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# Connect with your customers on Tungsten Network



Hello, this video was designed to show you how easy it is to connect with your customer via the Tungsten Network portal. Customer Connect is a simple process that gives you the ability to connect with customers accepting electronic invoices and credit notes via Tungsten Network. Customer Connect also allows you to track the status of invoices and credit notes.

Prior to connecting to your customer to submit your first electronic invoice or credit note, please note that your account has already been connected to a test customer. The Tungsten Test Buyer connection will allow you to explore the e-invoicing functionality while waiting for your actual customer to confirm your trading relationships. You are encouraged to familiarize yourself with the submission process. If you would like detailed instructions on submitting invoices and credits via Tungsten Network, please visit our “Help & Support” link to view our video tutorials.

**Welcome Elise** My Account **Help & Support** Log Out

Adams Office Supplies (IT) - Test Search for your invoice by invoice number, PO, trx number

Home Invoicing My POs Customers Reporting Early payment

**Connect with your customers**

Search and connect to more of your customers in a few clicks

[CONNECT TODAY](#) [VIEW ALL](#)

**Send invoices**

Create your invoice online in a few clicks

[CREATE INVOICE](#)

**Check the status of your invoices**

Track the latest status of your invoices in real-time

[WHERE IS MY INVOICE?](#)

**For your attention** Last refresh: 0 min ago

Type	Count	Date	Customer
<span style="color: red;">●</span> Failed invoices	1		

[View](#)

**Failed invoices** [View all](#)

Number	Supplier	Buyer
ShuchitestPayment1	Adams Office Supplies (IT) - Test	Tungsten Network - Demo Account

**Saved invoices** [View all](#)

Number	Buyer	Amount
121121	AAA168149359	0.00

To begin, click “Connect today” from the home page . You also have the option to click “Connect with a customer” under “Customer” in the main menu bar.

The screenshot displays the AOS (Adams Office Supplies) user interface. At the top, the user is logged in as 'Elise' and the account is identified as 'Adams Office Supplies (IT) - Test'. The navigation bar includes options for Home, Invoicing, My POs, Customers, Reporting, and Early payment. The 'Customers' menu is expanded, showing options for Customer documents, Connect with a customer, Customer relationships, and Buyer Confirmation. The 'Connect with a customer' option is highlighted with a red box. Below the navigation bar, there are two main sections: 'Connect with your customers' and 'Check the status of your invoices'. The 'Connect with your customers' section includes a 'CONNECT TODAY' button, which is also highlighted with a red box, and a 'VIEW ALL' button. The 'Check the status of your invoices' section includes a 'WHERE IS MY INVOICE?' button. Below these sections is a 'For your attention' section with a table of failed invoices. The table has columns for Type, Count, Date, and Customer. There is one entry for 'Failed invoices' with a count of 1. Below the table are two sections: 'Failed invoices' and 'Saved invoices', each with a 'View all' link. The 'Failed invoices' section shows a table with columns for Number, Supplier, and Buyer. The 'Saved invoices' section shows a table with columns for Number, Buyer, and Amount.

Welcome Elise

My Account Help & Support Log Out

Adams Office Supplies (IT) - Test

Search for your invoice by invoice number, PO, trx number

Home Invoicing My POs Customers Reporting Early payment

Customer documents

Connect with your customers

Connect with a customer

Customer relationships

Buyer Confirmation

Check the status of your invoices

Track the latest status of your invoices in real-time

CONNECT TODAY VIEW ALL CREATE INVOICE WHERE IS MY INVOICE?

For your attention *Last refresh: 0 min ago*

Type	Count	Date	Customer
Failed invoices	1		

Failed invoices [View all](#)

Number	Supplier	Buyer
ShuchitestPayment1	Adams Office Supplies (IT) - Test	Tungsten Network - Demo Account

Saved invoices [View all](#)

Number	Buyer	Amount
121121	AAA168149359	0.00

To begin the search, enter your customers legal business name in the search field. If the full legal entity is unknown, enter part of the full legal name in the search field.



Welcome Elise 


[My Account](#) [Help & Support](#)  [Log Out](#)

Adams Office Supplies (IT) - Test


Search for your invoice by invoice number, PO, trx number




[Home](#)

[Invoicing](#) 

[My POs](#)

[Customers](#) 

[Reporting](#) 

[Early payment](#)

## Connect with a customer

Search for your customers and request a connection

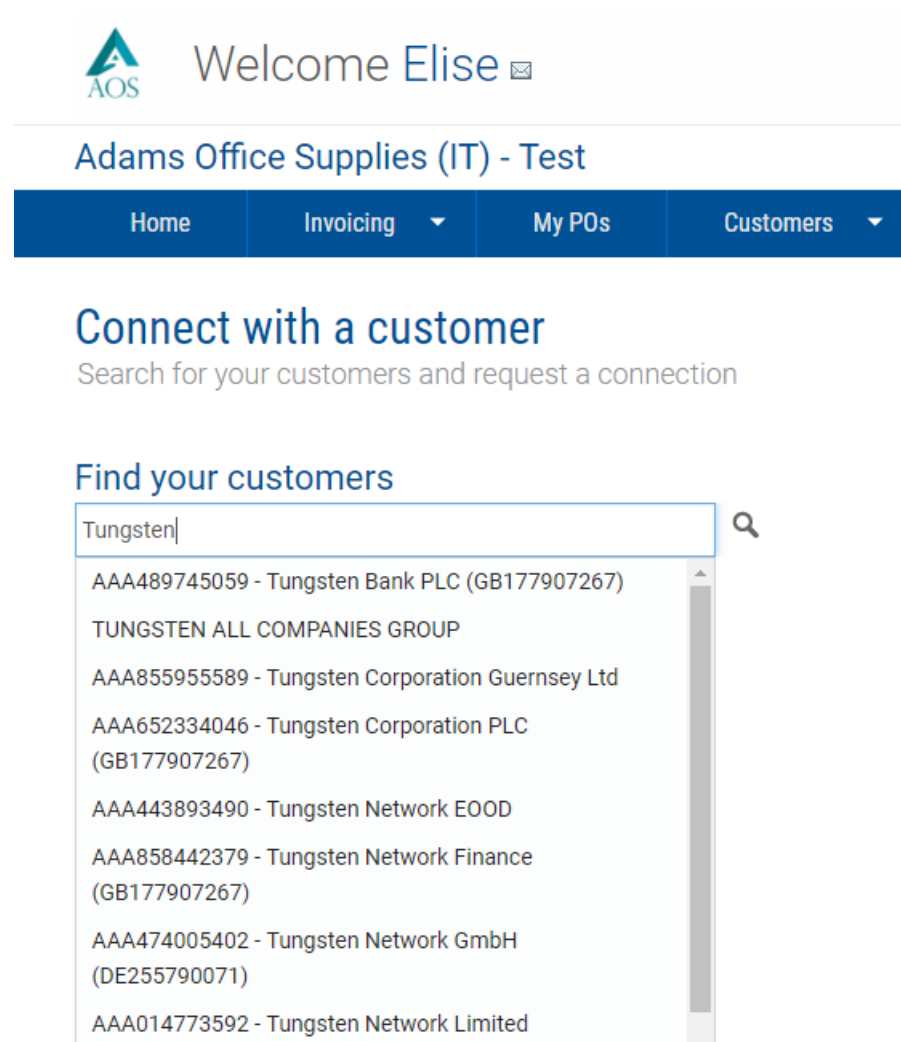
[▶ How to connect with your customers](#)

### Find your customers

Find your customers



Select your customer or customer group from the drop down menu.



The screenshot shows the AOS user interface. At the top left is the AOS logo. To its right is the text 'Welcome Elise' with an envelope icon. Below this is a horizontal line, followed by the text 'Adams Office Supplies (IT) - Test'. A dark blue navigation bar contains four items: 'Home', 'Invoicing' with a dropdown arrow, 'My POs', and 'Customers' with a dropdown arrow. Below the navigation bar is the heading 'Connect with a customer' and the subtext 'Search for your customers and request a connection'. Underneath is the heading 'Find your customers' and a search input field containing the text 'Tungsten'. To the right of the input field is a magnifying glass icon. A dropdown menu is open below the input field, listing several search results with their respective company names and VAT numbers.

AAA489745059 - Tungsten Bank PLC (GB177907267)  
TUNGSTEN ALL COMPANIES GROUP  
AAA855955589 - Tungsten Corporation Guernsey Ltd  
AAA652334046 - Tungsten Corporation PLC (GB177907267)  
AAA443893490 - Tungsten Network EOOD  
AAA858442379 - Tungsten Network Finance (GB177907267)  
AAA474005402 - Tungsten Network GmbH (DE255790071)  
AAA014773592 - Tungsten Network Limited

The first option titled “Connect” will connect your company to a single legal entity accepting invoices and credit notes electronically from Tungsten Network.

The second option titled “Show group” will connect your company to multiple legal entities accepting invoices and credit notes electronically from Tungsten Network.

Let’s explore the first option that will allow your company to connect to a single legal entity.

The screenshot displays the Elise web application interface. At the top, the header includes the AOS logo, the text "Welcome Elise", and navigation links for "My Account", "Help & Support", and "Log Out". Below the header, the user is logged in as "Adams Office Supplies (IT) - Test". A search bar prompts the user to "Search for your invoice by invoice number, PO, trx number". A navigation bar contains links for "Home", "Invoicing", "My POs", "Customers", "Reporting", and "Early payment".

The main content area is titled "Connect with a customer" and includes a sub-header "Search for your customers and request a connection" with a link to "How to connect with your customers". A search box labeled "Find your customers" is present. Below this is a "Select account" section with a dropdown menu that currently shows "Please select".

The "You have selected:" section displays the following information:  
Company Name: Technical Services Test Buyer 17  
Country: Malaysia  
TN Number: AAA206515132

Below this is a "View group" section with the text "This account is part of a group. This option allows you to select additional accounts to the one shown above." A green button labeled "SHOW GROUP" is highlighted with a red box.

The bottom section contains a "Vendor Code" field, a "Notes" text area, and an "Attachment" section with a "SELECT AND UPLOAD" button. A grey button labeled "CONNECT" is highlighted with a red box. In the bottom right corner, there is a "Hide" button and a teal button labeled "UPGRADE TO INTEGRATED SOLUTION".

Prior to connecting with your customer, you may be asked to complete a challenge process. The challenge process will require the entry of basic data from previously submitted invoices. Once the challenge process has been completed, Tungsten Network will create an relationship with your customer.

Not all customers make previous invoice data available to Tungsten Network. In these instances, the challenge process will not be included in the connection process. However, Tungsten Network will assist to complete the connection by contacting your customer to confirm your account details.

Click “Connect” to begin the process of connecting with a single customer entity.

The screenshot displays the 'Connect with a customer' interface on the AOS platform. At the top, the header includes the AOS logo, 'Welcome Elise', and navigation links for 'My Account', 'Help & Support', and 'Log Out'. The main title is 'Adams Office Supplies (IT) - Test', with a search bar for invoices. A navigation bar contains 'Home', 'Invoicing', 'My POs', 'Customers', 'Reporting', and 'Early payment'. The main content area is titled 'Connect with a customer' and includes a link to 'How to connect with your customers'. Below this is a 'Find your customers' search box. A 'Select account' section prompts the user to choose an account to link, with a dropdown menu currently showing 'Please select'. The 'You have selected:' section displays details for 'Technical Services Test Buyer 17' from 'Malaysia' with TN Number 'AAA206515132'. A 'View group' link is available. A 'SHOW GROUP' button is present. The 'Vendor Code' field is empty. A 'Notes' text area is also empty. An 'Attachment' section includes a 'SELECT AND UPLOAD' button. At the bottom, a 'CONNECT' button is highlighted with a red rectangular box. A 'UPGRADE TO INTEGRATED SOLUTION' button is visible in the bottom right corner.

In this first scenario, the challenge process is not included. Tungsten Network will assist by contacting your customer to complete the connection. During this time, all updates will be made available via our Support Ticketing tool. Please take a moment to capture your support ticket number.

Once the connection has been completed, you will receive an email stating your support ticket has been resolved. To view details within the support ticket, click “View” Support tickets in the “For your attention” box on the home screen.

Welcome Elise

Adams Office Supplies (IT) - Test

Home Invoicing My POs Customers Reporting Early payment

Search for your invoice by invoice number, PO, trx number

Connect with a customer

Search for your customers and request a connection

Find your customers

Find your customers

Your request has been received and will be processed by Friday 13 April 2018 14:41, after which your customer will confirm that you are one of its active trading partners.

Your reference number is 2877755 and you can click [here](#) to review the status of your request.

Welcome Elise

Adams Office Supplies

Home Invoicing My POs Customers Reporting Early payment

Search for your invoice by invoice number, PO, trx number

Connect with your customers

Send invoices

Check the status of your invoices

**For your attention** Close list

Type	Count	Invoice no	Date	Customer
Support tickets	1	2470943	13 Jun 2017	Adams Office Supplies

[View](#)

**Paid invoices** View all

Number	Customer	Date
inv73736522	Tungsten Network - Demo Account	18 May 2017
123	Honda Logistics - Demo Account	08 Feb 2017

**Saved invoices** View all

Number	Buyer	Amount
CSKD001	AAA755782703	399.99
TemplateTest_1234	AAA589228154	3,200.00



In this second scenario, the challenge process is included. Tungsten Network will use data from previously submitted invoices to validate your relationship with your customer. To begin, enter an invoice number, invoice date and invoice amount. Next, click “Continue”. Once you have completed step 1 of the process, the system will display an invoice number. During step 2, you must enter the invoice date and amount for the invoice number displayed. The 3rd step in the process confirms your connection has been completed. Once your connection has been completed, invoice status details will be available on the home screen under “When will I get paid”. Please allow 1-2 hours for all invoice status data to be loaded to your account.

**Test Company Name 12345**  
Welcome back, John

My Account Help & Support Log Out

Home Invoicing My POs Customers Reporting Early payment Compliance

### Connect with a customer

Find your customers

#### Activate your buyer

You need to complete a verification process before you can access invoice data for **Demonstration Example Buyer**.

Step 1. Please provide the details of a recent invoice.

Invoice number

Invoice date

Invoice amount

**Continue**

#### Activation workflow

You will go through the following steps to verify your identity as a supplier to **Demonstration Example Buyer**.

- 1 Enter an invoice**  
Provide details of a recent invoice.
- 2 Pass a challenge**  
We will show you an invoice number, you must provide the relevant details.
- 3 Complete**  
You will have completed the activation process and will soon be able to access the latest information on your invoices.

Note: If you do not pass the verification process, please raise a ticket in the Help & Support section.

#### Customer relationships

**Tungsten Test Buyer**  
AAATungstenB

Let's review the process to connect with multiple customer entities. Once your customer or customer group is located in the search field, click "Show group" to select additional customer entities that should be connected to your account with Tungsten Network.

Welcome Elise

My Account Help & Support Log Out

Adams Office Supplies (IT) - Test

Search for your invoice by invoice number, PO, trx number

Home Invoicing My POs Customers Reporting Early payment

### Connect with a customer

Search for your customers and request a connection

[How to connect with your customers](#)

#### Find your customers

Find your customers

#### Select account

Before we can proceed, please select the account you would like to link this customer to:

Please select

#### You have selected:

Company Name: Technical Services Test Buyer 17  
Country: Malaysia  
TN Number: AAA206515132

#### View group

This account is part of a group. This option allows you to select additional accounts to the one shown above.

**SHOW GROUP**

Vendor Code

Notes

If you have any supporting document to identify your company to the chosen customer, please attach here. e.g. PO, Invoice, Remittance advice, contract etc.

Attachment

SELECT AND UPLOAD

CONNECT

UPGRADE TO INTEGRATED SOLUTION

Please tick the boxes located next to each customer entity you would like to connect to via Tungsten Network. Once all boxes have been selected, click “Connect” to begin the process of connecting with multiple customer entities.

**Connect with a customer** [How to connect with your customers](#)  
Search for your customers and request a connection

**Find your customers**  
Find your customers

**Select account**  
Select account  
Please select

**Demonstration Example Buyer**  
Please select the entities you want to connect with. Alternatively, select the buyer group.

- UNITED STATES
  - AAA162858005 - Demonstration Example Buyer

Vendor Code

Notes

If you have any supporting document to identify your company to the chosen customer, please attach here. e.g. PO, Invoice, Remittance advice, contract etc.

Attachment  **SELECT AND UPLOAD**

**CONNECT**

Connecting to multiple customers does follow the same process as connecting to a single customer entity. After selecting your customers from the list, you may receive a request to complete the challenge process if previous invoice data is known to Tungsten Network.

In rare cases, the challenge process will not be included in the connection process. In these instances, Tungsten Network will assist by contacting your customer to complete the connection. Please remember to capture the support ticket number and check for updates on the home screen.

If unable to complete the challenge process due to missing or invalid information, please click “Connect” located at the bottom of the screen. Tungsten Network will assist by contacting your customer to complete the connection.

As you can see, it is very easy to connect with your customer using the Tungsten Network Customer Connect solution. Entering your customers legal entity name in the search field located on the right side of our home page will allow you to connect to single or multiple customer entities.

Once your account is connected to your customer, you can confirm all customers connection by clicking “Customers” located in the main menu bar. Next, click “Customer relationships”.

The screenshot displays the AOS Tungsten Network Customer Connect interface. At the top left is the AOS logo and the text "Welcome Elise" with an envelope icon. On the top right are links for "My Account", "Help & Support" (with a dropdown arrow), and "Log Out". Below this is a header bar with "Adams Office Supplies (IT) - Test" on the left and a search field on the right containing the text "Search for your invoice by invoice number, PO, trx number" and a magnifying glass icon. A dark blue navigation bar contains the following menu items: "Home", "Invoicing" (with a dropdown arrow), "My POs", "Customers" (with a dropdown arrow), "Reporting" (with a dropdown arrow), and "Early payment". The "Customers" dropdown menu is open, showing four options: "Customer documents", "Connect with a customer", "Customer relationships" (which is highlighted with a red rectangular box), and "Buyer Confirmation". On the main page content area, there is a section titled "Connect with a customer" with the subtext "Search for your customers and request a connection". To the right of this section is a link with a play icon and the text "How to connect with your customers". Below the "Connect with a customer" section is another section titled "Find your customers" with a search input field containing the placeholder text "Find your customers".



For more information,  
and to view more  
videos, please visit the  
Help & Support section