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Tungsten Guide

Canada

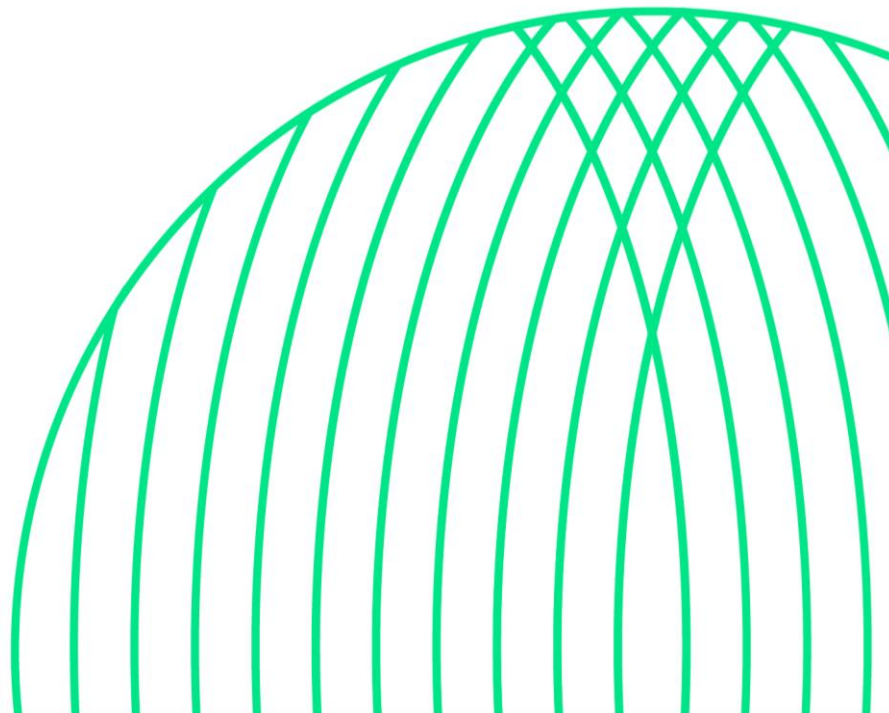**Last Updated: 15 March 2024**

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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 provider used by many businesses across the word.

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***.

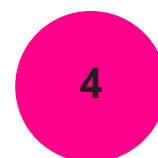For more information on the Integrated Solution go to Integrated Solution.

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Register Account   Configure Account   Set up Relationship   Send Invoices

Register Account

If your company has received an email invitation

If you have received an invite from HH Global 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 your company already has an account on Tungsten, then just follow step 3 and set up a relationship with HH Global Marketing Services (Canada) Inc. - AAA570714063

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**

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**

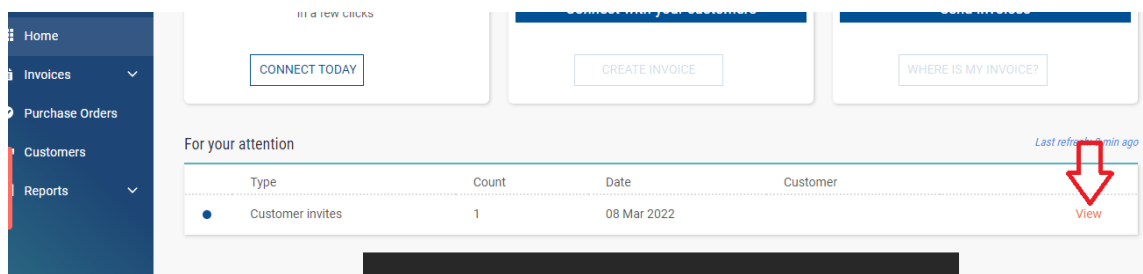Complete the form that Tungsten requests to change the Administrator of your account here

Set up Relationship between your company and HH Global

If your company received an email invite

1. Login to your Tungsten account.
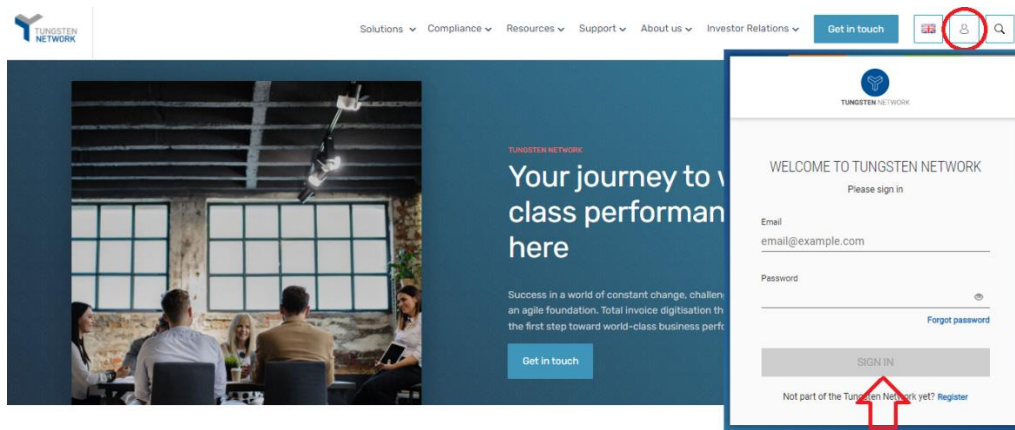
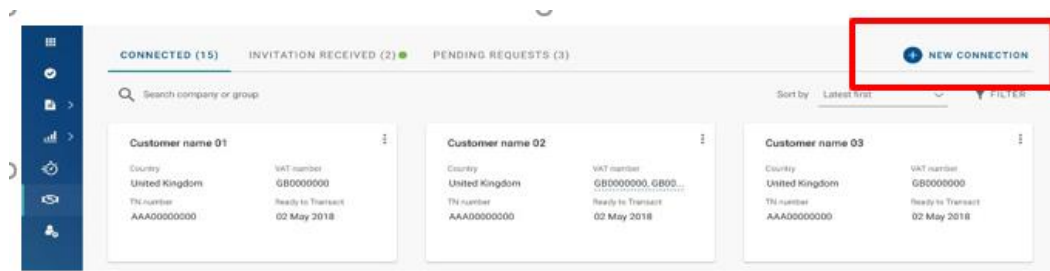2. See the **"For your Attention"** section in your homepage and click in **"View".**

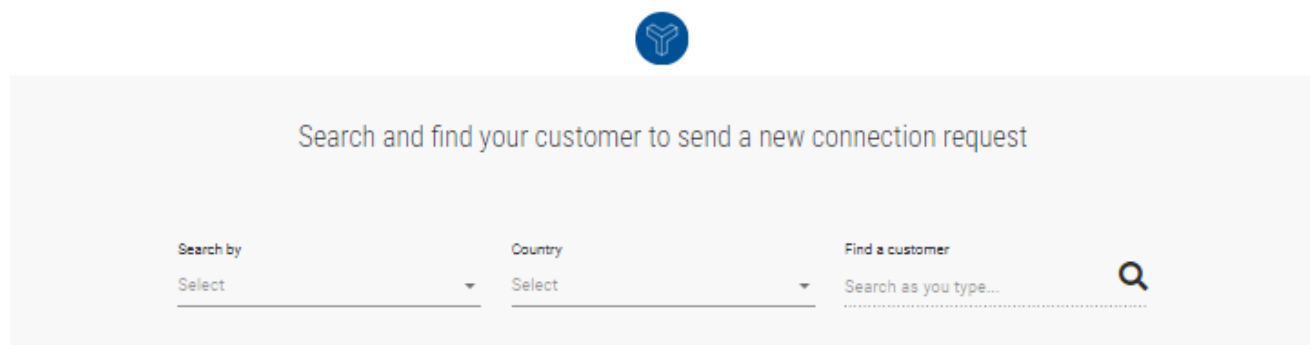3. Turn on the Connection button. Click Next, then Confirm.

If your company does not have a previously requested connection with 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
AAA570714063	HH Global Marketing Services (Canada) Inc.	**40 King Street West, Suite 5800, Toronto, M5H 3S1, Canada**	CA	872174446RT0001

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

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You've selected **HH Associates US, Inc.**

Please add a **vendor code** before sending your connection request, it will speed up the process.

Customer	TN (AAA) number	Tax ID number	Vendor code ⓘ
HH Associates US, Inc 520 Lake Cook Road, Suite 680 , Deerfield , IL , 60015	AAA286339486	98-0532401	Optional

SEARCH AGAIN   **CONFIRM**

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).

Your customers require additional information

Customer	Additional Information ⓘ
COMPANHIA ENERGÉTICA DE MINAS GERAIS – CEMIG United Kingdom	Drag & Drop files here or Browse files
SEND DO IT LATER DELETE	
COMPANHIA ENERGÉTICA DE MINAS GERAIS – CEMIG	

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

Additionally, you can DELETE the request if you no longer wish to connect
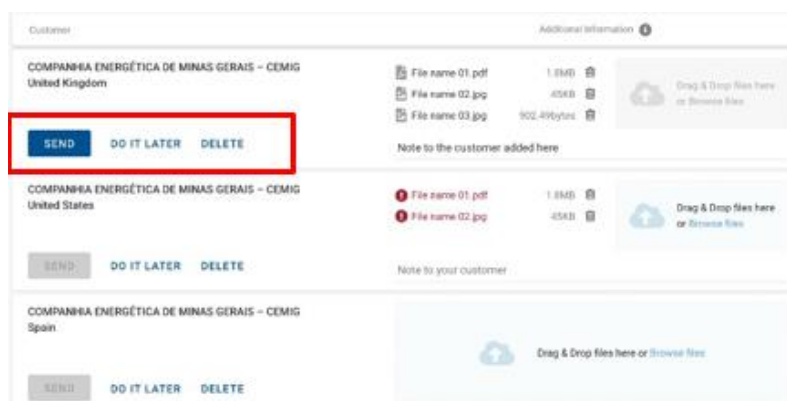
If you choose to 'DO IT LATER' those connection requests will be saved in the '**DRAFTS'** folder which will only appear if there are any unsent requests
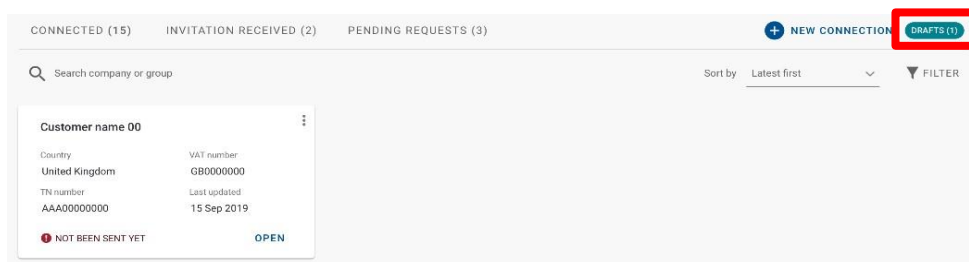
Once you have sent your new connection request successfully, HH Global will review and either Approve or Decline it.

Important: Add your tax registration id and save it to your account 🎞 Canada Specifics - How to add Canadian VAT rates? (site.com)

How to send HH Global Invoices

IMPORTANT: If you will be invoicing the PO partially, it's important to consider the following.
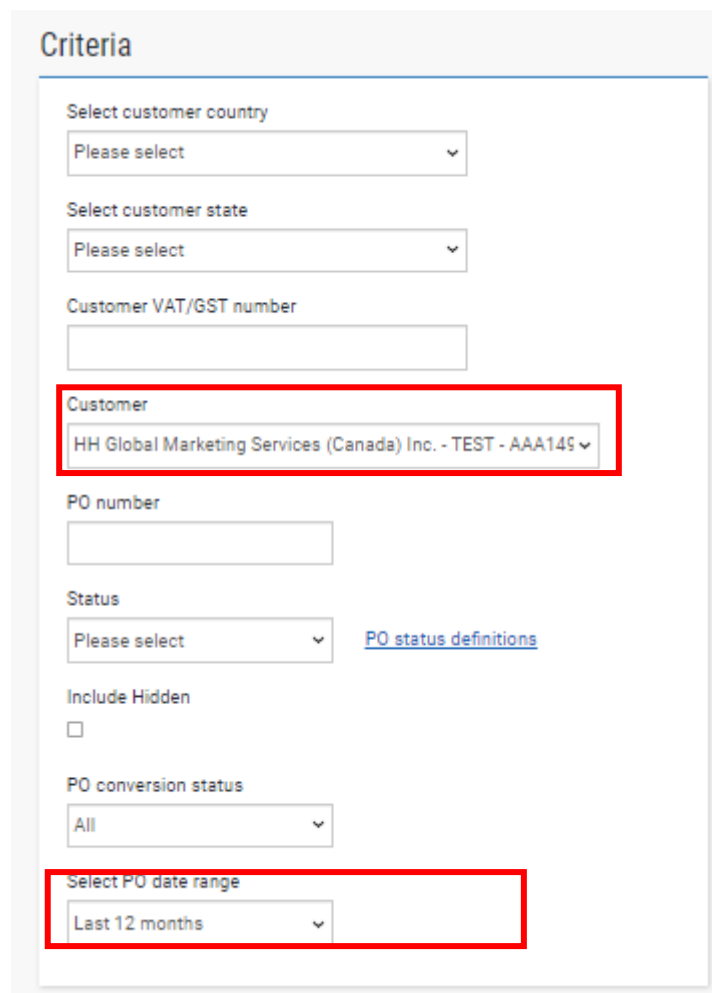
- In order to invoice a PO partially, this request must have been previously approved in Hub. *If you have any questions about this process, please contact hhgvendorgovernance@hhglobal.com*.

- 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.

  o **You can only invoice the complete PO (in a single operation/invoice) or each delivery separately. You cannot combine invoices into a single operation.**

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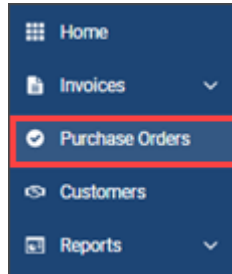
2. In the "Criteria" section, you will have a broad menu of search options, but please only select these two filters:

Customer: HH Global Marketing Services (Canada) Inc. - AAA570714063

Select PO date range: Last 12 months

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

3. 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.

4. 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
CAP3001919	2023-09-29	HH Global Marketing Services (Canada) Inc. - TEST	AAA149646846	Accepted	Tungsten Canada Test...	1	0	19,140.00
CAP3001907	2023-09-29	HH Global Marketing Services (Canada) Inc. - TEST	AAA149646846	Accepted	Tungsten Canada Test...	1	0	20,000.00
CAP3001915	2023-09-29	HH Global Marketing Services (Canada) Inc. - TEST	AAA149646846	Accepted	Tungsten Canada Test...	1	0	660.00
CAP3001909	2023-09-29	HH Global Marketing Services (Canada) Inc. - TEST	AAA149646846	Accepted	Tungsten Canada Test...	1	0	44,000.00
CAP3001908	2023-09-29	HH Global Marketing Services (Canada) Inc. -	AAA149646846	Accepted	Tungsten Canada Test...	1	0	35,000.00

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

PO Convert #CAP3001919   ⓘ Help with this page

Current Status: Accepted

                                                          PO NUMBER CAP3001919
                                                          TN Buyer Number:
                                                          AAA149646846
                                                          PO Date: 29 September 2023
                                                          Currency: Canadian Dollar

PO FROM   PO TO   Reference numbers
HH Global Marketing Services (Canada) Inc. -
TEST   Supplier Information
TEST
40 King Street West
Suite 5800
Toronto
ON

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

[CONVERT PO] [DOWNLOAD] [BACK]   [HIDE]

6. Enter the invoice number related to this PO.

PO Convert #USP2479640

Create invoice

Enter invoice number*

123456

7. In the *Select PO line items to use* section you will be able to apply the respective tax rates

8. In this section, you should select the lines of the PO you will be invoicing by checking the box as shown in the image. Here you will also be able to apply the corresponding tax rate.

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).

9. Click the **Create Invoice** button.

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

11. 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.

12. If you scroll down you will find the "Additional information" section where you can attach your own Invoice File if you wish (it is optional, the information that will be valid is the e-invoice created in Tungsten)

![hh global logo]

Additional information

Attachments ❓

[   ] **SELECT AND UPLOAD**

File types we accept ℹ️
Your customer allows a maximum of 10 attachments.
The maximum file upload size is 12 MB.
Please note that the digitally signed PDF produced by Tungsten Network will be the legal invoice document.
In order to avoid duplicate invoicing, please do not attach any other versions of the invoice.

Withholding tax amount ❓

[   ]

Margin scheme ❓ ☐

13. It is mandatory for invoices exceeding $150 CAD to include information in the "Payment Terms" section.

> **Note:** This section is for informational purposes only, and we kindly request that you adhere to the terms outlined in our existing contract.
>
> Although the portal provides the option to choose between early payment and standard terms, we will not use this information as a basis for payment processing. Payments will be made in accordance with the terms specified in our contract.

Payment terms

Early payment discount ❓
◉ No discount for early payment
○ Apply a discount for early payment

Late payment conditions ❓
[   ]

Payment terms ❓
[4% 60, net 120   ]

14. To submit an invoice for multiple PO Numbers, follow the procedure in the Multiple POs section below. Otherwise, proceed to step 15 to invoice a single PO.

15. Click the **Send** button.

Summary

	Invoice ($)
Total net	319.00
Total tax	0.00
	Undo changes
Total gross	319.00

SAVE AS TEMPLATE   **SAVE**   **PREVIEW**   **SEND**

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

![hh global logo]

Invoice Submitted

✓ Invoice submitted successfully

CONTINUE

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

  After steps 1-13 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.

2. Complete the required fields as shown below:

o   Under the *Line Item Type* dropdown menu, select **Goods**.

o   In the *Product Code* field, enter your own product code or use the code **PRPRI10100**.

o   In the *Product Description* field, enter your own product description or copy the description listed on the PO in HHub.

o   From the *Unit* dropdown menu, select **Each**.

o   In the *Quantity* field, provide the quantity according to the PO

o   In the *Price* field, add the unit price.

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

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

Note: The PO Line Number is listed on the *PO Convert* screen (from step 7 above) for each PO listed in Tungsten.
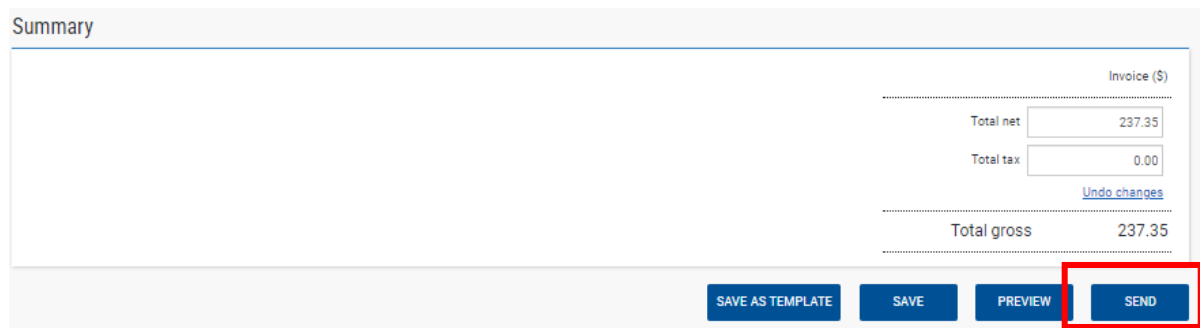

5. When all necessary details for the additional PO are entered click the **Save Line Item** button.

15

6. A success message will display indicating the additional invoice item was added.
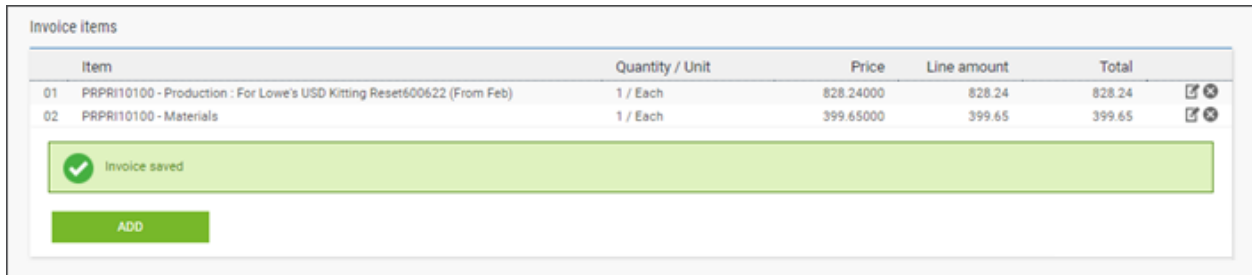
7. To add additional POs to the invoice, repeat steps 1-5 of this procedure.

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.

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

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

- **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

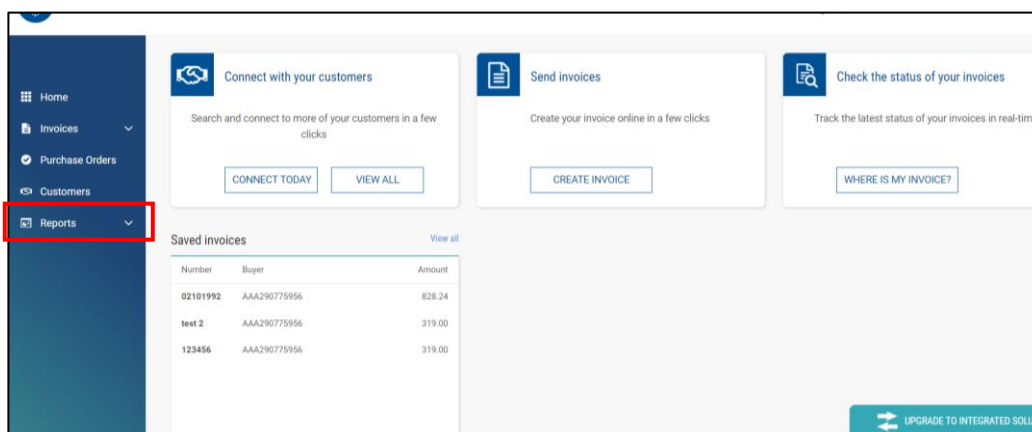- **How to register for an additional Tungsten account**

1. Register for a second TN account at Tungsten Network Portal - Registration (tungsten-network.com)

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)

   b. List of HHG 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:

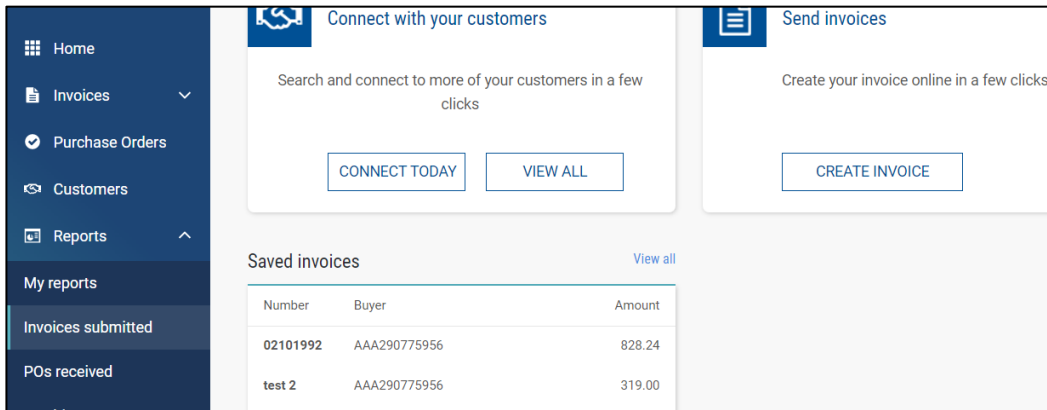- Invoices submitted status

- POs received

See below 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'
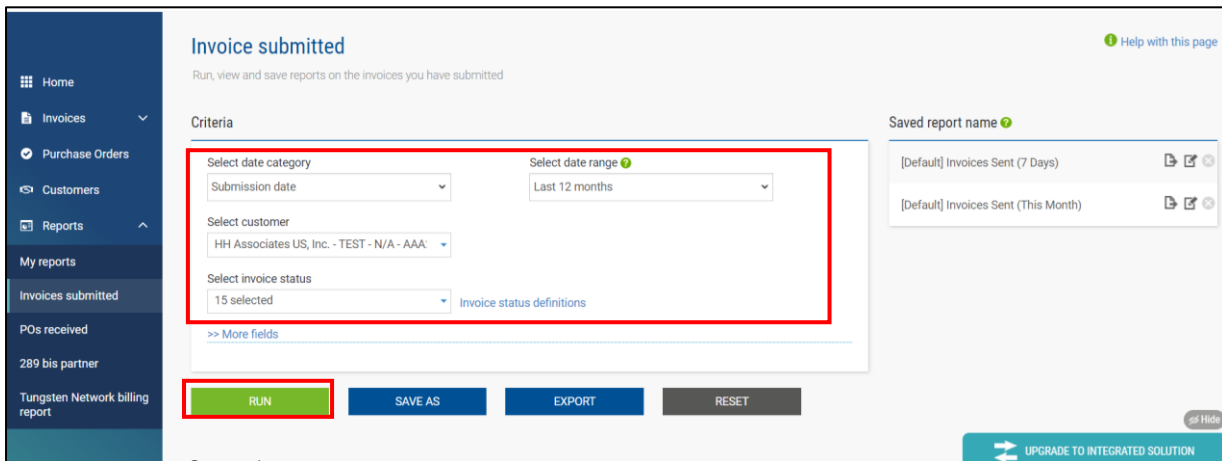
Important: We suggest doing the search through the Select Customer field.

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

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:
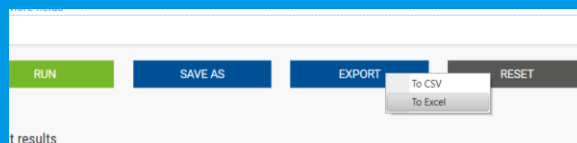

Important: We suggest doing the search through the Select Customer field.

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

Additional Supplier Support | North America: 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)