

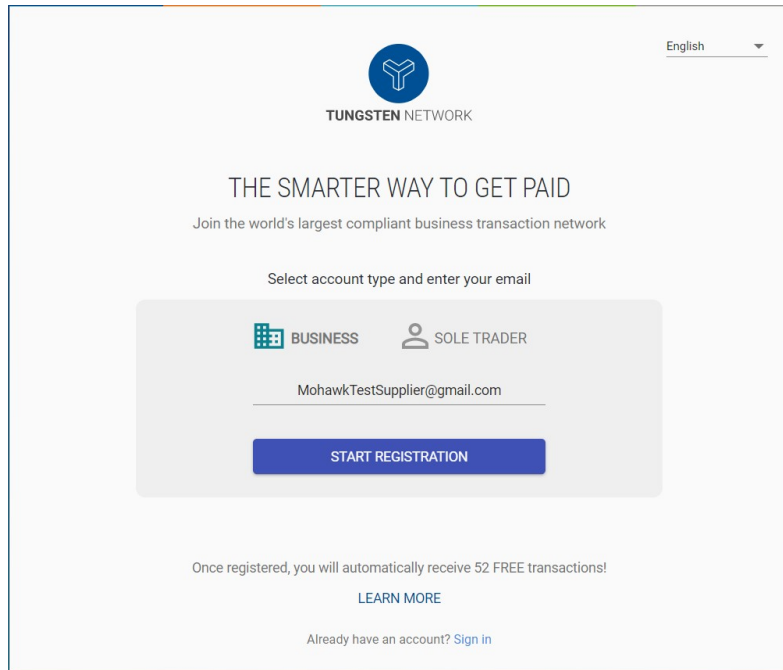


Mohawk e-Invoicing Guide

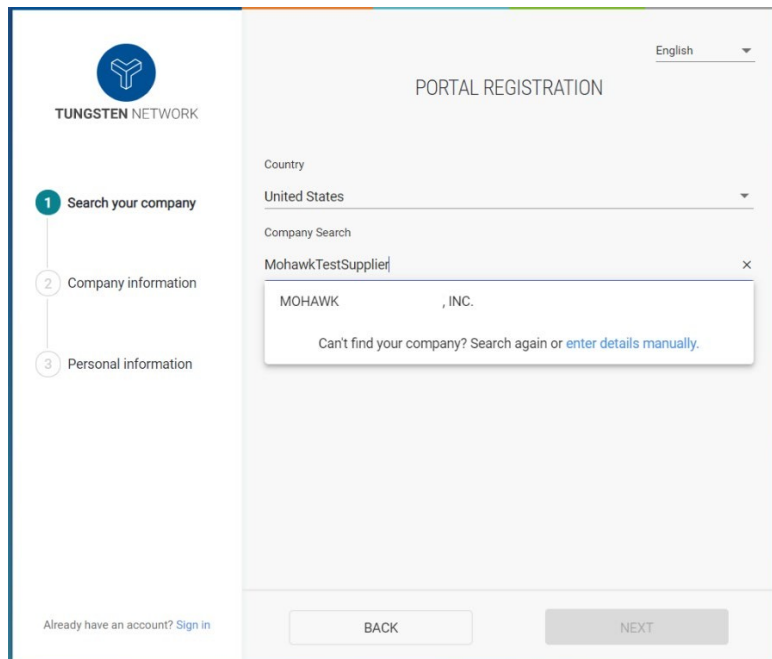
- I. How to register a supplier account in Tungsten.
- II. How to request a connection with Mohawk.
- III. How to check if a PO is available in Tungsten and submit a PO invoice.
- IV. How to submit a POA (paid on approval) invoice.
- V. How to submit a credit note.
- VI. How to check the status of your invoice(s).
- VII. How to reactivate a failed invoice for resubmission.
- VIII. How to pull a report showing the invoices submitted and/or PO's received.
- IX. How to contact Tungsten supplier support team.
- X. How to check your Tungsten supplier account number.

I. How to register a supplier account in Tungsten:

1. Go to <https://registration.tungsten-network.com/start>
2. Select account type (Business or Sole Trader) and enter your email in the field below. In case the email is already registered with us you should simply sign in your existing account or click on Forgot password if you do not remember your password.



3. On the next screen select your Country and Enter your business name in the Company Search field. When typing in the system will give you some suggestions and if your company is not among these please click on the blue label “enter details manually” to continue.



4. On the next screen you will need to complete your Company information and Personal information as shown below and click on Complete.

TUNGSTEN NETWORK

1 Search your company

2 Company information

3 Personal information

Already have an account? [Sign in](#)

PORTAL REGISTRATION

Company name
MohawkTestSupplier

Do you have a company Taxpayer ID number? Yes

Taxpayer ID number
11-1111111

Company address

Address
Test street address

(Optional) Flat, suite, unit, building, floor, etc.

Town/City
New York

Zip Code
12345

State
New York

Country
United States

BACK NEXT

If your **Tax Payer ID** is already used in Tungsten, this field will become **red**. In this case, please contact **Tungsten supplier support team**

TUNGSTEN NETWORK

1 Search your company

2 Company information

3 Personal information

Already have an account? [Sign in](#)

PORTAL REGISTRATION

You will be an administrator of your company account.

English

First name
John

Last name
Smith

Username
mohawktestsupplier@gmail.com

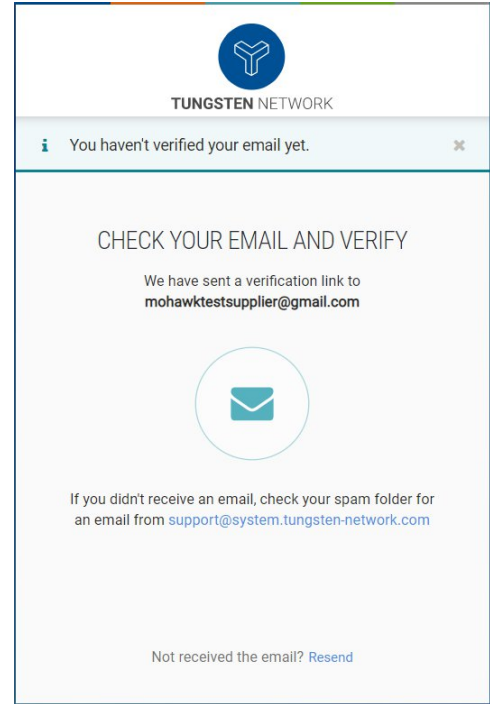
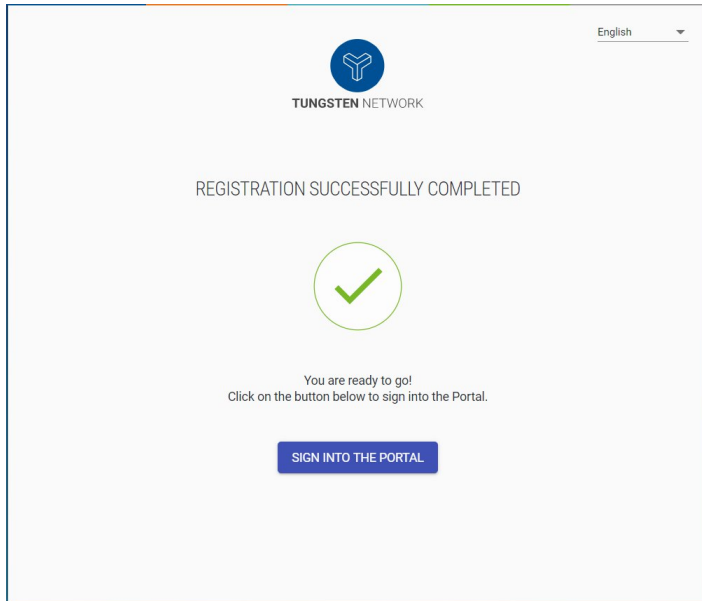
Password
.....

Password confirmation
.....

Tungsten Network contains confidential personal, commercial or government data, the access to or use of which is restricted to owners and authorised personnel and systems. Before submitting your details you must confirm that you have read our Website [Terms of Use](#), [Privacy Policy](#), [Terms of Service](#) and [Tariff](#) by ticking the checkbox.

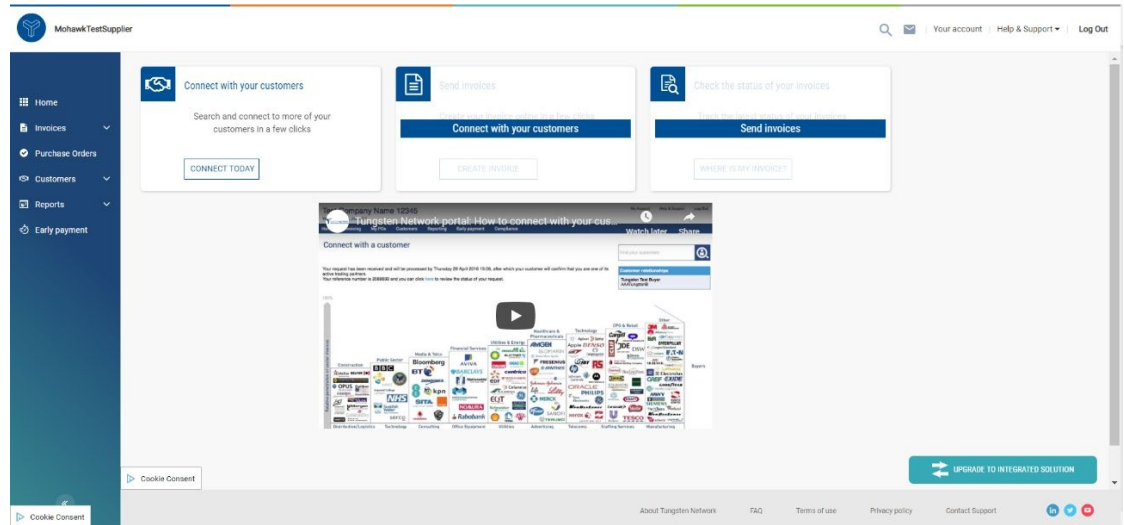
BACK COMPLETE

5. You will receive an email from the Tungsten Network to complete your registration. In order to do this and get your account connected with Mohawk, click on SIGN INTO THE PORTAL and log in your account with your username (your email address) and your password.



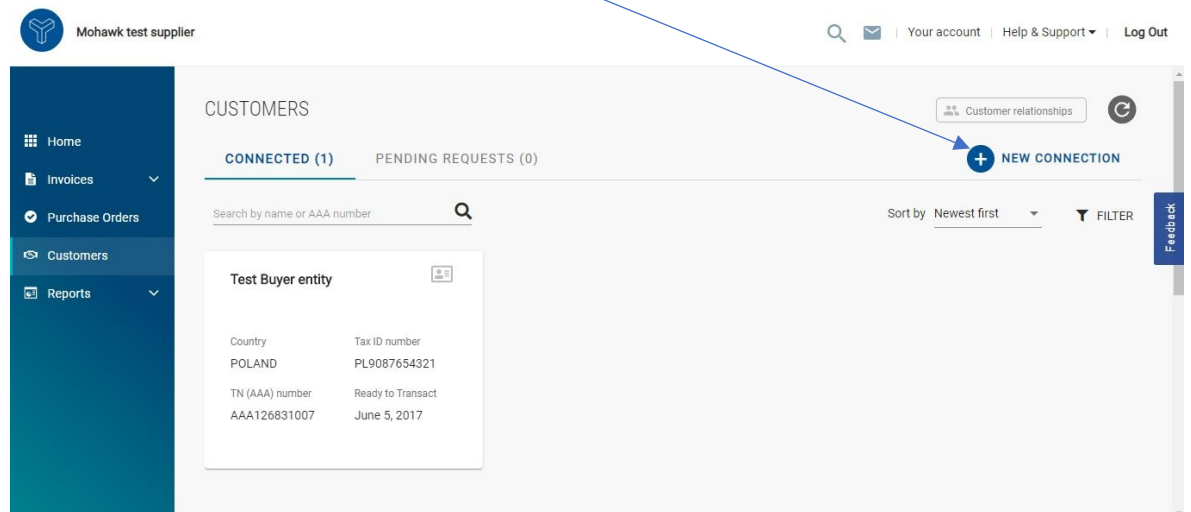
6. Once you have verified your email successfully, you need to set up a 2-step verification for improved account security. You can select to authenticate either by app or by email. If you choose the app, we recommend Google authenticator or MS authenticator. However, you can use any authenticator you want to. There is no restriction on that from Tungsten Automation side.

- Once you complete step 6, you will be logged in to your account on the Tungsten portal.



II. How to request a connection/connect with Mohawk.

- In order to request a connection with Mohawk on the Tungsten portal, go to Customers and the click on NEW CONNECTION as shown below:



- In the search tab "Search by", add the relevant Mohawk's Tungsten account number as specified below:

Mohawk Industries have 3 Tungsten Buyer Accounts and the PO number provided by the buyer, will determine which account you need to bill in Tungsten. Please note, your company may not have access to all of these buyer accounts. It depends on which divisions of Mohawk you are doing business with.

Account Number	Company Name	Additional information
AAA613547025	<i>Mohawk Industries, Inc. (SAP Account)</i>	If the PO starts with 4500, 4501, or 2 and is eight to ten digits long, or if you are given a POA SAP PO number, please choose this account. Format for POA is: POA-Jane_Doe-8050 or POA-Jane.Doe-8050.
AAA795445733	<i>Mohawk Inc. (SAP-Dal-Tile-Central FG)</i>	If the PO starts with 4500 or 4501 and is issued by the Dal-Tile Planning Department, you need to choose this account. POs will be 10 digits long.
AAA613530054	<i>Mohawk Operations Luxembourg S. à r. l.</i>	These POs are only shipping to the MPD Mexicali Pad Plant in Mexico. The PO will start with a 2 and be eight digits long.

You will be presented with a selection page with the relevant Mohawk entities based on the search criteria you have selected.



Search and find your customer to send a new connection request

Search by

Customer name ▼

Country

United States ▼

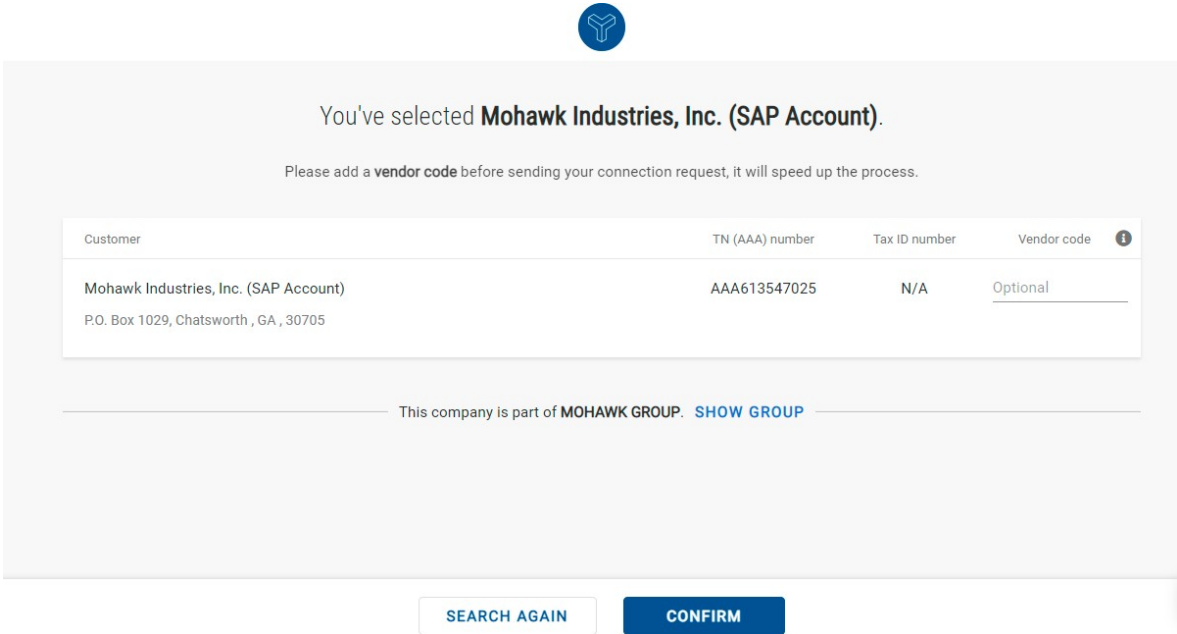
Find a customer

Mohawk ✕

Mohawk Inc. (SAP-Dal-Tile-Central FG)	AAA795445733	N/A
Mohawk Industries, Inc. (SAP Account)	AAA613547025	N/A


Can't find your customer? Try again or search by TN number or Tax ID number

Once you select the desired entity, you will see the following screen where you need to click on the CONFIRM button.



You've selected **Mohawk Industries, Inc. (SAP Account)**.

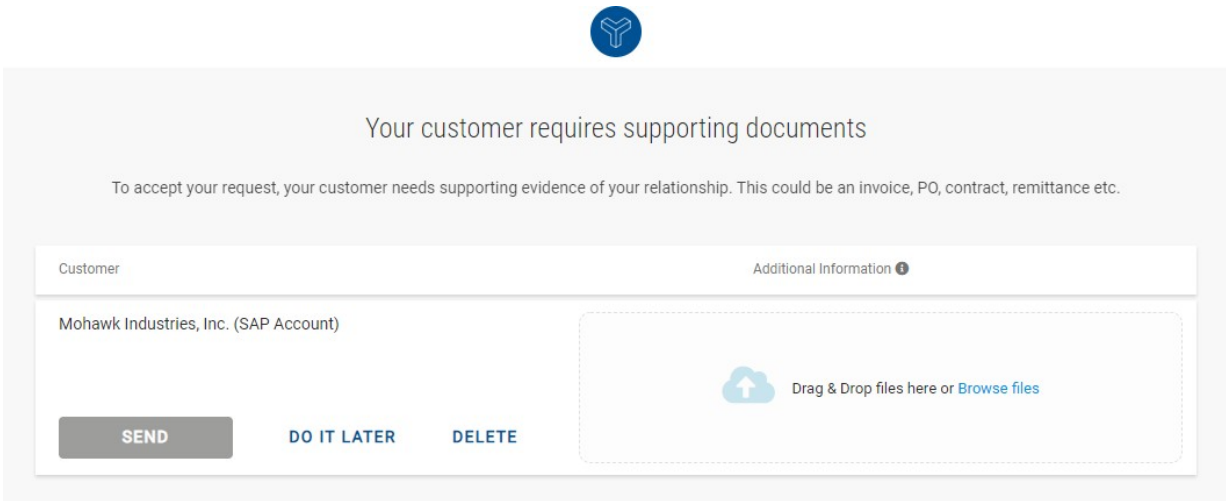
Please add a **vendor code** before sending your connection request, it will speed up the process.

Customer	TN (AAA) number	Tax ID number	Vendor code 
Mohawk Industries, Inc. (SAP Account) P.O. Box 1029, Chatsworth , GA , 30705	AAA613547025	N/A	Optional <input type="text"/>

This company is part of **MOHAWK GROUP**. [SHOW GROUP](#)



[SEARCH AGAIN](#) [CONFIRM](#)

Last but not least you will need to attach a document showing evidence for your relationship with Mohawk and click on the SEND button. Such document could be an invoice, PO, contract, remittance, etc.



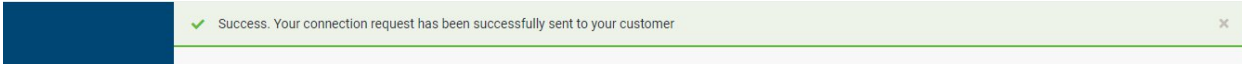
Your customer requires supporting documents


To accept your request, your customer needs supporting evidence of your relationship. This could be an invoice, PO, contract, remittance etc.

Customer	Additional Information 
Mohawk Industries, Inc. (SAP Account)	 Drag & Drop files here or Browse files

[SEND](#) [DO IT LATER](#) [DELETE](#)

If everything has been completed correctly you will be presented with the screen below. The next step will be for Mohawk to review your request and approve it.



✓ Success. Your connection request has been successfully sent to your customer 

III. How to check if a PO is available in Tungsten and submit a PO invoice.

1. Mohawk is already sending your PO's to the Tungsten Network, so you can find these on your Tungsten portal and directly convert them into an invoice. In order to do that, go to "Purchase Orders" and you will see the menu below:

Purchase orders (POs)
Review your purchase orders(POs).

Select account

Criteria

Customer: ALL

PO number

Status: Please select

PO conversion status: All

Select PO date range: Please select

GET MY POs

My PO summary

New	0
Pending	0
Accepted	0
Rejected	0
Archived	0

Refresh PO summary
Check this option to refresh the PO summary when performing a search. Please note that checking this option might make your search slower.

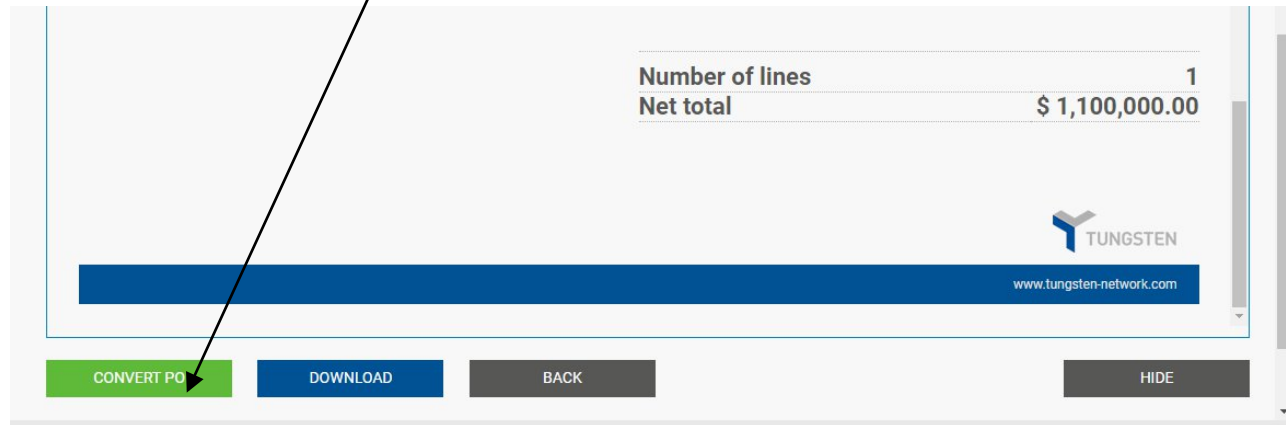
2. To find a specific PO, please use the "Select PO date range" dropdown, click "Last 12 months" or set Custom range and populate your PO in the "PO Number" field. Click on the green button "GET MY POs" and you will be presented with the relevant PO for Mohawk. You will then see your PO summary as below:

Active purchase orders

PO number	Updated PO date	Customer	Customer TN Number	Status	First line description	Line
4501679819	11/14/2022	Mohawk SAP Test	AAA553898016	Accepted	QUARTZ GRANULED 1....	
4501676586	11/14/2022	Mohawk SAP Test	AAA553898016	Accepted	NATURAL 6X36R AMERIC...	
20290292	11/14/2022	Mohawk SAP Test	AAA553898016	Accepted	DCB205-2 BATTERY LI-...	
4501678450	11/14/2022	Mohawk SAP Test	AAA553898016	Accepted	NATURAL 6X36R AMERIC...	

You need to click on the **PO number in blue** to open the PO. Please review it to ensure everything is as expected.

3. Once you have reviewed the PO click on **CONVERT PO** as shown below).



4. The next step is to select which lines from this PO you want to invoice. Additionally, you will need to add the invoice number:

PO Convert #4500254016 Help with this page

Create invoice

Enter invoice number*

Select PO line items to use

No	Part code	Description	Qty	UoM	Unit price	Net amount	<input type="checkbox"/>	Qty	Unit price
10	9999568233	9999568233	5.000	Each	49.76000	248.800	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
30	9999568234	9999568234	2.000	Each	229.33000	458.660	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

BACK CREATE INVOICE

5. If you want to invoice the full amount for a specific line, tick the **box** next to “Net amount”. If you want to invoice this line partially, you can add the relevant quantity in the “Qty” field. Once completed, click on the **CREATE INVOICE** button.

You will see again the details you have selected, and will need to confirm these as indicated below (**CONFIRM**):

PO Convert #4500254016 Help with this page

Create invoice

Invoice number
Test_Mohawk_Invoice

Line	Description	Qty	UoM	Unit price	Net amount	Gross amount
10	9999568233	5.000	Each	49.76000	248.80	248.80
30	9999568234	2.000	Each	229.33000	458.66	458.66

Summary

No. of lines	2
Sub total	USD 707.46
Total tax	USD 0.00
Net total	USD 707.46

BACK CONFIRM

6. Finally, when you click the confirm button you will be redirected to a general template page for invoice submission with the information from your PO already populated on the invoice.

6.1. Please start with the general invoice details on the right:

Invoice details

Invoice number*
Test_Mohawk_Invoice

Document type
Invoice

Invoice date*
3/10/2020

Advance payment date

Payment due date

Delivery date

Currency*
US Dollar

Purchase order (PO) number
4500254016

As this is a PO invoice, this field is already filled in.

6.2. Then you can review “Your details” and Mohawk details under “Who you are invoicing”, which are already filled in from the PO.

Home
Invoices
Create invoice
Template management
Invoice status
Purchase Orders
Customers
Reports
Early payment

Invoice #: Test_Mohawk_Invoice

Your details

Your name
Mohawk SAP Test Vendor
123 Any Street
Dallas
Texas
12345
UNITED STATES

Your tel

Your email

Are 'Ship from' details the same or different to the 'Invoice from' details? Please ensure you enter the correct 'Ship from' details to prevent invoice processing delays.
No - They're the same

Who you are invoicing

Name
Mohawk SAP Test
P.O. Box 1029
Chatsworth
Georgia
30705
UNITED STATES

Tel

Email

Are 'Ship to' details the same or different to the 'Invoice to' details? Please ensure you enter the correct 'Ship to' details to prevent invoice processing delays.
Yes - Add a 'ship to' address

6.3. Fill in any required fields, marked with “*”:

- Home
- Invoices
- Create invoice
- Template management
- Invoice status
- Purchase Orders
- Customers
- Reports
- Early payment

Where were the items/services delivered to?

Company name*
 +

Country*

Street number and name*

Address line 2

Address line 3

City*

State*

Zip* ?

Do you have a Tax Payer ID? ?
 Yes No

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

6.4. If you want to add some additional information on Header level. Click on the blue “+” sign to add any of the information below:

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

Bill of lading ? <input type="text"/>	Account code ? <input type="text"/>	Notes to your customer ? <input style="width: 100%; height: 40px;" type="text"/>
Delivery note number ? <input type="text"/>	Cost center ? <input type="text"/>	
Customs declaration date <input type="text"/>		
Customs office ? <input type="text"/>		
Customs declaration number ? <input type="text"/>		
Payment reference <input type="text"/>		

6.5. Should you wish to edit something on the Line level, you can still do it under the Invoice items section:

Invoice items

Item	Quantity / Unit	Price	Line amount	Total
01 9999568233 - 9999568233	5 / Each	49.76000	248.80	248.80
02 9999568234 - 9999568234	2 / Each	229.33000	458.66	458.66

Additional information

Attachments

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".
Before uploading any attachments please check that the files are not corrupt or have been write protected. If they are, your customer will not receive them.

Margin scheme

6.6. Once you have edited all the necessary details on the Line level, click on **SAVE LINE ITEM**

Invoice items

Line item type

Goods

Product code

9999568233

Product description*

9999568233

Unit*

Each

Quantity*

5.000

Price*

49.76000

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

SAVE LINE ITEM CANCEL

Line amount	248.80
Discount	0.00
Total	248.80

02 9999568234 - 9999568234 2 / Each 229.33000 458.66 458.66

6.7. If you need to add a miscellaneous line items like Freight or Carriage, you can do that by selecting the relevant special line from the Line Item Type menu as indicated below:

6.7.1 Click on the **ADD** button to create a new line.

Invoice items

Item	Quantity / Unit	Price	Line amount	Total
01 9999568233 - 9999568233	5 / Each	49.76000	248.80	248.80
02 9999568234 - 9999568234	2 / Each	229.33000	458.66	458.66

Additional information

Attachments

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".
Before uploading any attachments please check that the files are not corrupt or have been write protected. If they are, your customer will not receive them.

Margin scheme

6.7.2 Select the relevant Special line from the list (Freight, Carriage, etc.).

The screenshot shows a dropdown menu titled 'Line item type' with a question mark icon. The menu is open, showing two sections: 'Normal line' and 'Special line'. Under 'Normal line', there are 'Goods' and 'Service'. Under 'Special line', there are 'Admin Charge', 'Advance Recycling Fee', 'Carriage', 'Credit / Discount', 'Demurrage', 'Freight' (highlighted in blue), 'Fuel Surcharge', 'Green Tax', 'Insurance', 'Packing', 'Rounding Line', and 'Special Charge'. The background shows a form with a 'Description*' field, a 'Unit*' dropdown set to 'Please select', and a 'Quantity*' field set to '1.000'. There is also a search box and a note about PO/Delivery details.

6.7.3 Add the relevant details for the special line including description, quantity and unit price and click the **SAVE LINE ITEM** button.

The screenshot shows a form for adding details for a special line. The 'Line item type' dropdown is set to 'Freight'. Below it is a 'Description' text box. To the right, there are fields for 'Quantity' (set to '1.000') and 'Price' (set to '0.00000'). Below these are 'Service delivery start date' and 'Service delivery end date' fields, each with a calendar icon. At the bottom, there are two buttons: 'SAVE LINE ITEM' (highlighted in green) and 'CANCEL'.

6.8. Make sure that you have the relevant **Remit to address** information. In case you have not added the full data when you registered in Tungsten, make sure this is completed before you submit your first invoice from the menu "Your account" -> "Remit address" -> "Remit to address information".

The screenshot shows the 'Summary' section of an invoice creation interface. On the left is a dark blue sidebar with navigation options: Home, Invoices, Create invoice, Template management, Invoice status, Purchase Orders, Customers, Reports, and Early payment. The main content area is divided into sections: 'Payment terms' with radio buttons for 'No discount for early payment' (selected) and 'Apply a discount for early payment'; 'Late payment conditions' with an empty text box; 'Payment terms' with another empty text box; and '*Remit to* details' with fields for 'Remit to address' (12345 Any Street, Dalton, Georgia, 12345-1234, UNITED STATES) and 'Remit to bank' (Manage default settings). The 'Summary' section features a table of totals:

	Invoice (\$)
Total net	707.46
Total tax	0.00
Undo changes	
Total gross	707.46

At the bottom of the interface are four buttons: 'SAVE AS TEMPLATE', 'SAVE', 'PREVIEW', and 'SEND'. A blue arrow points from the 'SEND' button in the text below to the 'SEND' button in this screenshot.

6.9. Now that all other details are completed, you can proceed with your final step on the Summary level. Please add your tax in the field "Total Tax", if applicable. Should you wish to preview prior to sending you can do this as by pressing Preview. Once ready submit your invoice by clicking on the **SEND** button. You will be presented with the screen below confirming that your invoice has been successfully submitted to Mohawk.

The screenshot shows the confirmation screen after successful invoice submission. It features a dark blue sidebar with the same navigation options as the previous screen. The main content area has a light green banner at the top with a checkmark icon and the text 'Invoice submitted successfully'. Below the banner is a green button labeled 'CONTINUE'.

IV. How to submit a POA (paid on approval) invoice.

1. From the general menu go to Invoices -> Create invoice.
2. Click on customer and select the relevant Mohawk's eInvoicing account. Then select New invoice and populate the invoice number. Once complete, click on **CREATE**.

Mohawk SAP Test Vendor

Create invoice

Create or update a new invoice or credit note

New invoice

Customer*
Please select

Select option*
New invoice

Invoice number* ?

CREATE

3. You will be presented with a general template for invoice submission where you need to add the details for your invoice submitted to Mohawk. Please start with the general invoice details on the right:

Invoice details

Invoice number*
Test_Mohawk_Invoice_1

Document type
Invoice

Invoice date* ?
3/11/2020

Advance payment date ?

Payment due date ?

Delivery date ?

Currency* ?
US Dollar

Purchase order (PO) number ?

There are two different POA PO formats.
They are:

- POA-FirstName_LastName-CCCC
- POA-FirstName.LastName-CCCC

*CCCC is the relevant company code.

4. Then you need to complete “Your details” and Mohawk details under “Who you are invoicing”.

Home
Invoices
Create invoice
Template management
Invoice status
Purchase Orders
Customers
Reports
Early payment

Invoice #: Test_Mohawk_Invoice_1

Your details

Your name ? Mohawk SAP Test Vendor
123 Any Street
Dallas
Texas
12345
UNITED STATES

Your tel

Your email

Are 'Ship from' details the same or different to the 'Invoice from' details? Please ensure you enter the correct 'Ship from' details to prevent invoice processing delays.
No - They're the same ?

Who you are invoicing

Name ? Mohawk SAP Test
P.O. Box 1029
Chatsworth
Georgia
30705
UNITED STATES

Tel

Email

Are 'Ship to' details the same or different to the 'Invoice to' details? Please ensure you enter the correct 'Ship to' details to prevent invoice processing delays.
No - They're the same ?

Click here for additional header fields such as Delivery/GRN number, Cost centre etc

If you want to add some additional information on Header level. Click on the blue “+” sign to add any of the information below:

Click here for additional header fields such as Delivery/GRN number, Cost centre etc

Bill of lading ?

Account code ?

Notes to your customer ?

Delivery note number ?

Cost center ?

Customs declaration date

Customs office ?

Customs declaration number ?

Payment reference

- Now that you have completed all your data on Header level, you can move ahead and add the relevant information on Line level by clicking on the green **ADD** button under Invoice items. You can also add some Additional information like Attachments or payment terms if applicable.

Invoice items

ADD

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".
Before uploading any attachments please check that the files are not corrupt or have been write protected. If they are, your customer will not receive them.

Margin scheme ?

Payment terms


Early payment discount ?
 No discount for early payment
 Apply a discount for early payment


Late payment conditions ?



- Once you have clicked on **ADD** you have the option to add the relevant line details for your invoice -> Line item type; Product code; Product description; Unit of Measurement



(UoM); Quantity and Unit price. Under “Unit” you can find the most commonly used UoM. However, if you want to add more, click on the “+”.

Invoice items


Line item type 
Goods


Product code  Start typing to search

Product description*  Start typing to search 

Unit*  Please select 

Quantity* 1.000


Price*  0.00000


 [Click here for additional line level information such as PO/Delivery details, discounts, and other additional information](#)


SAVE LINE ITEM **CANCEL**


Line amount	0.00
Discount	0.00
Total	0.00


If you want to add some additional line level information just click on “[Click here for additional line level information such as PO/Delivery details, discounts, and other additional information](#)”. You will then be presented with the possibility to add the following additional information:


 [Click here for additional line level information such as PO/Delivery details, discounts, and other additional information](#)


PO number 


PO line number 


Additional information 

Delivery note number 


Delivery start date 

Delivery end date 


Discount 

Discount % 

The fields below have been added by your buyer.

GL number 

Cost center

Part category 

Part number

SAVE LINE ITEM **CANCEL**

Line amount	0.00
Discount	0.00
Total	0.00

Once you have completed all the necessary details on Line level, just click on **SAVE LINE ITEM**. You can repeat the same process to add as many invoice lines as you need. Once you have added all the lines you want to see on your invoice submitted to Mohawk, scroll down and make sure that you have the relevant Remit to address information.

- Now that all other details are completed, you can proceed with your final step where on Summary level, you can add your tax in the field "Total Tax", if applicable. Should you wish to preview prior to sending you can do this by pressing "Preview". Once ready submit your invoice by clicking on the **SEND** button.

"Remit to" details

"Remit to" address 12345 Any Street Dalton Georgia 12345-1234 UNITED STATES	"Remit to" bank Manage default settings
--	--

Summary

Invoice (\$)	
Total net	69.00
Total tax	0.00
Undo changes	
Total gross	69.00

[SAVE AS TEMPLATE](#) [SAVE](#) [PREVIEW](#) [SEND](#)

You will then be presented with the screen below confirming that your invoice has been successfully submitted to Mohawk.

[Home](#)


[Invoices](#) ▾

[Purchase Orders](#)

[Customers](#) ▾

[Reports](#) ▾

[Early payment](#)

 Invoice submitted successfully

[CONTINUE](#)

V. **How to submit a credit note.**

1. From the general menu go to Invoices -> Create invoice.
2. Click on customer and select the respective Mohawk eInvoicing account. Then select New credit note and populate the credit note number. Once complete, click on **CREATE**.

Create invoice
Create or update a new invoice or credit note

New invoice

Customer*
Please select ←

Select option*
New credit note →

Credit note number* ?
Test_Mohawk_CreditNote →

CREATE

3. You will be presented with a general template for credit note submission where you need to add the details for your credit note submitted to Mohawk. Please start with the general invoice details on the right:

Credit note number
Test_Mohawk_CreditNote

Document type
Credit note

Original invoice number
Test_Mohawk_Invoice

Original invoice date

Credit reason

Invoice date*
3/11/2020

Advance payment date

Payment due date

Delivery date

Original Delivery date

Currency*
US Dollar

Purchase order (PO) number

As this is a Credit note, you must provide the original invoice number here.

- Once completed, fill in the "Your details" and Mohawk details under "Who you are invoicing".

Home
Invoices
Create invoice
Template management
Invoice status
Purchase Orders
Customers
Reports
Early payment

Invoice #: Test_Mohawk_Invoice_1

Your details

Your name
Start typing to search
Mohawk SAP Test Vendor
123 Any Street
Dallas
Texas
12345
UNITED STATES

Your tel

Your email
Are 'Ship from' details the same or different to the 'Invoice from' details? Please ensure you enter the correct 'Ship from' details to prevent invoice processing delays.
No - They're the same

Who you are invoicing

Name
Start typing to search
Mohawk SAP Test
P.O. Box 1029
Chatsworth
Georgia
30705
UNITED STATES

Tel

Email
Are 'Ship to' details the same or different to the 'Invoice to' details? Please ensure you enter the correct 'Ship to' details to prevent invoice processing delays.
No - They're the same

Click here for additional header fields such as Delivery/GRN number, Cost centre etc

If you want to add some additional information on Header level. Click on the blue “+” sign to add any of the information below:

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

Bill of lading ?	Account code ?	Notes to your customer ?
<input type="text"/>	<input type="text"/>	
Delivery note number ?	Cost center ?	
<input type="text"/>	<input type="text"/>	
Customs declaration date		
<input type="text"/>		
Customs office ?		
<input type="text"/>		
Customs declaration number ?		
<input type="text"/>		
Payment reference		
<input type="text"/>		

5. Now that you have completed all your data on Header level, you can move ahead and add the relevant information on Line level by clicking on the green **ADD** button under Invoice items. You can also add some Additional information like Attachments or payment terms if applicable.

Invoice items

ADD

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".
Before uploading any attachments please check that the files are not corrupt or have been write protected. If they are, your customer will not receive them.

Margin scheme ?

Payment terms

Early payment discount ?


No discount for early payment
 Apply a discount for early payment


Late payment conditions ?



6. Once you have clicked on **ADD** you have the option to add the relevant line details for your credit note -> Line item type; Product code; Product description; Unit of



Measurement (UoM); Quantity and Unit price. Under “Unit” you can find the most commonly used UoM by Mohawk suppliers. However, if you want to add more, just click on the “+” to do that.

Invoice items


Line item type 
Goods


Product code  Start typing to search

Product description*  Start typing to search 

Unit*  Please select 

Quantity* 1.000


Price*  0.00000


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


Line amount 0.00
Discount 0.00
Total 0.00


SAVE LINE ITEM CANCEL


If you want to add some additional line level information just click on “[Click here for additional line level information such as PO/Delivery details, discounts, and other additional information](#)”. You will then be presented with the possibility to add the following additional information:


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


PO number 


PO line number 


Additional information 

Discount 


Delivery note number 

Discount % 

Delivery start date 

Delivery end date 

The fields below have been added by your buyer.

GL number 

Cost center

Part category European Article Number

Part number

Line amount 0.00
Discount 0.00
Total 0.00

SAVE LINE ITEM CANCEL

Once you have completed all the necessary details on Line level, just click on **SAVE LINE ITEM**. You can repeat the same process to add as many invoice lines as you need. Once you have added all the lines you want to see on your credit note submitted to Mohawk, scroll down and make sure that you have the relevant Remit to address information.

- Now that all other details are completed, you can proceed with your final step where on Summary level, you can add your tax in the field "Total Tax", if applicable. Should you wish to preview prior to sending you can do this as by pressing Preview. Once ready submit your credit note by clicking on the **SEND** button.

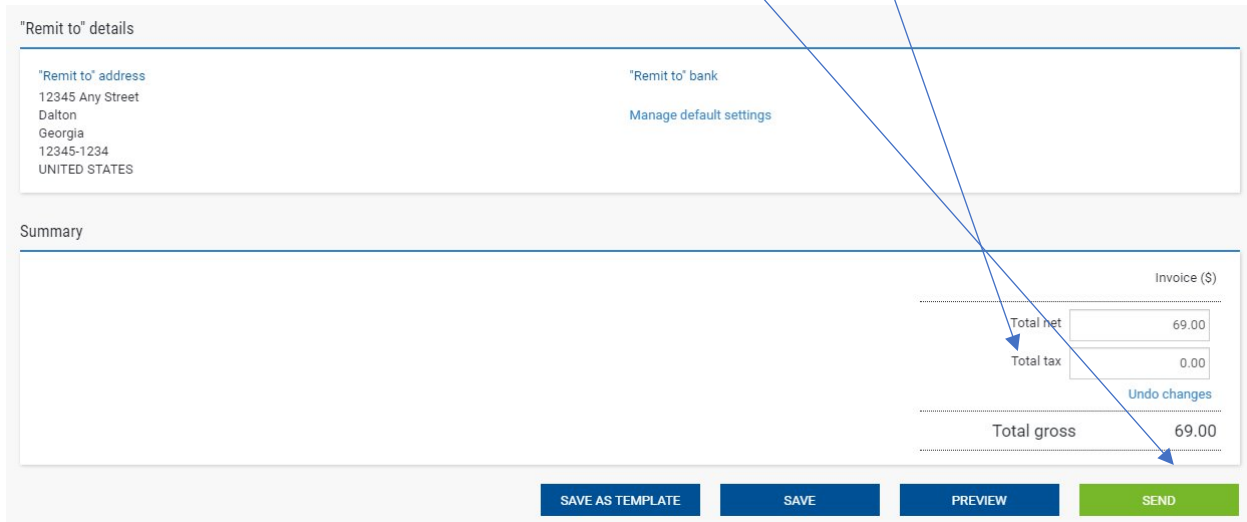
"Remit to" details

"Remit to" address 12345 Any Street Dalton Georgia 12345-1234 UNITED STATES	"Remit to" bank Manage default settings
--	--

Summary

Invoice (\$)	
Total net	69.00
Total tax	0.00
Undo changes	
Total gross	69.00

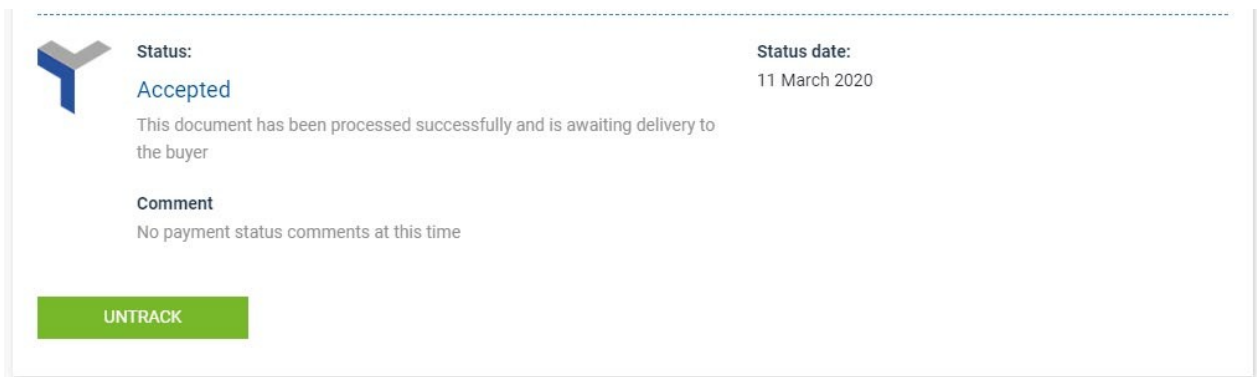
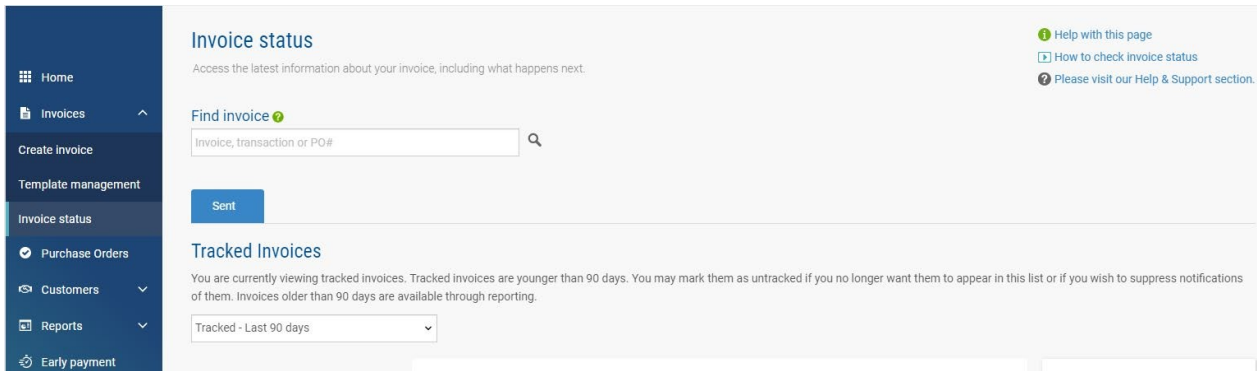
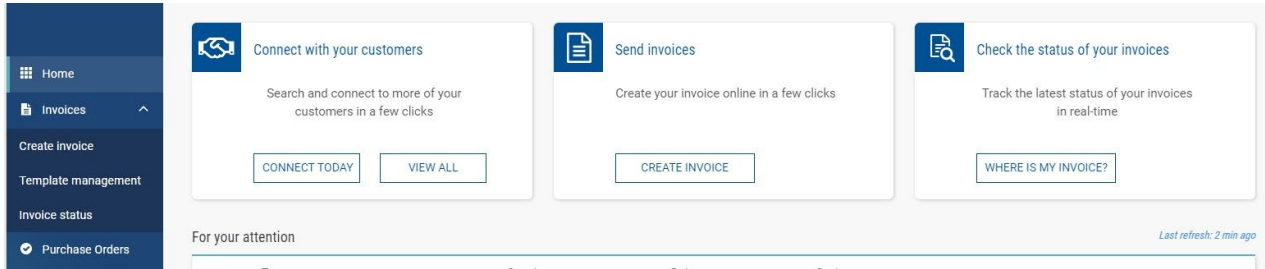
[SAVE AS TEMPLATE](#) [SAVE](#) [PREVIEW](#) [SEND](#)



VI. How to check the status of your invoice(s)

You can always check the latest status of your invoices on the Tungsten portal. You don't need to call any longer Mohawk AP team to ask them information about that as all the status data updates are transferred directly to the Tungsten portal.

Once you log in to the Tungsten portal, you just need to go to “Invoices” -> “Invoice status” and put the invoice number in the field “Find invoice”. You will then be able to see the latest status of your invoice in Mohawk’s system.



VII. How to reactivate a failed invoice for resubmission

There are certain validations created within Tungsten for every invoice submitted to Mohawk. These checks are in place to ensure your submitted invoices contain the required and correct information. This will contribute for a smoother approval process and avoid potential

payment delays. In case you submit an invoice in Tungsten and it fails, you will receive a system notification email for this advising you on the failure reason.

1. On your Tungsten portal home screen, you can easily find any failed invoices, under the section "For your attention" -> **View All:**

Connect with your customers
Send invoices
Check the status of your invoices

For your attention Last refresh: 5 min ago

Type	Count	Date	Customer	
Failed invoices	2			View All
Received POs	38			View All

2. You can view the specific failed invoice details by clicking on *View details*:

Document type	Document number	Document date	Customer	Amount	Submission date	Latest update	Status	View details
Invoice	4500551176T1	2/27/2020	Mohawk - Planners - Test Buyer	3762.77	2/27/2020	2/27/2020	Failed	View details
Invoice	4500556372T1	2/27/2020	Mohawk - Planners - Test Buyer	6837.54	2/27/2020	2/27/2020	Failed	View details

UNTRACK

3. Information about the failure reason with an option to highlight the error on the invoice itself is present once you go to *View Error*. Otherwise go straight to *Reactivate Invoice*.

Status: Failed
Status date: 27 February 2020

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.

Comment
No payment status comments at this time

UNTRACK VIEW ERROR RAISE A TICKET REACTIVATE INVOICE

BACK

✓ The failed invoice has been reactivated successfully. You can edit and resubmit the original invoice in the draft invoice list.
> Go to draft invoice list

4. Once the failed invoice has been reactivated successfully, you can correct the relevant information and resubmit it, by going to *Invoices -> Create Invoice -> Saved invoices -> Edit*:

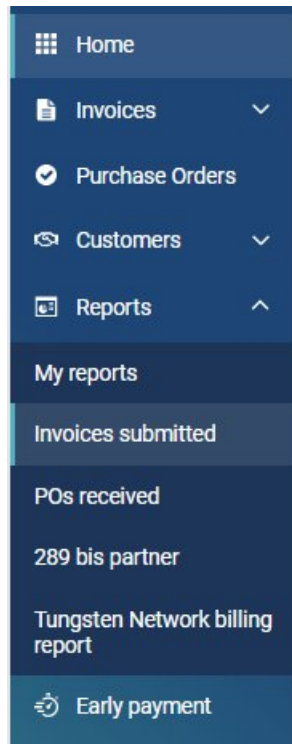
Invoice number	Buyer name	Gross amount	Saved date	Edit	Delete
450055117611	Mohawk SAP Test	3762.77	about a minute ago		
Test_Mohawk_CreditNote	Mohawk SAP Test	0.00	about 4 hours ago		
Test_Mohawk_Invoice_1	Mohawk SAP Test	0.00	about 5 hours ago		

5. The process will trigger the standard Tungsten template for invoice submission and once the relevant invoice data corrections have been made, please click on the **SEND** button to resubmit.

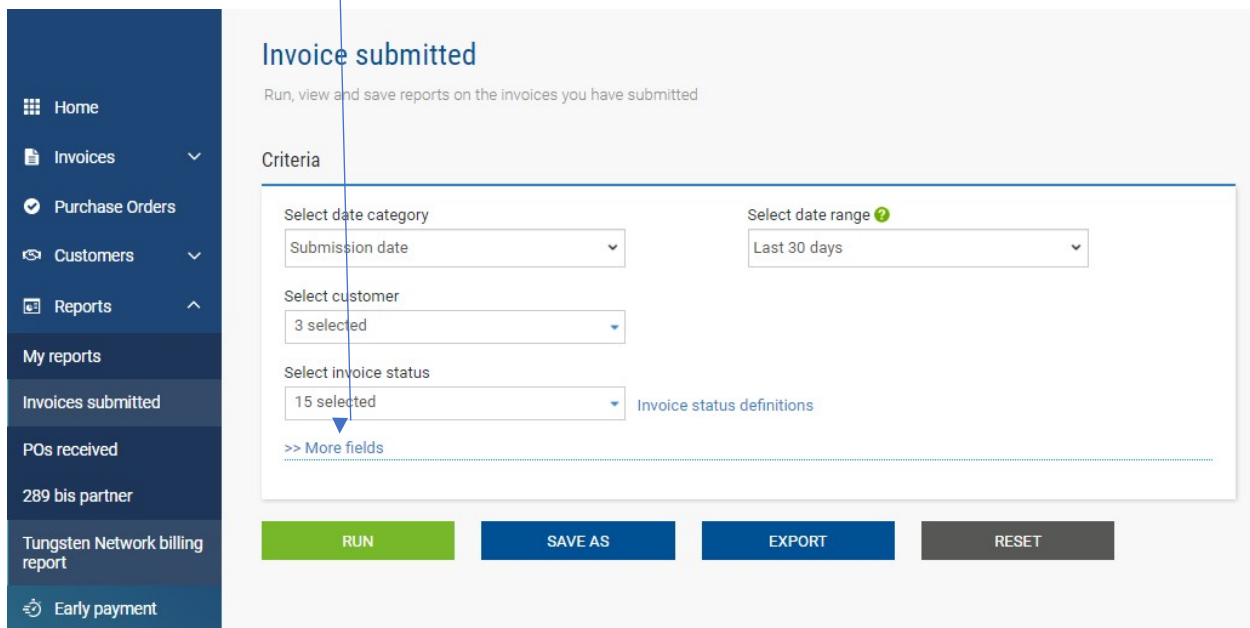
Invoice (\$)	
Total net	3,762.77
Total tax	0.00
Total gross	3,762.77

VIII. How to pull a report showing the invoices submitted and/or PO's received.

1. In order to pull a report showing the invoices submitted, from the Home page of the Tungsten portal go to *Reports -> Invoices submitted*.



2. You can then select the relevant criteria settings with additional fields present, once you click on [More Fields](#).



Criteria

Select date category
Submission date

Select date range ?
Last 30 days

Select customer
3 selected

Select invoice status
15 selected [Invoice status definitions](#)

<< Less fields

Select currency
84 selected

Select invoice type
3 selected

Invoice number

Gross amount

PO number

Select report content ?
18 selected

RUN **SAVE AS** **EXPORT** **RESET**

3. Once you **RUN** the report, you can Export it.

My reports [Help with this page](#)

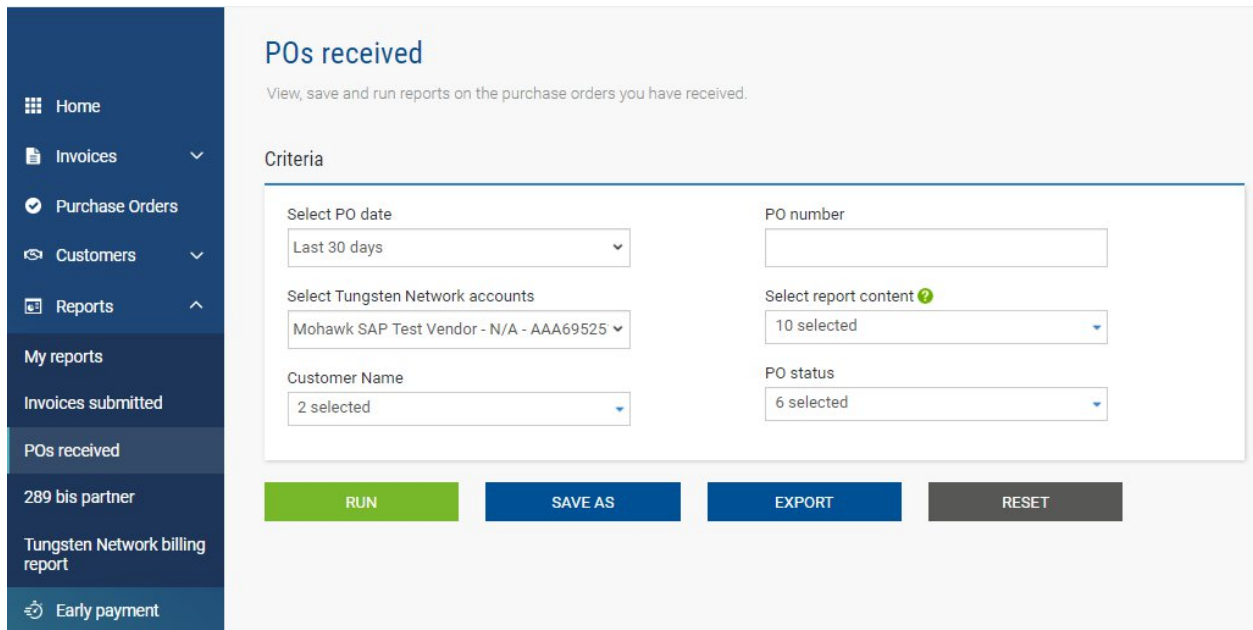
Your short cut to viewing and managing the reports you have saved.

Saved report name ?			
[Default] Invoices Sent (7 Days)	Submitted invoice		
[Default] Invoices Sent (This Month)	Submitted invoice		
Last_30days	Submitted invoice		

Home
Invoices
Purchase Orders
Customers
Reports
My reports
Invoices submitted
POs received
289 bis partner
Tungsten Network billing report

In case you have **saved** a specific report based on the criteria selected, you will be able to run this customized report at any time in the future based on the specifics you have configured. You can find all the saved reports in the menu "My reports".


4. The same process applies to the report showing PO's received:



POs received

View, save and run reports on the purchase orders you have received.

Criteria

Select PO date	PO number
Last 30 days	
Select Tungsten Network accounts	Select report content 
Mohawk SAP Test Vendor - N/A - AAA69525	10 selected
Customer Name	PO status
2 selected	6 selected

RUN **SAVE AS** **EXPORT** **RESET**

IX. How to contact Tungsten supplier support team

! Before contacting Tungsten supplier support team, please review this Invoicing Guide as it contains the answer to almost all questions you might have when it comes to the usage of the Tungsten Portal.

- If you have an existing account and you have access to the portal, open a ticket with Tungsten support team using the following link:
<https://tungsten-network.my.site.com/contactCustomerSupport/s/contactcustomersupporthome>
Please make sure you provide your Tungsten supplier account number. If you are not sure how to find this, please check section X. from this guide.
- If you do not have an account in Tungsten yet and you need assistance to register one, open a ticket with Tungsten support team using the following link:
https://tungsten-network.my.site.com/contactAccountAccess/s/?language=en_US
- Call Tungsten support at the respective dedicated line for your country. In order to get in touch with a support agent on the phone you need to have a support ticket raised as a first step and provide it as a reference when you call Tungsten support line. You can find a list with the applicable helpdesk line for your country at the link below:
<https://www.tungsten-network.com/resources/support/local-numbers/>.

X. How to find your Tungsten supplier account number

Your Tungsten account number is your unique identifier in Tungsten. In order to find it, please go to *Your account* and then scroll down to the bottom. Your account number starts with AAA and is followed by 9 digits.

