



Frequently Asked Questions

What is electronic Invoicing?

Electronic invoicing (e-Invoicing) is a method of transferring invoices and invoice data directly into Caterpillar's accounting system without the need to print and mail paper invoice copies.

Why is Caterpillar moving to e-Invoicing?

e-Invoicing solutions reduce the cost of manually handling the large volume of paper invoices received daily without the associated costs and complexities of traditional paper methods. Tungsten Network will allow for better tracking of invoices, reduce errors due to operational risk, and result in a more efficient process for Caterpillar and our suppliers.

Who is Tungsten Network?

Tungsten Network is a global electronic invoicing network. Tungsten Network's e-Invoicing platform enables suppliers to send invoice data directly from their accounting systems in any format to customers who are enrolled on the Tungsten Network.

How does it work?

Tungsten Network's 'any-to-any' solution handles all the data mapping requirements and ensures that all supplier invoices are delivered in the format that a customer's accounts payable system requires.

What are the benefits of using Tungsten Network?

- **Secure and guaranteed invoice delivery** - no more lost invoices
- **Reduced processing times** - we receive your invoices faster which means we are able to **pay you on time**
- **Instant invoice validation** - Fewer delays due to missing information
- **Any-to-any data formatting technology** - no additional software or hardware
- Higher processing transparency and better cash flow management due to **24/7 access and reporting**
- **VAT compliant** - regardless of where invoices are sent from or received
- **Easy and cost efficient** - send invoices at any time

Is invoicing via Tungsten Network a requirement for doing business with Caterpillar?

Yes. All suppliers will be contacted to enrol with Tungsten Network within the next few months.

What happens if I still send paper or emailed invoices?

While you are working with Tungsten Network to complete your registration, Caterpillar will continue to process your paper/emailed invoices. Once you are sending invoices electronically via Tungsten Network, please stop sending paper/emailed copies. Continued submission of paper invoices will be escalated to your Category Manager within the Global Supply Network Division (GSND).

I already send some invoice data directly to other customers besides Caterpillar; can I send EDI/XML invoices directly to Caterpillar?

EDI and XML are just data formats as far as Tungsten Network is concerned. Therefore, you can use this preferred format to deliver the data to Tungsten Network if you choose to use the Integrated Solution. Caterpillar will not take any electronic data directly from suppliers as we take a single consolidated invoice file from Tungsten Network, which will contain invoices from all of our suppliers.



I submit supporting documents with paper invoices today; do I still need to submit them with e-Invoices?

Yes. The same supporting documentation are needed for e-Invoices as with paper invoices. Supporting documentation can be submitted as a PDF attachment with e-Invoices.

Do I create e-Invoices the same way I create paper invoices?

You should issue your invoice aligned to the PO which you have received from Caterpillar, including unit price, unit of measure, and part number. The content required on an e-Invoice is the same as what is required on a paper/PDF invoice currently. Caterpillar will provide you with a detailed e-Invoicing guideline at a later date.

Do I need to install any software?

No. Tungsten Network is web-based, therefore all you require to access the e-Invoicing platform is a browser and internet access.

What if I don't have a system capable of creating electronic invoices?

You can access the Tungsten Network secure web site and create invoices online using a Web form. No software installation is required. All you need is an Internet connection and a standard browser.

If you print invoices generated by any invoicing system, you can send invoice data files to Tungsten Network using the Integrated Solution. If you raise invoices manually (Word, Excel etc.) you can access Tungsten's e-Invoicing platform via the secure web site and create invoices online using the Web Form. No software installation is required; all you need is an internet connection and standard browser.

Can I send electronic invoices using Tungsten Network to other customers?

Yes, as long as they are part of the Tungsten Network.

I am planning on changing my invoicing software; can I wait before switching over to Tungsten Network?

The Tungsten Network accepts any incoming data formats, so you can join the network and send the invoices. When you are ready to use your new software, simply advise Tungsten Network about the changes to your data output and they will make the necessary changes to the network.

Are there fees associated with e-invoicing and if so why doesn't Caterpillar pay them?

Caterpillar chose the Tungsten Network because it offers our suppliers value and flexibility. Pricing is set by Tungsten Network and all fees are billed by and paid directly to Tungsten Network by the supplier. A Tungsten Network representative will discuss this fee structure with you in detail.

Where can I get more information about the Tungsten Network service?

Please visit the [website](#) or contact [Tungsten Network Support](#).

How do I get started?

Tungsten Network will be contacting you over the next few days on our behalf to help you select your preferred electronic invoicing option. Alternatively, please contact [Tungsten Network Support](#) for assistance.

Will I need to use this service if I have no issues with my Caterpillar account?

Yes. Your use of the Tungsten Network service will help ensure we continue to pay you on time.

Will I need to sign an agreement with Tungsten Network?

Yes, if you choose to use the Integrated Solution you will sign a specific agreement with Tungsten Network. If you choose to use the Web Form, you will be required to accept their standard terms and conditions.



Will Caterpillar make payments using Tungsten Network?

Caterpillar will not use Tungsten Network for payment services. Caterpillar will continue to use their current payment method.

I already have the facility to make invoices available to my customers via the Internet – allowing them to view an image of an invoice on the web. Can I use this facility instead of Tungsten Network?

No, the Tungsten Network ensures that Caterpillar receives the data you send in a format that will upload to our accounting software and, where applicable, match to a goods receipt record. Offering Caterpillar an image of the invoice or an option to download the data in a fixed format does not satisfy Caterpillar’s business processes.

Can Tungsten Network offer assistance in multiple languages?

Yes, Tungsten Network provides Sales, Implementation and Support services in English, French, German, Dutch, Spanish, Portuguese, Polish and Italian.

Tungsten Network also has local client services numbers for the following countries:

Australia	+61 (0)1800035399
Belgium	+32 (0)24031011
Denmark	+45 (0)80885818
Finland	+358 (0)800118871
France	+33 (0)170708100
Germany	+49 (0)69222220290
Ireland	+353 (0)12477709
Italy	+39 0236006340
Malaysia	+60 (0)1800813158
Netherlands	+31 (0)207121385
New Zealand	+64 (0)800448121
Singapore	+65 (0)8001204757
Spain	+34 (0)914141472
Sweden	+46 (0)850578418

I already send my invoice via e-mail so where is the benefit for me?

An invoice sent via e-mail has to be manually keyed into our accounting system. In order to maximise the benefits that electronic invoicing offers, it is important that a data file is produced that can be integrated directly into Caterpillar’s accounting system to allow automated registration of your invoice. Using the Tungsten Network will allow you to monitor progress of your invoice through Tungsten Network and into Caterpillar with a confirmed delivery status.

We also do business with Caterpillar for other facilities. Does this apply to Caterpillar globally?

At this time, this e-Invoicing initiative only applies to the following sites:

- Caterpillar Poland Sp. Zoo
- Perkins Engines Company Ltd (Peterborough and Stafford)
- Perkins Shibaura Engines Ltd
- Caterpillar (NI) Ltd
- Caterpillar S.A.R.L. Gosselies
- Caterpillar Belgium S.A.
- Caterpillar S.A.R.L. Grenoble
- Caterpillar France S.A.S
- CATERPILLAR S.A.R.L. Grimbergen



If you do business with other Caterpillar entities you should continue to invoice via your current method. A future phase of this initiative may target other facilities. You will receive communication in due course.

Why Tungsten Network?

Founded in 2000, Tungsten Network is the leading global B2B e-Invoicing network. They help customers of all sizes optimize their invoicing processes, benefiting from improved efficiency and transparency. Customers include: Lufthansa, DHL, IBM, Tesco, HP, Aviva, BBC, GSK, Barclays and BP.

Tungsten Network will be on hand to assist you fully with the on-boarding process and once you are established on the Tungsten Network, you will also be able to use the same platform to send e-Invoices to any of your other customers on their network, further streamlining and improving your own processes.

Do all invoices have to be sent via e-invoicing?

All invoices for goods/direct material should be sent via e-invoicing unless you are currently invoicing through Ariba Supply Network or informed otherwise.

All invoices for services should be issued according to your current procedure.

My invoices do not currently include VAT, why do I have to use Tungsten Network?

VAT compliance is one benefit of the move to an e-invoicing solution. Other benefits include: decreased processing costs and paper consumption; full electronic audit trail and visibility of invoice processing status; and the elimination of payment delays associated with delayed receipt of paper invoices; lost paper in the postal system, and the inherent operational risk in processing errors due to manual data entry.

For any further information that is not part of this Q&A, please contact [Tungsten Network Support](#)

e-Invoicing and an overview of your options

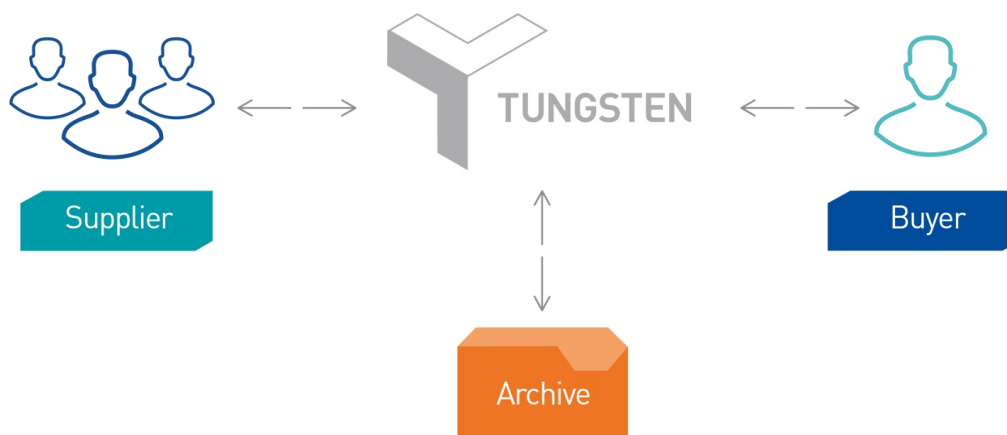
Join the Tungsten Network and benefit from:

- **Secure and guaranteed invoice delivery:** no more paper invoices getting lost in the mail
- **On-time payment:** your customers can process your invoices faster
- **No more delays:** invoices cannot be sent with missing information, cannot land on the wrong desk and do not need manual intervention
- **Secure online connection:** send invoices easily with no need for additional software or hardware
- **24/7 access and reporting:** enjoy higher processing transparency and better cash-flow management
- **Tax compliance:** we enable compliant e-Invoicing
- **Easy and cost-efficient** invoicing at any time

Tungsten offers two primary methods for sending invoice and credit transactions. You can either send a data file directly to the Tungsten Network using our Integrated Solution or create invoices online using the Web Form through the Portal.

This document explains how e-Invoicing works and the options available to you.

How it works



By checking invoices for duplicates and ensuring they contain the information required by your customer, we ensure automated, straight-through processing and enable on-time payment. Through the Portal you have access to the invoice archive and a number of reporting functions.

Please read this document thoroughly before deciding whether **Integrated Solution** or **Web Form** submission through the Portal is the best option for your company.

1. Integrated Solution: sending an extracted data file

The Integrated Solution gives you a fully automated process where invoice data is extracted directly from your billing system and delivered directly into your buyers' finance systems. This means:

- We process invoices in any consistent data file format and handle the data transformation based on your customers' requirements
- No need to install additional software or hardware
- You can send one consolidated data file for all your invoices
- Once on the network, you can easily connect and send invoices to other customers

Costs for the Integrated Solution

Every Integrated Solution account receives **520 free invoice transactions** per year. Once you have used these transactions, the prices below will apply. We will replenish the free invoices back to 520 on your renewal date.

Annual membership	€1,250*
1-520	Free
Per invoice transaction costs for additional invoices	
1 – 20 invoices per month	€1.00
21 – 250 invoices per month	€0.80
251 – 1000 invoices per month	€0.60
1001 – 5,000 invoices per month	€0.44
5001 + invoices per month	€0.32

* Buyer connection fees will apply. The annual fee covers the creation and maintenance of your account for a single tax entity. Please note: transactions are charged on a monthly basis according to volume.

Getting started with the Integrated Solution

Once your customer invites you to join the Tungsten Network, one of our onboarding experts will walk you through the registration process.

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2. Web Form: sending electronic invoices using the Portal

The Web Form is designed for companies who send a low volume of invoices to their customers each year. The Portal offers you a secure connection and guarantees delivery of your invoice to your customers within hours, which allows them to process your invoice and pay you promptly.

Costs for the Web Form

Once registered, all new suppliers using this option automatically receive 52 free transactions. At the end of your first anniversary (one year after registration), we will replenish your account, at no charge, back to 52 free invoices for you to use during the next 12 months.

If you use all 52 free invoices and need more during this 12-month period, you will be required to purchase additional transactions (minimum 25 invoices), priced at €2.00 per invoice. You can purchase transactions as you need them. Any unused, paid-for invoice transactions will expire 12 months from the date of purchase. If you have paid credit on your account you will still receive 52 free invoices at each anniversary

Annual per-invoice transaction costs	
1 – 52 invoices per year	Free
Each invoice (minimum purchase of 25)	€2.00

* Payment options: You can pay by PayPal or credit card. We accept Visa, MasterCard and Visa Debit. You can also pay by direct debit.

Getting started with the Web Form submission through the Portal

As part of your invitation to join the network, you will receive an email with instructions on how to register. Once your registration is complete, we will send you your login credentials by e-mail so you can start sending electronic invoices via the Tungsten Network.

For more information on Tungsten, e-Invoicing and the options available to you, visit www.tungsten-network.com or email us at info@tungsten-network.com.