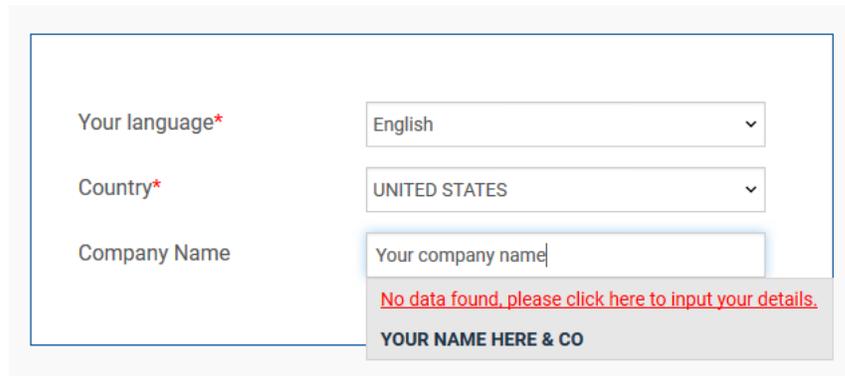


Donohoe invoice status activation guide

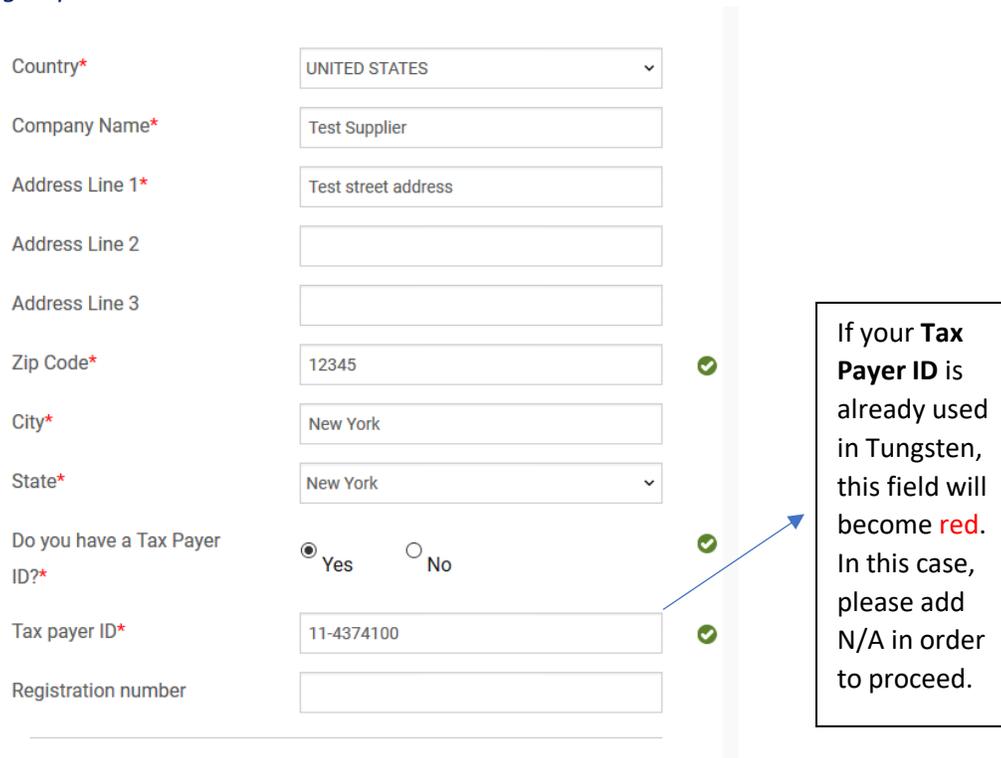
I. How to register on the Tungsten Network

1. Go to <https://portal.tungsten-network.com/mvc/registration>
2. Complete the preferred language, your Country and your Company name in the fields below. When typing in your company name the system will give you some suggestions and if your company is not among these, please click on the red label “No data found, please click here to input your details” to continue.



The screenshot shows a registration form with three main fields: "Your language*", "Country*", and "Company Name". The "Your language*" field is a dropdown menu with "English" selected. The "Country*" field is a dropdown menu with "UNITED STATES" selected. The "Company Name" field is a text input with "Your company name|" and a dropdown menu below it showing "YOUR NAME HERE & CO". A red label "No data found, please click here to input your details." is visible below the dropdown menu.

3. On the next screen you will need to complete your company details as shown below and click on “Sign Up”.



The screenshot shows a registration form with the following fields and values:

Country*	UNITED STATES	✓
Company Name*	Test Supplier	
Address Line 1*	Test street address	
Address Line 2		
Address Line 3		
Zip Code*	12345	✓
City*	New York	
State*	New York	✓
Do you have a Tax Payer ID?*	<input checked="" type="radio"/> Yes <input type="radio"/> No	✓
Tax payer ID*	11-4374100	✓
Registration number		

A blue arrow points from the "Tax payer ID" field to a callout box on the right.

If your **Tax Payer ID** is already used in Tungsten, this field will become red. In this case, please add N/A in order to proceed.

Click here if your trading address is different from registered address

First name*	<input type="text" value="John"/>	✓
Last name*	<input type="text" value="Smith"/>	✓
Email address*	<input type="text" value="john.smith@gmail.com"/>	✓
Confirm your email address*	<input type="text" value="john.smith@gmail.com"/>	✓
Password*	<input type="password" value="....."/>	✓
Password confirmation*	<input type="password" value="....."/>	✓
Word verification*	<input checked="" type="checkbox"/> I'm not a robot 	✓

Tungsten Network contains confidential personal, commercial or government data, the access to or use of which is restricted to owners and authorised personnel and systems. Before submitting your details you must confirm that you have read our [Website Terms of Use](#) , [Privacy Policy](#) and [Terms of Service](#) by ticking the checkbox.

SIGN UP

CANCEL

- You will receive an email from the Tungsten Network to complete your registration. In order to do this and get your account activated for Donohoe, click on “CONNECT TODAY” and log in your account with your username (your email address) and your password. You will be asked to add a security question and secret answer for additional protection of your account.



Security credential update

We need you to set a secret answer to one of these questions. You will need this for authentication should you forget your password or memorable word.

Secret question* 

Secret answer* 

Re-enter your secret answer*

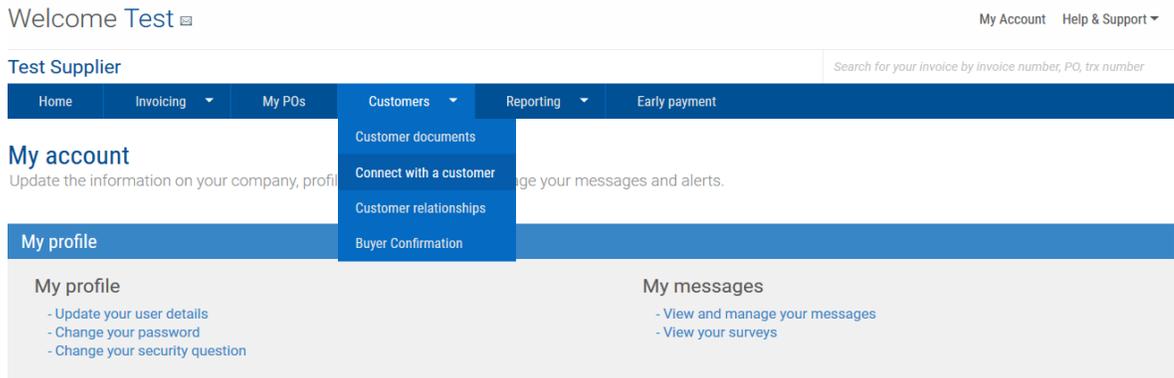
BACK

SUBMIT

5. Once you complete step 4, you will be logged in to your account on the Tungsten portal. In order to get access to the status of your Donohoe invoices you will need to go through a “Challenge process” described below.

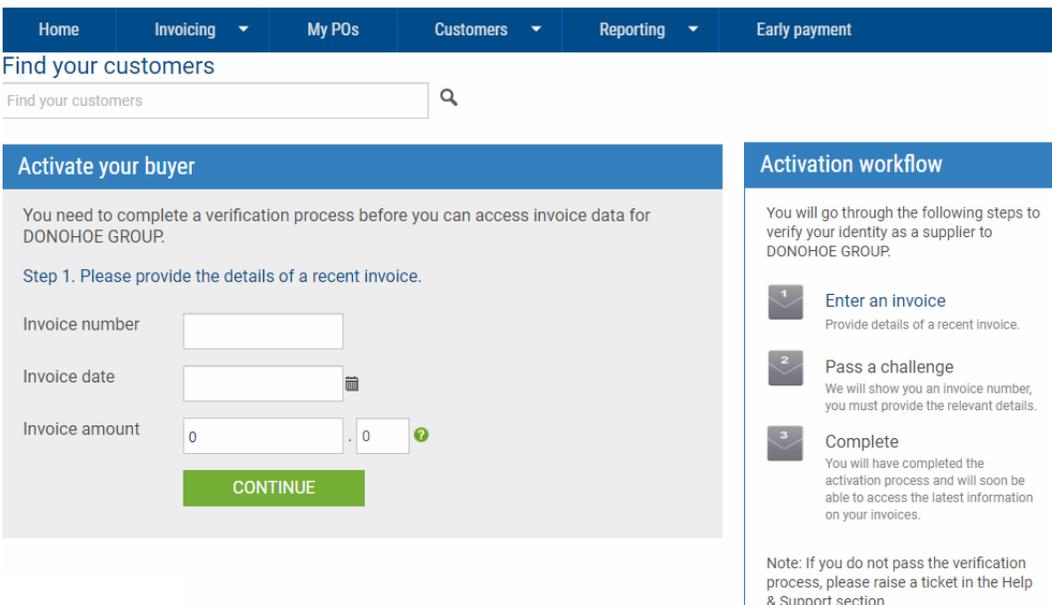
II. **Challenge process:** The idea of the challenge process is to verify whether the invoices you would like to get access to were issued from your company. Please follow the steps described below in order to complete the challenge process:

1. In order to request the activation for Donohoe invoice status service go to “Customers” -> “Connect with a customer” as shown below:



In the search tab “Find your customers”, add “**DONOHOE GROUP**” and select the only result you will find.

2. The below screen will be displayed, and the first step will require from you to provide a combination of invoice number, invoice date and invoice amount for a specific invoice that you have sent to Donohoe.



Please note that this invoice should be one that has an invoice date between 14 and 180 days before the day when you are completing the challenge. Once you have added the details, press **CONTINUE** in order to proceed with the next step. You will have 3 attempts to complete a successful challenge process. In case of 3 failed attempts, the process will be locked, and you will need to open a ticket with Tungsten supplier support to unlock it for you.

3. The last step to activate the invoice status service for Donohoe will display the invoice number for another invoice you have already sent to Donohoe. You will be required to provide/confirm the invoice date and invoice amount for this invoice. Please note that the date range will cover again all your invoices with invoice date between 14 and 180 days before the moment when you are completing the challenge process. You will need to provide the relevant invoice date and invoice amount and click on **CONTINUE**.

Home Invoicing My POs Customers Reporting Early payment

Find your customers

Find your customers

Activate your buyer

You need to complete a verification process before you can access invoice data for DONOHOE GROUP.

Step 2. To continue the set up process, please confirm the details of the following invoice.

Invoice number Shot1238

Invoice date

Invoice amount . ?

CONTINUE

Activation workflow

You will go through the following steps to verify your identity as a supplier to DONOHOE GROUP.

- 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.

In case the challenge is successful, the following screen will be displayed and very soon you will be able to get access to the status of all previous and future invoices you have submitted to Donohoe. You will have 3 attempts to complete a successful challenge process. In case of 3 failed attempts, the process will be locked for you will need to open a ticket with Tungsten supplier support to unlock it.

Activate your buyer

You have completed the Invoice Status Service activation process. It may take up to an hour for invoice updates to become available.

Activation workflow

You will go through the following steps to verify your identity as a supplier to DONOHOE GROUP.

- 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.

IMPORTANT NOTES:

- In case the challenge process has failed due to 3 unsuccessful attempts on any of the two checks, please open a ticket to Tungsten support team. You can do that from the *“Help&Support”* menu -> *“Create ticket”*. In the ticket please request from the support team to unlock your account for the Donohoe challenge process. You will receive a system notification when a support agent has provided an update in the ticket. Do not respond to the email notification. You need to log in the Tungsten portal and provide your response/update in the relevant ticket, if applicable.
- In case the challenge process has been successfully completed, you should be able to get access to all invoices sent to Donohoe within an hour. You will be able to check the status of your invoice(s) from the menu *“Invoicing”* -> *“Invoice status”*. In case you are not able to see the status of your invoice, please open a ticket to Tungsten support team.