

Qualcomm

TUNGSTEN GUIDE

Qualcomm

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Invoice Creation Support videos

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What is Tungsten?

Tungsten is a third-party e-Invoicing platform used by Qualcomm, to manage supplier invoices. It is a Global provider used by many businesses across the world.

One of the many reasons why Qualcomm moved to the Tungsten e-Invoicing platform is to improve on-time payment. Qualcomm cannot make this improvement without the assistance from its suppliers. This guide has therefore been created to provide our suppliers some guidelines to ensure that:

- Invoices successfully pass through the automated validation steps at Tungsten and reach Qualcomm within minutes after you create them.
- Invoices contain all information required for fast processing and approval by Qualcomm.

➤ Tungsten benefits



Instant invoice validation

Get notified of errors before you send your invoice, resulting in fewer invoice exceptions



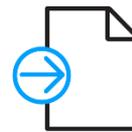
Real-time status

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 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).

Qualcomm

Please follow the steps below under 'Register Account' to register for a **Web Form account**. For more information on the Integrated Solution please visit [Integrated Solution](#).



Register account

- If your company has received an email invitation

If you have received an invite from Qualcomm and Tungsten to activate your Tungsten account, please follow the link provided. Please check your spam folders for emails from qualcomm@go.tungstenautomation.com

- 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:

- Access the link [Tungsten Registration](#)
- For more details and step-by-step instructions visit [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 VAT ID/TAX ID is already registered, this means your company already has an existing Tungsten account (i.e., registered in the past to send invoices to a different customer)

Please contact your Account Administrator to grant you access or if you don't know your Administrator, please fill out the [Account Access form](#).

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 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:

- Confirmation that the current Admin User is no longer part of the company or changed position.
- First name and last name of the new Admin User.
- Email address and phone number of the new Admin User.
- The signature and the official stamp/logo of the company.

You can use the [Account Access form](#) and Tungsten support will review and confirm change of Admin User

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

➤ How to update your company and bank details

Instructions on how to update your company and bank details can be found below:

[How to update your bank details](#)

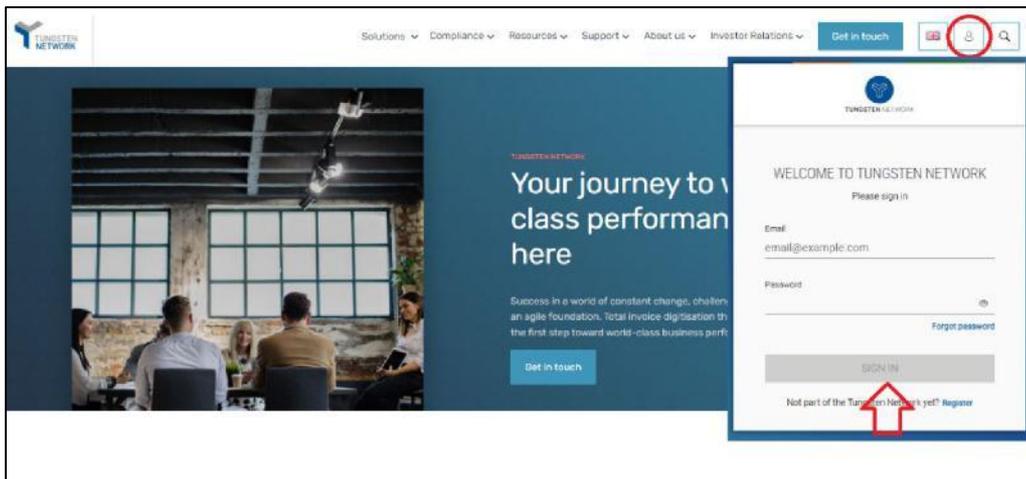
[How to update your company details](#)

Set up Relationship between your company and Qualcomm

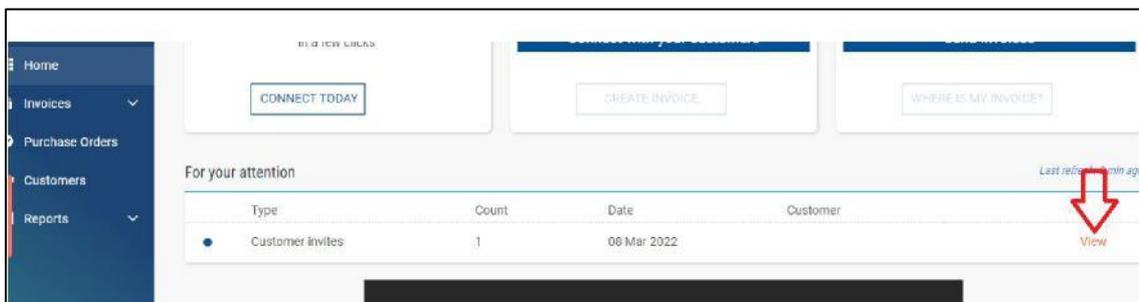
To view your Qualcomm Purchase Orders and send invoices via Tungsten, your Tungsten account needs to be linked to Qualcomm. Follow the steps below to set up the relationship:

➤ 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”.

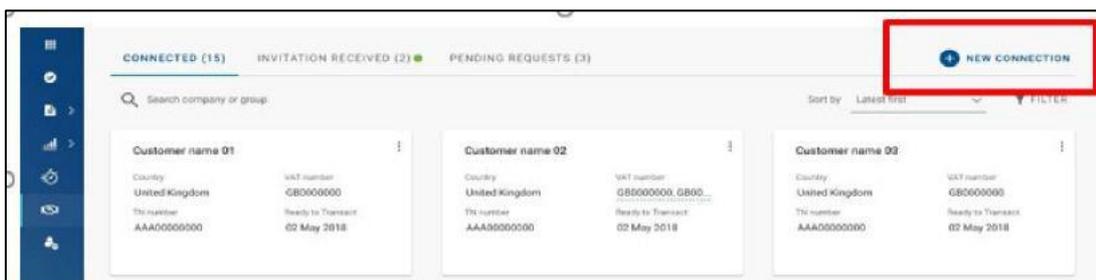


3. Turn on the Connection button. Click Next, then Confirm.



➤ If your company does not have a previously requested connection with Qualcomm

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

Find a customer to send a new connection request.

Search by: TN number, Tax ID number, Customer name

Find a customer: _____

SEARCH

Find a customer to send a new connection request.

Search by: Customer name, Country: United Kingdom, Find a customer: Toucan Network

Toucan Group			
Toucan Network 2		AAA444455555	GB0000020
Pountney Hill House, 1 Laurence Pountney Hill, London EC4R 0BL, United Kingdom			
Toucan Network 3		AAA111122222	GB0000001
Pountney Hill House, 1 Laurence Pountney Hill, London EC4R 0BL, United Kingdom			
Good Toucan Ltd 1	Connected	AA8123455555	GB0000002
Pountney Hill House, 1 Laurence Pountney Hill, London EC4R 0BL, United Kingdom			
Good Toucan Ltd 2		AAA987654321	GB0000010
Pountney Hill House, 1 Laurence Pountney Hill, London EC4R 0BL, United Kingdom			

Can't find your customer? Try again or search by TN number or Customer name

3. Select the Qualcomm company you're trading with. [Full list of entities here.](#)

If for any reason you do not know which Qualcomm entity to invoice or cannot find the right AAA, please refer to your Purchase Order.

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.

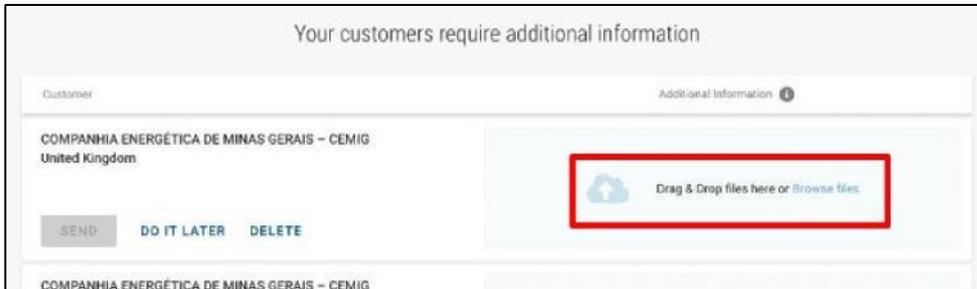
You've selected **Toucan Network 2**.

Customer	TN number	Tax ID number	Vendor Code
Toucan Network 2 Pountney Hill House, 6 Laurence Pountney Hill, London EC4R 0BL, United Kingdom	AAA444455555	GB0000020	[Optional]

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

SEARCH AGAIN CONFIRM

- Once you have selected and confirmed the customer company or multiple companies within the group that you want to connect with, you must upload supporting documentation in the request (an invoice, PO, contract, remittance etc)



- 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.



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

➤ Manage connections

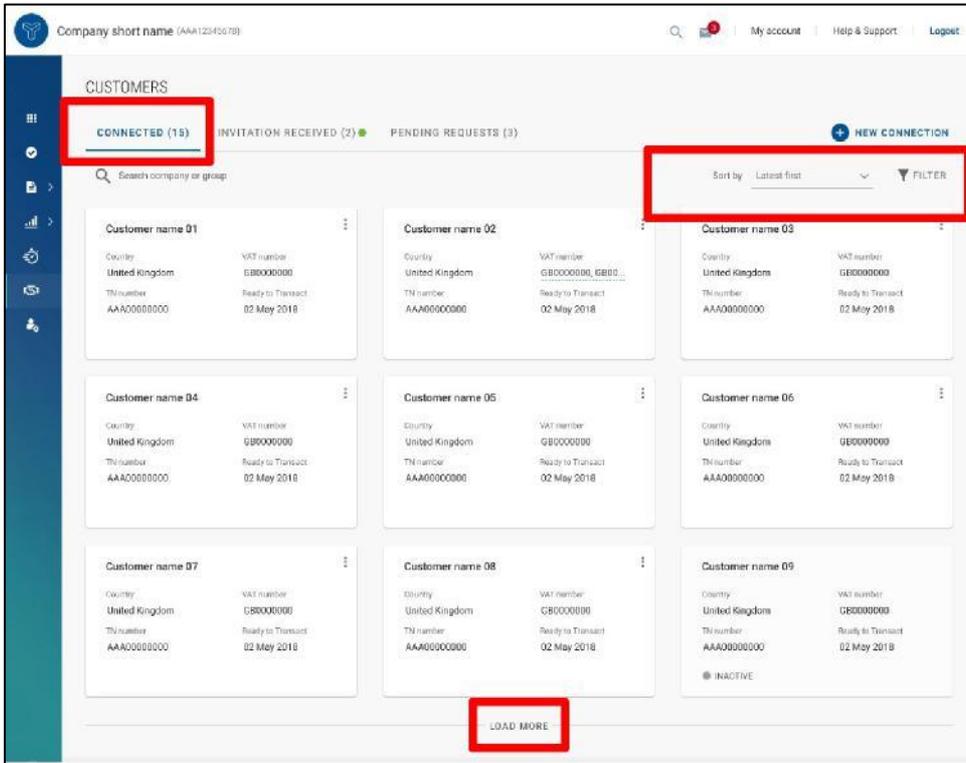
• Customer Connect Functionality Overview

- [Log into the Tungsten Portal](#)
- Click on 'Customers' in the left menu navigation (If menu is collapsed, look for the handshake icon)
- Clicking on 'Customers' will take you to the new 'Customer Connect' app, with the default homepage display being the 'CONNECTED' tab

• Overview of Connected

- 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.

- e) **FILTER:** Clicking the filter icon you can choose your preferred view and criteria i.e., by country, group names.



- **Declined connection requests**

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



- b) 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 Qualcomm directly.

Understand Qualcomm's requirements

➤ How do we buy from our suppliers

In most cases when we buy services or goods, we send a Purchase Order (PO). All our Purchase Orders contain, beside the specific information our suppliers require to fulfil the order (e.g. services or goods ordered, delivery location etc.) also a unique reference number (PO number).

There are situations where no Purchase Order is issued, however for these cases the supplier should be authorized by the buyer to issue Non-PO invoice. Supplier can provide Qualcomm Requestor Contact Email (person who availed your services/goods):

Who you are invoicing

Name 	QUALCOMM Incorporated - Test
<input type="text" value="Start typing to search"/> 	5775 Morehouse Drive
Tel	San Diego
<input type="text"/>	California
Email	92121
<input type="text"/>	UNITED STATES
	Tax payer ID 95-3685934
	Are 'Ship to' details the same or different to the 'Invoice to' details? Please ensure you enter the correct 'Ship to' details to prevent invoice processing delays.
	<input type="text" value="Yes - Add a 'ship to' address"/> 

Where were the items/services delivered to?

➤ How do we process supplier invoices

Tungsten runs a series of validation steps on each invoice submitted by our suppliers in order to ensure that all information required:

- from a legal and tax perspective in the respective jurisdiction is available.
- by Qualcomm for a fast and efficient processing of the documents is available.

Certain specific validation steps include:

- **Invoice Currency should match the PO currency**
- **One PO per invoice** (do not reference multiple PO numbers on a single invoice)
- **Each Invoice Line item should have a valid PO Line Number** (as it appears on the PO in Tungsten)
- **Invoice Quantity/Invoice Unit Price should not exceed the PO Quantity / Unit Price**

Therefore, please check the status of your invoices on a regular basis and resubmit the failed ones once you have corrected the information which caused the failure.



Once we receive your invoice, we will match it with the Purchase Order or ask the Qualcomm employee who released the order for a confirmation that the goods or services have been provided to a satisfactory standard. When the invoice matches the PO or we receive the internal delivery confirmation, we will be able to release the invoice for payment.

How to ensure your invoices are processed on time?

To ensure Qualcomm can process your invoices on time, please follow these clear and simple steps for submitting them through the Tungsten Portal.

➤ Know your Purchase Order number

If using a Web Form account utilize the PO Convert function which allows you to create an invoice directly from our Purchase Order, which helps to ensure your invoice is processed first time.

[How to convert my Purchase Order into an invoice](#)

Note:

- Your POs are being loaded to Tungsten for validation purposes. You should continue to deliver against the POs that are sent directly from Qualcomm.
- If PO is not available on Tungsten portal, please review [What to do if my Purchase Order is missing from the portal](#)

➤ State PO Line Number on each invoice line

A PO can have more than one line, numbered 1.11, 1.12, 2.10... etc. Matching your invoice line items to our PO line item and stating their numbers in your invoice data allows us to process your invoice much faster (in most cases even automatically on receipt). If using a Web Form account, PO line number field is below:

The screenshot shows a form for creating an invoice line item. The 'PO line number' field is highlighted in yellow and contains the value '2.11'. Other fields include 'Line item type' (Goods), 'Product code' (Start typing to search), 'Product description' (test PO), 'Unit' (Each), 'Quantity' (1.000), 'Price' (50.00000), 'Tax type' (VAT at 20%), 'Tax amount' (10.00), 'PO number' (TEST), 'Additional information', 'Discount' (0.00), 'Discount %' (0.00), 'Delivery note number', 'Delivery start date', and 'Delivery end date'.

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➤ Check PO information (Currency, Unit Price, Quantity)

Make sure the currency of your invoice matches with the PO currency. If exceptions are needed, check with your buyer directly.

Invoice Quantity should not exceed the PO quantity as visible on purchase order in Tungsten. Invoice Unit Price should not exceed the PO Unit Price. If exceptions are needed, check with your buyer directly.

➤ Add the correct Ship To address

Ensure you enter the correct “Ship To” details to prevent invoice processing details. If you are sending goods/services to a different address than the Invoice To address, make sure you note this in your invoice. If using a Web Form account, option is shown below:

Who you are invoicing

Name • Tungsten Test Buyer

Start typing to search +

Tel

Email

VAT registration number 19AAACG1534A2Z7

Sending goods to a different address than the invoice address?

No - They're the same

No - They're the same

Yes - Add a 'ship to' address

N/A - Leave 'ship to' blank

Click here for additional header fields

Invoice items

Invoice Status and Invoice Rejections

If your invoice is missing key information it may result in a failure notice whereby Tungsten will not be able to accept your invoice or your invoice will be accepted into Tungsten, but it will be rejected by QUALCOMM. In either scenario, you should receive a failure reason notification or a QUALCOMM rejection reason visible in the Tungsten portal, which will allow you to resolve the issue and resubmit the invoice for payment processing.

➤ Invoice Status

Please access the link [here](#) to see how to check your invoice status. In the Qualcomm process, you can see the following statuses:

Qualcomm

- **Sent:** This status only applies to invoices submitted via the 'Create invoice' page on the portal. Once sent, the invoice is registered and will display this status until it is processed by Tungsten. It will be passing Tungsten internal validations to ensure it is compliant with the country and Qualcomm requirements.
- **Accepted:** The invoice has been processed successfully by Tungsten and is awaiting delivery to Qualcomm
- **Failed:** The invoice has failed validation and has not been delivered to Qualcomm. An error message stating the cause of the failure can be seen.
- **Delivered:** The invoice has been successfully delivered to Qualcomm.
- **Received:** Qualcomm has acknowledged receipt of the invoice.
- **Approved:** Qualcomm has approved the invoice for payment.
- **Rejected:** Qualcomm has rejected the invoice. Comment regarding the rejection reason should be visible on the portal.
- **Paid:** Qualcomm has paid the invoice.

Important: If you cannot find your invoice, please raise a ticket, or [contact the Tungsten Support team](#)

How to reactivate a failed invoice on the portal, please review this link [here](#) (if using a Web Form account). Integration Solution accounts can simply resend the data file to fix a failed invoice.

➤ Invoice Rejections

Please access the link [here](#) to see what to do next if your invoice was rejected.

Additional supplier accounts (multiple VAT registrations)

The VAT registration number you have provided on your Tungsten account determines the VAT rates you are able to select when invoicing Qualcomm.

Therefore, if your company is VAT registered in multiple countries, you will require a separate Tungsten account (AAA account) per VAT registration number.

Please note that e-invoices submitted with the incorrect VAT rate may be rejected by Qualcomm.

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 Portal - <https://registration.tungsten-network.com/start>
 2. Do not use an email address already linked to your existing AAA account.
 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 QUALCOMM entity you need to invoice. QUALCOMM will review and confirm the request.
 - a) Customer Connect guide [How to connect with your customers](#) on the network
 - b) [List of QUALCOMM entities can be found here.](#)
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
- POs received

See below a series of videos and resources to help you:

- [How to run a report for my invoices?](#)
- [How can I create a report related to my purchase orders?](#)

Note: You can download the reports, in both cases, to CSV or Excel.

Who to contact at Qualcomm

Tungsten Support is your primary point of contact for all inquiries. In case you need clarifications about rejected invoices, you can reach out to Qualcomm directly:

India: India.AP@qti.qualcomm.com

US and Canada: apinvoiceinquiry@qti.qualcomm.com

APAC: APAC.AP@qualcomm.com

EMEA : EMEA_Invoice_enquiries@qti.qualcomm.com

How to get help with Tungsten

Tungsten Support is your primary point of contact. You can contact the technical support via one of the official channels (portal, help center, contact form, or phone).



[What is the Tungsten Support process SLA](#)

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

[Tungsten Support Center \(guides/tutorials\)](#)

Checklist (before submission)

- ❖ If Qualcomm buyer (bill to) entity not yet in [Tungsten scope](#) -> send the manual invoice as usual and work with Qualcomm AP
- ❖ PO number for PO invoices, Qualcomm Requestor contact email (personal, not mailbox) for Non-PO invoices
- ❖ Provide Supplier Contact email, if able (preferred).
- ❖ Original invoice attached ([where required](#)). Data on Tungsten created document to match exactly the data on the attached Original invoice
- ❖ Invoice Quantity/Invoice Unit Price should not exceed the PO Quantity / Unit Price
- ❖ Invoice Currency and PO Line number to match the PO ones.
- ❖ If for some reason unable to submit invoice through Tungsten, please submit the invoice manually as usual, while working with Tungsten and Qualcomm in parallel to resolve the issues for future invoice creations.

List of countries, where attachment is mandatory

Please note that Qualcomm expects you:

- to [attach the original invoice](#) (for bill to countries where Tungsten is not compliant yet OR different process is followed by Tungsten):
 - China
 - India
 - Japan
 - South Korea
 - Taiwan
 - Indonesia
- [send an attachment document](#) (for bill to countries where Tungsten is compliant):
 - Austria

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- Belgium
- Finland
- France
- Germany
- Ireland
- Netherlands
- Singapore
- South Africa
- Spain
- Sweden
- Switzerland
- United Kingdom