



King Abdullah University of Science and Technology
Thuwal 23955-6900 Saudi Arabia



Frequently Asked Questions

PO Services for KAUST

As you are sending Invoices to KAUST via the Tungsten Network; KAUST will now also publish their purchase orders on the Tungsten Network Portal. **You can see if you have a PO from KAUST under the “My Po’s” tab on the portal of your Tungsten account.**

We use a Tungsten-Web Form (online registration) account; how does this work?

You can see whether KAUST has published purchase orders for you under the “**My PO’s**” tab on your Tungsten-portal. Instead of using the PDF-version of KAUST’s purchase order; you will now be able to view them in the same portal where you create your invoices! Please do make sure you are billing against the correct PO-details as KAUST publishes them on the Tungsten Portal. You can even turn these PO’s into an invoice and bill KAUST in just a few clicks!

How do I use PO Convert for Web Form accounts?

Please have a look at the PO Services tutorial video [here](#)

Will KAUST still send the PDF-PO that we currently receive?

Yes, KAUST will keep sending you their own version of the PO, but for a limited duration after this service has gone Live. Please get accustomed to the fact that you can now find you PO’s on the Tungsten Portal.

I received a PO as a PDF from KAUST, but I don’t see the PO in the Tungsten-portal; what should I do?

Please reach out to [Tungsten Support](#) to see whether the PO is known in the Tungsten Database. If not, you can contact KAUST via e-invoicing@kaust.edu.sa to verify when KAUST will upload your next purchase order.

I have just registered an account with Tungsten Network, can I receive PO’s from KAUST immediately?

Please allow 2-3 working days for the settings to become effective. We first have to make sure your trading-relationship is set up between your supplier-account and the KAUST buyer-account. There has to be a vendor code in place on the Tungsten Network for the relationship between you and KAUST (this will enable e-invoicing at first and if you are eligible for receiving PO’s from KAUST, please keep an eye on the “My PO’s” tab on your portal.

How will I know that KAUST has published PO’s for me to invoice?

Please keep an eye on the “My PO’s” button on your portal. You can always reach out to our [Tungsten Support](#) for a helping hand:

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Are there any costs involved when we use PO Services to view KAUST purchase orders?

No, this is an addition that implies no extra fees for the suppliers that are eligible to use it.

Can Tungsten offer assistance in multiple languages?

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

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Switzerland +41 445801466

UK +44 870 165 7430

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