

Frequently Asked Questions

Why should I use the Tungsten Network to send my invoices?

Shortly, this will be the only way that DSW will accept delivery of supplier invoices. For existing contracts, DSW cannot guarantee payment if paper invoices continue to be sent by suppliers.

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

Yes. For existing contracts, DSW cannot guarantee prompt payment if paper invoices continue to be sent by suppliers.

What are my benefits from using Tungsten?

- **Secure and guaranteed invoice delivery**, no more invoices getting lost in the post
- It will take us less time to process your invoices and therefore we will be able to **pay you on 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 compliant**, regardless 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, DSW 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?

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

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. 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 enclosed [Options](#) document for current pricing.

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 customers that you service via the network.

Why doesn't DSW pay the fees?

To use the Tungsten service, both you and DSW pay a fee as we will both benefit from the service. At present, DSW does not cover supplier's costs to produce your paper invoices. Please consider that you will save the costs for paper, printing and posting when moving to e-Invoicing. Our analysis shows that moving to electronic invoicing will create savings for by streamlining your processes and significantly reducing the time in which your invoices are paid. DSW also wishes to pay its suppliers within its terms and conditions, and comply with the Better Payment Practice Code.

Will DSW make payments using Tungsten?

Tungsten Network is not a payment platform. DSW will continue to use its current payment method.

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 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 DSW?

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. DSW will not take any electronic data directly from suppliers as we take a single consolidated invoice file from Tungsten that will contain invoices from all of our suppliers.

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

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

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

You can access the Tungsten secure website 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 Network to all of my customers?

Yes. Once you are subscribed to the OB10 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?

Tungsten Network accepts any incoming data formats so you can join the network and send invoices. When you are ready to use your new software, simply advise Tungsten of the data output changes and they will make the necessary alterations to ensure a smooth transition and uninterrupted invoice delivery.

Can Tungsten offer assistance in multiple languages?

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

Tungsten also has local client services numbers for the following

countries:

Australia +61 1800035399

Austria +43 19280722

Belgium +32 24031012

Brazil +55 1149508725

Denmark +45 80885818

Finland +358 800118871

France +33 170708109

Germany +49 69222220293

Ireland +353 12477710

Italy +39 0236006341

Malaysia +60 1800813158

Mexico +52 5547411483

Netherlands +31 207121386

North America +1 877 752 0900

New Zealand +64 800448121

Norway +47 21611557

Poland +48 223971851

Portugal +35 1800814549

Singapore +65 8001204757

South Africa +27 105008826

Spain +34 914141473

Sweden +46 850578454

Switzerland +41 445801466

UK +44 870 165 7430

US Government +1 877 489 6135

Other APAC Countries +60 3 920 77877

Buyer Support numbers

EU +44 20 7406 5568

US +1 770 698 2961

Is there further information available on the Tungsten service?

Yes, please visit www.tungsten-network.com/DSW
