or credit note](#)

**Your details**

Your name <sup>?</sup>  
 <sup>+</sup>

Your tel

Your email

**Supplier Information**

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

No - They're the same <sup>?</sup>

**Invoice details**

Invoice number\*  
123654 <sup>?</sup>

Document type  
Invoice

Invoice date\* <sup>?</sup>  
3/7/2024 <sup>?</sup>

Advance payment date <sup>?</sup>

Payment due date <sup>?</sup>

Delivery date <sup>?</sup>

Currency\* <sup>?</sup>  
US Dollar <sup>?</sup>

Purchase order (PO) number <sup>?</sup>  
USP3348090

**Who you are invoicing**

Name <sup>?</sup>  
 <sup>+</sup>

Tel

Email

HH Associates US, Inc. - TEST  
 520 Lake Cook Road  
 Suite 680  
 Deerfield  
 Illinois  
 60015  
 UNITED STATES

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 <sup>?</sup>

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

**Note:** You will find a section on this page to indicate your payment terms. This function is not active for HH Global US, as we adhere to the terms signed in our agreement. If you add any different data, it will not be considered. Please leave the space blank.

10. To submit an invoice for multiple PO Numbers, follow the procedure in the [Multiple POs](#) section below. Otherwise, proceed to step 12 to invoice a single PO.

11. Click the **Send** button.

**Summary**

	Invoice (\$)
Total net	257.01
Total tax	0.00
	<a href="#">Undo changes</a>
Total gross	257.01

SAVE AS TEMPLATE

SAVE

PREVIEW

SEND

12. A success message will display once the invoice is successfully submitted.

**Invoice Submitted**

✔ Invoice submitted successfully

CONTINUE

- **Submit an Invoice with Multiple PO Numbers**

After steps 1-10 from the above procedure are completed, additional POs can be added to a single invoice if necessary.

1. On the invoice information page, click on the **Add** button in the *Invoice Items* section.

The screenshot shows the 'Supplier Information' section with fields for 'Your tel', 'Your email', and a dropdown for 'Are 'Ship from' details the same or different to the 'Invoice from' details?'. Below this is the 'Who you are invoicing' section with fields for 'Name', 'Tel', and 'Email', and a dropdown for 'Are 'Ship to' details the same or different to the 'Invoice to' details?'. To the right is the 'Document type' section with fields for 'Invoice date\*', 'Advance payment date', 'Payment due date', 'Delivery date', 'Currency\*', and 'Purchase order (PO) number'. Below these sections is the 'Invoice items' table with columns: Item, Quantity / Unit, Price, Line amount, and Total. The first row is: 01 PRPRI10100 - Service: For Element 2, 112 / Each, 1.93333, 216.53, 216.53. A red box highlights the 'ADD' button below the table.

2. Complete the required fields as shown below

The screenshot shows the 'Invoice items' form with the following details: 'Line item type' dropdown set to 'Goods'; 'Product code' field containing 'PRPRI10100'; 'Product description' field containing 'Materials'; 'Unit' dropdown set to 'Each'; 'Quantity' field containing '1.000'; and 'Price' field containing '20.82000'. A summary box on the right shows: Line amount 20.82, Discount 0.00, Total 20.82. The 'SAVE LINE ITEM' button is highlighted with a blue box.

- Under the *Line Item Type* dropdown menu, select **Goods**.
- In the *Product Code* field, enter your own product code or use the code **PRPRI10100**.
- In the *Product Description* field, enter your own product description or copy the description listed on the PO in HHub.

- From the *Unit* dropdown menu, select **Each**.
- In the *Quantity* field, provide the quantity according to the PO
- In the *Price* field, add the unit price.

3. Click on the **Plus (+)** button to enter additional line level information.

Invoice items

Item	Quantity / Unit	Price	Line amount	Total
01 PRPRI10100 - Service: For Element 2	112 / Each	1.93333	216.53	216.53

Line item type: Goods

Product code: PRPRI10100    Product description: Materials    Unit: Each    Quantity: 1.000    Price: 20.82000

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

Line amount: 20.82  
Discount: 0.00  
Total: 20.82

SAVE LINE ITEM    CANCEL

4. Enter the **PO Number** and **PO Line Number** for the additional PO being included on the invoice.

PO number: USP3205569    PO line number: 1    Additional information:

Discount: 0.00    Discount %: 0.00

Delivery note number:

Delivery start date:    Delivery end date:

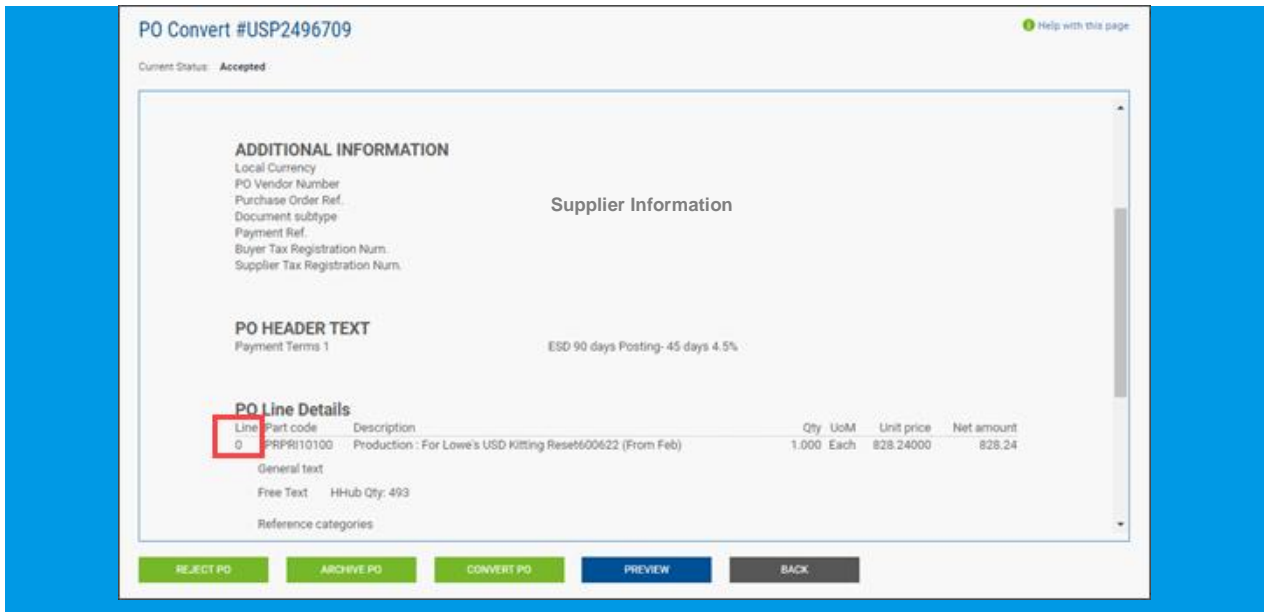
The fields below have been added by your buyer.

GL number:    Cost center:    Part category: European Article Number    Part number:

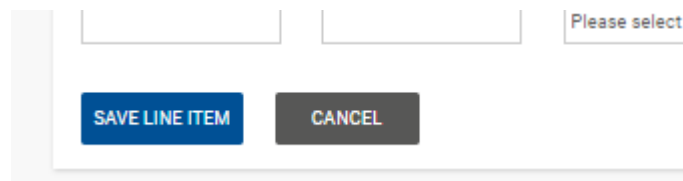
Line amount: 20.82  
Discount: 0.00  
Total: 20.82

SAVE LINE ITEM    CANCEL

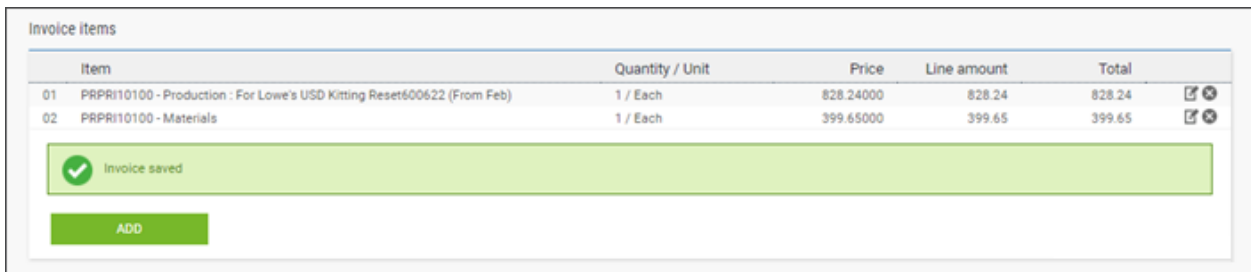
**Note:** The PO Line Number is listed on the *PO Convert* screen (from step 5 above) for each PO listed in Tungsten.



5. When all necessary details for the additional PO are entered click the **Save Line Item** button.

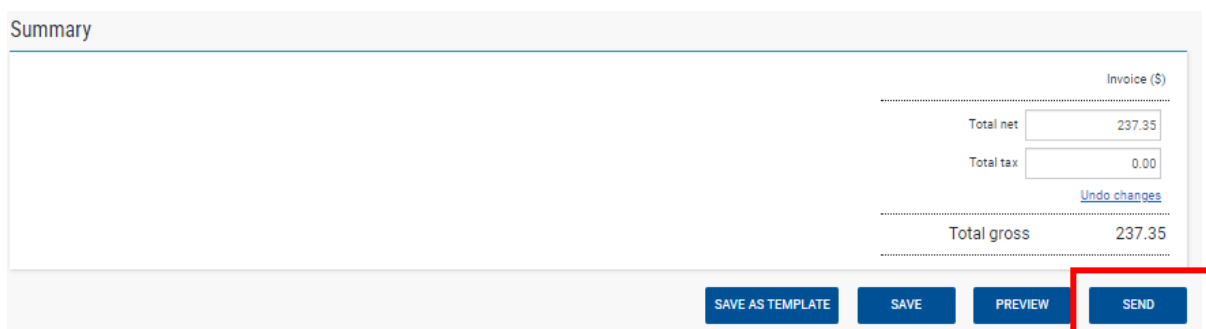


6. A success message will display indicating the additional invoice item was added.



7. To add additional POs to the invoice, repeat steps 1-5 of this procedure.

8. Review the information on the page to confirm that all invoice details are correct. If so, click the **Send** button.



9. A success message will display once the invoice is successfully submitted.

## Invoice Status and Invoice Rejections

If your invoice is missing key information it may lead to a failure notice. This can result in Tungsten Network being unable to accept your invoice, or your invoice might be accepted into Tungsten Network but subsequently rejected by HHG. In either case, you should receive a failure reason or an HHG rejection reason in the Tungsten portal. This information will guide you in resolving the issue and resubmitting the invoice for payment processing. Please refer to our video tutorial for further assistance.

For now, you'll receive email notifications if the invoice is rejected by Tungsten. You won't be notified if HHG rejects it, so **it's crucial to regularly check the status of your invoices on your portal to make necessary changes promptly.**

## Invoice Status

For actual payment status and dates please reach out to our Accounts Payable Team [APAmericas@hhglobal.com](mailto:APAmericas@hhglobal.com)

Please access the link [here](#) to learn how to check the status of your invoices. In the HH Global process, you can see the following statuses:

- **Accepted:** The invoice has been processed successfully and is awaiting invoice conversion
- **Failed:** This means that the invoice failed the process, and Tungsten has not been able to process it. This is usually due to missing information or your invoice exceeding the total of the PO. To upload the invoice again (correcting these errors), please reactivate it following these steps [here](#)
- **Rejected:** HH Global has rejected the invoice. You can view the reason for rejection under the invoice status, and you can try uploading your invoice again, correcting these errors, as the PO will remain active until an approved invoice is registered. If you have more questions about this, please contact [HHGVendorGovernance@hhglobal.com](mailto:HHGVendorGovernance@hhglobal.com)
- **Delivered:** The invoice has been successfully delivered
- **Received:** HH Global has acknowledged receipt of the invoice
- **Approved:** HH Global has approved the invoice for payment
- **Paid:** HH Global has paid the invoice or marked the invoice for payment
- **Invoice Rejections**

Please access the link [here](#) to see what to do next if your invoice was rejected.



## Extra set up in your account (if needed)

### If you require a second account on Tungsten (multiple country registration)

- **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 HH Global.

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 HH Global.

### If you are using the Web Form solution to send e-invoices

- **How to register for an additional Tungsten account**

1. Register for a second TN account at Tungsten Network Portal - Registration ([tungsten-network.com](https://tungsten-network.com))
2. Do not use an email address already linked to your existing AAA account. Once registered access can be granted to this user if needed, see point 6.
3. Search for your company, you can choose to enter company details manually
4. Include the country of your VAT reg. number in the country field, even if the actual address country is different
5. During registration include your new VAT reg. number
6. Once registered, use the Customer Connect section in your new account to request the setup for the HHG entity you need to invoice. HHG will review and confirm the request.
  - a. Customer Connect guide How to connect with your customers on the network | Tungsten Network ([tungsten-network.com](https://tungsten-network.com))
  - b. List of HHG entities can be found here Entities | Tungsten Network ([tungsten-network.com](https://tungsten-network.com))
7. Once you have confirmation of your new AAA number and if you would like the same users to have access to both your accounts, please log a Tungsten Support ticket and request for your existing and your new account to be grouped so that the same users can have access.

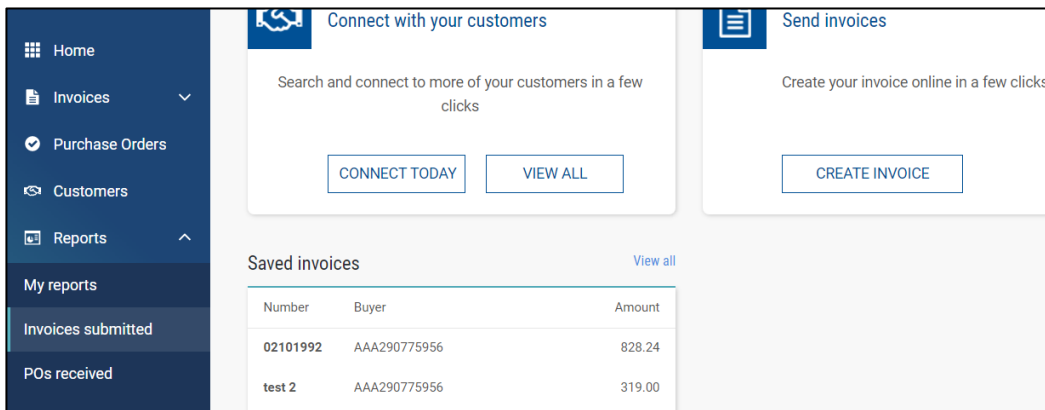
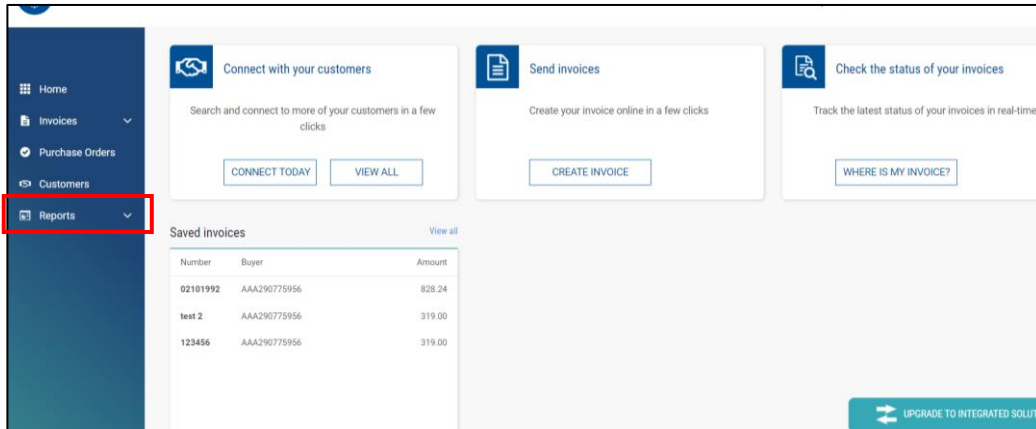
## Reports

Reports can help you find the following information at any time:

- Invoices submitted status

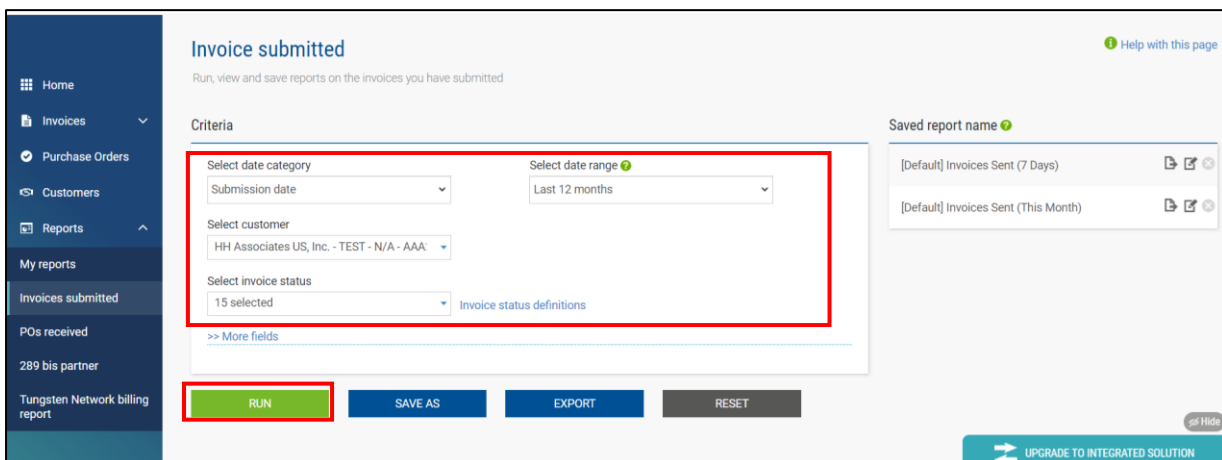
- POs received

See below screenshots with the step by step to see the reports.



## Invoices submitted status

In the criteria section, enter the available information to generate a report of the submitted invoices. Then, click on 'Run'



**Important:** We suggest doing the search through the Select Customer field.

After filling in the information, you can view a report at the end of the page. Please refer to the example below:

Report results								
Ticket	Invoice files	Invoice date	Invoice number	Invoice status	Invoice type	Submission date	Collection date	
<input type="checkbox"/>		8/2/2022	test	Received	Invoice	8/8/2022		
<input type="checkbox"/>		5/20/2022	589438test	Delivered	Invoice	5/23/2022	5/23/2022	
<input type="checkbox"/>		4/27/2022	283848test	Failed	Invoice	5/12/2022		
<input type="checkbox"/>		3/10/2022	4567test	Failed	Invoice	3/17/2022		
<input type="checkbox"/>		3/10/2022	4568test	Failed	Invoice	3/17/2022		
<input type="checkbox"/>		3/7/2022	123	Delivered	Invoice	3/7/2022	3/7/2022	
<input type="checkbox"/>		3/3/2022	4897	Delivered	Invoice	3/3/2022	3/4/2022	

Page size: 10 | Displaying page 1 of 2

## POs received

The criteria may vary, so fill in the fields for which you have information. It's not mandatory to complete all of them:

Criteria

Select PO date

PO number

Select Tungsten Network accounts

Select report content

Customer Name

PO status

RUN
SAVE AS
EXPORT
RESET

Report results

↔ UPG

Saved report name

No records found.

**Important:** We suggest doing the search through the Select Customer field.

**Note:** You can download the reports, in both cases, to CSV or Excel.

## Key links and FAQs

- HHG Micro site: [here](#)
- Video Library: [here](#)

## Who to contact at HH Global

**Purchase Order queries:** contact your HHG production contact (the PO creator/requester)

**Invoice Payment queries:** [APAmericas@hhglobal.com](mailto:APAmericas@hhglobal.com)

**Additional Supplier Support | North America:** [HHGVendorGovernance@hhglobal.com](mailto:HHGVendorGovernance@hhglobal.com)

## How to get help in Tungsten

Tungsten Network Support is ticket based and a self-ticketing service which is accessed from your Web Portal account. All support tickets are given a unique reference number for easy tracking and are handled within 48 hours – [Tungsten Support](#)

### Back Phone

You can request a call back from TN Support to the number they are calling from or to provide an alternative number. Local phone numbers as well as local business hours for Support can be found here [Local Support Phone Numbers \(force.com\)](#)