



Computacenter

TUNGSTEN GUIDE

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Last Updated: September 2025

What is Tungsten?

Tungsten is a third-party portal used by Computacenter, to manage supplier invoices and help ensure they are paid quicker and more efficiently. It is a Global provider used by many businesses across the world.

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 online portal (Web Form) which is completely free to use for the first 52 invoices you send through the service in any given year, while additional batch of invoices can be purchased at any point.

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**.

[Register account](#) -> [Configure account](#) -> [Set up relationship](#) -> [Send first invoice](#)

Register account

- **If your company has received an email invitation**

If you have received an invitation from Computacenter 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 your 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.

Configure Account

How to access your company's existing account

- **If you are not set up 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.

Raise a ticket from [here](#) with the required details and Tungsten support will assist.

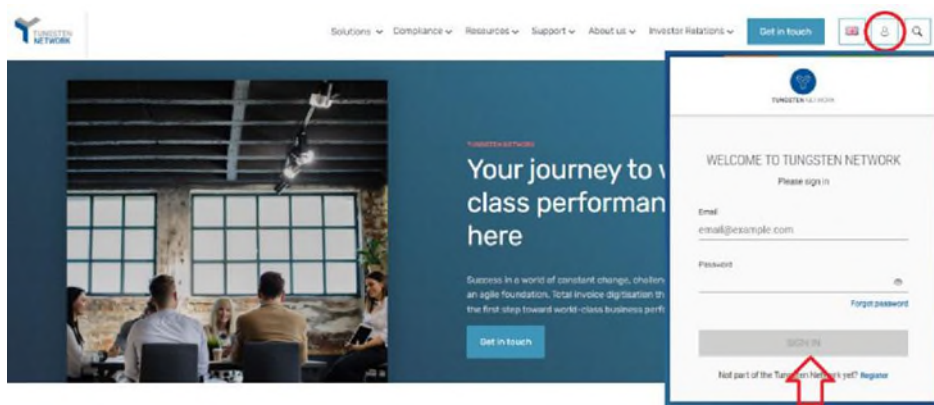
Note: Tungsten can accept a scan, photograph, or pdf file of this letter/document

- **Set up Relationship between your company and Computacenter**

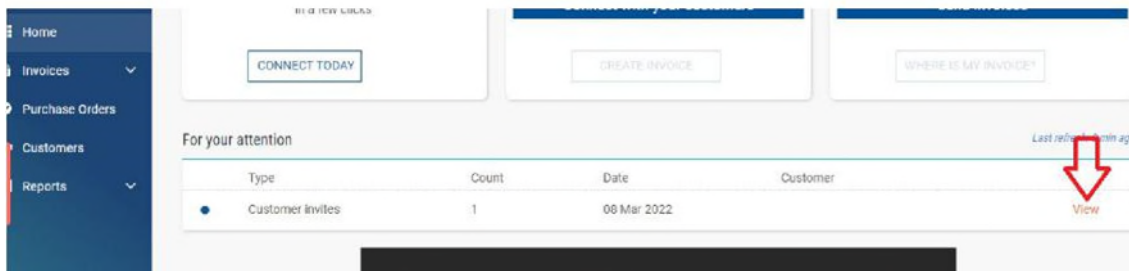
To send invoices via Tungsten, your Tungsten account needs to be linked to Computacenter. Follow the steps below to set up the relationship.

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”.

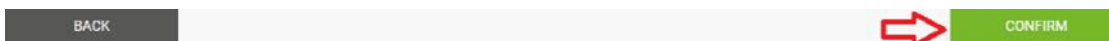


3. Turn on the Connection button. Click Next, then Confirm.

Buyer Confirmation

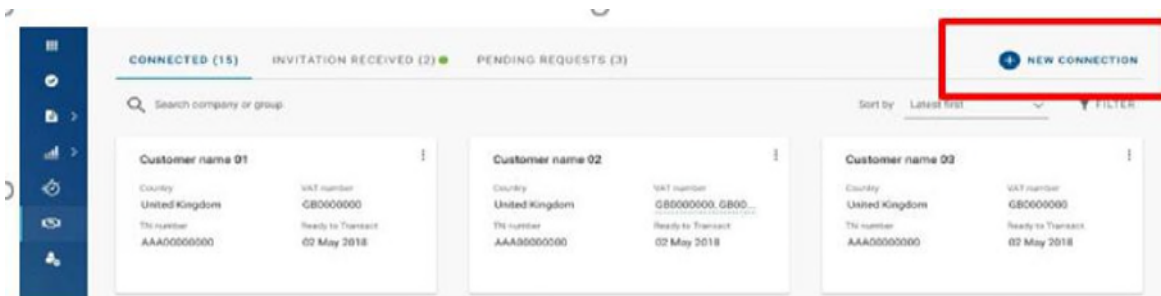
Accept or reject customers

Connection	Group Name	Customer name	Customer TN number	Tax ID
Connect	Test Buyer 2017	Test Buyer 2017	AAA588765404	N/A

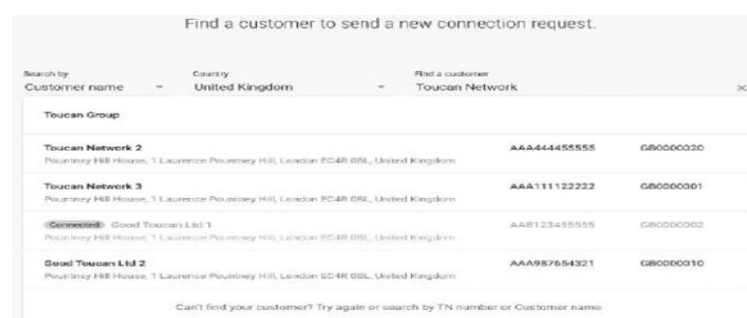
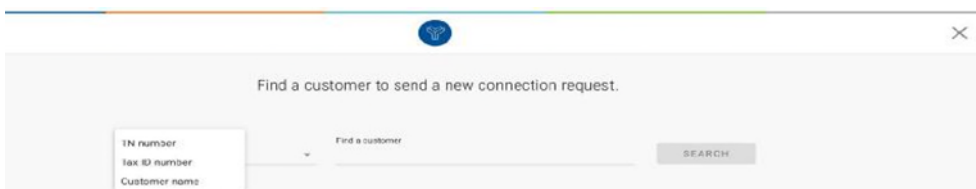


If your company does not have a previously requested connection with Computacenter

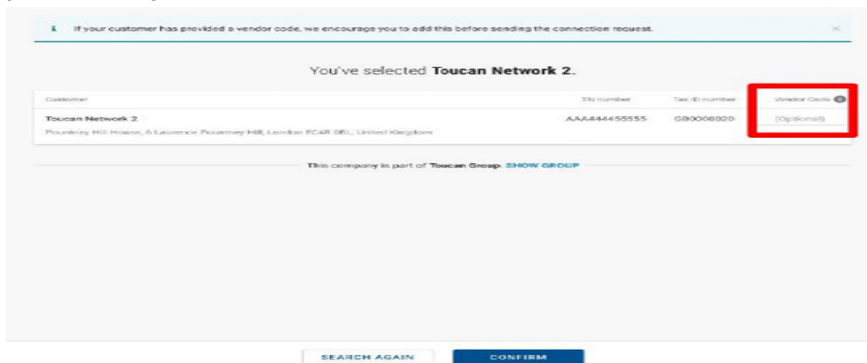
1. Raise a new connection request by clicking on the ‘NEW CONNECTION’ button



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 Computacenter 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.



If your customer has provided a vendor code, we encourage you to add this before sending the connection request.

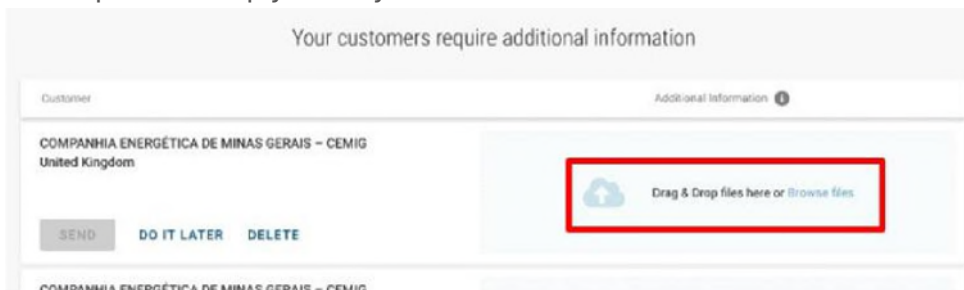
You've selected **Toucan Network 2.**

Customer	TIN number	Tax ID number	Vendor Code
Toucan Network 2 Pouerning Hill House, 5 Laurence Pouerning Hill, London EC4R 5BL, United Kingdom	AAA44445555	GB0006000	[Optional]

This company is part of **Toucan Group** [SHOW GROUP](#)

[SEARCH AGAIN](#) [CONFIRM](#)

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 to help your buyer validate the connection.



Your customers require additional information

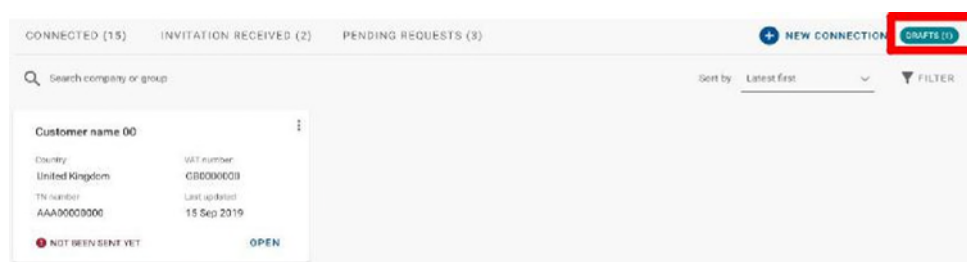
Customer	Additional information
COMPANHIA ENERGÉTICA DE MINAS GERAIS - CEMIG United Kingdom	 Drag & Drop files here or Browse files

[SEND](#) [DO IT LATER](#) [DELETE](#)

COMPANHIA ENERGÉTICA DE MINAS GERAIS - CEMIG

6. Once files have been 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.



CONNECTED (15) INVITATION RECEIVED (2) PENDING REQUESTS (3) [NEW CONNECTION](#) **DRAFTS (0)**

Search company or group

Sort by: Latest first FILTER

Customer name 00
Country: United Kingdom TIN number: AAA0000000 Last updated: 15 Sep 2019 NOT BEEN SENT YET OPEN

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

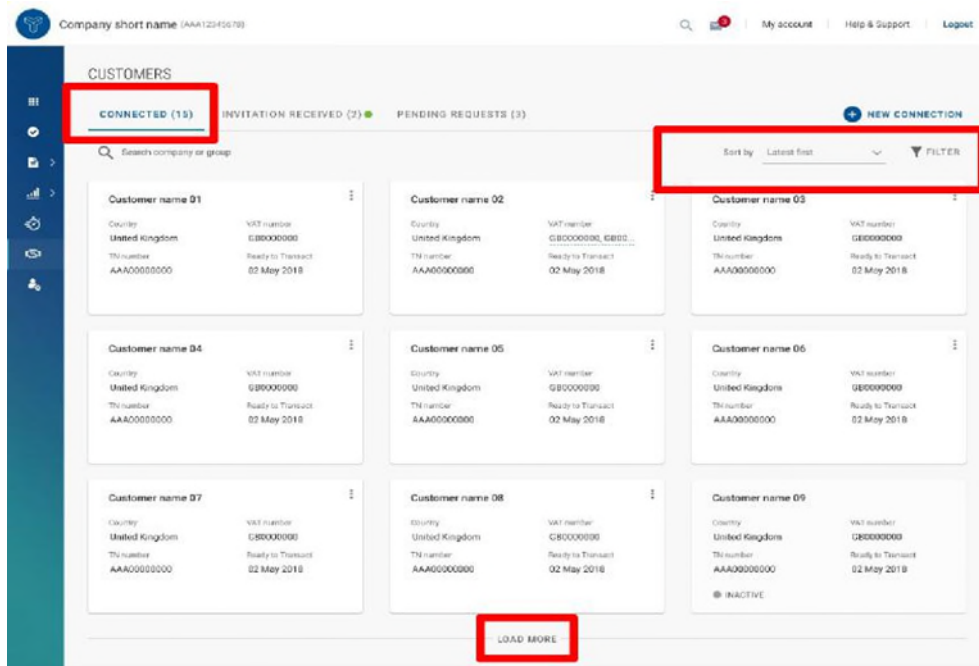
Manage connections

• Customer Connect Functionality Overview

1. [Log into the Tungsten Network Portal](#)
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 customers

- See the total number of buyers you are connected to
- Cards – show information about the customers you are connected to i.e., country, VAT, TN account number
- 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
- SORT BY, various parameters such as latest first, oldest first, alphanumeric etc.
- FILTER: Clicking the filter icon, you can choose your preferred view and criteria i.e., by country, group names.



• Declined connection requests

- If Computacenter declines your connection request, you will be able to '**VIEW REASON**' and the connection request will be marked as '**CLOSED**'



- 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 Computacenter directly.

- **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 Computacenter.

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 Computacenter.

Tungsten Network Support

Tungsten Network Portal Support is ticket based: all support tickets are given a unique reference number facilitating easy tracking and ensuring you will receive a reply to your query within 48 hours.

How to reach Tungsten e-Invoice Network Technical Support?

- You can raise a support case through our [Help Center](#)
- You can call our team via [phone](#) (**an open case is required**).

[How to contact Tungsten Network Technical Support and get assistance?](#)

Who to contact at Computacenter

You can check the status of your invoice on Tungsten.

If you have any further questions, please contact

MB.US.Accounts.Payable@computacenter.com