TUNGSTEN GUIDE

Sanofi

Last Updated: Jan 2024

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What is Tungsten?

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

One of the many reasons why Sanofi moved to the Tungsten Network e-Invoicing platform is to improve on-time payment. Sanofi 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 Network and reach Sanofi within minutes after you create them.
- Invoices contain all information required for fast processing and approval by Sanofi.

➢ Tungsten benefits

Instant invoice validation

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

Expedited payments processing

No more manual checking means we can process your payments more quickly

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

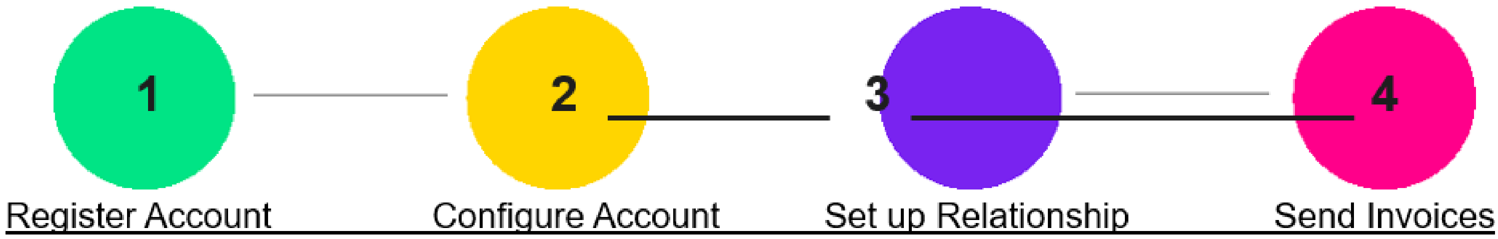
Each Tungsten supplier account has one Admin User who can add/delete users and is responsible for granting access. Your Tungsten account can be set up with as many users as required by your organization.

➢ Getting Started

Please follow the steps below to start sending invoices.

Tungsten Network 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).

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 Sanofi and Tungsten to activate your Tungsten account, please follow the link provided.

- ➢ 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:

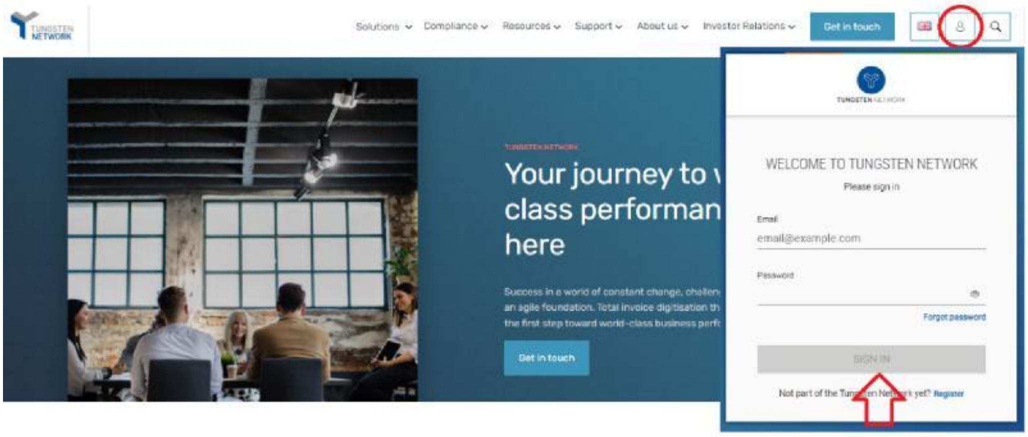
How to update your bank details
How to update your company details

Set up Relationship between your company and Sanofi

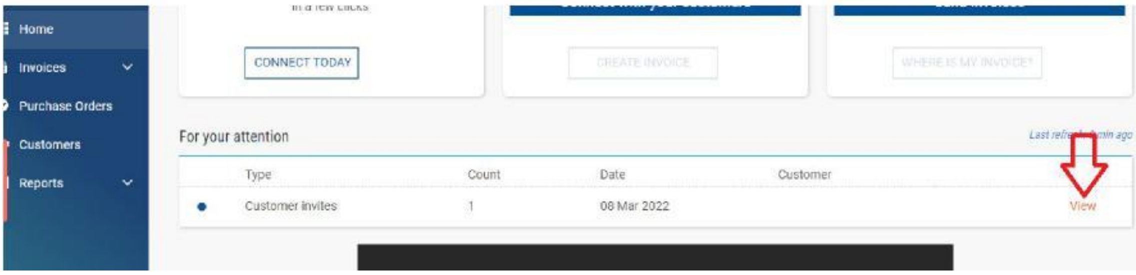
To view your Sanofi Purchase Orders and send invoices via Tungsten, your Tungsten account needs to be linked to Sanofi. Follow the steps below to set up the relationship:

➢ If your company received an email invite

1. Logon to your Tungsten account.



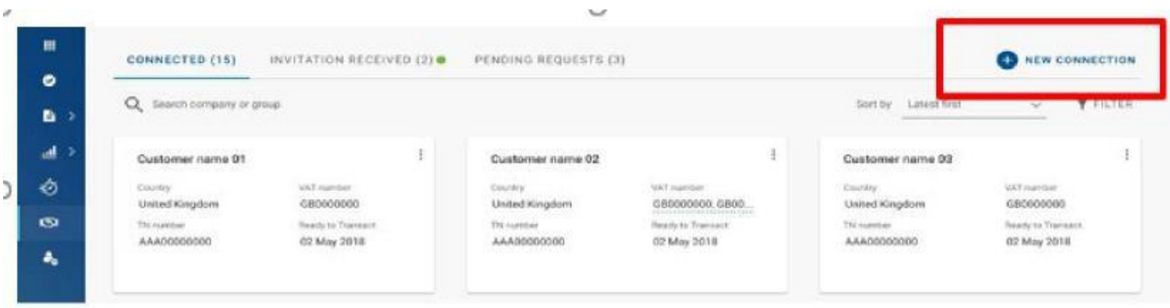
2. See the section "For your Attention" in your homepage and click in "View".



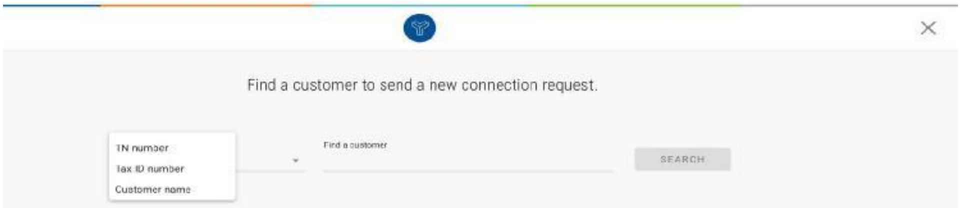
3. Turn on the Connection button. Click Next, then Confirm.

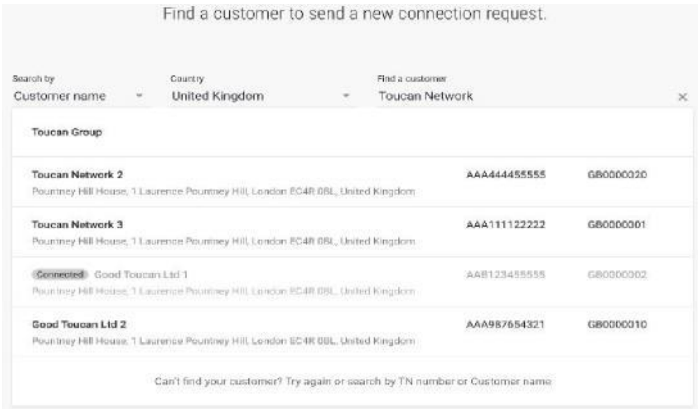
➢ If your company does not have a previously requested connection with Sanofi

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

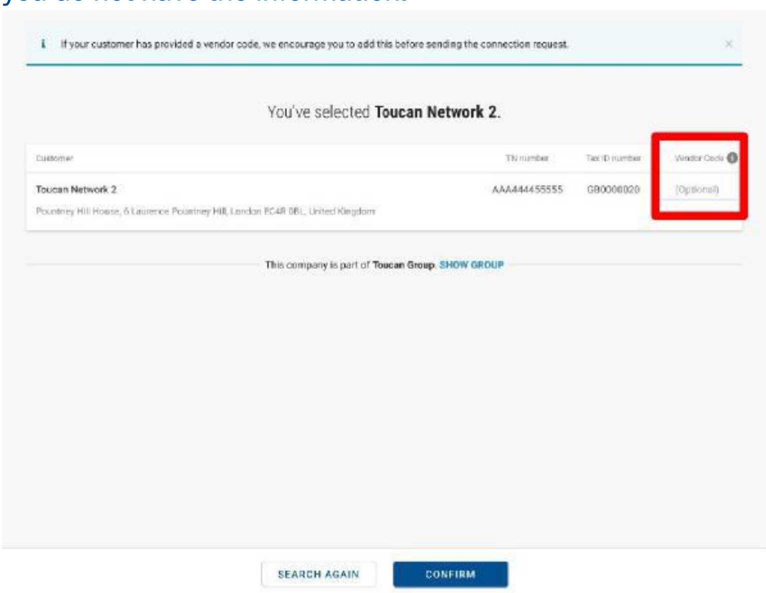




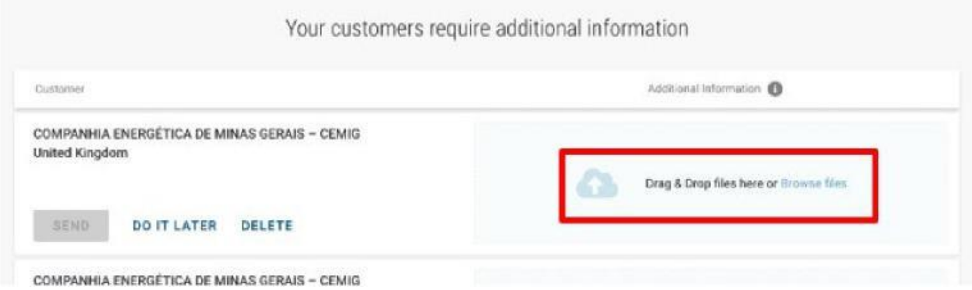
3. **Select the Sanofi company you're trading with. Full list of entities here.**

If for any reason you do not know which Sanofi 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.

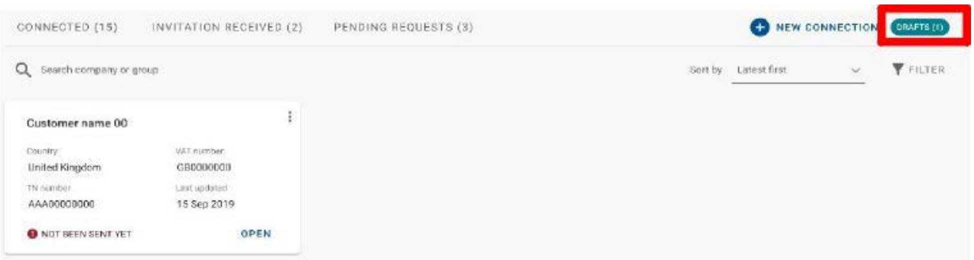


5. Once you have selected and confirmed the customer company or multiple companies within the group that you want to connect with, you should upload supporting documentation in the request (an invoice, PO, contract, remittance etc)



6. 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, Sanofi will review and either Approve or Decline it.

➢ Manage connections

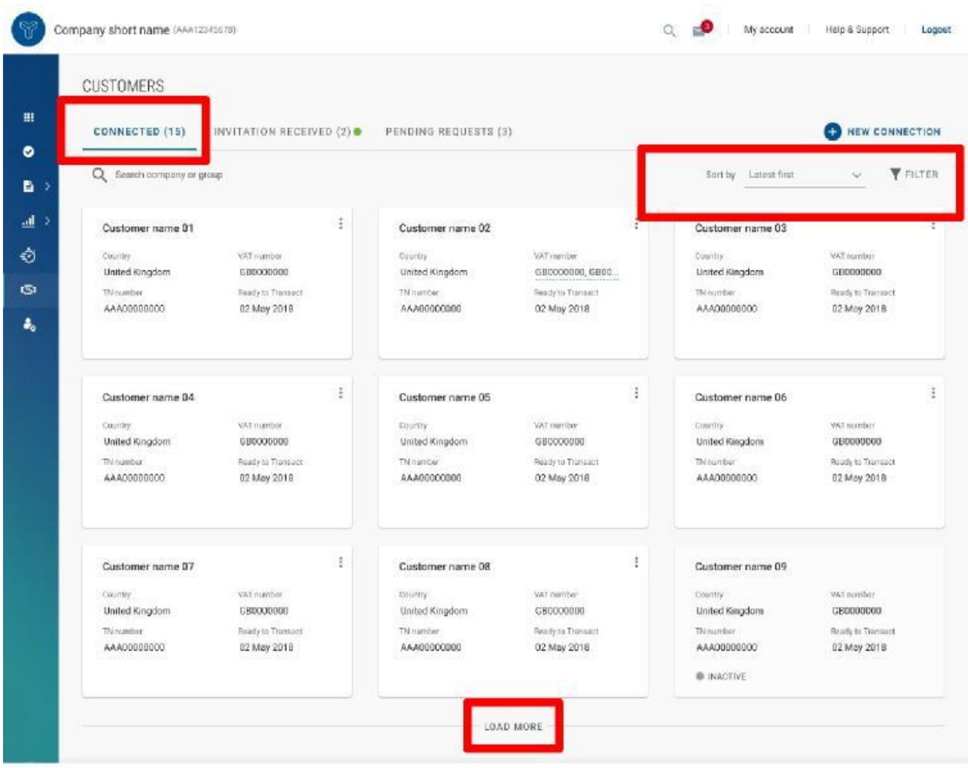
- **Customer Connect Functionality Overview**

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

- **Overview of Connected**

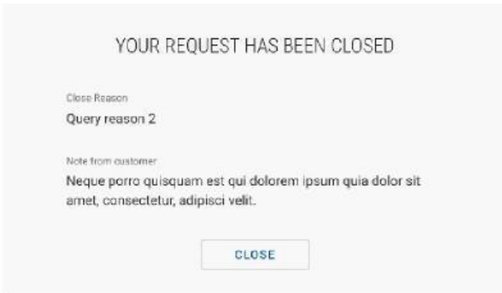
    a) See the total number of buyers you are connected to
    b) Cards – show information about the customers you are connected to i.e., country, VAT, TN account number
    c) Scroll to the bottom of the page to 'Load More' on screen or SEARCH for a connected customer by looking up the company or group name
    d) 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 Sanofi 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 Sanofi directly.

Understand Sanofi's requirements

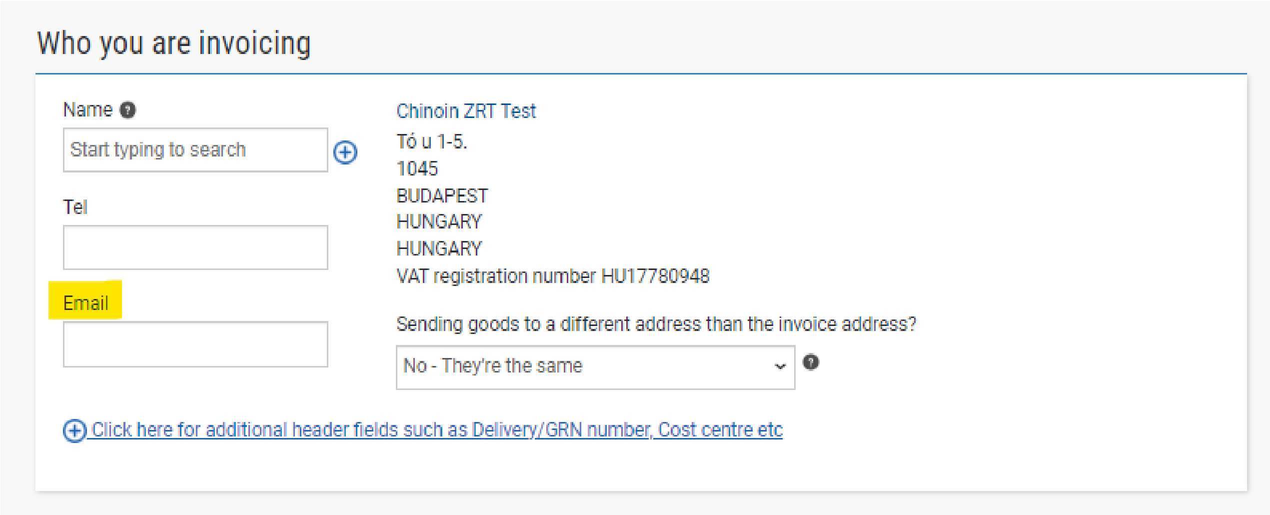
➢ How do we buy from our suppliers

In most of the 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) fitting the following characteristics:

Sanofi Country	Initial Characters of PO	Number of characters (numeric or alphanumeric)
AT	**45, E**	**10**
BE	**45, 47, AG, OG, E**	**10**
CH	**45, E**	**10**
CZ	**45, 47, AP, N, E**	**10**
DE	**45, E**	**10**
DK	**45, 47, E**	**10**
ES	**45, CJ, E**	**10**
FI	**45, 47, E**	**10**
GB	**45, AF, AH, 35, E**	**10**
GR	**45, E**	**10**
HU	**45, AC, AU, AV, 35, E**	**10**
IE	**45, 47, AW, 35, E, 0083, 0073, 0084**	**10**
NL	**45, 47, 35, E**	**10**
NO	**45, 47, E**	**10**
PL	**45, 35, E**	**10**
PT	**45, E**	**10**
RO	**45, 47, AB, E**	**10**
SE	**45, 47, E**	**10**
SK	**45, 47, E**	**10**

Each of our entities uses 1 or 2 of the ranges above, therefore based on the first orders the supplier would be able to easily identify the PO number.

There are exceptional 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 Sanofi buyer contact email address (for the Sanofi employee who placed the order). This email address enable Sanofi to retrieve information regarding the employee who released the order and further details required during the invoice processing:



Note: Not all Sanofi buyer accounts accept Non-PO invoices. Consult with your buyer in advance.
Note: Some Hungary POs in Sanofi SAP and in Tungsten are having a different format from that received by the supplier. When submitting an invoice, please replace the PO prefix accordingly: ▪ 83 -> AU ▪ 84 -> AC ▪ 85 -> AV POs will always contain 10 characters in Tungsten.

➢ How do we process supplier invoices

Tungsten Network 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 Sanofi for a fast and efficient processing of the documents is available.

The required fields are highlighted in the Tungsten Network web form (if you are using this for your invoice data input), however there are certain validation steps which can only be performed once you have submitted the invoice:

- **Invoice Currency should match the PO currency** (unless specific exemption provided e.g. in Poland)
- **One PO per invoice** (do not reference multiple PO numbers on a single invoice)

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

➢ Do not forget the bank details

If you'd like to make sure we pay the money exactly where you expect to receive them, let us know your bank details. If this information is not provided in your invoice data we will remit the money to your bank account set as default in our vendor master record. The following bank details should be provided in your invoice (as applicable) and so updated in your Tungsten account:

- Bank name
- IBAN
- Bank account number
- Sort Code
- Swift code/BIC

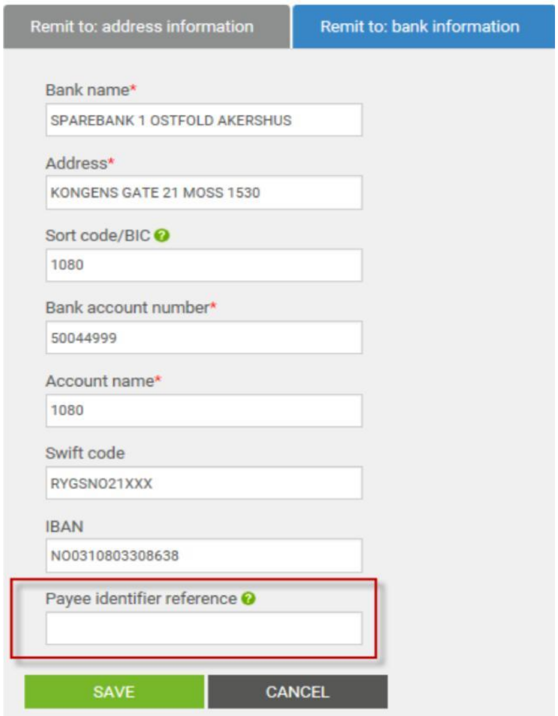
Should you require specific invoices to be paid to a different bank account than the one you are normally using, please make sure to update your profile in the Tungsten Portal by change the bank details before you create and submit the respective exceptional invoice:

How to update your bank details

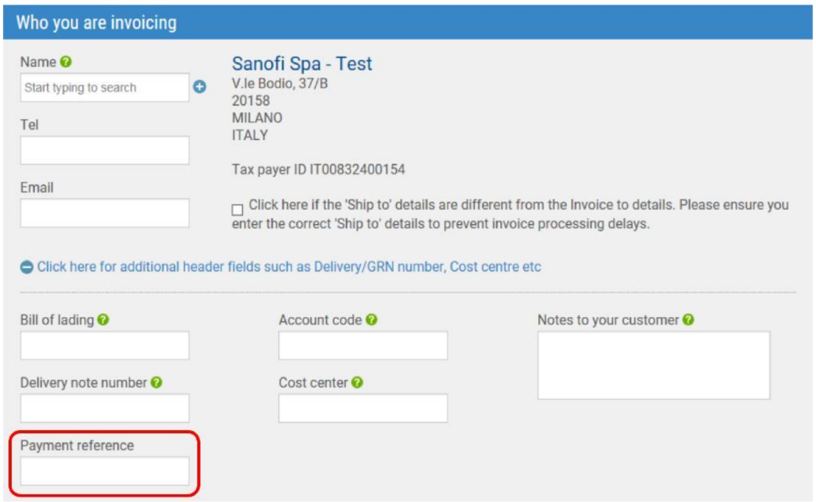
Note: For suppliers in the Nordic countries (Denmark, Sweden, Finland and Norway) we also require you to provide payment reference details so that we can correctly identify your account and avoid any delay in processing your payment.

If you are a Tungsten portal web form user then:

- For Bank Giro / Post Giro you can add these references in the "Payee Identifier" field:



- For FIK or KID you can add the additional payment reference when you create your invoice, see ‘Payment Reference’ field, which become visible when you expand the additional header fields:



If you are using the Tungsten Integrated Solution then your Tungsten implementer will review this requirement with you during the set up process.

Know your Purchase Order number

DON’T = late payment		DO = timely payment	
AG00123954/10	PO line item number or any other information added to the PO number	AG00123954	PO line item number is provided in the dedicated place in your datafile or web form
4700000123458	more/less than 10 digits	4700000123	exactly 10 digits
5909876543	invalid initial characters for the respective Sanofi country	4509876543	valid initial characters
4700000123; 4509876543	more than 1 PO for 1 invoice	4700000123	1 PO per invoice
6000458923	contract or any other information instead of PO number	4509876543	valid PO number

If using a Web Form account utilize the 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 Sanofi.
- It takes up to 48 hours between the time when you receive the PO on your mailbox, and it will become available on the Tungsten Portal. If after that time your PO is still not available, please raise a ticket with Tungsten support..

➢ State PO Line Number on each invoice line

A PO can have more than one line, numbered 10, 20, 30… 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).

➢ Check PO information (Currency and Unit of Measurement)

If the PO is issued in kilograms, use kilograms as unit of measurement for your invoice. Using a different unit of measure (e.g. tones instead of kilograms) will create unnecessary discrepancies and your invoice will have to be manually actioned and potentially approved before it can be released.

Please also make sure the currency of your invoice matches with the PO.

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 Network, but it will be rejected by SANOFI. In either scenario, you should receive a failure reason notification or a SANOFI 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 Sanofi process, you can see the following statuses:

- **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 Sanofi requirements.
- **Accepted**: The invoice has been processed successfully by Tungsten and is awaiting delivery to Sanofi
- **Failed**: The invoice has failed validation and has not been delivered to Sanofi. An error message stating the cause of the failure can be seen.
- **Delivered**: The invoice has been successfully delivered to Sanofi.
- **Received**: Sanofi has acknowledged receipt of the invoice.
- **Approved**: Sanofi has approved the invoice for payment.
- **Rejected**: Sanofi has rejected the invoice. Comment regarding the rejection reason should be visible on the portal.
- **Paid**: Sanofi 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.

- 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 Sanofi.

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 Sanofi.

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 Network Portal - https://registration.tungsten-network.com/start
  2. Do not use an email address already linked to your existing AAA account. Once registered access can be granted to this user if needed, see point 6.
  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 SANOFI entity you need to invoice. SANOFI will review and confirm the request.
     a) Customer Connect guide How to connect with your customers on the network
     b) List of SANOFI 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 Sanofi

Tungsten Network Support is your primary point of contact for all inquiries. In case you need clarifications about rejected invoices, you can reach out to the respective country P2P Helpdesk:

https://suppliers.sanofi.com/en/standards-and-procedures/invoicing

How to get help in Tungsten

Tungsten Network Support is the primary point of contact for all inquiries, including Failed Invoices, Missing Purchase Orders, etc. You can contact the technical support via one of the official channels (portal, help center, contact form, or phone).

What is the Support process SLA

How to contact our Support and get assistance