What to do when a supplier has an e-invoicing query If you cannot submit **Supplier Logs Ticket** Read the e-invoices and you with Tungsten **Tungsten Support** have followed the www.tungsten-Tips guide No **Tungsten Support** network.com/ Tips guide support Supplier Issue/query Are you happy with Identified your ticket response/ resolution? Continue Yes communication through the open Email the GSK BSC/ Issue Resolved? ticket until you are helpdesk clearly quoting satisfied that the **Tungsten Ticket Reference** ticket can be closed Response to Tungsten Ticket supplier within Created 48hrs Resolution worked on with supplier Tungsten Tungsten Ticket Supplier requests Closed (5 days after Issue Resolved further resolution? resolution status)

For more information about elnvoicing GSK with Tungsten, please visit www.tungsten-network.com/GSK