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
Home Tab ..................................................................................................................................... 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
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tungsten E-Invoicing Solutions</td>
<td>13</td>
</tr>
<tr>
<td>Tungsten Pricing Per Market</td>
<td>14</td>
</tr>
<tr>
<td>Tungsten Registration</td>
<td>14</td>
</tr>
<tr>
<td>Connect to a P&amp;G Legal Entity Account</td>
<td>17</td>
</tr>
<tr>
<td>Create Invoice via Webform</td>
<td>19</td>
</tr>
<tr>
<td>Check Invoice Transmission Status</td>
<td>24</td>
</tr>
<tr>
<td>P&amp;G Chat Support</td>
<td>27</td>
</tr>
<tr>
<td>Next Steps for Suppliers</td>
<td>28</td>
</tr>
</tbody>
</table>
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/](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](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

Home Tab

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.
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.
How to Reset Aravo Username and Password

**Reset Aravo Username**

**Step 1:** Go to ARAVO
https://pg.aravo.com/aems/login.do

Click “Need help accessing your account?”

**Step 2:** Select Forgot Username > Click Continue

**Step 3:** Input the email address of the primary email contact and click “Send”. An email containing the username will be sent to the primary email contact. Please wait for a few minutes to receive the email.

**Reset Aravo Password**

**Step 1:** Go to ARAVO
https://pg.aravo.com/aems/login.do

Click “Need help accessing your account?”

**Step 2:** Select Forgot Password > Click Continue

**Step 3:** Input your Username.

**Step 4:** Open email sent by pg@aravo.com with subject Aravo Password Request.

Click the link to set a new password

The password reset link may only be used once and expires in 15 minutes. Navigating to a password reset link that contains an already used or expired token result in a redirect to an Invalid Link error page.

**Step 5:** Nominate and confirm your new password.

Once password is updated, you may now go back to the ARAVO Login Page and enter your NEW set of Username and Password.
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, IMEA – coupaasia.im@pg.com
      - Europe – coupaeurope.im@pg.com
      - US, CA – raise via P&G Chat Support
2. Wait for the invitation link on the e-mail address and set-up your account

Manage CSP Account
The CSP primary email address can manage account permission and can grant access to other users/colleagues.
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.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draft</td>
<td>The invoice has been created, but hasn't been submitted to your P&amp;G yet.</td>
</tr>
<tr>
<td>Processing</td>
<td>The invoice is being processed and awaiting receipt of P&amp;G Coupa Portal</td>
</tr>
<tr>
<td>Pending Approval</td>
<td>The invoice is received by P&amp;G Coupa Portal and is on hold for AP review or by a business approver.</td>
</tr>
<tr>
<td>Disputed</td>
<td>The invoice has been disputed or rejected by your P&amp;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.</td>
</tr>
<tr>
<td>Voided</td>
<td>There's something wrong with the PO. Contact your P&amp;G contact to get the PO back on track.</td>
</tr>
<tr>
<td>Approved</td>
<td>The invoice has been accepted for payment by P&amp;G.</td>
</tr>
</tbody>
</table>

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

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

* 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.

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.
Dear Shane,

Thank you for registering for Tungsten Network. Your portal account is now ready to use and your **52 free transactions** (replenished annually) have been loaded to your account.

**Your account details:**

- **@YAHOO.COM**  AAA235015997

  - Your user name
  - Your TN number

You can manage your account details (password, company details) from the "My account" section of your portal account at any time.

SIGN INTO THE PORTAL
Connect to a P&G Legal Entity Account


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.
4. Verify the selected P&G LE and enter your supplier code.
* Ensure to provide the correct vendor code as it is important to establish connection.

5. 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
1. Go to www.tungsten-network.com
2. Click Create Invoice

3. Click Please Select under the Customer field to choose the P&G LE you wish to create an invoice for
4. Select New tax invoice from the dropdown and enter the invoice number.

5. Click Create.
6. Enter details under Your details section.

**Tax invoice #: 1234ABCD**

Your details

<table>
<thead>
<tr>
<th>Your name</th>
<th>INDIA VENDOR TEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start typing to search</td>
<td>95 GANPATRAO KADAM MARG</td>
</tr>
<tr>
<td>Your tel</td>
<td>Mumbai</td>
</tr>
<tr>
<td>Your email</td>
<td>Maharashtra (27)</td>
</tr>
<tr>
<td></td>
<td>400013</td>
</tr>
<tr>
<td></td>
<td>INDIA</td>
</tr>
<tr>
<td></td>
<td>GSTIN 99ABCDE99999AXZX</td>
</tr>
</tbody>
</table>

Sending goods from a different address than the invoice address?

No - They're the same

*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.
9. If non-PQ, 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.

10. Complete the Invoice Items section and click Save Line item.
11. Complete the following link if you need to provide additional information.

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

14. 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.

![Bank account details](image)

15. Review the invoice details and amount.

![Invoice details](image)

*Please Click Here to watch the video and link to download the quick guide.*

Check Invoice Transmission Status

1. Click Where Is My Invoice?
2. Enter the invoice number in the Find Invoice field.

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

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

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:

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.