

# TUNGSTEN SUPPORT FOR SUPPLIERS

Tungsten vs Organon support for suppliers

**June 2021**



# Tungsten Network Support vs. Organon Support



Tungsten Network Supplier Support	Organon Support – STS Helpdesk
Technical issues	Missing PO on the Network
Problems with invoice/ credit note submission	Additional information related to Payments
Support related to Web Form / Integrated Solution accounts	Contacts: overview per country provided in attached excel file
Reporting	
<a href="#">Support Ticket Creation</a>	
<a href="#">Tungsten phone support</a>	



Organon STS  
elpdesk contacts.p



# How to Raise a Support Ticket in Tungsten Network Portal

Organon Test Supplier

Search | Your account | **Help & Support** | Log

- Home
- Invoices
- Purchase Orders
- Customers
- Reports

**Connect with your customers**  
Search and connect to more of your customers in a few clicks  
[CONNECT TODAY](#) [VIEW ALL](#)

**Send invoices**  
Create your invoice online in a few clicks  
[CONNECT with your customers](#)  
[CREATE INVOICE](#)

**Check the status of your invoices**  
Track the latest status of your invoices  
[Send invoices](#)  
[WHERE IS MY INVOICE?](#)

Please indicate what your request relates to

- An invoice or many invoices
- A purchase order or many purchase orders
- Something else

Please enter a subject for your request

Please describe your request in as much detail as you can

Attachment ?

[SELECT AND UPLOAD](#)

[SUBMIT](#)

# Tungsten Network Help and Support Section

Click on „Help & Support“ directly from your portal

The screenshot shows the top navigation bar of the Organon Test Supplier portal. On the left is a dark blue sidebar with menu items: Home, Invoices, Purchase Orders, Customers, and Reports. The main header area is white and contains the Organon logo, the text "Organon Test Supplier", a search icon, an email icon, "Your account", and a "Help & Support" dropdown menu highlighted with a green box. Below the header are three white cards with blue icons and buttons: "Connect with your customers" (with "CONNECT TODAY" and "VIEW ALL" buttons), "Send invoices" (with a "CREATE INVOICE" button), and "Check the status of your invoices" (with a "WHERE IS MY INVOICE?" button).

The screenshot shows the "Help & support home" page. On the left is a sidebar with "Help & support home" and a list of links: Getting started: Video tutorials, Upcoming help & support webinars, Invoicing, My account, Purchase orders, Customers, Reporting, and About Tungsten Network e-Invoicing. Below this is a "Useful information" box with contact details for the administrator (organon@test-account.com) and TN numbers. The main content area has a heading "Help & support home" and a paragraph about browsing help topics. Below this is a "Browse or search for help and support for all your e-Invoicing tasks." section with sub-sections for Getting started, Upcoming help & support webinars, Invoicing, My account, Purchase orders, Customers, Reporting, and About Tungsten Network e-Invoicing. To the right is a "Search" box and a "Support requests" section indicating 1 active request. At the bottom right is an orange "Still need help?" box with options to "Open a support ticket" or "Call us on" +44 203 318 5177 (lines open 10am - 8pm AET).

# Tungsten Network Support Hub

Visit [Tungsten Network Support Hub](#) which includes the following useful information about:

- FAQs

and

- **Video tutorials** including:

- How to connect with your customers
- How to use Tungsten Network Portal
- How to check the status of your invoice
- How to raise invoices and credit notes
- How to manage your company details
- How to manage your account and users