



# TUNGSTEN NETWORK E-INVOICING NEW USER GUIDE

As part of Avery Dennison's on-going efforts to enhance the way we do business with our suppliers, we have switched to electronic invoicing and we are partnering with Tungsten Network - the global electronic invoicing platform.

By joining Tungsten Network, you will experience greater efficiencies from Avery Dennison's Accounts Payable department. This initiative is key to our strategy moving forward and we are confident you will see significant benefits to your business.

The following guidelines can help you to make sure you are able to quickly resolve any issue while e-invoicing Avery Dennison:

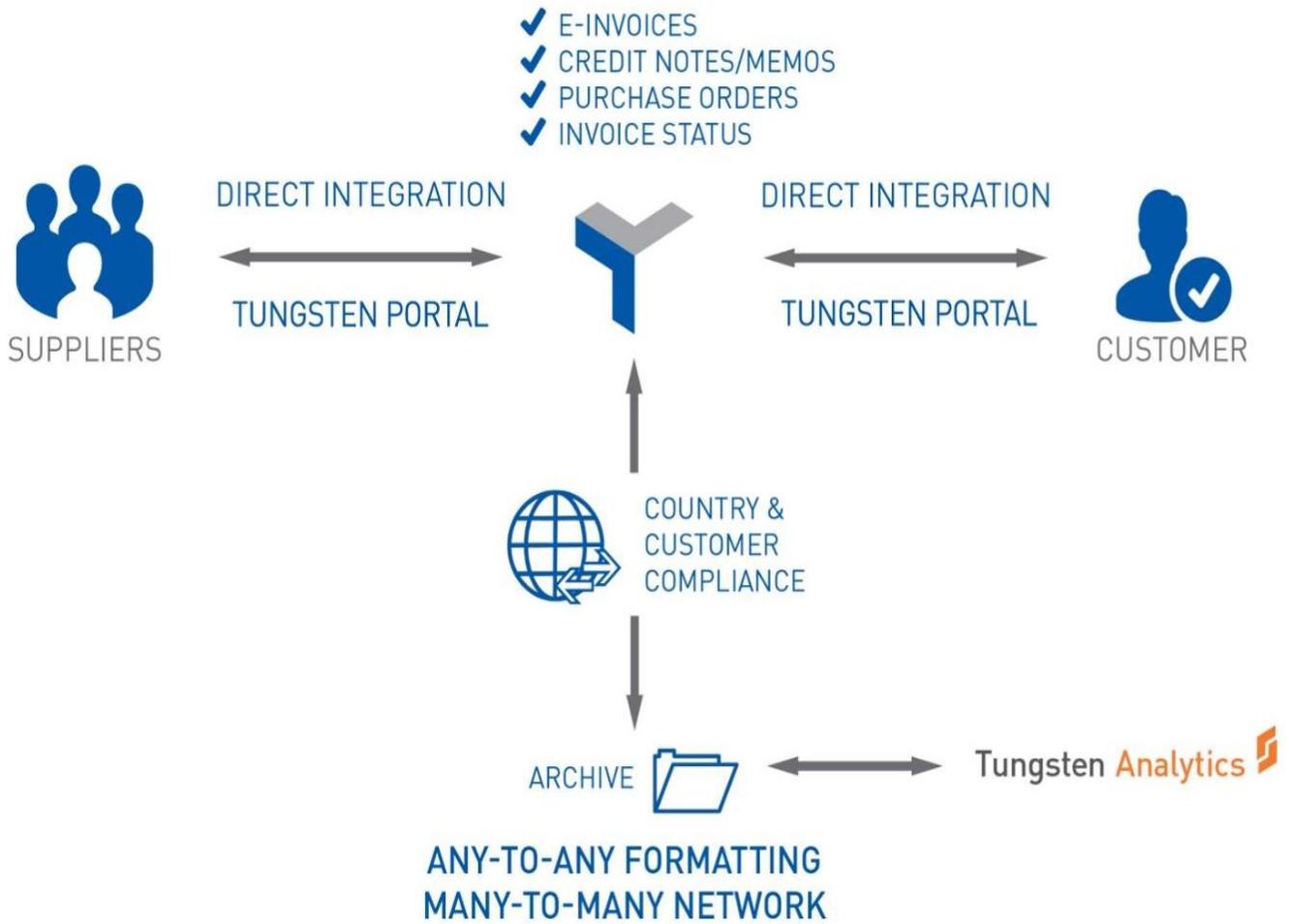
1. Review benefits for suppliers using electronic invoicing
2. Review training material as to ensure that the issue is not related to lack of training
3. Understanding the Avery Dennison Purchase Order
4. Review the section of most common errors as this can help you understand why you are getting an error
5. Review FAQ
6. Review the hierarchy of when to contact Tungsten Network and when to contact Avery Dennison

### **1. What are the benefits for suppliers?**

Tungsten Network offers two methods of sending your invoices: a fully automated process that integrates with your billing system, or an easy-to-use online portal. When you switch to e-invoicing, you will benefit from:

- **Payment on time.** You are more likely to be paid on time, with quick invoice delivery and a shorter process cycle time.
- **Prompt and guaranteed delivery.** Invoices take only a few hours to be delivered to your customer's accounts payable department. There are no more delays from lost invoices in the post, missing information or documents landing on the wrong desk.
- **Process transparency and improved cash-flow management.** For each invoice you send via the Tungsten Network you will receive a confirmation, giving you improved cash-flow management.
- **VAT compliance.** The Tungsten Network is VAT and tax compliant in Europe, North America and Asia, enabling suppliers to send tax compliant invoices.
- **Convert POs into invoices** - receive purchase orders and convert them into invoices at the touch of a button

**TUNGSTEN NETWORK PROCESS FLOW**



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## 2. TRAINING TOOLS AVAILABLE ON TUNGSTEN NETWORK

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Tungsten Network offer a wide set of [videos and documents](#) that can be used for self- training:

How to register

How to connect with customers

How to manage company and user settings

Upload invoice files to the portals

How to check invoice status

How to reactivate failed invoices/credit notes

How to create an invoice or credit note

How to convert PO to Invoice

How to find help

Raise and track support tickets

How to purchase transactions

Setup and run reports

Also available in several languages :

- » [English](#)
- » [German](#)
- » [French](#)
- » [Spanish](#)
- » [Italian](#)
- » [Dutch](#)
- » [Polish](#)
- » [Portuguese](#)

### 3. UNDERSTANDING THE AVERY DENNISON PURCHASE ORDER

To ensure your invoice is accepted by Tungsten Network and fully processed/ paid by Avery Dennison, please take note of the below mentioned features of Avery Dennison Purchase Orders.

#### **AVERY DENNISON MATERIALS EUROPE BV**

##### **1. Discrete Purchase Order**

This PO type is sent where a blanket PO has not been sent previously. These PO's generally consist of a 6 digit Purchase order number and can contain multiple PO LINE NUMBERS. The PO number you need is always on the top right hand corner to the document e.g. 389806 below. Please mention the correct PO line number.

	<b>Invoice to</b> Avery Dennison Materials Europe BV Willem Einthovenstraat 11 2342 BH Oegstgeest Nederland	<b>Purchase Order</b> 389806		
	<b>VAT ID</b> DE264124778	<b>Date</b> 15/11/17		
		<b>Page</b> 1 Of 3		
<b>Vendor Code</b> .....	<b>Ship To</b> GRS-E Plant Schwelm In der Graslake 41-49 D-58332 Schwelm Deutschland			
<b>Vendor Name and Address</b>				
<b>Contact 1</b> Phone: .....	<b>Invoice Mailing Address</b> Avery Dennison Materials Europe BV c/o Avery Dennison Europe SSC Attn. Accounts Payable Building 5100 Cork Airport Business Park Cork , Ireland			
<b>Contact 2</b> Phone: .....				
<b>Buyer</b> Phone: .....				
<b>Payment Terms</b> 90 Days Net				
<b>Delivery Terms</b> DDP				
<b>Line Number</b> 1	<b>Description</b>			
<b>Product Code</b>				
<b>Supplier Product Code</b>				
<b>Product Width</b> 1.255	<b>Wind Spec</b> Face Out			
<b>Core</b> core diameter 152,4 mm	<b>Grade</b> No Splices Defined			
<b>Target Length</b> 6,000.0				
<b>Delivery Date</b>	<b>Quantity</b>	<b>UoM</b>	<b>Unit Cost</b>	<b>Line Value</b>
17/11/17	7279.0	M2		
<b>Remarks</b>				
<b>Line Number</b> 2	<b>Description</b>			
<b>Product Code</b>				
<b>Supplier Product Code</b>				
<b>Product Width</b> 1.255	<b>Wind Spec</b> Face Out			

## 2. Blanket PO Call-off Numbers

These are PO numbers relating to a Blanket Purchase Order for agreed purchase of material over specific period. These generally consist of an **8 digit PO Number** and usually only contain one PO LINE NUMBER.

See example below where the PO Call-off number is visible on the top right hand corner of the order.

You should only ever quote the full 8 digit PO call-off number for successful submission via Tungsten Network.

	<b>Invoice to</b> Avery Dennison Materials Europe BV Willem Einthovenstraat 11 2342 BH Oegstgeest Nederland	<b>Purchase Order</b> 34716484 <b>Date</b> 23/11/17 <b>Page</b> 1 Of 1										
	<b>VAT ID</b> LU23127452											
	<b>Vendor Code</b> <b>Vendor Name and Address</b>	<b>Ship To</b> Avery Dennison LPM-E plant Luxembourg Zone Industrielle P.E.D. Avenue de l'Europe - B.P. 38 L-4801 Rodange Luxembourg										
<b>Contact 1 Phone:</b> <b>Contact 2 Phone:</b> <b>Buyer Phone:</b>	<b>Invoice Mailing Address</b> Avery Dennison Materials Europe BV c/o Avery Dennison Europe SSC Attn. Accounts Payable Building 5100 Cork Airport Business Park Cork , Ireland											
<b>Payment Terms</b> 60 Days Net <b>Delivery Terms</b> DDP												
<b>Line Number</b> 1 <b>Product Code</b> <b>Supplier Product Code</b> 77WE <b>Product Width</b> 1.013 <b>Core</b> core diameter 152,4 mm <b>Target Length</b> 9,000.0	<b>Description</b> <b>Wind Spec</b> Face In <b>Grade</b> No Splices Defined											
<table border="1"> <thead> <tr> <th>Delivery Date</th> <th>Quantity</th> <th>UoM</th> <th>Unit Cost</th> <th>Line Value</th> </tr> </thead> <tbody> <tr> <td>30/11/17</td> <td>351.0</td> <td>M2</td> <td></td> <td></td> </tr> </tbody> </table>	Delivery Date	Quantity	UoM	Unit Cost	Line Value	30/11/17	351.0	M2				
Delivery Date	Quantity	UoM	Unit Cost	Line Value								
30/11/17	351.0	M2										
<b>THIS IS A BLANKET ORDER RELEASE FOR:</b> <b>BLANKET ORDER :</b> 347164 <b>BLANKET LINE NUMBER :</b> 1 <b>RELEASE NUMBER :</b> 4												
<b>Remarks</b>												

AVERY DENNISON BELGIE BVBA

Our plant in Turnhout uses a different ERP system to the other plants in Europe. Their PO format is shown below. Again take note that the PO number to use is "Order Number" highlighted below. DO NOT USE the blanket order number at the bottom (B7412 in this example) as it will fail.

PO LINE NUMBER is in sequence. First item on the order is PO LINE 1 and so on.

<h1>CALL OFF</h1> <h2>AFROEPORDER</h2>				
				PAGE: 1 / 1
Supplier: 		AVERY DENNISON BELGIE BVBA Tieblokkenlaan 1 2300 Turnhout BELGIUM Tel: +32(0)14 404.811 Fax: +32(0)14 404.855 Btw - VAT: BE 0414.794.368		
Supplier nr Leverancier nr p118016	Requested delivery date Gevraagde leveringsdatum 30/10/17	Shipping terms Leveringsvoorwaarden	Order number Ordernummer <b>b7412002</b>	Date Datum 30/11/17
Item nr Artikel nr	Quantity Hoeveelheid	Description Beschrijving	Unit price Eenheidsprijs	Total amount Totaal bedrag
	0.0 m2	PPP 120 PPP 120 Following Issue Dat Issue Nr: Reel weig Reel dian Reel leng Core dian Reel widd - Klaar vo ref to Blanket order <b>b7412</b> Due Date: 30/10/17		0.00

## **IMPORTANT INFORMATION:**

- You should only quote the PO number as it appears on these Purchase Orders as these are the numbers validated by Tungsten Network. Do not add any symbol such as '-' or '/' to the number. It will be rejected.
- You should include the corresponding PO number both on HEADER and LINE level of your invoice
- Please ensure the Unit of Measure (UOM) on the PO is aligned with your invoice.
- If in doubt in relation to any detail on the PO, please contact the buyer in question to clarify.

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### *Mandatory fields as per Avery Dennison business requirements:*

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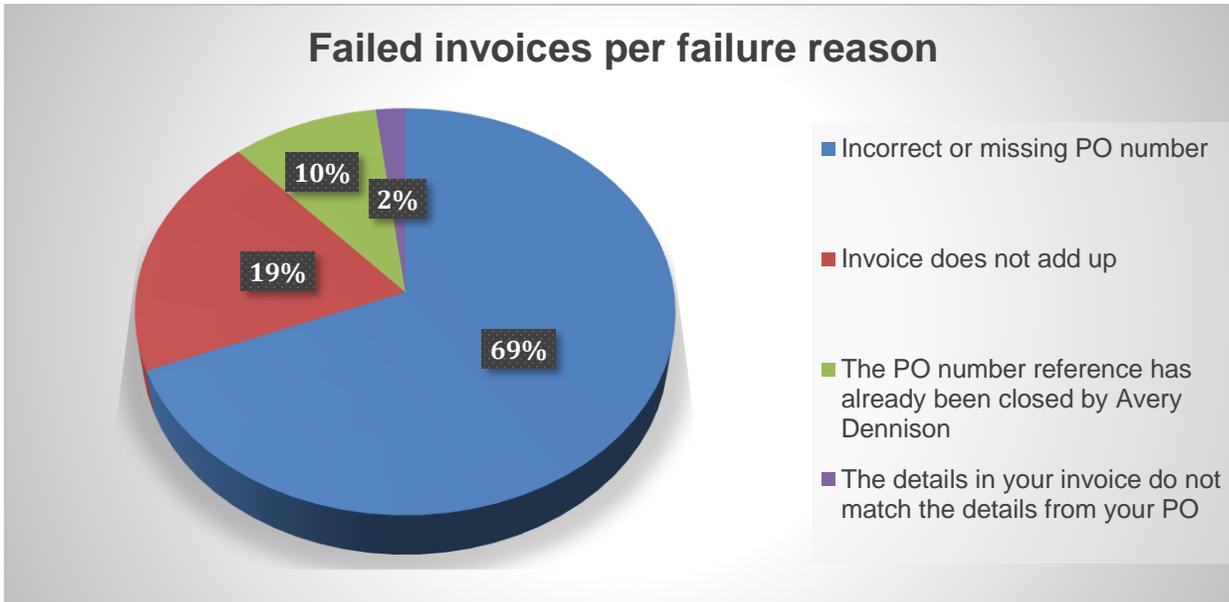
Header level	Remark
PO Number	For PO-based invoices, Avery Dennison will require a valid PO Number. <b>For credit notes - leave PO field blank</b>
Bill to	Enter address where the Avery Dennison Legal Entity has been established
Delivered To Address	Enter the Ship-To Address as shown on the Avery Dennison PO
Delivery Note Number	
Line level	
PO Number	To be provided on all normal lines
PO Line Number	For PO's with more than 1 line the correct PO Line Number must be provided on the invoice line
Delivery Note Number	Provide for each invoice line
UOM/ Price/ Qty/Total	UOM, price and quantity to be invoiced as per Avery Dennison PO
Net weight	To be displayed at line level if UOM is not KG
Country of Origin	Country where the goods have been produced
Commodity (Intrastat) Codes	Provide for each item
FSC (certificate number)	Display the FSC certificate number if applicable
Claim Number	Applicable <b>only</b> for Credit Notes.
Summary Level	
VAT DETAILS SUPPLIERS/ VAT DETAILS A.D.	Enter the Ship to VAT ID as shown on the Avery Dennison PO for the VAT details of AD
INCOTERMS/ Delivery terms	
Gross weight/Net Weight	
Banking information	
Fiscal Representative	If applicable

If you encounter an invoice failure due to an incorrect PO, please follow the below instructions in order:

1. Check again that you have entered the PO number on Tungsten Network **EXACTLY** as shown on the above examples.
2. Then check Tungsten Network portal that the PO exists on their portal under the relevant Avery Dennison account.
3. If you are happy that the PO number from our order is correct but is not on Tungsten Network portal, please email [apsupport@eu.averydennison.com](mailto:apsupport@eu.averydennison.com) with **Subject: TUNGSTEN - PO Issue**.

## 4. MOST COMMON ERRORS

*Provided invoices details you have entered do not match Avery Dennison invoice requirements Tungsten Network will fail the data, giving you the opportunity to correct and resend the data shortly so your payment terms are not affected.*



### **4.1. The PO number referenced in your invoice does not exist in the Tungsten Network database (Incorrect or missing PO)**

- The supplier has not referenced the correct PO number or in the correct format (see section 3 of this guide) on invoice LINE/HEADER LEVEL or BOTH.
- At the time of invoice submission, the PO has not yet been delivered to Tungsten Network.
- The PO has failed during validation process and has never reached Tungsten Network data base.

### **4.2 Invoice does not add up**

- Refers to rounding issue, mainly located on supplier side. Also check that VAT is correctly calculated.

### **4.3. The details in your invoice do not match the details for the purchase order number you have referenced**

- Missing or incorrect PO number at line level.

### **4.4. The PO number referenced in your invoice has been closed by your customer**

- Avery Dennison has closed the PO as you have already issued an invoice for this PO number.

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## 5. FAQ

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### ***Should the supplier use the information on the Avery Dennison PO or the PO as seen in Tungsten Network?***

Suppliers are advised to use only information on the official Avery Dennison PO pdf/ faxed document to avoid confusion.

Suppliers will receive the Purchase Orders and all related communication to fulfill the order from an Avery Dennison buyer (See section 3 of this guide).

### ***Can the supplier only invoice exactly the quantity and price on the PO?***

Tungsten Network does not verify the PO content and block invoices e.g. for a quantity overcharge compared to the Purchase order. Avery Dennison will manage any quantity or price discrepancies on invoices once submitted.

### ***Old PO's still appear on the system. Why?***

The supplier may see an old or used PO still existing on the Tungsten Network portal. This is for administrative reasons. The supplier is advised to only invoice against PO's they are sure remain open and valid. If in any doubt, please refer to the Avery Dennison buyer.

### ***Does Avery Dennison require any documentation attached to the invoice made in Tungsten Network system?***

No. The Tungsten Network invoice is tested to carry the same obligatory invoice details as the supplier's invoice from their system. Any legal obligations on the information to be kept with the invoice should have been part of testing and validation of the Tungsten Network process.

### ***Why do I receive notifications to check the PO status via Tungsten Network?***

This is a standard function within Tungsten Network and requires the Tungsten Network support team to turn this off. We recommend that you turn these notifications off as you should only refer to any changes to PO's from the Avery Dennison buyer.

### ***Can vendors issue monthly invoices?***

Monthly invoices work under the following conditions:

- > You are not on the CITIBANK Supply Chain Finance program.
- > Each invoice line on the monthly invoice must have a valid PO number, PO Line number and delivery note number.
- > Issue one invoice per Avery Dennison Plant location as it is not possible to consolidate multiple Plants in one invoice.

***Be aware that if there is a match exception for one PO line then the whole invoice will be placed on hold.***

### ***Can vendors issue one invoice per Blanket Purchase Order (BPO)?***

No. The Blanket PO (BPO) is not an official Purchase Order (PO) in Avery Dennison's financial system and therefore not issued to Tungsten Network. Only the call off on a BPO is a valid PO to match invoices against. All receipts are made against the PO call off. (See section 3 of this guide)

***My team does not speak English. What can we do?***

Tungsten Network supports many languages and the supplier will be called on their local language. Also, tutorials are offered in 8 languages (see page 3)

[FAQ link from Tungsten Network](#)

***How do we know that our data is safe in Tungsten Network?***

At the moment 63% of our invoice volume is going via Tungsten Network and we are ramping up.

We, Avery Dennison, have an AS2 connection, which provides encryption and digital certificates to transfer data securely.

Tungsten Network accreditations: ISO 270001, ISAE3402, NIST, Cyber Essentials and HIPAA

Also, below see comments related to the supplier connections from Tungsten Network:

Supplier – data sensitivity and type of connection to us are the key considerations. The supplier controls the data provided, and it's good practice not to provide personal data. Again, the type of connection is something we strongly advocate, we don't like http links, SFTP would always be our preferred.

***How will the Tungsten e-invoice system handle any disputes such as potential invoice errors or quality claims?***

Tungsten Network is configured to process credit notes. Therefore all credit notes must be issued via Tungsten.

It is important that the Avery Dennison claim ID provided by our QA departments is clearly indicated on Claim credit notes. It is advised to avoid using a PO number on credit notes as it can cause failures.

If the supplier has submitted an incorrect invoice via Tungsten, they must reverse this by submitting a credit note via Tungsten clearly mentioning the original invoice number and reason for correction. Once both invoice and credit note have been successfully delivered, the new invoice can then be submitted.

***Should I contact Tungsten in relation to any payment query?***

Tungsten Network is our e-invoicing platform only and do not handle payments for Avery Dennison.

Firstly check Tungsten portal for an invoice status update and if further clarification is required, please contact the Shared Service Center in Cork, Ireland - [apsupport@eu.averydennison.com](mailto:apsupport@eu.averydennison.com).

All technical questions will be handled by Tungsten Network support.

## 6. CONTACT HIERARCHY

### ***When does the supplier need to contact Tungsten Network and when do they contact the Shared Service Centre?***

Where the supplier has any questions about using the portal to raise invoices/ credit notes or additional charges, raise a support ticket with Tungsten. If Tungsten support cannot answer the query, or the reply is unsatisfactory, email

[apsupport@eu.averydennison.com](mailto:apsupport@eu.averydennison.com) with 'TUNGSTEN' in subject line. Any queries where the supplier has successfully submitted invoices, also contact the SSC.

### ***How does the supplier contact the SSC if they have questions about e-invoicing?***

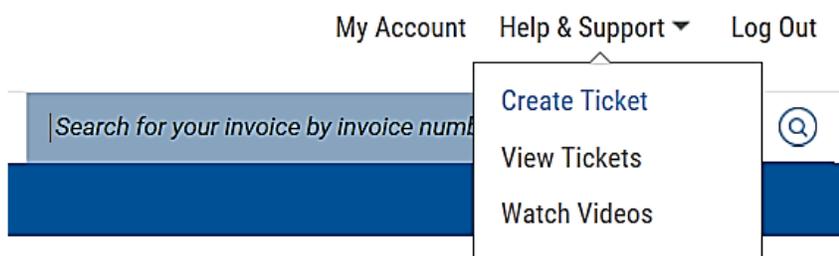
Email [apsupport@eu.averydennison.com](mailto:apsupport@eu.averydennison.com) with 'TUNGSTEN' in subject line.

### ***How does the supplier contact Tungsten if they have questions?***

If you need any **assistance**:

- Please simply login into the Tungsten Network portal to raise a support ticket. This is the fastest way for your inquiry to be managed.

You can easily do this by using “**Create ticket**” option, which is located under the “**Help & Support**” tab on the portal.



Or



- Call your [local number](#)

We highly recognize the value our suppliers bring to Avery Dennison and we want to make it simple to do business with us. Following these guidelines will help you understand how to comply with our policies, decrease the number of errors in the current process and ensure invoice payment within the agreed terms.