



VENDOR HANDBOOK

For Transactions Within **European** Facilities
Tungsten Network e-Invoicing Processes



INTRODUCTION

This handbook has been created to help improve supplier understanding of Caterpillar's Procure to Pay requirements, as they apply to invoicing via the Caterpillar e-Invoicing partner: Tungsten Network. This handbook provides information on the e-Invoicing process as well as other prerequisites for supplier payment, such as Vendor Master Data, Credit Notes, Debit Notes and rejected documents.

The Tungsten Network e-Invoicing process has been established for the following Caterpillar facilities:

| Legal Entity | PO Format |
|---|--|
| Caterpillar (NI) Ltd. | Numerical. Prefixed with 55 or 45 |
| Perkins Engines Co. Ltd. (Peterborough) | Numbers with two-letter prefix: DX, PB, PT |
| Perkins Engines Co. Ltd. (Stafford) | Numbers with two-letter prefix: PO |
| Perkins Shibaura Engines Ltd. | Numbers with two-letter prefix: PO |
| Caterpillar Poland Sp z.o.o. | Numerical. Prefixed with 55, 51, 45, 41 or 37 |
| Caterpillar Grenoble » Caterpillar SARL, <i>represented by Caterpillar France SAS</i> » Caterpillar France SAS | Letters followed by numbers; always beginning with 'F' |
| Caterpillar Gosselies » Caterpillar SARL, <i>represented by Caterpillar Group Services SA</i> » Caterpillar Belgium SA | Letters followed by numbers; always beginning with 'B' |
| Caterpillar Grimbergen » Caterpillar SARL, <i>represented by Caterpillar Group Services SA</i> | Letters followed by numbers; always beginning with 'G' |

If you currently do business with any other Caterpillar facility, please continue to invoice them according to the current process. A future phase of this implementation may target other facilities, and you will be notified in due course if this will impact your company.



INVOICING VIA TUNGSTEN NETWORK

All invoice data provided via Tungsten Network will undergo a series of data validations before being submitted to Caterpillar. These validations include, for example, VAT and legal compliance checking; ensuring the invoice contains a purchase order; and confirming that this purchase order is within the normal range of a Caterpillar order number. These validations take place for all invoices submitted to Tungsten, whether sent via a web portal or through an integrated solution.

Tungsten Validations

If these validations are not passed, Tungsten Network will not create your invoice, and it will be in *failed status* within the Tungsten Network Invoice Status Service. Caterpillar will not receive any of your invoice data and will not be made aware that you attempted to bill the company, so it is critical that you monitor and action any rejections on a timely basis.

Only once the invoice has passed these validations, will Tungsten Network create your invoice and send the data to Caterpillar electronically. Tungsten will send this information to Caterpillar via Electronic Data Interchange (EDI).

Caterpillar Validations

Caterpillar will then perform additional validations on the invoice. If one or more of these validations is failed, Caterpillar Accounts Payable systems will generate a rejection message and you must correct the error before resubmitting your invoice via Tungsten Network. Please see Chapter 4 for more information on Caterpillar's invoice validations.

If all validations are passed, the invoice will successfully transmit to Caterpillar's Accounts Payable systems and will be subjected to a final matching process:

- Does the invoice price match the PO price?
- Does the quantity invoiced match the quantity received?

Where a match cannot be found, the invoice is placed on hold and cannot be paid until the discrepancy has been resolved. If further information is required from your organisation to resolve this discrepancy, you may be contacted by your Buyer or Material Planner.



MASTER DATA MANAGEMENT

In order for Caterpillar to receive and pay your invoices via e-Invoicing, it is crucial that your company's master data is up-to-date and accurate within Caterpillar systems. Therefore, please ensure that you inform Caterpillar on a timely basis of any master data changes. This includes:

| | |
|--------------------------------|--|
| Vendor Name | Beneficiary Name (per Bank A/C) |
| Vendor Code | Bank Account Number |
| Vendor Address | VAT Number |
| Vendor Phone Number | Vendor Email ID for Payment Communication |
| Bank Name & Address | |

During the on-boarding process, Tungsten will contact you to ask for your vendor information. Caterpillar may also need to re-confirm this information with you to ensure all systems are aligned. Please be aware that Tungsten will not request any bank account information and that this data will only be held within Caterpillar Accounts Payable systems.

In the case of any change to above mentioned data, it is imperative that you notify the Financial Shared Services Centre as soon as possible. Please send the details on letter headed paper in PDF format to one of the following addresses:

NOTE: You also need to ensure that the information on your Tungsten profile is updated simultaneously to avoid invoice rejections.

Email Addresses

FSSCAP.NI@cat.com

FSSCAP.poland@cat.com

FSSCAP.perkins@cat.com

FSSCAP.grenoble@cat.com

FSSCAP.grimbergen@cat.com

FSSCAP.gosselies@cat.com

NOTE: Any vendor changes for Perkins Engines or Perkins Shibaura must be sent to your buyer.



INVOICES

This section details the critical information required on invoices and credit notes once you are live with e-Invoicing. If you are a Tungsten Webform Solution supplier, please see the Appendix for step-by-step instructions on the manual submission process.

Invoices

Best practice when e-Invoicing with Caterpillar is to provide *single line billing*. This means that each invoice should bill for a single delivery of a single purchase order.

The following information must be included on the invoice data provided to Tungsten Network:

- Unique supplier invoice number
- Invoice date and shipped date
- Ship to location
- Ship from location
- Valid Purchase Order number
- The delivery note / packing list number of the document which accompanied the goods sent to Caterpillar. Note: this number should be identical to the number on the delivery note, including any special characters.
- Currency
- Net amount and gross amount
- VAT amount (if applicable) - If charged in anything other than domestic currency, you must quote the VAT amount in domestic currency and/or exchange rate used
- VAT rate
- For each line invoiced
 - o Caterpillar part number
 - o Unit price and unit of measure

Please note: if any of the above information is missing from the invoice data provided, your invoice will be rejected and you will be required to resubmit via Tungsten Network before any payment will be made. More information on invoice rejections is in the following pages.





Always structure your invoice according to your purchase order. When placing an order, Caterpillar Purchasing will agree a unit price and any additional charges that may be billed to Caterpillar. The purchase order will then be issued with the additional charges rolled into the unit price. You must bill in the same way. Do not bill for additional charges on a separate invoice line.

The Tungsten Network portal offers a Purchase Order Convert option. This process is strongly recommended to ensure appropriate invoice formats and to increase the efficiency of the final matching process.

When sending an invoice or credit note via Tungsten Network, there is no need to send a copy of this document in the post or by email. Any paper or email invoices received from your company will be rejected once you are live with e-Invoicing.

NOTE: The exception to this is if you are sending a credit note for a price adjustment. Price adjustment credit notes may not be submitted via Tungsten. For more information on how to submit price adjustment credits, please contact the Financial Shared Services Centre.

Steel Suppliers to Caterpillar Poland

If you participate in the steel netting process for Caterpillar Poland, please be aware that the bill of lading reference **must** be provided to Tungsten Network. This should be provided in the Bill of Lading section on the portal.

This applies to all purchase orders beginning with 37.



DEBIT NOTES AND CREDIT NOTES

Caterpillar Debit Notes

Some Caterpillar facilities will generate a debit note to deduct part of a payment, for:

- Parts not received
- Overcharging for goods/services
- Service not completed/cancelled
- Invoicing errors (e.g. duplicates)
- Material rejections
- Commercially agreed price adjustments or rebates

The current debit note process will not change with the implementation of e-Invoicing via Tungsten Network. Debits will continue to be issued either by post or email.

Supplier Credit Notes

If you have agreed to credit Caterpillar for billing for more parts than were delivered, you must send this credit note via Tungsten Network. Again, best practice is to credit on a *single line billing* basis.

However, if you need to credit Caterpillar due to billing a higher unit price than agreed on the original purchase order, then you must submit this type of credit note manually (by post or by email). For more information on how to submit price adjustment credits, please contact the Financial Shared Services Centre.





REJECTION NOTIFICATIONS

Where an invoice or credit note must be rejected by Caterpillar, this information will be displayed on the Tungsten Network portal, outlining that the invoice failed, and the reason(s) why.

Suppliers are expected to monitor the portal, for up-to-date information on invoice status. Any rejected invoices must be corrected and resubmitted by suppliers. For further information on how to use the Tungsten Network portal, please contact Tungsten Network directly.





CATERPILLAR SUPPLIER PORTALS

Caterpillar Supplier Portals are available online and allow suppliers to check the status of invoices, due payments and recent payment remittance details in a single web-based tool. The main aim of the portals is to empower vendors to reconcile their open items, and self-serve on payment queries whenever required.

Up-to-date billing instructions and guidelines in relation to payment terms for individual Caterpillar entities are also available. To find out more about payment term guidelines for each of the Caterpillar entities please refer to [EU Supplier Invoice Instructions](#).

To help you get the most out of the portals, training sessions are available in both English and French on request. Training materials are also available to download directly from the sites.

Currently the Caterpillar Global Purchasing Europe online portal is available to suppliers for continental European facilities - Grenoble, Gosselies and Grimbergen.

<https://gpe.cat.com/N0BE0006/supplier/Controller>

The Supplier Connect website contains detail regarding Caterpillar Poland invoicing as part of the Invoice Inquiry module.

<https://supplier.cat.com>

For more information, or to request a training session, please contact the Financial Shared Services Centre.

Requesting login details

In order to access the websites you must first have a CWS login.

1. Go to the following site: <https://supplier.cat.com>
2. Click on the option ' Request New CWS Account'
3. Complete the online form where you will be asked to select your Buyer's name and supplier code. These details are available on any recent purchase orders you have received from Caterpillar. Your CWS ID will be issued within 5 working days of approval from your Buyer. (Freight suppliers, please contact the Financial Shared Services Centre if you do not know your Buyer's name).
4. When the form is completed, click on the button 'Submit Form'



CONTACTING TUNGSTEN NETWORK

For questions regarding Technical Set up with Tungsten Network, please contact them directly at the contact details below. Your first port of call for live and up-to-date invoice status information is the Tungsten Network Portal.

| Tungsten Account Status | Contact (dependent on method of e-Invoicing) | |
|-------------------------|--|--|
| | Integrated Supplier | Web Form |
| In Sales | Customer Services: +44 (0)870 165 7420 | Raise a Support Ticket @ www.tungsten-network.com/support or Call Support on +44 (0)870 165 7430 |
| In Implementation | Implementation Team - ukclientservices@tungsten-network.com | Raise a Support Ticket @ www.tungsten-network.com/support |
| Ready to Transact (RTT) | Implementation Team - ukclientservices@tungsten-network.com | Raise a Support Ticket @ www.tungsten-network.com/support or Call Support on +44 (0)870 165 7430 |
| Live | Raise a Support Ticket @ www.tungsten-network.com/support or Call Support on +44 (0)870 626 2023 | Raise a Support Ticket @ www.tungsten-network.com/support or Call Support on +44 (0)870 626 2023 |



CONTACTING CATERPILLAR

For questions not addressed within the Tungsten Network Portal, please contact Caterpillar according to the contact details below. All other queries should be addressed to your buyer.

| Tunsten Account Status | Query | Contact Method |
|-------------------------|---|--|
| In Sales | For a question about the overall process | Email e-invoicing@cat.com |
| Ready to Transact (RTT) | To pre-alert Caterpillar that you are going to send your first invoice(s) | Reply to RTT notification from e-invoicing@cat.com |
| Live | To confirm that an invoice was delivered to and accepted by Caterpillar | View your account on the Tungsten Network Portal and access 'invoice status' |
| Live | To see when Caterpillar will pay your invoice | Self-serve through the Caterpillar Supplier Portal mentioned in Chapter 5. If you cannot use these portals, you may contact us at the email addresses below if your invoice is overdue. Caterpillar (NI) Ltd: FSSCAP.NI@cat.com Perkins Engines Co Ltd (Peterborough and Stafford): FSSCAPperkins@cat.com Caterpillar Poland Sp z.o.o.: FSSCAPpoland@cat.com Caterpillar Grenoble: FSSCAPgrenoble@cat.com Caterpillar Grimbergen: FSSCAPgrimbergen@cat.com Caterpillar Gosselies: FSSCAPgosselies@cat.com |
| Live | For information about how to submit price adjustment credit notes | Caterpillar (NI) Ltd: FSSCAP.NI@cat.com Perkins Engines Co Ltd (Peterborough and Stafford): FSSCAPperkins@cat.com Caterpillar Poland Sp z.o.o.: FSSCAPpoland@cat.com Caterpillar Grenoble: FSSCAPgrenoble@cat.com Caterpillar Grimbergen: FSSCAPgrimbergen@cat.com Caterpillar Gosselies: FSSCAPgosselies@cat.com |



Suppliers Using the Tungsten Webform Solution

The following illustrations outline the required data when invoicing to Caterpillar, and where on the Tungsten Webform portal this data should be entered.

In the illustrations that follow, the pieces of information outlined in red boxes are mandatory. If data entered is inaccurate, or fields are omitted, the invoice will be rejected and you must take corrective action.

Appendix



Welcome back, CAT

My Account Help & Support Log Out

Home Invoicing My POs Customers Reporting Early payment

Create

Create or update a new invoice

Create invoice
Create or work with draft invoices, credit notes or purchase orders.

Template management
Create and manage templates for your invoices and credit notes

Invoice status
See where your invoices are and what happens next

Purchase Tungsten Network transactions
Buy invoice transactions

Help with this page

Tungsten Network transactions

4 Purchase history Purchase more invoices

Saved invoices

| Invoice number | Buyer name | Gross amount | Saved date | Edit | Delete |
|----------------|-------------------------------|--------------|-------------------|------|--------|
| testing123 | Caterpillar Poland Sp. z o.o. | 0.00 | 6 days ago | | |
| Invoice1234 | Caterpillar Poland Sp. z o.o. | 0.00 | about a month ago | | |
| 12345678 | Caterpillar Poland Sp. z o.o. | 396.00 | about a month ago | | |
| 236 test DD1 | Caterpillar Poland Sp. z o.o. | 0.00 | about a month ago | | |
| 236 test D | Caterpillar Poland Sp. z o.o. | 6.30 | about a month ago | | |
| | | 0.00 | about a month ago | | |

http://cat.030.com/Forms/Invoice/CreateInvoice.aspx

Caterpillar Poland Sp. z o.o.

AAA447570276 (Janow Lubelski Facility)
PL8621252392 Lubelska 74
N/A Janow Lubelski
LU
23300
PL
POLAND

Select Customer

Caterpillar Poland Sp. z o.o.

AAA460995632 (Sosnowiec Facility)
PL8621252392 Lubelska 74
N/A Janow Lubelski
LU
23300
PL
POLAND

Select Customer

Perkins Engines Co Ltd-T

AAA589013200 (Stafford Facility)
GB661546137 Frank Perkins Way Eastfield
N/A Peterborough
PE1 5FQ
GB
UNITED KINGDOM

Select Customer

Perkins Engines Co Ltd-T

AAA624813002 (Peterborough Facility)
GB661546137 Frank Perkins Way Eastfield
N/A Peterborough
PE1 5FQ
GB
UNITED KINGDOM

Select Customer



Create invoice

Create or update a new invoice or credit note

Help with this page

New invoice

Customer*
Perkins Engines Co Ltd-T - AAA624813002

Select option*
New Invoice

Invoice number*
12345A

Create

Tungsten Network transactions

4
Purchase history
Purchase more invoices

Saved invoices

| Invoice number | Buyer name | Gross amount | Saved date | Edit | Delete |
|----------------|-------------------------------|--------------|-------------------|------|--------|
| testing123 | Caterpillar Poland Sp. z o.o. | 0.00 | 6 days ago | | |
| Invoice1234 | Caterpillar Poland Sp. z o.o. | 0.00 | about a month ago | | |
| 12345678 | Caterpillar Poland Sp. z o.o. | 396.00 | about a month ago | | |
| 236 test DD1 | Caterpillar Poland Sp. z o.o. | 0.00 | about a month ago | | |
| 236 test D | Caterpillar Poland Sp. z o.o. | 6.30 | about a month ago | | |
| PBTST025A | Perkins Engines Co Ltd-T | 0.00 | about a month ago | | |

Your details

Your name*

Your tel

Your email
 Click here if the 'Ship from' details are different to the 'Invoice' details.

Who you are invoicing

Name*

Tel

Email

Perkins Engines Co Ltd-T
(Peterborough Facility)
Frank Perkins Way Eastfield
Peterborough
PE1 5FQ
GB
UNITED KINGDOM
VAT registration number GB661546137
 Click here if the 'Ship to' details are different from the 'Invoice to' details.

[Click here for additional header fields such as Delivery/GRN number, Cost centre etc](#)

Bill of lading*

Account code*

Cost centre*

Notes to your customer*

Delivery note number*

Payment reference

Invoice details

Invoice number*
12345A

Document type
Invoice

Invoice date*
22/01/2015

Tax point date*
22/01/2015

Payment due date*

Delivery date*

Currency*
Pound Sterling

Purchase order (PO) number*

Appendix



Invoice items

Line item type
 Goods

Product code
 Start typing to search

Product description*
 Start typing to search

Unit
 Please select

Quantity*
 1,000

Price*
 0.00000

Tax type*
 Please select

Tax amount
 0.00

[Click here for additional line level information such as PO/Delivery details, discounts, and other additional information](#)

Save line item Cancel

| | |
|--------------|-------------|
| Line amount | 0.00 |
| Discount | 0.00 |
| Tax | 0.00 |
| Total | 0.00 |

Invoice items

Line item type
 Goods

Product code
 Start typing to search

Product description*
 Item Description

Unit
 Each

Quantity*
 1,000

Price*
 5.00000

Tax type*
 VAT at 20%

Tax amount
 1.00

[Click here for additional line level information such as PO/Delivery details, discounts, and other additional information](#)

PO number
 DX001234

PO line number
 1

Additional information

Delivery note number
 123

Service delivery start date
 [calendar icon]

Service delivery end date
 [calendar icon]

The fields below have been added by your buyer.

GL number
 [input field]

Cost centre
 [input field]

Part category
 Customer Part

Part number
 4567A012

Save line item Cancel

| | |
|--------------|-------------|
| Line amount | 5.00 |
| Discount | 0.00 |
| Tax | 1.00 |
| Total | 6.00 |

Additional information



Withholding tax ⓘ

Payment terms

Early payment discount ⓘ

No discount for early payment

Apply a discount for early payment

Late payment conditions ⓘ

Summary

| Invoice(GBP) | |
|------------------------------|-----------------------------------|
| Total net | <input type="text" value="5.00"/> |
| Total tax | <input type="text" value="1.00"/> |
| Undo changes | |
| Total gross | 6.00 |

[Save as template](#) [Save](#) [Preview](#) [Send](#)

The Webform may also prompt for a relevant exchange rate.

NOTE: If you invoice Caterpillar frequently for the same purchase order, you may wish to save invoice layouts as a template. Care should be taken to ensure the unit price on every invoice matches the updated purchase order unit price.



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