

Kraft Heinz e-Invoicing Tungsten Guide



Overview: Use this guide to help register with Tungsten, check invoice statuses, and troubleshoot issues.

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Step 1

Go to the Tungsten [registration page, linked here](#). Select **Account Type**, enter your email and click **Start Registration**.

Step 2

Select your **Country** and enter your Business Name in the **Company Search** field. When typing in the system will give you suggestion, otherwise click on **Enter Details Manually** to continue.

enter details manually.'"/>

Step 3

Fill in your company information as shown below. Click **Next**.

Note: If your **Taxpayer ID** is already being used, this field will become red. Contact [Tungsten Supplier support team](#).

Step 4

You are now registered and will need verify by clicking on the verification link emailed to you.

Step 5

Once you verify, you will set up 2-step verification either by app or by text (shown here).

Step 6

When you log-in it will go through a 2-step login process either by app or text (shown here).

1 Log into [Tungsten portal](#)

2 In the portal page, go to **Customers > Connect with a customer**
a. Add the relevant Kraft Heinz Account number (found in the table) in the **Find your customers** tab

Account Number	Company Name	Country
AAA728420464	Kraft Heinz Foods Company	United States
AAA281848820	Kraft Heinz Canada ULC	Canada

3 Attach a current invoice copy that contains the remit to address.

Once the Kraft Heinz team approves the connection, you will be notified via email. You are now ready to submit your invoices via the Tungsten network.

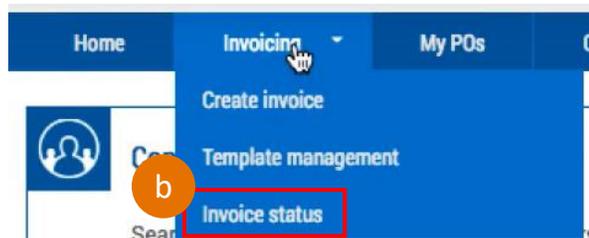
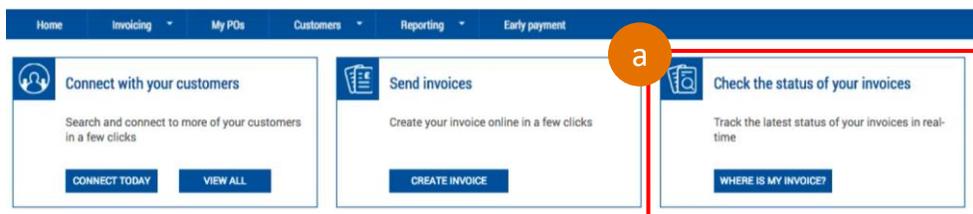
[Click here](#) for Tungsten video demonstration

Example of an invoice in Tungsten

- 1 Log into [Tungsten portal](#)
 - a. Click Check the status of your invoices tile

OR

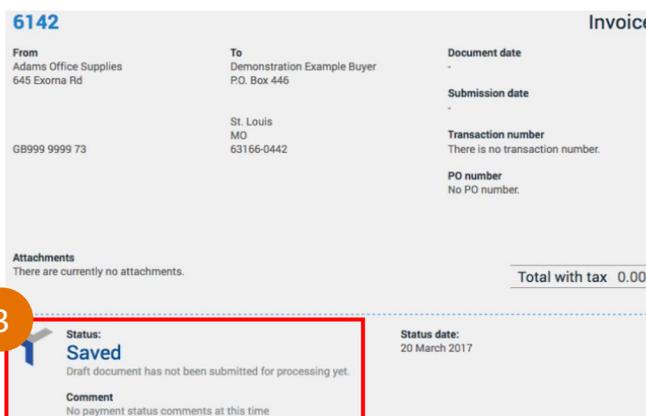
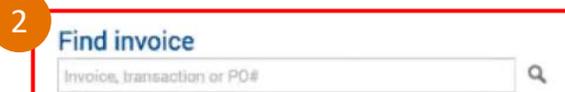
- b. On the main menu bar click Invoicing > Invoice Status



- 2 Find invoice by typing in PO, transaction number, or invoice title. You can search using partial numbers but must add * at the end ie: FR9*

Invoice status

Access the latest information about your invoice, including what happens next.



- 3 Invoice Status will be at the bottom of the invoice.

Accepted

The invoice has been processed successfully and is awaiting delivery to Kraft

Failed

The invoice has failed validation. [Click here](#) to find your reason and action needed. [Contact Tungsten](#) for further support.

Rejected

Kraft Heinz has rejected your invoice. [Submit a HelpDesk](#) ticket for support.

Exception – In Progress

Your invoice may be pending approval for good receipts, quantity, price, or item that does not match the PO

Received

Kraft has received your invoice and initiated the approval review process

Approval

Kraft have approved your invoice for payment. The payment will be transferred on the mentioned due date

Paid

Your invoice has been paid by Kraft

What does my status mean?

[Click here](#) for Tungsten video demonstration

Failure Reason	Required Action
<p>The PO number referenced in your invoice does not exist in the Tungsten Network database. Please either correct the PO number, or if it is correct, please contact your customer to confirm the PO is communicated to Tungsten.</p>	<p>This error means that the PO has either not been uploaded by Kraft Heinz in Tungsten yet, or you have entered an incorrect PO number. Please reach out to Kraft Heinz AP Helpdesk by emailing KraftHeinzPurchaseToPay.NA@kraftheinz.com</p>
<p>The PO number referenced in your invoice is outside of the range used by your customer. Please ensure you are invoicing the correct buyer entity, correct the PO number</p>	<p>This error means that the PO number provided is not within the approved range by Kraft Heinz. Please check the PO number again and if you are not sure that this is the correct PO number format, please reach out to your relevant Kraft Heinz contact that can confirm this. Please verify the information, correct the data and resubmit the invoice to Tungsten with the correct PO number.</p>
<p>Mandatory Remit To information missing from invoice</p>	<p>Kraft Heinz requires that the remit to details are always populated on the invoices. Please check from the Tungsten Portal if you have not updated those, section: Your account – Remit details.</p>
<p>PO Number Blank / Missing Contact Email Address</p>	<p>If you are a non-PO supplier, you should always provide a valid Kraft email address on your invoices of the Kraft sourcing contact that you are working with.</p>
<p>An Undetermined Error has occurred: This needs to be investigated by Tungsten Network Support. Please raise a support ticket for this problem, referencing the error and the invoice number.</p>	<p>This error needs to be investigated by Tungsten Network Support. Please raise a support ticket for this problem, referencing the error and the invoice number.</p>
<p>Invoice does not add up: either the sum of the line totals does not equal the net total; the sum of the line tax amounts does not equal the tax total; or the sum of the net total and the tax total does not equal the invoice total. Please check the amounts you have used and correct them. If you need additional help, please raise a support ticket for this problem referencing the error and the invoice number.</p>	<p>This error indicates that either the sum of the line totals does not equal the net total; the sum of the line tax amounts does not equal the tax total; or the sum of the net total and the tax total does not equal the invoice total. Please check the amounts you have used, correct them and resend your invoice to Tungsten. If you need additional help, please raise a support ticket for this problem referencing the error and the invoice number.</p>

Failure Reason	Required Action
<p>Relationship not set-up: The customer you are sending your invoice to has not set-up a relationship with your account. Please raise a support ticket and we will verify with your customer that the relationship should be set-up and we will notify you when this has been done. Please reference the invoice number when you raise the ticket.</p>	<p>This error indicates that you are trying to submit an invoice to a Kraft entity you are not currently connected to in Tungsten system. Please raise a support ticket and Tungsten will verify with your customer that the relationship should be set-up and will notify you when this has been done. Please reference the invoice number when you raise the ticket.</p>
<p>Total amount cannot be negative</p>	<p>This error indicates that you are providing a negative total amount of your invoice which is not acceptable. Please correct the data and resubmit the invoice.</p>
<p>PO Line Numbers may contain only numeric characters</p>	<p>This error indicates that in the field for "PO line-item number" you have provided characters different from digits. These might be letters, hyphens, etc. which is incorrect. The PO line-item number should always be a number and nothing else. Please correct the data and resend your invoices to Tungsten.</p>
<p>Invalid Year for Invoice Date or Tax Point Date</p>	<p>This error indicates that the invoice date format used is not recognized. Please check the format and change it if necessary. If the format looks okay, please raise a support ticket and provide the invoice number and the reason why you believe the data is still correct.</p>
<p>Mandatory field Invoice Details is empty</p>	<p>This error indicates that the invoice details data is missing from your invoice. Please add the relevant data and resubmit the invoice to Tungsten.</p>

1



- A. [Log into the Tungsten Portal](#) to submit a ticket. Click on *Help & Support > Create Ticket*. **DO NOT** respond to the email notification. Provide all responses and updates in the Tungsten Portal only.
- B. To submit a ticket, without logging in, [click here](#). Please have your account number ready.

A

B

2



Email KraftHeinz for support with **Rejected Invoices**:
KraftHeinzPurchaseToPay.NA@kraftheinz.com

Please include your invoice number.

3



Find Tungsten support numbers for all countries, [click here](#).

Our team is here to help.

Country	Local Number
United States	+1 (470) 305 4896 <i>For questions related to the Tungsten Network portal, please press option 2</i>
Australia	+61 25 565 4716 <i>If you are Existing supplier, please select option "2" from 9am - 7pm AET</i>

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For Tungsten video tutorials, [click here](#).
For articles, [click here](#).

Home > All Videos

How to connect to your Buyers?

Duration: 3:18
Before sending an Invoice, you must be approved by your client.

How to create an account?

Duration: 2:04
This video will allow you to create an account in 2 minutes.

How to update your bank details?

Duration: 2:16
Set your bank details depending on your client or currency.

How to update your company details?

Duration: 1:50
Company name, address, VAT registration, and Fiscal Representative.