TUNGSTEN GUIDE

Goodyear

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What is Tungsten?

Tungsten is a third-party portal used by Goodyear, to manage supplier invoices. It is a Global provider 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

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.

1 — Register Account

2 — Configure Account

3 — Set up Relationship

4 — Send Invoices

Register an account

If your company has received an email invitation

If you have received an invite from Goodyear and Tungsten to activate your Tungsten account, please follow the link provided.

If you have not received an email invitation

If you have not received an email invitation with a link to activate your account, please follow the below steps to register an account: you can register for a Tungsten account here:

Access the link Tungsten Registration

For more details and instructions to step-by-step click here

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

If you have a Tungsten account, please see the step **Set up Relationship**.

Note: If during registration you see a pop-up message indicating the Tax/VAT reg. number is already in use, this means you 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 of your company´s Tungsten account**

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**

Provide a document signed by a manager containing the following information:

- o Confirmation that the current Admin User is no longer part of the company or changed position.
- o First name and last name of the new Admin User.
- o Email address and phone number of the new Admin User.
- o The signature and the official stamp/logo of the company.

Send it to contact.tn@tungsten-network.com and Tungsten support will review and confirm change of Admin User

> **Note**: Tungsten can accept a scan, photograph, or pdf file of this letter/document

## Set up Relationship between your company and Goodyear

To view your Goodyear Purchase Orders and send invoices via Tungsten, your Tungsten account needs to be linked to Goodyear. Follow the steps below to set up the relationship

If your company received an email invite

1. Logon to your Tungsten account.
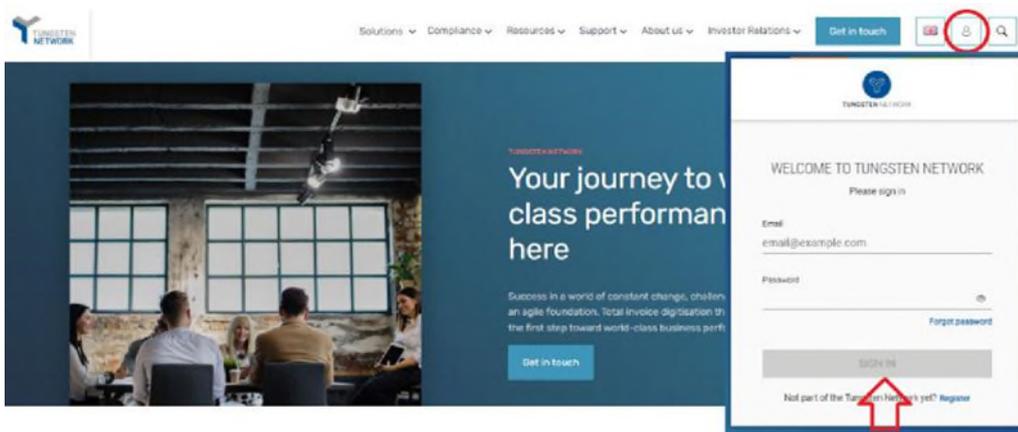
2. See the section "For your Attention" in your homepage and click in "View".
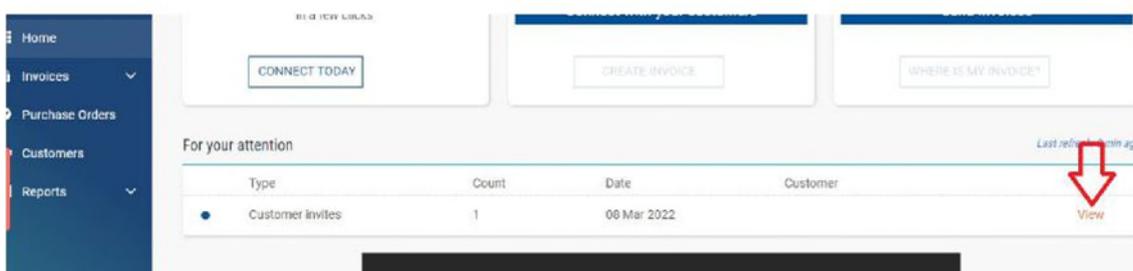
3. Turn on the Connection button. Click Next, then Confirm.
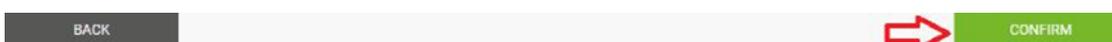
**If your company does not have a previously requested connection with Goodyear**

![Goodyear Off-the-Road logo]

1. Raise a new connection request by clicking on the 'NEW CONNECTION' button
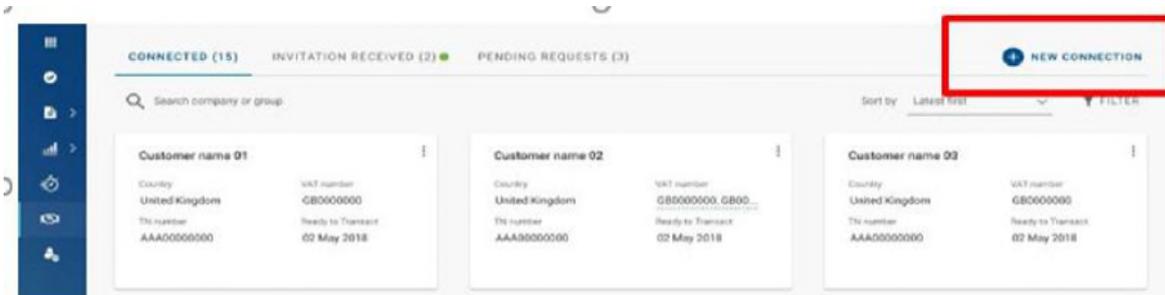
2. Upon clicking this button, you will be taken to the search page, where you can search for a customer by: Name, TN number or Tax ID
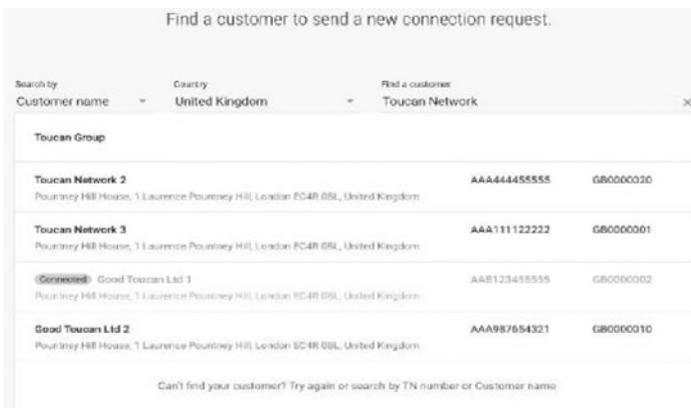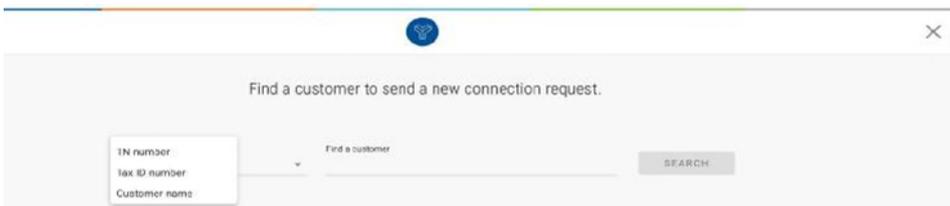
3. **Select the Goodyear company you're trading with. Full list of entities here.**

4. You will have the option to add the **vendor code**, but it is an optional field. Please, proceed if you do not have the information.
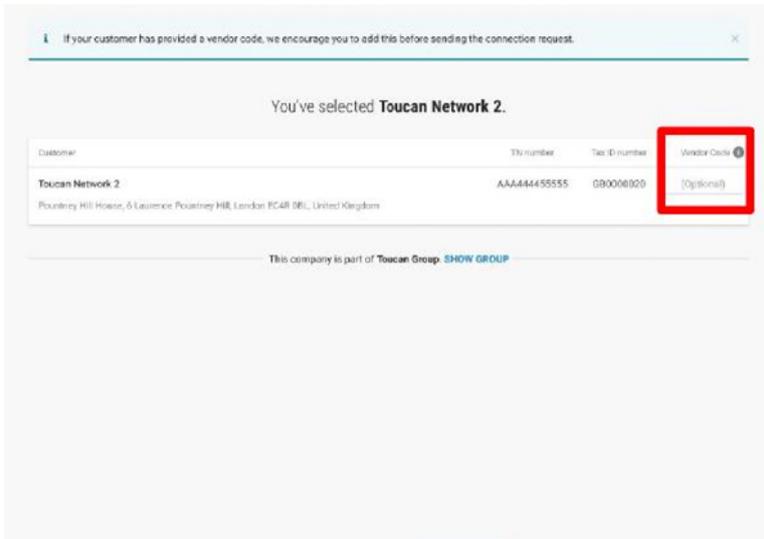
5. Once you have selected and confirmed the customer company or multiple companies within the group that you want to connect with, you can upload any files in the request (it's optional)
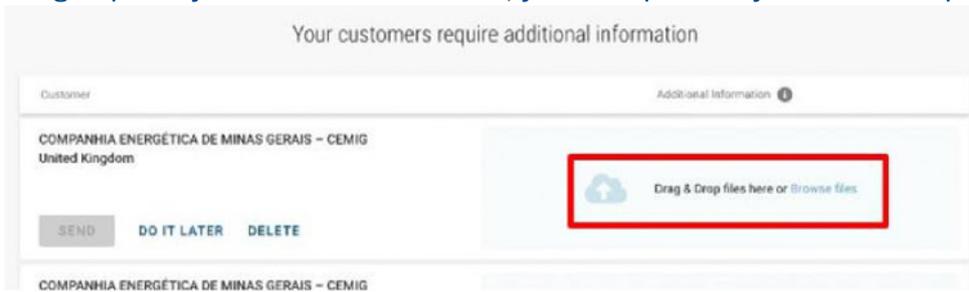
6. Once files have uploaded successfully, click **SEND** Additionally, you can DELETE the request if you no longer wish to connect

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.
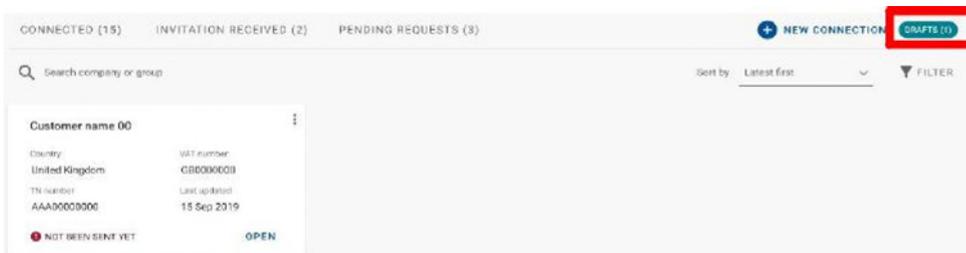
Once you have sent your new connection request successfully, Goodyear will review and either Approve or Decline it.

Manage connections

- **Customer Connect Functionality Overview**
    1. <u>Log into the Tungsten Network Portal</u>
    2. Click on 'Customers' in the left menu navigation (If menu is collapsed, look for the handshake icon)
    3. Clicking on 'Customers' will take you to the new 'Customer Connect' app, with the default homepage display being the 'CONNECTED' tab

- **Overview of connected**
    a) See the total number of buyers you are connected to
    b) Cards – show information about the customers you are connected to i.e., country, VAT, TN account number
    c) Scroll to the bottom of the page to 'Load More' on screen or SEARCH for a connected customer by looking up the company or group name
    d) SORT BY, various parameters such as latest first, oldest first, alphanumeric etc.
    e) FILTER: Clicking the filter icon you can choose your preferred view and criteria i.e., by country, group names.

- **Declined connection requests**
  a) If Goodyear declines your connection request, you will be able to **'VIEW REASON'** and the connection request will be marked as **'CLOSED'**

  b) You will also receive an email informing you that the connection request has been declined. To query the decline of the request you will need to contact Goodyear directly.

How to ensure your invoices are processed on time?

To ensure Goodyear can process your invoices on time, please follow these clear and simple steps for submitting them through the Tungsten Network Portal.

Goodyear will reject your invoice if you fail to select the correct Goodyear legal entity and you will be required to resubmit your invoice with the correct entity details.

The PO Convert function allows you to create an invoice directly from our Purchase Order, which helps to ensure your invoice is processed first time.

Important Note:

1. Your POs are being loaded to Tungsten for validation purposes. You should continue to deliver against the POs that are sent directly from Goodyear.
2. It takes up to 48 hours between the time when you receive the PO on your mailbox, and it will become available on the Tungsten Portal. If after that time your PO is still not available, please raise a ticket with Tungsten support.

Exception: If you provide freight services, PO number might not be mandatory on your invoice. This is to be pre-agreed with your Goodyear contact.

Manual invoice

There are four key elements on an invoice, described and shown below, that you should pay close attention to when selecting the entity you wish to invoice. Each Goodyear entity is uniquely identified by:

1. **Company name**
2. **Company address**
3. **VAT registration number** – This number should correspond to the country of delivery. If the delivery country is different to the 'billing address' country, please pay special attention to select the AAA number representing the Goodyear billing address followed by a VAT ID of the delivery country.
   - For example, you invoice GDTO (Goodyear located in Luxembourg) but you deliver to Germany. Your billing address should be Goodyear in Luxembourg (billing address) with the German VAT (delivery country) account AAA808301063, connected to VAT DE262797867.
4. **The Tungsten AAA (Account Number)** is different for each legal entity. If you are Transport Service Provider for any of the Goodyear entities, you should select the correct AAA number of the Goodyear entity based on the EFS Final report provided to you by Goodyear Cost control team.

For example:

CC	Buyer OB10 No.	Buyer Name	Goodyear location country	Goods / Service Delivery country	Vat Registration	Address Line 1
E412	AAA366355881	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	NORWAY	NO 996 263 940 MVA	Avenue Gordon Smith
E412	AAA777138447	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	AUSTRIA	ATU64991478	Avenue Gordon Smith
E412	AAA907242382	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	BELGIUM (En)	BE0812372921	Avenue Gordon Smith
E412	AAA177258365	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	SWITZERLAND	CHE-114.935.334-MWST	Avenue Gordon Smith
E412	AAA678747197	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	CZECH REPUBLIC	CZ682604275	Avenue Gordon Smith
E412	AAA808301063	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	GERMANY	DE262797867	Avenue Gordon Smith
E412	AAA799504030	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	DENMARK	DK12593066	Avenue Gordon Smith
E412	AAA092295138	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	ESTONIA	EE101397544	Avenue Gordon Smith
E412	AAA777569484	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	GREECE	EL997943260	Avenue Gordon Smith
E412	AAA285424735	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	SPAIN	ESN0035354J	Avenue Gordon Smith
E412	AAA494224124	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	FINLAND	FI23577793	Avenue Gordon Smith
E412	AAA015008907	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	FRANCE	FR81441575354	Avenue Gordon Smith
E412	AAA287603138	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	UNITED KINGDOM	GB971526506	Avenue Gordon Smith
E412	AAA869391508	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	HUNGARY	HU26903453	Avenue Gordon Smith
E412	AAA554312900	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	IRELAND	IE97402093	Avenue Gordon Smith
E412	AAA911202828	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	ITALY	IT00133179994	Avenue Gordon Smith
E412	AAA141204107	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	LUXEMBOURG	LU18026641	Avenue Gordon Smith
E412	AAA228016549	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	NETHERLANDS	NL820916183B01	Avenue Gordon Smith
E412	AAA742236342	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	POLAND	PL5263021580	Avenue Gordon Smith
E412	AAA756322681	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	PORTUGAL	PT980415772	Avenue Gordon Smith
E412	AAA389322306	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	ROMANIA	RO27717733	Avenue Gordon Smith
E412	AAA802524777	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	SWEDEN	SE502068025101	Avenue Gordon Smith
E412	AAA967982596	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	SLOVENIA	SI88839923	Avenue Gordon Smith
E412	AAA639074970	Goodyear Dunlop Tires Operations S.A.	LUXEMBOURG	SLOVAKIA (Slovak Republic)	SK4020267746	Avenue Gordon Smith

The same Goodyear entity with the same billing address has different VAT registration numbers depending on the delivery country and as a result different Tungsten 'AAA' numbers.

You can download a list of all legal entities here.

If for any reason you do not know which Goodyear entity to invoice or cannot find the right AAA, please refer to your Purchase Order contract. You should be looking for it on the first side of your PO in the top frame.

Invoice Status and Invoice Rejections

If your invoice is missing key information it may result in a failure notice whereby Tungsten Network will not be able to accept your invoice or your invoice will be accepted into Tungsten Network, but it will be rejected by GOODYEAR. In either scenario, you should receive a failure reason or a GOODYEAR rejection reason provided in Tungsten portal which will allow you to resolve the issue and resubmit the invoice for payment processing – please refer to our video tutorial

- **Invoice Status**

For actual payment status and dates please reach out to our Accounts Payable Team in [Accounts Payable Inquiry APAC <accountspayableinquiry_apac@goodyear.com>]

Please access the link here to see how to check your invoice status. In the Goodyear process, you can see the following statuses:

- o **Sent**: This status only applies to invoices submitted via the 'Create invoice' page on the portal. Once sent, the invoice is registered and will display this status until it is processed
- o **Accepted**: The invoice has been processed successfully and is awaiting invoice conversion
- o **Failed**: The invoice has failed validation. This is most commonly caused by a processing error or missing data that is required by Goodyear, the system or country
- o **Rejected**: Goodyear has rejected the invoice. If you have provided more information, it will be in the invoice status area when you review this invoice
- o **Delivered**: The invoice has been successfully delivered
- o **Received**: Goodyear has acknowledged receipt of the invoice
- o **Approved**: Goodyear has approved the invoice for payment
- o **Paid**: Goodyear has paid the invoice or marked the invoice for payment

Important: If you cannot find your invoice, please raise a ticket, or contact the TN Support team

- **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 Goodyear.

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 Goodyear.

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)
    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 GOODYEAR entity you need to invoice. GOODYEAR will review and confirm the request.
        a) Customer Connect guide How to connect with your customers on the network | Tungsten Network (tungsten-network.com)
        b) List of GOODYEAR entities can be found here Entities | Tungsten Network (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 a series of videos and resources to help you:

- o How to run a report for my invoices?
- o How can I create a report related to my purchase orders?
- o Complete video of how to run a report for your invoices and purchase orders.

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

Who to contact at Goodyear

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

Invoice Payment queries:

Accounts Payable Inquiry APAC accountspayableinquiry_apac@goodyear.com

Accounts Payable Inquiry EMEA accountspayableinquiry_emea@goodyear.com

Additional Supplier Support:

Accounts Payable Inquiry APAC accountspayableinquiry_apac@goodyear.com

Accounts Payable Inquiry EMEA accountspayableinquiry_emea@goodyear.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.