

# **Tungsten e-Invoicing**

Nestlé are transitioning to an Electronic Invoicing (e-invoicing) solution with Tungsten Network. This will increase on-time payment rates as it ensures all your invoices are accurately and efficiently loaded on to our system first time and eliminates the possibility of lost or misplaced invoices. If we have not already contacted you to discuss this transition, please contact Tungsten directly: e-mail them on [register@Tungsten-Network.com](mailto:register@Tungsten-Network.com) or call +44 (0) 870 165 7420 for assistance or visit their site: <http://www.tungsten-network.com/uk/solutions-for-suppliers/e-invoicing/>

## **Support to suppliers**

A comprehensive supplier enrolment website is available and contains the information about the transition.

Please visit Nestlé Site on Tungsten Portal: <http://www.tungsten-network.com/customer-campaigns/nestle/uk/home/>

## **Registration guide**

Registration link: <https://portal.tungsten-network.com/mvc/registration>

## **Important information**

Nestlé require all invoices to be sent through Tungsten Network. You should no longer send invoices by email or post.

For further information on this initiative please visit Nestlé Site on Tungsten Portal: <http://www.tungsten-network.com/customer-campaigns/nestle/uk/home/>

## **Nestlé Entities Connections**

To be able to create an invoice you need to be “connected on Tungsten to the corresponding Nestlé Entity”.

To connect to additional Nestlé Entities on Tungsten, please use the option “Customers => Connect with a customer” and enter the Nestlé Entity AAA number. As you have requested a connection on Tungsten platform, a ticket will be generated. Once the ticket is resolved, you will be receiving an e-mail confirming the active connection (RTT Alert).

From that e-mail confirmation (RTT Alert) you can start sending e-invoices to the Nestlé Entity.

To find out which Nestlé Entities are available through Tungsten Network: <http://www.tungsten-network.com/customer-campaigns/nestle/uk/entities/>

## **Portal tutorial videos**

Learn how to use the functionality of the Tungsten Network Portal by watching Tungsten Tutorial videos: <http://www.tungsten-network.com/uk/support/tutorials/> Covering everything from learning how to use the home page to creating an invoice, raising a support ticket and checking the status of your invoice.

## **Invoice Status Service**

ISS is a free online self-service, available on Tungsten Network Portal, that provides you with the latest processing and payment status information of your invoice submitted to Nestlé. Instead of having to call us with your invoice queries, you can simply log onto the Tungsten Network and see the status of your invoices with a few simple clicks: <http://www.tungsten-network.com/customer-campaigns/nestle/uk/invoice-status-service/>

**Tungsten information**

The Tungsten 'FAQs and Help' section addresses questions from suppliers about our e-Invoicing project with Tungsten Network <http://www.tungsten-network.com/uk/support/frequently-asked-questions/>

**Phone/email Support**

The Tungsten Network Supplier Enrolment Team are available to help:

- Telephone: +44 (0)870 165 7420 (M-F) 8am to 6pm GMT, except on UK public holidays.
- E-mail: [register@tungsten-network.com](mailto:register@tungsten-network.com)

Do not contact your local Nestlé contact on this matter. He/she will only guide you to Tungsten