



Mohawk Guide for failed invoices in the Tungsten Network

Failure Reason	Action Required
<p>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.</p>	<p>The PO number you have provided is either incorrect or is not available in Tungsten. Please review the referenced PO number and correct it if applicable. Please confirm that you are billing the correct buyer account. You can research the PO under the "Purchase orders" tab in Tungsten. Buyer account will be provided there. If you believe that the PO number provided is correct, please contact Mohawk at ap_helpdesk@mohawkind.com</p>
<p>Invoice Unit price is greater than the PO Unit Price</p>	<p>This error indicates that the unit price you are providing on at least one of the invoice lines on your invoice is greater than the PO unit price. Mohawk requires you to match line by line meaning your unit price, unit of measure, and PO Line Number referenced have to match the PO. Please correct the amount and resubmit the invoice via Tungsten.</p>
<p>An Undetermined Error has occurred: This needs to be investigated by Tungsten Network Support. Please raise a support ticket for this problem, referencing the error and the invoice number.</p>	<p>This error needs to be investigated by Tungsten Network Support. Please raise a support ticket for this problem, referencing the error and the invoice number.</p>

<p>Invoice does not add up: either the sum of the line totals does not equal the net total; the sum of the line tax amounts does not equal the tax total; or the sum of the net total and the tax total does not equal the invoice total. Please check the amounts you have used and correct them. If you need additional help please raise a support ticket for this problem referencing the error and the invoice number.</p>	<p>This error indicates that either the sum of the line totals does not equal the net total; the sum of the line tax amounts does not equal the tax total; or the sum of the net total and the tax total does not equal the invoice total. Please check the amounts you have used, correct them and resend your invoice to Tungsten. If you need additional help, please raise a support ticket for this problem referencing the error and the invoice number.</p>
<p>Invoice Line Amount is greater than Open PO Line Amount</p>	<p>This error indicates that the invoice line amount you are providing on at least one of the invoice lines on your invoice is greater than the PO line amount for the relevant line. Please check the invoices you have previously submitted under this PO. You may have billed the same line number on a different invoice and the quantity is not available for invoicing. Please correct the amount and resubmit the invoice via Tungsten.</p>
<p>Relationship not set-up: The customer you are sending your invoice to has not set-up a relationship with your account. Please raise a support ticket and we will verify with your customer that the relationship should be set-up and we will notify you when this has been done. Please reference the invoice number when you raise the ticket.</p>	<p>This error indicates that you are trying to submit an invoice to a Mohawk entity you are not currently connected to in Tungsten system. Please raise a support ticket and Tungsten will verify with your customer that the relationship should be set-up and will notify you when this has been done. Please reference the invoice number when you raise the ticket.</p>
<p>PO Line Number reference is required for each Invoice Line</p>	<p>This error indicates that you have not provided a correct PO line item number for at least one of the lines on your invoice. Please refer to your Mohawk PO Number to confirm your PO Line Number. Please correct the data and resubmit the invoice.</p>
<p>Total amount cannot be negative</p>	<p>This error indicates that you are providing a negative total amount of your invoice which is not acceptable. Please correct the data and resubmit the invoice.</p>
<p>Missing delivery note number</p>	<p>This error indicates that you have not provided delivery note number on your invoice. Please add the relevant delivery note number and resubmit the invoice. Your delivery note number is your shipment number. It will start with 3000. Please</p>

	contact your buyer/planner to confirm our shipment number if you need it.
PO Line Numbers may contain only numeric characters	This error indicates that in the field for "PO line item number" you have provided characters different from digits. These might be letters, hyphens, etc. which is incorrect. The PO line item number should always be a number and nothing else. Please correct the data and resend your invoices to Tungsten.
Invalid Year for Invoice Date or Tax Point Date	This error indicates that the invoice date format used is not recognized. Please check the format and change it if necessary. If the format looks okay, please raise a support ticket and provide the invoice number and the reason why you believe the data is still correct.
Invalid Delivery Note Number	This error indicates that either you have not provided a delivery note number or the one provided on your invoice is not correct. Your delivery note number is your shipment number. It will start with 3000. Please contact your buyer/planner to confirm our shipment number if you need it.
Mandatory field InvoiceDetails is empty	This error indicates that the invoice details data is missing from your invoice. Please add the relevant data and resubmit the invoice to Tungsten.
The PO number referenced in your invoice is outside of the range used by your customer. Please ensure you are invoicing the correct buyer entity, correct the PO number used and resubmit the invoice.	This error indicates that the PO number you have provided on your invoice does not comply with the format required by Mohawk. Please verify the information, correct the data and resubmit the invoice to Tungsten with the correct PO number.
Mandatory Field Error: A key field is missing in your invoice line item data which could either be product description/product number, quantity, unit price, unit of measure or line net. If you need help, please raise a support ticket referencing the error and the invoice number.	This error indicates that there is a missing mandatory invoice line item data field in the invoice sent to Tungsten. This could be product description/product number, quantity, unit price, unit of measure or line net. Please revise the issue with your technical team and resubmit the invoice to Tungsten. If you are not sure which field is missing, please raise a ticket with Tungsten supplier support team for further assistance.

Mandatory field InvoiceNumber is empty

This error indicates that you have not provided a mandatory field "Invoice number" on your invoice. Please correct the issue on your file and resend it to Tungsten.

