

Contents

SUPPLIER PORTAL	3
What is Supplier Portal?.....	3
Key Features.....	3
General Information (No Registration Required)	3
Invoice/Payment Tracking (Registration Required).....	3
Important Notes.....	4
Quick Links	4
ARAVO PORTAL	5
What is Aravo?	5
Aravo Primary Email.....	5
Aravo Navigation.....	5
HomeTab.....	5
Tasks Tab.....	6
Profile Tab	7
How to Complete a Pending Vendor Task	7
How to Reset Aravo Username and Password	8
MULTI – FACTOR AUTHENTICATION	9
COUPA E-INVOICING	10
What is the Coupa?.....	10
What is Coupa Supplier Portal	10
Benefits of Coupa E-Invoicing	10
How to get started?	10
Manage CSP Account	10
Invoice Creation	11
Monitoring Your Invoice Status	11
Monitoring Invoice Payment	11
Invoice Payment Questions	12
TUNGSTEN E-INVOICING	13
What is the Tungsten?	13
Benefits of Tungsten E-Invoicing.....	13

Tungsten E-Invoicing Solutions	13
Tungsten Pricing Per Market.....	14
Tungsten Registration	14
Connect to a P&G Legal Entity Account.....	17
Create Invoice via Webform	19
Check Invoice Transmission Status	24
P&G Chat Support.....	27
Next Steps for Suppliers	28

SUPPLIER PORTAL

What is Supplier Portal?

The Supplier Portal is a global reporting and information source for all valued current and potential suppliers of Procter & Gamble (P&G). It is a tool by which P&G continues to strengthen its relationship with its suppliers, who play a vital role in helping us deliver products and services of superior quality and value to the world's consumers.

Key Features

General Information (No Registration Required)

- ✓ Venue to submit product/service proposal to become a new supplier (Become Supplier tab)
- ✓ Holds relevant information for Purchase Order Management, Invoicing, and Payment Processes (Tools & Services tab)
- ✓ Under '[Invoicing](#)' section, you can check the specific invoicing requirements per country. Just choose the region and the specific country receiving your goods/service from the map provided.
- ✓ Use [Simple Invoice Status](#) to check the basic status of a single invoice without logging on to P&G's supplier portal.

Invoice/Payment Tracking (Registration Required)

Track your invoices and payments anytime, anywhere, for free. Available in 9 languages!

- ✓ [Invoice Status](#)
 - get visibility on all your unpaid and paid invoices
 - find fast what matters most (search by invoice number or date range or PO number- filter results by text-show invoices that need your attention)
 - learn why your invoices have been rejected
 - find a missing invoice with the help of Robie, the bot
 - request expert support from within the app
- ✓ [My Vendor Codes](#):
 - get visibility on all vendors you are linked to
 - link yourself to all P&G vendors that are part of your company
 - see who in your company has access to Supplier Portal
 - grant/remove access to a colleague
 - check your vendor data details and trigger changes as needed
- ✓ [Subscribe](#):
 - subscribe to automatically receive reports of your paid and unpaid invoices
- ✓ [Payments Report](#):
 - find payments that P&G made to you

Important Notes

- ! If the invoice you are looking for was not found, it could be due to one of the following reasons:
 - The invoice might still be in transit**
If the invoice was sent via postal services, then it can take up to 10 calendar days until the invoice gets recorded in P&G's Account Payable System. Learn about all your options on how to send an invoice [here](#)
 - The invoice was paid more than 24 months ago**
We do not store in Portal invoices received more than 2 years ago.
 - The invoice was entered in our system with a different reference number from yours**
Do not give up your search. Run a further search by Vendor Number or Order Number to find it within the Invoice Status APP
 - The invoice was processed by Coupa**
Invoices that are processed in Coupa become visible here only once they are ready to be paid. Until then they must be tracked in Coupa.
 - The paper invoice may have been lost**
If you believe this happened, then please reach out to our help resources within the Invoice Status APP.

Quick Links

Access the portal now? Go to <http://pgsupplier.com/>

Want to **Register to the Supplier Portal**? Follow this [link](#)

For other quick guides, go to <https://pgsupplier.com/track-invoice-and-payments>

ARAVO PORTAL

What is Aravo?

Aravo is the platform where all vendor registration and maintenance are made. This serves as the database of your company profile where suppliers may manage their company information including contact details, company address, bank information, etc.

Aravo Primary Email

Only one (1) supplier representative will be given username and password to access Aravo. That person will be your **Aravo Primary Email**.

Other email address maintained in your company profile (RTV, PUR, EINVOICE, OTHER) will not have access to update information in Aravo.

Aravo username and passwords may not be used in other P&G platforms such as P&G Supplier Portal and Coupa.

Aravo Navigation

HomeTab

The **Home Tab** is where you may raise self-service updates. This means that you may initiate changes to their company profile without the intervention of any P&G contact.

PROCTER & GAMBLE (STAGING) THIRD PARTY PORTAL FRANZ FLORES | Logout

Home Tasks Profile

Welcome, FRANZ FLORES
Your last login was Mon Aug 02 12:21:55 CDT 2021

Welcome to P&G's Third Party Portal

You now have access to (1) Respond to surveys initiated by P&G (**check your Tasks below**). (2) Proactively update your own data at any time as per your company needs and, (3) Manage your login ID and password.

Do you need help? [Click here for live support.](#)

Actions

- Update Banking and Payment
- Update General Information
- Update Primary Contact Info
- Update Tax and Withholding Tax

Tasks

You have no open tasks.

Contact Information

FRANZ FLORES
NEW SUPPLIER TEST 012021
EMAIL: tom.pg.lester@gmail.com

[Support Contacts](#)

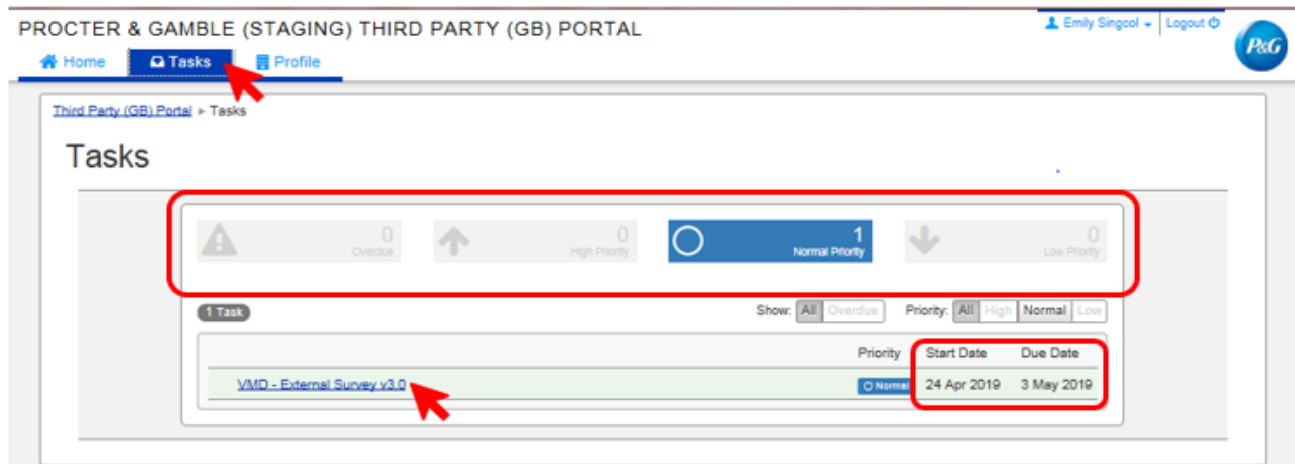
Request Types

- **Update Banking and Payment** – Add, update or delete bank account information
- **Update General Information** – Update company name, address, contact number and additional contacts except primary contact information
- **Update Tax and Withholding Tax** – Update tax and withholding tax information and documents
- **Update Primary contact** – Update the primary contact email only

Tasks Tab

The **Tasks tab** is where you may find links to the open surveys requiring action. Survey may be a **Vendor Master Data survey** and/or **Risk Assessment survey**.

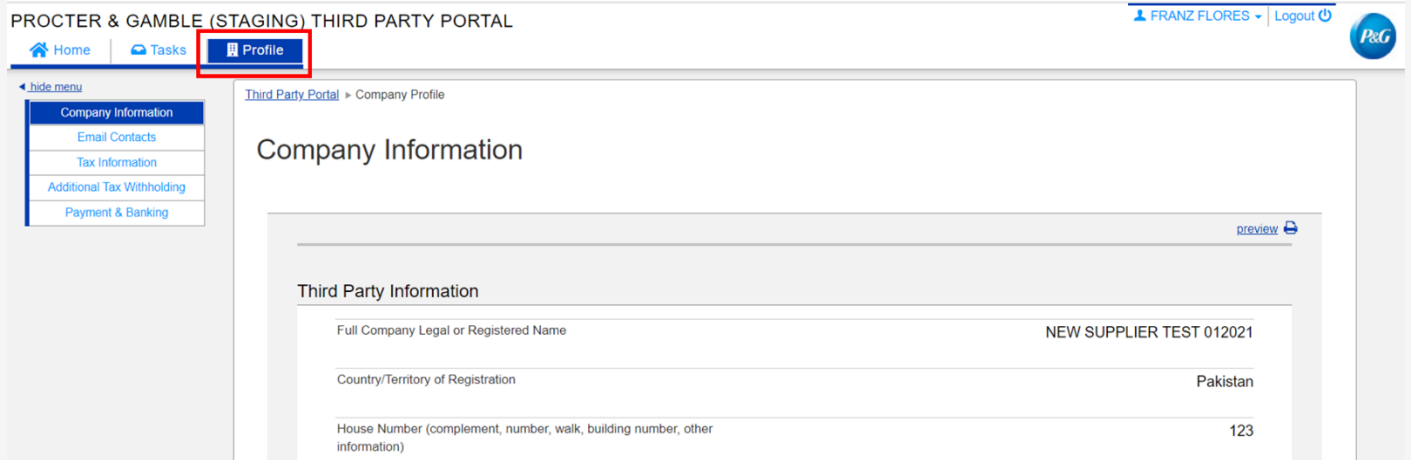
The Start Date, Due Date, and Priority level for each survey are also shown.



- For requests that have multiple surveys (vendor surveys and risk assessment surveys), you may check the level of priority of each survey that requires your action.
- A link to the survey will be shown. Click the link and complete the survey.

Profile Tab

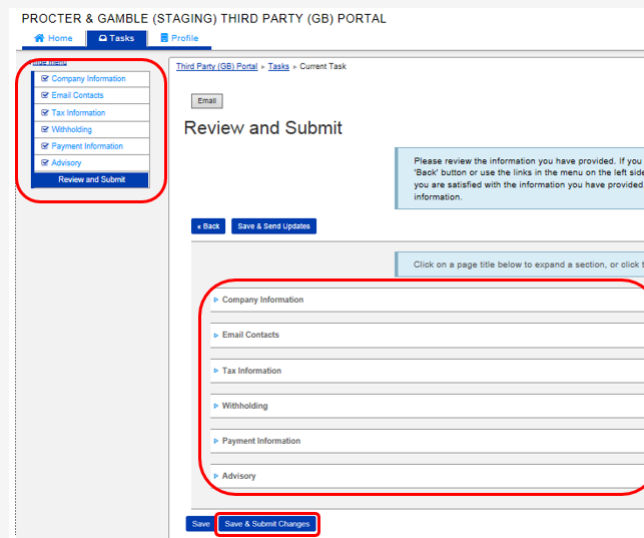
The **Profile Tab** is where you may review your company information currently maintained in the P&G systems. If you need to make changes, go to Home tab, and select the appropriate action.



How to Complete a Pending Vendor Task

To complete a survey, click the link either in the Home tab or Tasks tab. Answer all the pages representing each data category – General Information, Email Contacts, Tax and Withholding information, and Payment Information.

Once done, submit the survey form by clicking **Save and Submit Changes**. The survey will be forwarded to the P&G Master Data team for validation. Changes will reflect on your profile after the P&G Master Data team completes the validation.



MULTI – FACTOR AUTHENTICATION

For guide on Aravo MFA set-up, go to <https://pgsupplier.com/setup-and-update-profile>

COUPA E-INVOICING

What is the Coupa?

Cloud-based, user-friendly e-Procurement and supplier collaboration software which provides ONE platform, ONE environment that integrates our Sourcing, Procurement, and Invoice workflows.

What is Coupa Supplier Portal

The Coupa Supplier Portal (CSP) is an online tool that serves as the interface between the suppliers and P&G. This will include:

- Exchanging PO documents and Invoices between P&G and its suppliers
- Provide increased visibility throughout the Procure to Pay process.

Benefits of Coupa E-Invoicing

- No charge for usage of the Coupa Supplier Portal (CSP).
- Multiple options to send and receive POs and Invoices.
- End user friendliness of the CSP. Ease of invoice creation < 2 mins
- Compliant Invoicing which can be used for audit purposes. You no longer create the invoice itself. (You should NOT attach a copy of the invoice. The invoice in Coupa becomes the original invoice.)
- Up-to-date product maintained for VAT which results in having a compliant PDF which can be used for audit purposes.
- Increased visibility via the CSP (Coupa Supplier Portal) throughout the Procure to Pay process.

How to get started?

1. E-mail regional Coupa Ion and provide the following information:
 - a. P&G vendor code or complete vendor name
 - b. Primary contact's name and e-mail address
 - Asia and Africa – Chat with an Expert from Supplier Portal via [P&G Chat Support](#)
 - Europe – coupaeurope.im@pg.com
 - Americas – Chat with an Expert from Supplier Portal via [P&G Chat Support](#)
2. Wait for the invitation to join Coupa Supplier Portal from do_not_reply@supplier.coupa.com and refer to [Coupa E-invoicing Guide](#) to complete the setup.

Manage CSP Account

Only the CSP primary email address can manage account permission and can grant access to other users/colleagues. Refer to [How to Invite Additional CSP Users](#).

Invoice Creation

For P&G, there are two ways in creating a Coupa e-invoice:

- PO Flip
- Coupa Supplier Portal

You can attach all supporting documents on your Coupa E-invoice before clicking submit.

For other quick guides, go to <https://pgsupplier.com/create-invoices/einvoice>

Monitoring Your Invoice Status

On your **Coupa Supplier Portal** > **Invoices** tab, you can monitor the status of all the invoice you created.

Status	Description
Draft	The invoice has been created, but hasn't been submitted to your P&G yet.
Processing	The invoice is being processed and awaiting receipt of P&G Coupa Portal
Pending Approval	The invoice is received by P&G Coupa Portal and is on hold for AP review or by a business approver.
Disputed	The invoice has been disputed or rejected by your P&G. You will receive an email notifying you of the approver's reasons for rejecting the invoice in the Comments field. Disputed invoices cannot be edited in the CSP. A new invoice must be created with a different invoice number because Coupa will not accept duplicate invoice numbers.
Voided	There's something wrong with the PO. Contact your P&G contact to get the PO back on track.
Approved	The invoice has been accepted for payment by P&G.

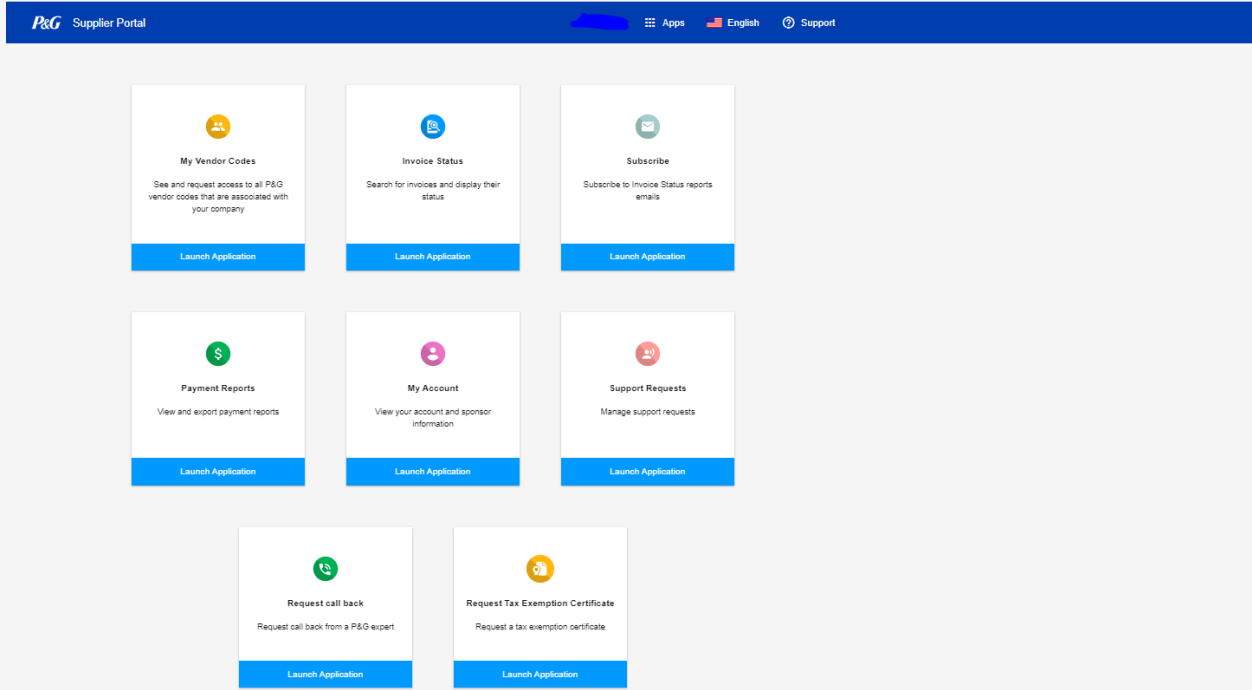
Monitoring Invoice Payment

Once your invoice is already on **approved** status, you can further monitor payment status using the P&G Supplier Portal. For other quick guides, go to <https://pgsupplier.com/track-invoice-and-payments>

Invoice Payment Questions

All invoice-related queries should be routed to the **P&G CHAT SUPPORT**:

Supplier Portal: Invoice Status application page



TUNGSTEN E-INVOICING

Considering the current global situation, sending paper invoices can be difficult for all involved - from requiring dedicated people in the office with access to printers to physically mailing invoices. To drive business continuity and offering long term solution, P&G is highly recommending the use of Tungsten to send invoices. Tungsten Solution makes invoicing faster and guarantees invoice delivery – kindly [Click Here](#) to learn more.

What is the Tungsten?

Cloud-based solution for global electronic invoicing that automates and streamlines the invoicing process and brings Buyers and Suppliers closer together, while maximizing efficiency and improving cash flow management.

Benefits of Tungsten E-Invoicing

- Prompt and guaranteed delivery - Guaranteed invoice delivery eliminating lost/misrouted paper invoices.
- Real-Time Transmission Status - Know when your invoices have reached P&G.
- Improved cash-flow management - Early invoice validation means that invoices can be approved faster.
- Secure Archiving - All your invoices are digitally signed, encrypted, and stored within the Tungsten network image archive where you can access them anytime.

Tungsten E-Invoicing Solutions

Rates Based Per Supplier Country

1. WEB FORM

- Recommended for low invoice volume
- 52 free invoices (refreshed annually)
- No annual subscription
- Send invoices through the Tungsten Portal

Costs for the Web Form

1-52 invoices per year	Free
Per invoice transaction costs for additional invoices	
Each invoice (minimum purchase of 25)	£ 1.65

2. INTEGRATED

- Recommended for high invoice volume
- 520 free invoices annually
- With annual subscription fee
- Technical setup required (ERP to Tungsten)
- Send invoices from your accounting system

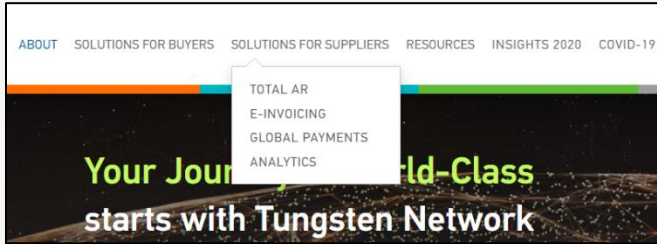
Costs for the Integrated Solution

Annual subscription*	£ 920
Per invoice transaction costs for additional invoices	
1-20 Invoices per Month	£ 0.69
21-250 Invoices per Month	£ 0.57

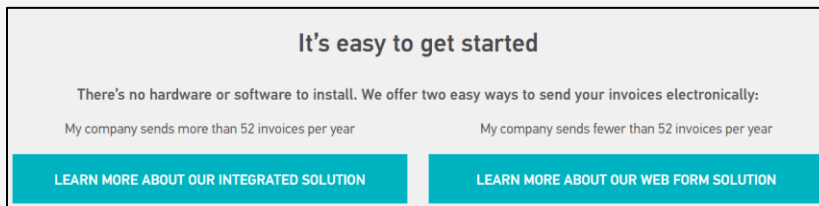
* For more details on the different Tungsten solutions, click the corresponding link - [Webform Solution](#) or [Integrated Solution](#).

Tungsten Pricing Per Market

1. Go to Solutions for Suppliers
2. Click E-Invoicing

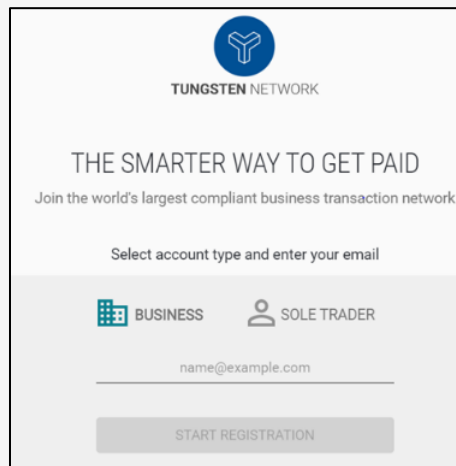


3. Scroll down to the bottom part of the page
4. Click either solution or enter your supplier country to check cost
 - Costs will be paid by supplier
 - Costs are based on supplier country
 - For Integrated Solution, you will be charged for the connection fee per P&G LE and archiving.



Tungsten Registration

1. Go to www.tungsten-network.com
2. Click Register
3. Select Account Type
 - a. Business – Company
 - b. Sole Trader – Individual



4. Enter your email address
5. Click Start Registration

**Each combination of a supplier code and VAT requires a separate Tungsten account.*

6. Search your company

7. Enter Company Information

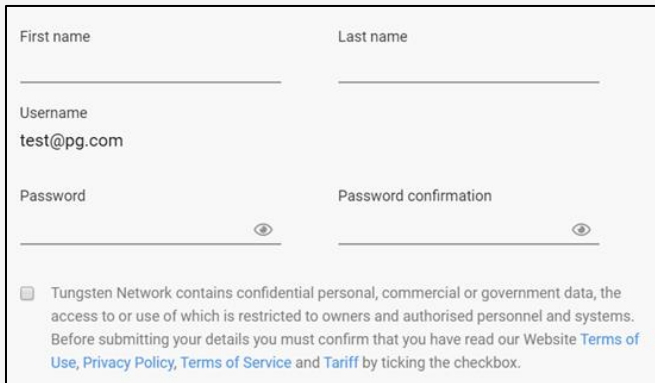
The Company details will auto-populate if your company has been pre-registered into Tungsten.



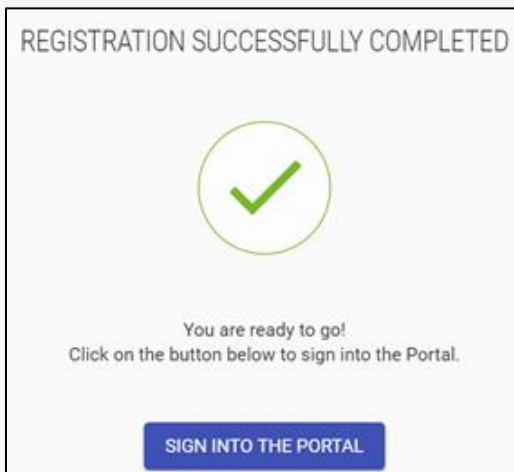
If your company is not showing in the Company Search, please click enter details manually.

Can't find your company? Search again or [enter details manually](#).

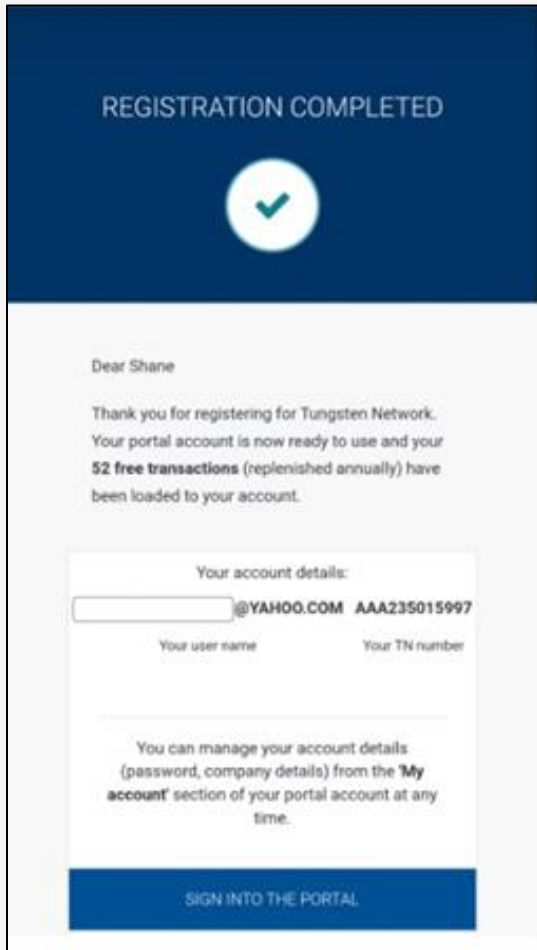
8. Enter Personal Information and click the checkbox for the Terms.



9. Click Register

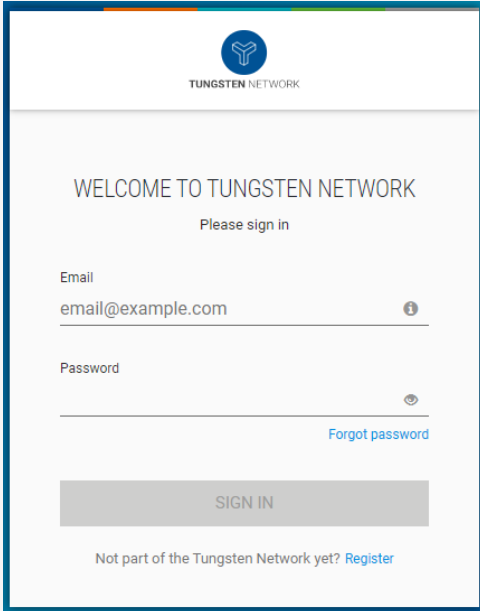


10. You will receive an email confirmation containing your TN number. The TN number is your unique identifier in the Tungsten Network.

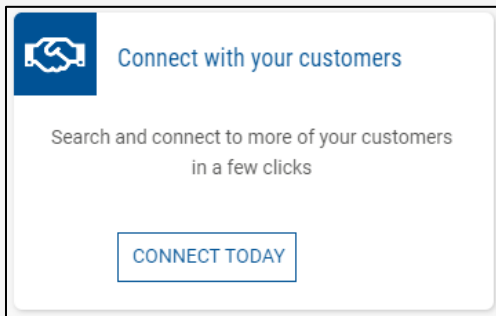


Connect to a P&G Legal Entity Account

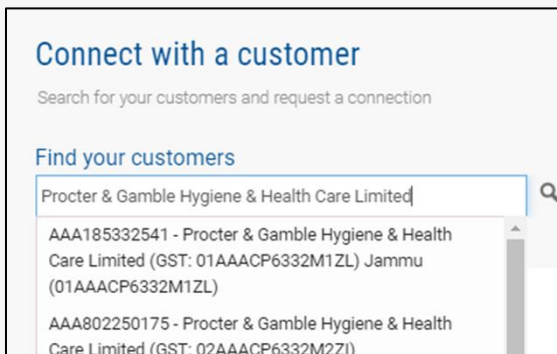
1. Go to <https://authentication.tungsten-network.com/login> and log in using your credentials.



2. Click Connect Today




3. Find a P&G LE using either the Legal Entity name or GST number. You can also refer to the AAA Tungsten account number from Supplier Portal when searching for the correct invoice solution for the transaction



Thanks!
It seems like you are a supplier based in [Singapore](#) and want to know how to invoice [Procter & Gamble Singapore Pte Ltd](#) for a delivery to [Singapore](#). Your P&G order number does not start with 8.

Submit your invoice via:



- ✓ You don't have to pay anything for the first 52 invoices/year
- ✓ You can create the invoices in few clicks
- ✓ Your payment will be processed more quickly

Steps:

- 1 Sign Up or Log In to [Tungsten](#)
- 2 Click on "Customers" tab
- 3 Connect [Procter & Gamble Singapore Pte Ltd](#) to your account using the TN (AAA) number **AAAS44729163**
- 4 Click on "Invoices" tab
- 5 Create your invoice

[I CANNOT USE TUNGSTEN](#)

4. Verify the selected P&G LE and enter your supplier code.

Connect with a customer
Search for your customers and request a connection

Find your customers

AAA020083291 - Procter & Gamble Hygiene & Health Care Limited (GST: 18AAACP6332M1Z6) Assam (18AAACP6332M1Z6)

You have selected:

Company Name:	Procter&Gamble Hygiene&Health Care Limited (GST:37AAACP6332M1Z6) ANDHRA PRADESH
Vat/Tax Number:	37AAACP6332M1Z6
Country:	India
TN Number:	AAA921919973

[View group](#)
This account is part of a group. This option allows you to select additional accounts to the one shown above.

SHOW GROUP

Vendor Code ?

Customer relationships

Detergent SA – P&G TEST	AAA923064828
Modern Products Company - P&G TEST	AAA755912060
P&G (Manufacturing) Ireland Limited - P&G TEST	AAA460226277
P&G Paper Products Co - P&G TEST	AAA120580592
Procter & Gamble Hygiene & Health Care Limited (GST: 10AAACP6332M1ZM) – P&G TEST	AAA257396788
Procter & Gamble Hygiene & Health Care Limited	AAA210840245

* Ensure to provide the correct vendor code as it is important to establish connection.

- Click Connect to complete the request for LE connection. To facilitate verification, upload supporting documents such as **(a)** Sample P&G Purchase Order or **(b)** Sample invoice
*A ticket will be created for the connection request. Once completed, you will receive an email confirmation.

Please [Click Here](#) to watch the video and link to download the quick guide.

Create Invoice via Webform

- Go to www.tungsten-network.com
- Click Create Invoice

Send invoices

Create your invoice online in a few clicks

CREATE INVOICE

- Click Please Select under the Customer field to choose the P&G LE you wish to create an invoice for

Create invoice

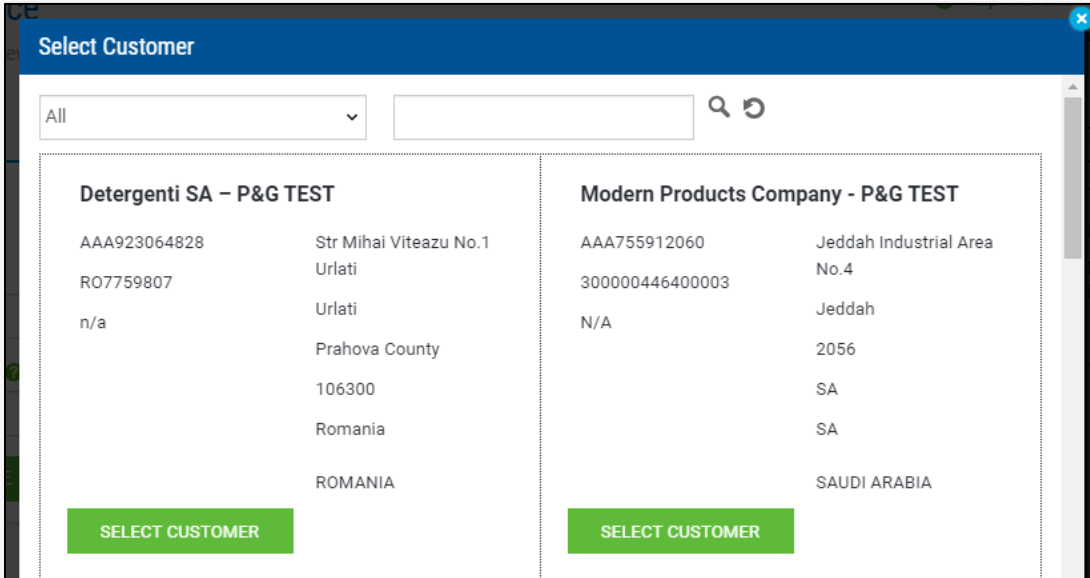
Create or update a new invoice or credit note

New invoice

Customer*

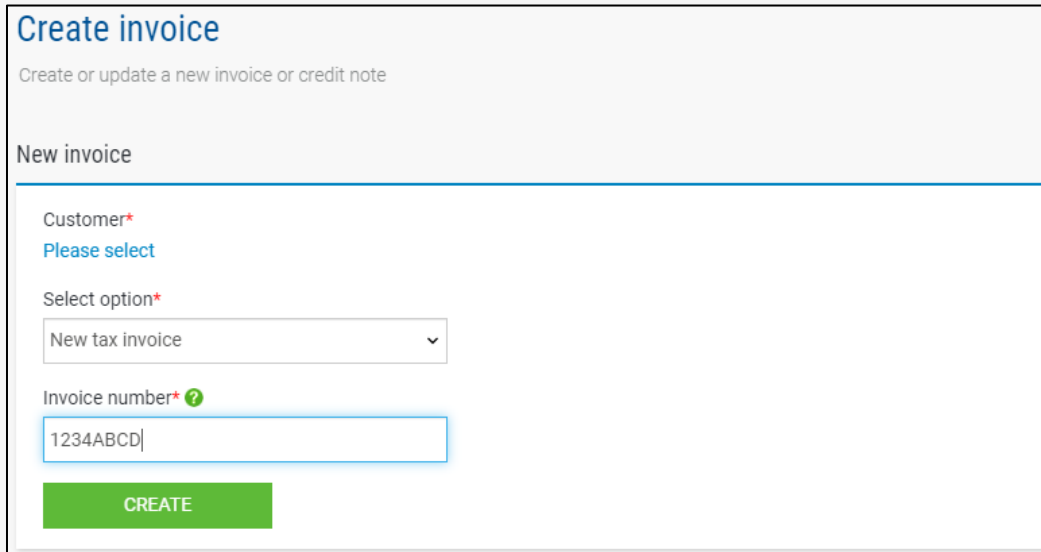
Please select

- Select New tax invoice from the dropdown and enter the invoice number.



Detergenti SA – P&G TEST		Modern Products Company - P&G TEST	
AAA923064828	Str Mihai Viteazu No.1	AAA755912060	Jeddah Industrial Area
RO7759807	Urlati	300000446400003	No.4
n/a	Urlati	N/A	Jeddah
	Prahova County		2056
	106300		SA
	Romania		SA
	ROMANIA		SAUDI ARABIA

- Click Create.



Create invoice
Create or update a new invoice or credit note

New invoice

Customer*
Please select

Select option*
New tax invoice

Invoice number* ?
1234ABCD

CREATE

6. Enter details under Your details section.

Tax invoice #: 1234ABCD

Your details

<p>Your name ?</p> <input type="text" value="Start typing to search"/> + <p>Your tel</p> <input type="text"/> <p>Your email</p> <input type="text"/>	<p>INDIA VENDOR TEST</p> <p>95 GANPATRAO KADAM MARG</p> <p>Mumbai</p> <p>Maharashtra (27)</p> <p>400013</p> <p>INDIA</p> <p>GSTIN 99ABCDE9999AXZX</p> <p>Sending goods from a different address than the invoice address?</p> <p>No - They're the same ?</p>
---	--

**This is set to NO by default. Only select YES if the company address is not the same as the address where the goods will be coming from.*

7. Complete the invoice creation by entering mandatory information.
8. For PO-based invoice, ensure to provide the PO number in the correct format; otherwise, invoice will be returned.

Invoice details

<p>Invoice number* 1234ABCD ✕</p> <p>Document type Tax invoice</p> <p>Invoice content type* ? Goods Invoice ▼</p> <p>Invoice date* ? 26-04-2020 📅</p> <p>Tax point date ? 26-04-2020 📅</p> <p>Advance payment date ? <input type="text"/> 📅</p> <p>Payment due date ? <input type="text"/> 📅</p> <p>Delivery date ? <input type="text"/> 📅</p> <p>Currency* ? Indian Rupee ▼</p> <p>Purchase order (PO) number ? <input type="text"/></p>	<div style="background-color: #004a99; color: white; padding: 10px; border-radius: 10px; width: fit-content;"> <p>Enter the PO number in the following format. Refer to your PO copy.</p> <p>F6P4500034567 GBP4500034567 G4P4500034567</p> </div>
---	---

- If non-PO, enter information under Who are you invoicing section. The person to be indicated should be your P&G contact person for the transaction. This person will be the approver of your E-invoice submitted to P&G.

Who you are invoicing

Name ✔

 +

Detergenti SA – P&G TEST

Str Mihai Viteazu No.1 Urlati

Urlati

Prahova County

106300

Romania

ROMANIA

GSTIN RO7759807

Sending goods to a different address than the invoice address?

No - They're the same ✔

+ [Click here for additional header fields such as Delivery/GRN number, Cost centre etc](#)

- Complete the Invoice Items section and click Save Line item.

Invoice items

Sample for **SERVICES**

Line item type ✔

Insurance ▼

Description

Quantity	Price ✔	
<input type="text" value="1.000"/>	<input type="text" value="0.00000"/>	
Service delivery start date	Service delivery end date	
<input type="text"/>	<input type="text"/>	
Tax type*	Tax rate	Tax amount ✔
Please select ▼	<input type="text" value="0.0000"/>	<input type="text" value="0.00"/>
Please select ▼	<input type="text" value="0.0000"/>	<input type="text" value="0.00"/>
Please select ▼	<input type="text" value="0.0000"/>	<input type="text" value="0.00"/>

SAVE LINE ITEM CANCEL

Line amount	0.00
Tax	0.00
Total	0.00

Page 22 | 28

11. Complete the following link if you need to provide additional information.

Sample for **GOODS**

Invoice Items

Line item type ?
Goods

HSN Code* ?
Start typing to search

Product description* ?
Start typing to search +

Unit* ? Quantity* ?
Please select 1.000

Price* ?
0.00000

Tax type* ? Tax rate
Please select 0.0000

Tax amount ?
Please select 0.0000
0.00

Please select 0.0000
0.00

+ Click here for additional line level information such as PO/Delivery details, discounts, and other additional information

Line amount 0.00

Discount 0.00

Tax 0.00

Total 0.00

SAVE LINE ITEM
CANCEL

+ Click here for additional line level information such as PO/Delivery details, discounts, and other additional information

PO number ? PO line number ?

Delivery note number ?

Delivery start date ? Delivery end date ?

The fields below have been added by your buyer.

GL number ? Cost centre

Part category ? Part number
European Article Number

Discount ?

Discount % ?

Line amount 0.00

Discount 0.00

Tax 0.00

Total 0.00

SAVE LINE ITEM
CANCEL

12. If you need to add another line item, click **Add** and complete the information. Otherwise, proceed to the next step.

Invoice items

Item	Quantity / Unit	Price	Line amount	Total
01 4202.11.50 - Executive cases	11,10,000 / Each	23.00000	2,55,30,000.00	2,55,30,000.00

✓
Invoice saved

ADD

13. Upload attachment as needed. Kindly note of the guidelines for the accepted attachment.

Additional information

Attachments ?

SELECT AND UPLOAD

File types we accept ?

Your customer allows a maximum of 1 attachments.
The maximum file upload size is 12 MB.

Please note that the digitally signed pdf created by Tungsten Network will be the legal invoice document.

In order to avoid any tax risk at audit, please do not attach any duplicate invoices.

In case attachments are necessary please ensure they are clearly marked as "copy and not for tax purposes".

- The Bank account you entered upon completion of your profile will appear below. If you have multiple bank accounts, select only one account where you intend the invoice payment to be credited.

***Remit to* details**

<p>*Remit to* address</p>	<p>*Remit to* bank ✔</p> <p>Bank name: CITI BANK</p> <p>Sort code:</p> <p>Bank account number: 9999999999</p> <p>Account name: India Testing</p> <p style="text-align: center; color: blue; font-size: small;">Manage default settings</p>
---------------------------	--

- Review the invoice details and amount.

Summary

	Tax invoice (INR)
Total net	99,999.00
Total tax	0.00
	Undo changes
Total gross	99,999.00

Re-use it for succeeding invoices. Simply change relevant details as applicable (Invoice number, PO etc.)

SAVE AS TEMPLATE

SAVE

PREVIEW

SEND


View the proforma invoice to be generated and transmitted to P&G.

Transmit the invoice once you are ready.

Please [Click Here](#) to watch the video and link to download the quick guide.

Check Invoice Transmission Status

- Click Where Is My Invoice?



Check the status of your invoices

Track the latest status of your invoices
in real-time

WHERE IS MY INVOICE?

2. Enter the invoice number in the Find Invoice field.

Invoice status

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

Find invoice ?

🔍

3. A pie chart will present the transmission status of all your invoices.

With Buyer
Invoice was transmitted to P&G

In Error
Transmission to P&G failed due to the following reasons:

- Vendor code was not indicated during the P&G LE connection process
- PO number was entered in the wrong format
- Duplicate invoice number

You are currently viewing tracked invoices. Tracked invoices are younger than 90 days. You may mark them as untracked if you no longer want them to appear in this list or if you wish to suppress notifications of them. Invoices older than 90 days are available through reporting.

Tracked - Last 90 days
▼

How it works

As we receive status information from some buyers but not others, invoices can follow different workflows. This page shows your recent invoices, allowing you to understand what happens next.

- **With Tungsten Network**
Invoices in this category await buyer status updates.
- **With buyer**
- **In error**

Failed: 3 (0.00%)

In error

With buyer

Delivered: 27 (90.00%)

If your invoice fails to reach the next step then it will be one of the following states:

- Failed**
Tungsten Network attempted to process your invoice but it failed to pass our validation checks.
- On hold**
Your invoice is on hold pending the completion of a standard approval process activity by your customer. No action is required by you at this time.
- Exception**
Your customer has indicated that there may be a problem with this invoice and is investigating.
- Rejected**
The buyer has rejected your invoice.

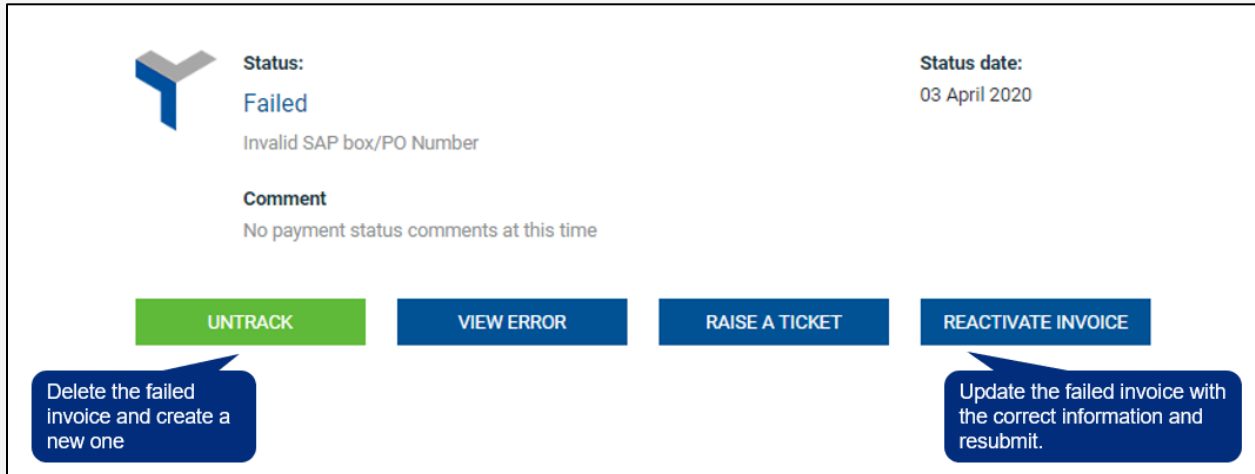
RESET

4. A list of all invoice transmission status is also shown below.

Document type	Document number	Document date	Customer	Amount	Submission date	Latest update	Status	View details	
Tax invoice	Logis123	14-04-2020	Detergenti SA - P&G TEST	20430.00	14-04-2020	14-04-2020	Delivered		<input type="checkbox"/>
Tax invoice	IndiaISD2	13-04-2020	Procter & Gamble Hygiene & Health Care Limited (GST: 10AAACP6332M1ZM) - P&G TEST	10000.00	13-04-2020	13-04-2020	Failed		<input type="checkbox"/>
Tax invoice	TESTIN0407	07-04-2020	Procter & Gamble Hygiene & Health Care Limited (GST: 10AAACP6332M1ZM) - P&G TEST	10.00	07-04-2020	07-04-2020	Delivered		<input type="checkbox"/>
Tax invoice	TESTINDIA	03-04-2020	Modern Products Company - P&G TEST	110010.00	03-04-2020	03-04-2020	Failed		<input type="checkbox"/>
Tax invoice	RCB1234-0401	01-04-2020	Procter & Gamble Hygiene & Health Care Limited (GST: 10AAACP6332M1ZM) - P&G TEST	1323600.00	01-04-2020	01-04-2020	Delivered		<input type="checkbox"/>
Tax invoice	G4PSA01	01-04-2020	Modern Products Company - P&G TEST	100.00	01-04-2020	01-04-2020	Delivered		<input type="checkbox"/>

5. Under the View details column, click the document icon beside each Failed invoice to view the invoice and the error.

6. If you have issued the invoice with incorrect details, you may click either:



The screenshot shows a failed invoice status page. At the top left is the Tungsten logo. To its right, the status is 'Failed' with the reason 'Invalid SAP box/PO Number'. The status date is '03 April 2020'. Below this, a comment section states 'No payment status comments at this time'. At the bottom, there are four buttons: 'UNTRACK' (green), 'VIEW ERROR' (blue), 'RAISE A TICKET' (blue), and 'REACTIVATE INVOICE' (blue). Two callout boxes provide instructions: one for 'UNTRACK' says 'Delete the failed invoice and create a new one', and one for 'REACTIVATE INVOICE' says 'Update the failed invoice with the correct information and resubmit.'

Please [Click Here](#) to watch the video and link to download the quick guide.

For other quick guides, go to <https://pgsupplier.com/create-invoices/einvoice>

Tungsten Direct Links: [Tutorials](#) and [FAQs](#)

Further Questions on Tungsten Supplier Portal? [Call Tungsten](#)

For other queries on invoice status and P&G-related questions: [CHAT SUPPORT](#)

P&G Chat Support

Directly chat a live assistant for any concerns or questions regarding P&G transactions.

- Fast and Real Time
- Easy and Convenient
- Save Time

For Invoice-related queries, check invoice status application page in P&G Supplier Portal.

P&G Supplier Portal Chat Support: [Click Here](#)

For general queries, check Aravo login page.

Aravo Chat Support: [Click Here](#)

Next Steps for Suppliers

1. Register to the **P&G Supplier Portal** to have access to the P&G Chat Support and the Invoice Status applications.
2. Ensure that **Aravo** profile and primary email are updated.
3. Set up MFA for P&G Supplier Portal and Aravo
4. If qualified for **Coupa** E-invoicing, link your account to P&G Coupa Supplier Portal by sending the required information to the regional Coupa Ions.
5. If qualified for **Tungsten** E-invoicing, register to Tungsten via <https://portal.tungsten-network.com/mvc/registration>
6. Reach out to the **P&G Chat Support** for additional concerns.