

Frequently Asked Questions

Why should I use Tungsten to send my invoices?

Computacenter has been using electronic invoicing for many years and is phasing out the processing of remaining paper invoices after 1st March 2021.

Is invoicing via Tungsten a requirement for doing business with Computacenter?

We strongly encourage our suppliers to adopt e-invoicing to ensure shorter invoice entry and processing time.

What are my benefits from using Tungsten?

- **Secure and guaranteed invoice delivery**, no more invoices getting lost in the post
- We can ensure shorter invoice entry and processing time
- **No more delays** due to missing information, landing on the wrong desk or manual intervention
- **ANY-TO-ANY DATA FORMATTING Technology** - there is no need for additional software or hardware
- Higher processing transparency and better Cash Flow Management due to **24/7 access and reporting**
- **VAT compliancy**, independent of where invoices are sent from or received
- **Easy and cost efficient** to send invoices - at any time

Will electronic invoicing be a requirement for new tenders and new suppliers?

Yes. Electronic invoicing via Tungsten will be included in the evaluation process for new suppliers and tenders. For new contracts, Computacenter will include terms and conditions in contracts for future business which will require suppliers to use the Tungsten network.

Will I need to use this service if my account is currently paid on time?

We strongly encourage the usage of Tungsten because of its following benefits:

- Shorter invoice entry cycle time (1-2 days)
- Automatic front-end controls limit risk of manual errors during invoice validation
- Faster issue-resolution
- Better traceability for audit and archiving purposes
- Environment-friendly
- Automatic credit note processing enabled
- Customizable supplier microsite available
- Increased visibility on invoice statuses via self-service

What happens if I still send paper invoices?

While you are working with Tungsten to complete your registration, we will be happy to continue to receive your paper invoices. We have set a deadline of 5th February 2021 for suppliers to transition to the network. Once you are sending invoices via the Tungsten network please ensure you cease sending paper copies.

Are there fees associated with this service?

If you choose the Integrated Solution there is an annual membership fee plus a transaction fee.

Please see the home page of the Computacenter portal on Tungsten for current pricing -

<https://www.tungsten-network.com/customer-campaigns/computacenter>.

If you choose to use the Web Form you are not required to pay a set-up or joining fee to start using this service. Tungsten Network allows 52 free transactions p.a., and you will need to pay a transaction fee per invoice for additional transactions.

What does the membership fee for the Integrated Solution cover?

The membership fee covers the cost to Tungsten of setting you up on their network and the general costs of maintaining the network. This is a once-a-year cost irrespective of the number of your customers that you service via the network.



Why don't Computacenter pay the fees?

To use the Tungsten service, both you and Computacenter pay a fee as we will both benefit from the service. At present, Computacenter does not cover Suppliers costs to produce your paper invoices. Please consider that you will save costs for paper, printing and posting when moving to e-Invoicing. Our analysis shows that moving to electronic invoicing will create savings for suppliers by streamlining their processes and significantly reducing the time in which their invoices are paid.

Will Computacenter make payments using Tungsten?

Computacenter will continue to use their current payment method. However, Tungsten Network does provide options for Supplier Chain Financing in general.

Will I need to sign an agreement with Tungsten?

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

Do I need to install any software?

No. There is no software required. Tungsten provides an easy-to-use solution. Instead of mandating data standards, Tungsten's **ANY-TO-ANY DATA FORMATTING** capability accepts invoices in any format and any file structure.

I already send some invoice data directly to other customers; can I send EDI/XML Invoices directly to Computacenter?

EDI and XML are just data formats as far as Tungsten is concerned; therefore, you can use this preferred format to deliver the data to Tungsten if you choose to use the Integrated Solution. Tungsten consolidates the data sent by vendors into a single consolidated invoice file which is then supplied to Computacenter

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?

No, the Tungsten network ensures that Computacenter 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 Computacenter an image of the invoice or an option to download the data in a fixed format does not satisfy Computacenter's business processes.

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 the Web Form. No software installation is required. All you need is an Internet connection and a standard browser.

Can I send electronic invoices using Tungsten to all of my customers?

Yes. Once you are subscribed to the Tungsten network, Tungsten can enable you to send electronic invoices to any other customers that are members of the network.

I am planning to change my Invoicing software soon; can I wait?

Our stated aim is to have all suppliers registered and sending invoices by 5th February 2021. The Tungsten network accepts any incoming data formats so you can join the network and send your invoices and when you are ready to use your new software, simply advise Tungsten of the changes to data output, and they will make the necessary changes to the network, ensuring a smooth transition and uninterrupted invoice delivery.



Can Tungsten offer assistance in multiple languages?

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

Tungsten 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

Is there further information available on the Tungsten service?

Yes, please visit <https://www.tungsten-network.com/customer-campaigns/computacenter/>

How do I learn more about becoming a Buyer using the Tungsten service?

Please visit <https://www.tungsten-network.com/>