



Tungsten Onboarding and Invoice Reference Guide

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Tungsten Network Overview

In an effort to improve our Purchase-to-Pay process, Kerry has partnered with Tungsten Network, to enable e-invoicing. E-invoicing is a process which removes paper invoices from the payment process. E-invoices are sent by suppliers through the Tungsten Network and then passed directly into Kerry's AP system.

Benefits of Using the Tungsten Network

There are many benefits of utilizing the Tungsten Network, some of which include:

- Secure and guaranteed invoice delivery. No more invoices getting lost in the postal system or e-mails that aren't processed.
- Less time to process your invoices with no delays due to missing information, landing on the wrong desk or manual errors.
- Tungsten will notify you when the invoice has been accepted in our AP system. You know exactly when you will receive payment for your invoices.
- Easy and cost efficient way to send invoices when it's most convenient for you.
- You will save costs on paper, printing and postage.

Invoice Delivery Options

Tungsten will provide a Welcome Guide at the start of the onboarding process. Depending your agreement with Tungsten and invoice volume, you may be submitting invoices via an Integrated Solution or Web Form.

Webform – Vendors simply log in to the Tungsten Network portal and convert approved Kerry PO's into an e-invoice online. This data is then submitted to Kerry via the Tungsten Network and undergoes validation checks. Web Form users are able to utilize reporting, support, as well as access the invoice archive via the secure online portal. Web form suppliers will receive an allowance of 52 free invoice transactions every 12 months.

Integrated Solution – Vendors with higher volumes of invoices may want to go with this fully automated process that allows a data file to be extracted directly out of the vendor's ERP system. Tungsten will then translate the invoice data into the format required by Kerry. This process does involve mapping work, to be arranged by Tungsten. Integrated solution suppliers will receive an allowance of 520 free invoice transactions every 12 months with the annual membership, and can purchase additional invoices for a small fee.

Once your Integrated Solution has been fully mapped or your Web Form access has been setup, you will receive notification from Tungsten that you are ready to transact via the Tungsten Network. Kerry will then push current PO's from our system into Tungsten and notify you when you may begin submitting invoices for existing PO's.



AP Supplier Business Rules

The supplier is responsible for complying with Kerry invoicing requirements as defined below. Failure to comply with these business rules may result in payment delays and/or invoice rejections.

Suppliers must confirm PO's and associated details including quantities, prices, freight terms, credit terms, tax, and any additional charges. Any changes must be confirmed and approved by Kerry. Any variations between the invoice and the PO may require additional validation and may delay payments. Invoices must not be sent until all charges are final and ownership of goods has passed to Kerry.

How do I get started?

1. You can create a Tungsten Network account and connect to Kerry online or by phone:

Online: <https://portal.tungsten-network.com/mvc/registration>

Phone: 877-752-0900

As soon as you have created an account, you will be assigned a Tungsten AAA account number.

If you are unsure of number, you can locate it by logging into your Tungsten account, clicking on your company name on the top left of the screen, and scrolling to the bottom of the page.

2. **If you are a new vendor to Kerry:** Please provide your Tungsten AAA Account number to your Kerry contact along with requested documentation. Your Kerry contact will then initiate the internal vendor creation process, which is typically completed within 1 week.
3. **For both new and existing Kerry vendors:** Request a connection to Kerry through the Tungsten portal when logged into your account, or by phone at 877-752-0900. If you are a new vendor, please note the connection request will remain pending until Kerry has assigned a vendor code to your company through the vendor activation process. If you have a PO number from Kerry, please include it in the request to connect.

Kerry's account numbers are:

- Kerry (USA): AAA974189706
- Kerry Canada Inc: AAA412622300

4. Once Kerry has confirmed the connection through Tungsten, you will receive an email from Kerry informing you that your account is active and you may begin invoicing.



Frequently Asked Questions:

Q: Is electronic invoicing a requirement for doing business with Kerry?

A: All suppliers must enroll to the Tungsten Network in order to submit invoices to Kerry.

Q: How will I know if an invoice has been rejected?

A: If you are registered for the Tungsten Network, you will automatically be notified by Tungsten when an invoice is rejected by the system, along with the reason why.

Q: What if I have not been provided with a Kerry PO or Reference #?

A: The invoice cannot be processed without a valid reference number and will be rejected back to you. You must work with your Kerry point of contact to obtain the required reference information.

Q: What if my PO is not available in the Tungsten Network?

A: A PO must be approved and available in your Tungsten account in order for you to submit an invoice. If you are unable to view your PO in your account, contact your Kerry buyer and ask them to confirm the PO has been approved. If they have confirmed the PO has been approved and you are still unable to invoice against it, please log a ticket with the Tungsten Support Team either online through your account or by calling them at 877-752-0900.

Q. What is the best way to inquire about an overdue invoice?

A: Kerry provides self-service options as well a dedicated AP Help Desk to help you with invoice queries. Contacts are listed on page six of this document.

Q: How can I modify my Tungsten E-Mail PO Notifications?

A: To turn notification on or off, create a service ticket by logging onto <https://portal.tungsten-network.com/Forms/Ticket/NewSupportRequest.aspx>



Q: What do I do when my invoice is rejected?

A: Depending on the reason for rejection, one of the following failure descriptions will be provided. Please follow the solution next to the applicable failure. If you require additional assistance, please create a ticket with the Tungsten Support Team at <https://portal.tungsten-network.com/Forms/Ticket/NewSupportRequest.aspx>

Failure Description	Solution
The PO number referenced in your invoice does not exist in the Tungsten Network database. Please either correct the PO number, or if it is correct, please contact your customer to confirm the PO is communicated to Tungsten.	Ensure the PO number is in the correct format (P followed by 6 digits). For example: P123456. If the format is correct, confirm with your Kerry contact that the PO number is valid and fully approved.
Invalid Header PO Number	Ensure the PO number is in the correct format (P followed by 6digits) For example: P123456. If the format is correct, confirm with your Kerry contact that the PO number is valid and fully approved.
Unit of Measure mismatch	The UOM on invoice must match the UOM on PO. Correct the invoice to match.
Invoice rejected due to unspecified charge	Line items should match the PO. Freight should be entered as a special charge, not an additional line item.
Multiple Purchase Order Numbers are not allowed on a single invoice	There must be one invoice for every PO. Correct the invoice and issue additional invoices for additional PO's.
Missing Customer Part Number	Correct the invoice to include the part numbers as referenced on the PO.



How do I get help?

Issues submitting Tungsten invoices:

- Tutorial clips are available on demand at www.tungsten-network.com/us/support/tutorials
- For further support, please log a ticket with the Tungsten Support Team either online through your account or by calling them at 877-752-0900. For invoice submission escalations, contact KerryNA.Tungsten@kerry.com

Payment inquiries:

- Please visit our vendor portal which can be found at <https://ap.MySupplierPortal.com/kerry> to check the payment status of your invoices. If you find you still have questions after visiting our vendor portal, please feel free to reach out to our vendor helpdesk:
 - Email: Vendor.HelpDesk@KerryFinanceServices.com
 - Phone: +1 703 466 8916 (Primary) & +1 612 216 7196 (Secondary)
- When contacting us for assistance, please provide your vendor name, Tungsten Network transaction number, invoice number and the P.O. number related to the invoice in question. Your Tungsten Network transaction number can be found by clicking "view details" on the invoice status screen within Tungsten.

NOTE: Depending upon your issue/concern, resolution may take up to (5) business days.