

Are You Set Up to Receive Payments from GSK/ViiV?

A Quick Guide for ViiV Investigator Sponsored Research Sites

Overview

To receive payment for your participation in a ViiV Healthcare Investigator-Sponsored Study, your site must ensure the following three steps are completed:

1. **GSK/ViiV Vendor Account is active**
2. **Tungsten Network or SAP Ariba Vendor Account is registered**
3. **Successful “handshake” between GSK/ViiV Vendor Account and Tungsten or SAP Ariba Vendor Accounts completed**

This guide outlines all required actions, with helpful links to streamline your setup.

1. Do You Have a GSK/ViiV Vendor Account (99xxxxxxx)?

Before submitting invoices or receiving a Purchase Order (PO), your site must provide the following to your ViiV Contact to support confirmation of your vendor details in the GSK/ViiV finance system:

- **Required Documents** (submit to your ViiV Contact or upload to your submission in the ViiV ISR Investigator Portal):
 1. W9 (US only) or equivalent local tax form as applicable
 2. Bank details on company letterhead (non-editable PDF) including:
 - Legal name of the payee
 - Electronic payment details (account number, SWIFT code, etc.)
 3. Tungsten or SAP Ariba ID (if available)
 - **Fast-Track Tip:** You may provide a previous or existing GSK or ViiV Purchase Order (PO) linked to your Tungsten or Ariba account to expedite the entire vendor setup process.
 4. Vendor’s contact information for callback to confirm / update GSK/ViiV Vendor Account details (as needed):
 - **Name:**
 - **Role at Company:**
 - **Phone:**
 - **Email:**
 - **Preferred method of communication:** ☐Phone | ☐Email
- **Confirmation of GSK/ViiV Vendor Account**
 - Your ViiV contact will submit your documents to the ViiV Finance team to confirm the existence and accuracy of your GSK/ViiV Vendor Account details. If additional information is needed to confirm or update your internal account, a ViiV Contact will reach out.
- **Changes to your GSK/ViiV Vendor Account**

- If the banking details or vendor details for your vendor account in the GSK/ViiV finance system require updating, a GSK/ViiV Finance Contact will reach out to you at your callback number or email provided above (#4) to confirm the accuracy of the new details.

2. Have You Registered with a GSK/ViiV-Approved Invoicing Platform?

GSK/ViiV supports e-invoicing through two third-party platforms: Tungsten and SAP Ariba. You will need to register an account on one of these platforms to receive payment for your study. ViiV does not have visibility to the external Tungsten or SAP Ariba portals, so please utilize the Help centers for any account-related questions.

After you have registered your account (or if you already have an account registered to receive funds), share your Tungsten or SAP Ariba account IDs with your ViiV Contact (also noted in Step #1 above).

- **Tungsten (AAAxXXXXXXXX) - Preferred**
 - **Registration**
 - Register here: <https://portal.tungsten-network.com/mvc/registration>
 - Help Center: [Tungsten Support Portal](#)
 - Not the administrator? [Request Account Access](#)
- **SAP Ariba (ANXXXXXXXXXXXX)**
 - Register/Login: <https://supplier.ariba.com>
 - Help Center: <https://support.ariba.com>

3. Final Linkage & Banking Verification

After confirming Steps #1 and #2 above, your ViiV Contact will work to connect your internal (GSK/ViiV Vendor Account (99XXXXXXXX)) and external vendor account (Tungsten or SAP Ariba) and reach out with further instructions.

A callback (via phone or email) may be initiated to confirm banking details, so please include the correct finance contact with a valid phone number and email in Section #1 above.

Vendor Accounts Linked

If your internal and external vendor accounts are already set up with accurate banking details and are linked, your ViiV Contact will reach out with your approved Purchase Order when appropriate (no further actions needed from your side).

Vendor Accounts Not Linked

If your vendors accounts are not linked, your ViiV Contact will reach out with instructions on how to submit a vendor linkage request via your selected platform (Tungsten or SAP Ariba).

NOTE: You must wait for confirmation from your ViiV Contact that your GSK/ViiV Internal Vendor Account is ready for a connection before you submit a Customer Relationship request in Tungsten or SAP Ariba. Serious delays may occur if you submit the vendor linkage request prematurely.

- **Tungsten Connection**
 - On confirmation from your ViiV Contact, you (as the vendor) must connect your supplier Tungsten AAA account to the correct GSK/ViiV Tungsten AAA account using Tungsten's Customer Connect feature: [How to Set Up a Customer Relationship](#)
 - **NOTE:** Your ViiV Contact will confirm the correct GSK/ViiV Tungsten AAA account for your linkage request.

- **SAP Ariba Connection**

- On confirmation from your ViiV Contact, you (as the vendor) must contact the GSK/ViiV P2P helpdesk requesting your vendor accounts be linked.
- Your ViiV Contact will confirm the email address for you to send the following information in your outreach:
 - ANID (SAP Ariba ID)
 - TAX ID
 - Full Company Name
 - Telephone
 - Email address
 - GSK Vendor number (to be confirmed by your ViiV Contact in Step 1 above)

Need Help?

As Tungsten and SAP Ariba are both external platforms, your ViiV contact will not have access to your account or any way to support within the respective platforms. Please reach out to the relevant resources detailed below for any account issues.

For general questions or concerns, please reach out to your ViiV Contact.

Platform	Resource
Tungsten	Customer Support
Tungsten	Relationship Setup Article
Tungsten	Account Access Form
SAP Ariba	Supplier Portal
SAP Ariba	Help Center