



## 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).
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- 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  
11-11111111

**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

**! Company information is already in use. Please check if your business and VAT registration number are correct.**

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

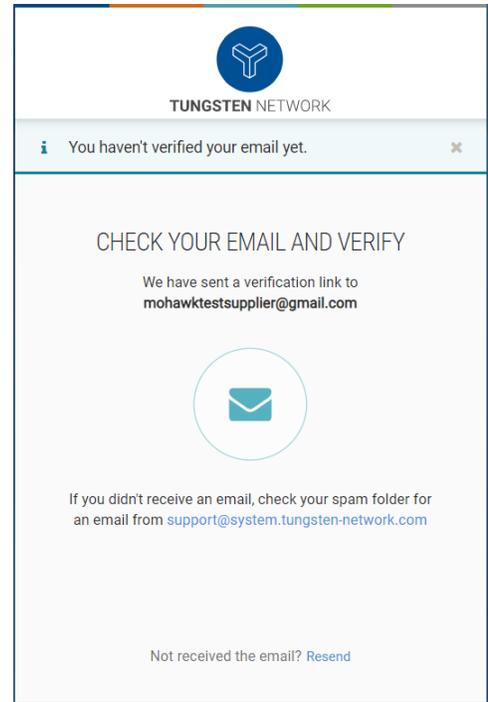
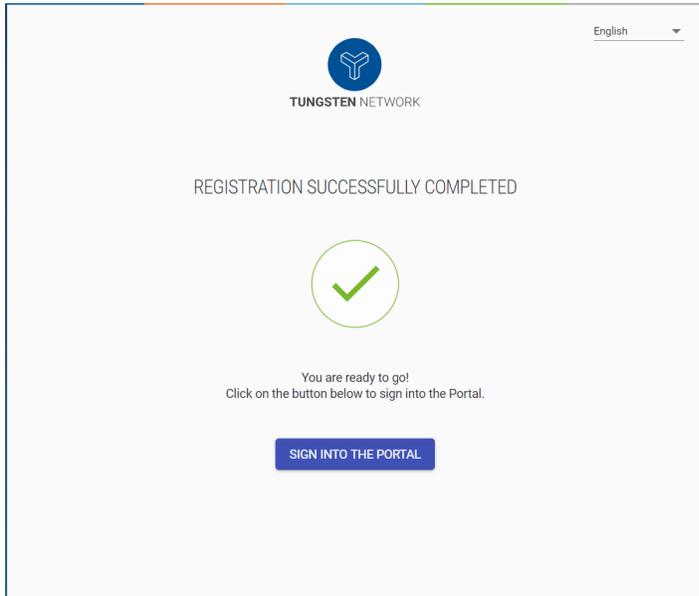
Username  
mohawktestsupplier@gmail.com

Password  
.....

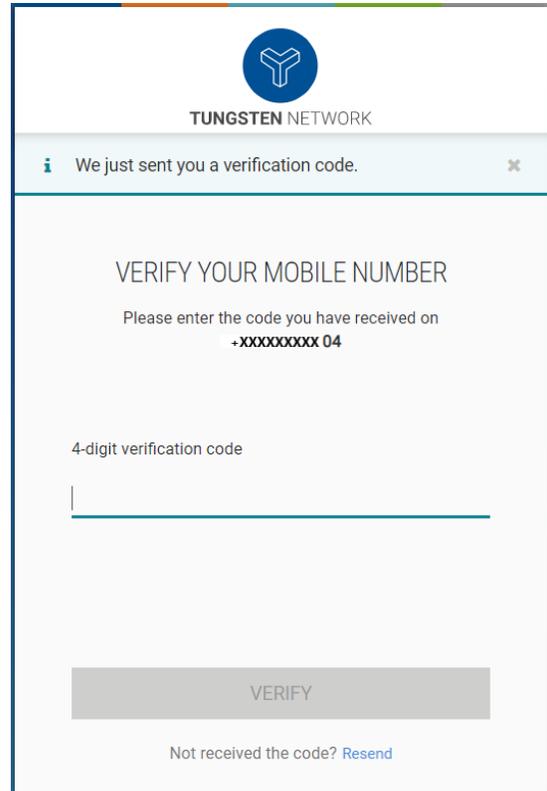
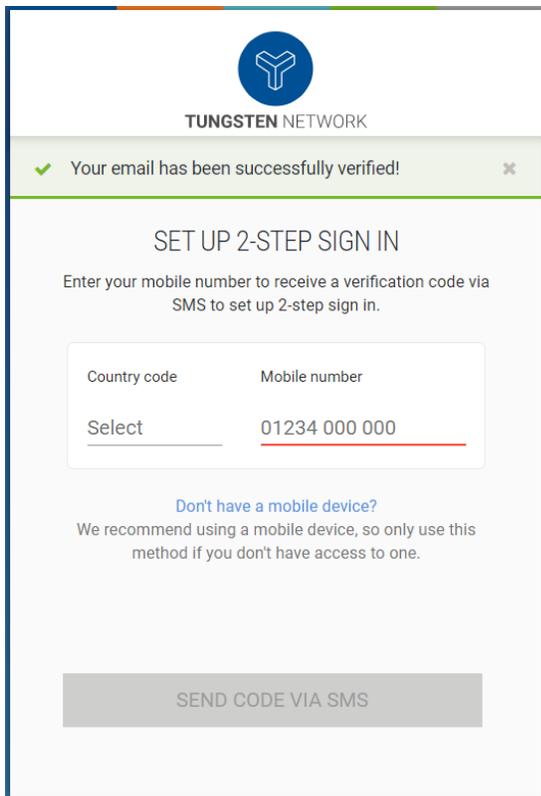
Password confirmation  
.....

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.

- 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 SMS(TEXT).





TUNGSTEN NETWORK

Your mobile number has been successfully verified! ✕

### SELECT 2-STEP LOGIN

How do you want to authenticate?



App



SMS (TEXT)

1. Download the Authy app via [App Store](#) or [Google Play](#)
2. Approve the sign in request
3. Complete sign in

CONTINUE



TUNGSTEN NETWORK

Your mobile number has been successfully verified! ✕

### SELECT 2-STEP LOGIN

How do you want to authenticate?

App

SMS (TEXT)

---

1. Get sent a security code via SMS
- [Enter the code](#)
- [Complete sign in](#)

CONTINUE



## WE JUST SENT YOU AN SMS

To sign in, enter the security code we sent to  
+zzzxxxxxx604

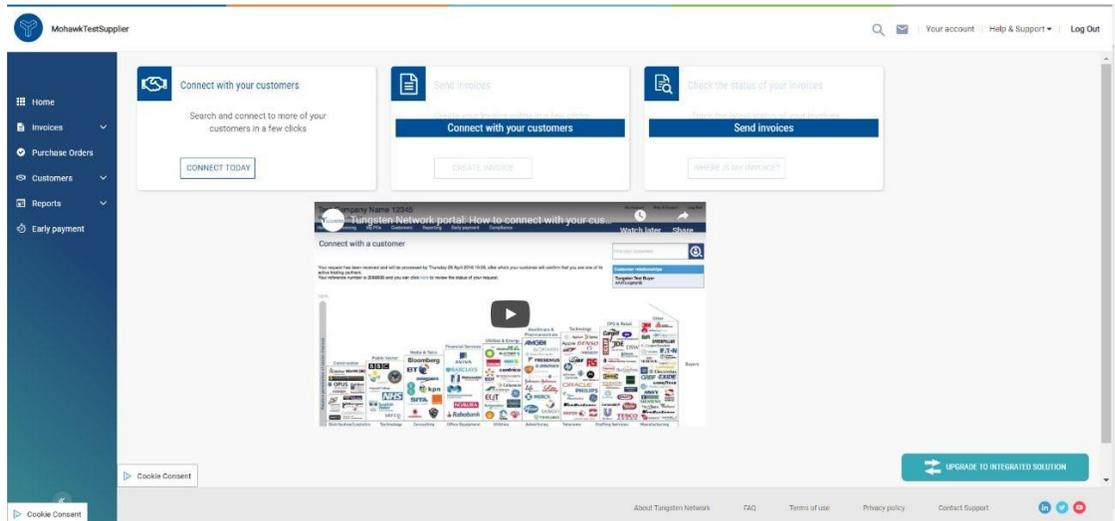


Enter security code

Authenticate via [APP](#) | [Email](#)

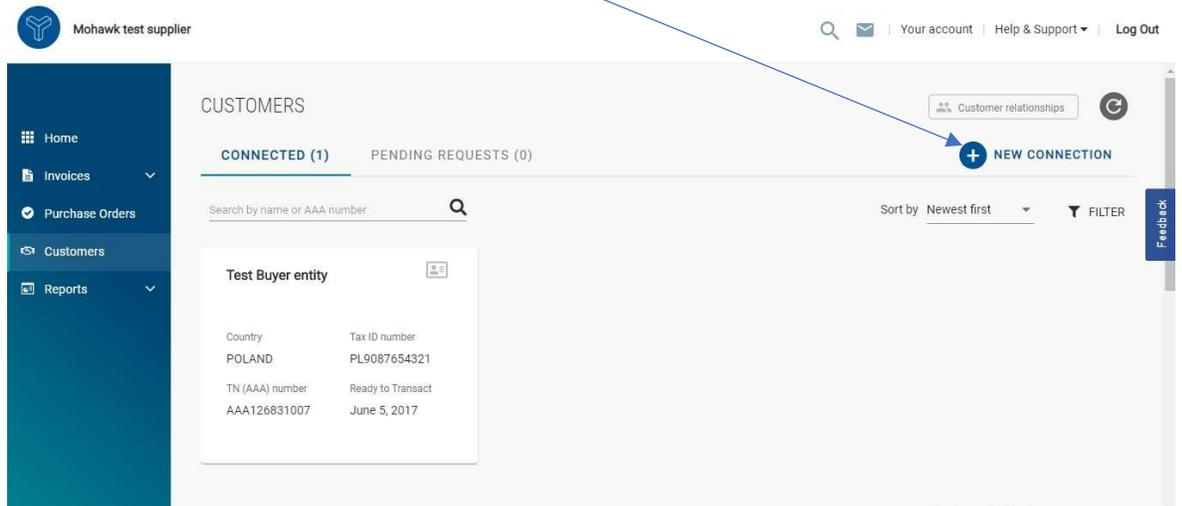
[Resend the code](#)

- Once you complete step 6 and click on Continue Signing In, 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 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	Mohawk Industries, Inc. (SAP Account)	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	Mohawk Inc. (SAP-Dal-Tile-Central FG)	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	Mohawk Operations Luxembourg S. `a r. l.	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 ▼

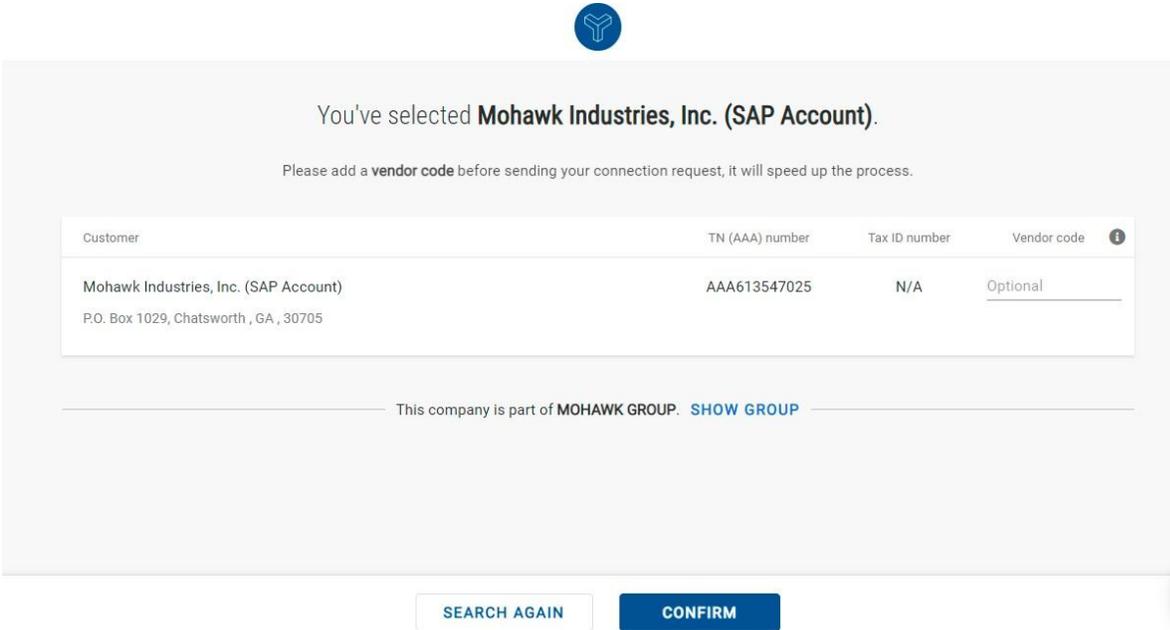
Find a customer

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)**.

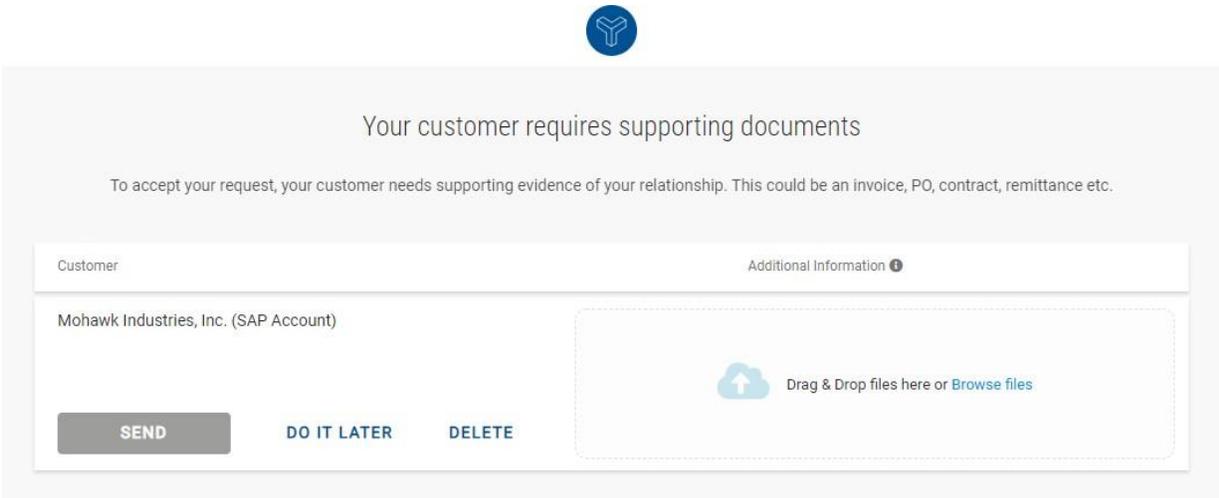
Please add a **vendor code** before sending your connection request, it will speed up the process.

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.



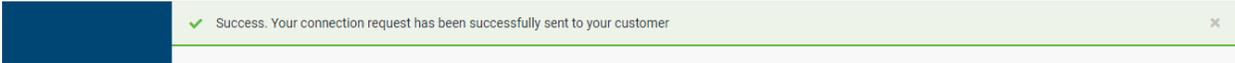
Your customer requires supporting documents

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)	<div style="border: 1px dashed gray; padding: 10px; text-align: center;"> Drag &amp; Drop files here or <a href="#">Browse files</a></div>

[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 X

### 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.

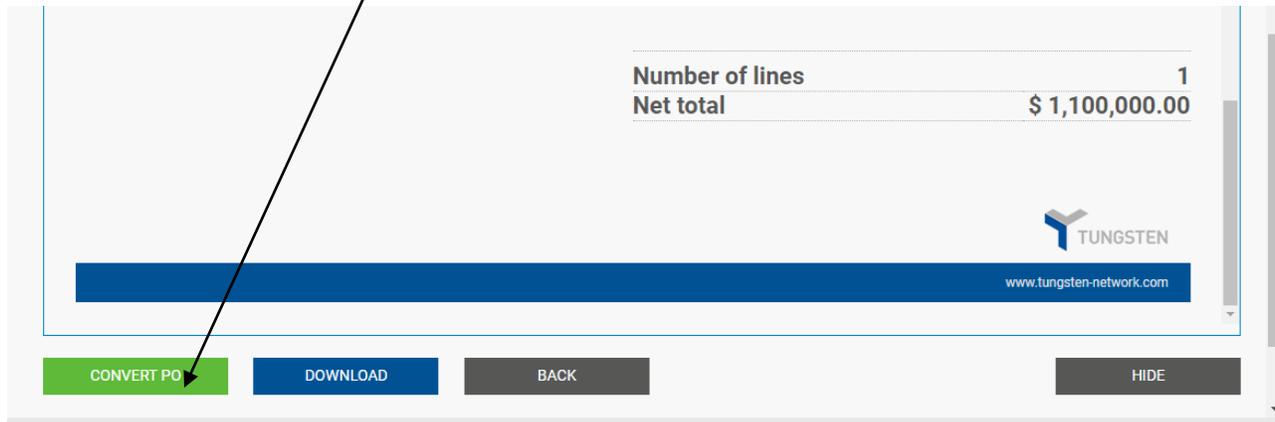
2. To find a specific PO, please use the "Select PO date range" dropdown, click "Last 12 months" or set Custom range and populate your PO in the "PO Number" field. Click on the green button "GET MY POs" and you will be presented with the relevant PO for Mohawk. You will then see your PO summary as below:

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\*  
Mohawk Test supplier

Country\*  
UNITED STATES

Street number and name\*  
Test address

Address line 2  
981083311

Address line 3

City\*

State\*  
Washington

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 ? <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>
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 'Line item type' dropdown menu with the following options:

- Goods
- Normal line
  - Goods
  - Service
- Special line
  - Admin Charge
  - Advance Recycling Fee
  - Carriage
  - Credit / Discount
  - Demurrage
  - Freight**
  - Fuel Surcharge
  - Green Tax
  - Insurance
  - Packing
  - Rounding Line
  - Special Charge

The background interface includes a 'Description\*' field with a search icon, a 'Unit\*' dropdown menu with 'Please select' and a plus icon, and a 'Quantity\*' input field with the value '1.000'. Below these fields is a note: 'such as PO/Delivery details, discounts, and other additional information'.

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 the 'Line item type' dropdown menu set to 'Freight'. The 'Description' field is empty. The 'Quantity' field contains '1.000' and the 'Price' field contains '0.00000'. Below these fields are 'Service delivery start date' and 'Service delivery end date' fields, both with calendar icons. At the bottom, there are two buttons: 'SAVE LINE ITEM' (highlighted in green) and 'CANCEL' (grey). A blue arrow points from the 'SAVE LINE ITEM' button to the 'Description' field.

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 'Payment terms' section with options for 'Early payment discount' (No discount for early payment selected) and 'Late payment conditions'. Below is the 'Remit to' details section 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 contains a table with the following data:

	Invoice (\$)
Total net	707.46
Total tax	0.00
<a href="#">Undo changes</a>	
Total gross	707.46

At the bottom of the form are buttons for 'SAVE AS TEMPLATE', 'SAVE', 'PREVIEW', and 'SEND'.

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 a confirmation message: 'Invoice submitted successfully' with a green checkmark icon. Below the message is a green 'CONTINUE' button.

#### 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\* ?

Advance payment date ?

Payment due date ?

Delivery date ?

Currency\* ?

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.  
 ?

**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.  
 ?

[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

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 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
<b>Total</b>	<b>0.00</b>

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
<b>Total</b>	<b>0.00</b>

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.

7. 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 <a href="#">Manage default settings</a>
--	--

Summary

Invoice (\$)	
Total net	69.00
Total tax	0.00
<a href="#">Undo changes</a>	
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**.

The screenshot shows the 'Create invoice' interface. The sidebar on the left has 'Create invoice' selected. The main form area is titled 'Create invoice' and contains the following fields:

- Customer\***: A dropdown menu with the text 'Please select'. A black arrow points to this field.
- Select option\***: A dropdown menu with 'New credit note' selected. A black arrow points to this field.
- Credit note number\***: A text input field containing 'Test\_Mohawk\_CreditNote'. A black arrow points to this field.

A green 'CREATE' button is located at the bottom of the form.

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.

The screenshot shows a sidebar on the left with navigation options: Home, Invoices, Create invoice, Template management, Invoice status, Purchase Orders, Customers, Reports, and Early payment. The main content area is titled 'Invoice items' and contains a green 'ADD' button. Below this is the 'Additional information' section, which includes an 'Attachments' field with a 'SELECT AND UPLOAD' button, a 'Margin scheme' dropdown, and a 'Payment terms' section with radio buttons for 'Early payment discount' (No discount for early payment, Apply a discount for early payment) and a text field for 'Late payment conditions'. A blue arrow points from the 'ADD' button in the 'Invoice items' section to the text in step 5.

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

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 

Discount 

Discount % 

Delivery note number 

Delivery start date  

Delivery end date  

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 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.

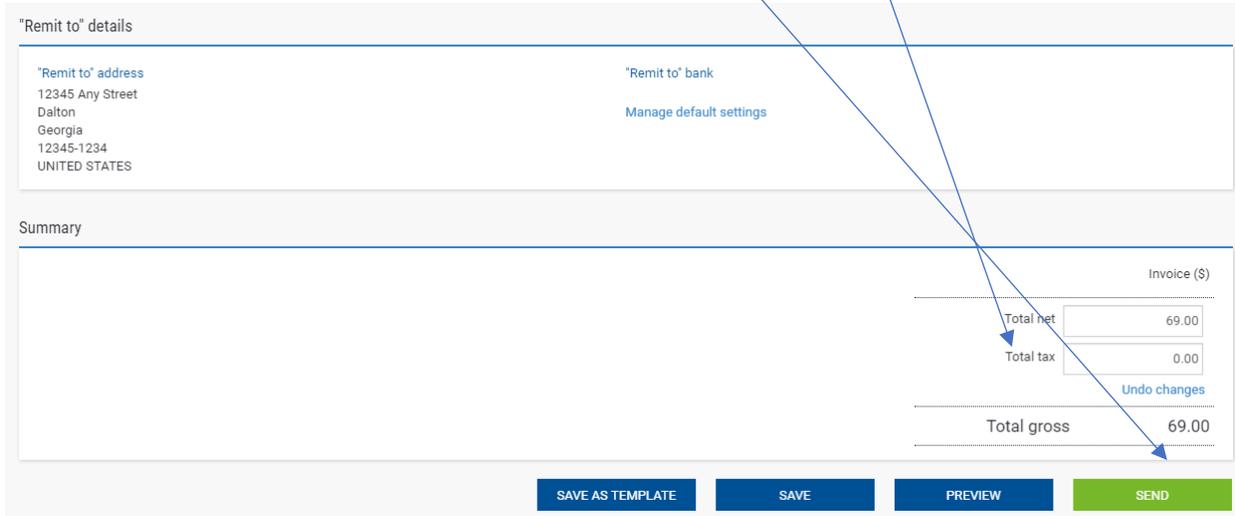
"Remit to" details

"Remit to" address 12345 Any Street Dalton Georgia 12345-1234 UNITED STATES	"Remit to" bank <a href="#">Manage default settings</a>
--	--

Summary

Invoice (\$)	
Total net	69.00
Total tax	0.00
<a href="#">Undo changes</a>	
Total gross	69.00

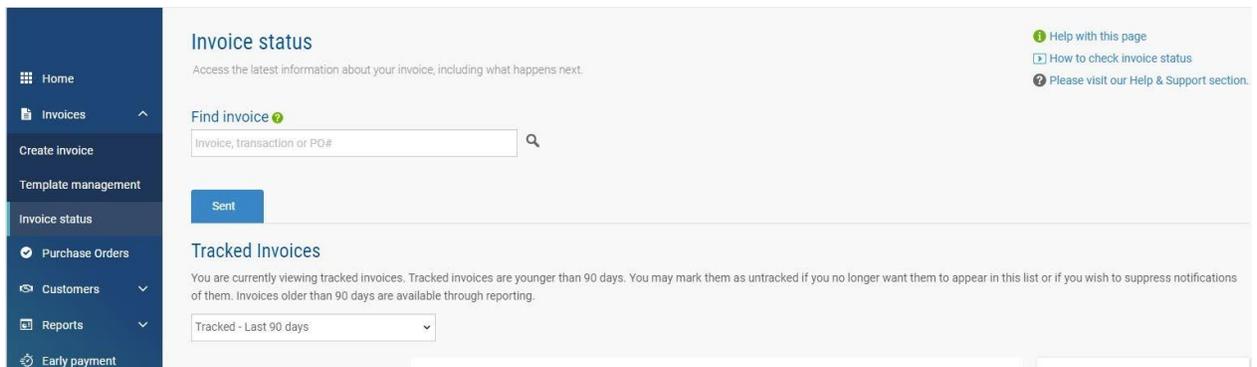
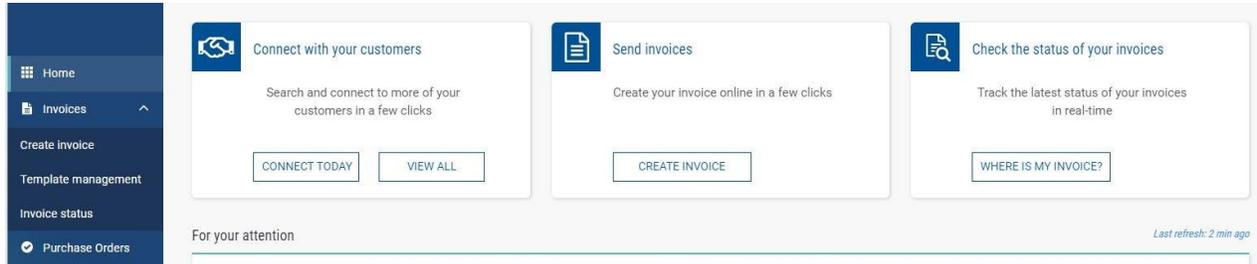
[SAVE AS TEMPLATE](#) [SAVE](#) [PREVIEW](#) [SEND](#)



## 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			<a href="#">View All</a>
Received POs	38			<a href="#">View All</a>

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	<a href="#">View details</a>
Invoice	4500556372T1	2/27/2020	Mohawk - Planners - Test Buyer	6837.54	2/27/2020	2/27/2020	Failed	<a href="#">View details</a>

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](#)

- 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*:

**Create invoice**  
Create or update a new invoice or credit note

**New invoice**

Customer\*  
Please select

Select option\*  
New invoice

Invoice number\*  
[input field]

**CREATE**

**Tungsten Network transactions**

28  
Purchase history  
Purchase more invoices

**Saved invoices**

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

- 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.

**Summary**

Invoice (\$)

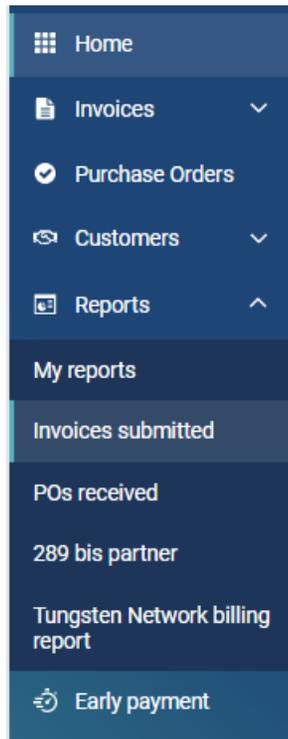
Total net	3,762.77
Total tax	0.00
Total gross	3,762.77

[Undo changes](#)

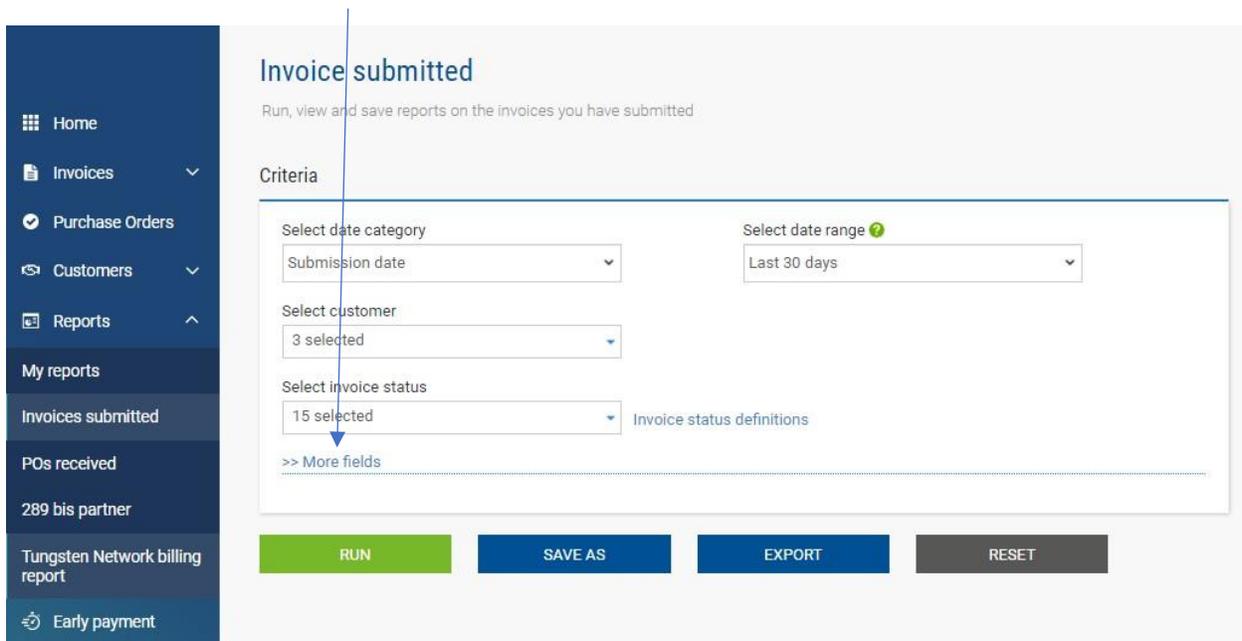
**SAVE AS TEMPLATE** **SAVE** **PREVIEW** **SEND**

## 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

Your short cut to viewing and managing the reports you have saved. [Help with this page](#)

Saved report name ?

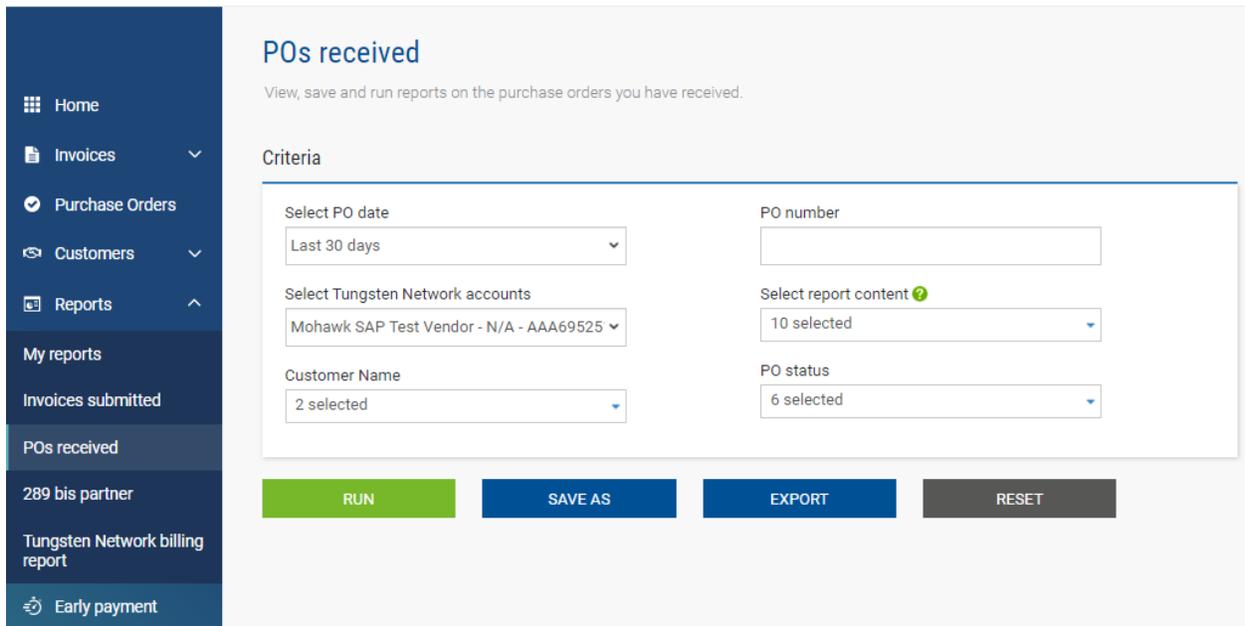
[Default] Invoices Sent (7 Days)	Submitted invoice			
[Default] Invoices Sent (This Month)	Submitted invoice			
Last_30days	Submitted invoice			

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

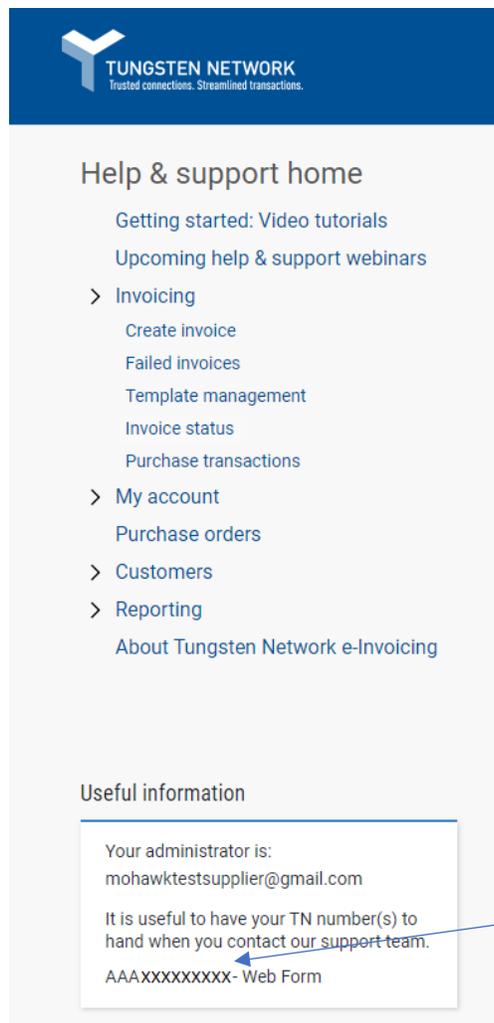
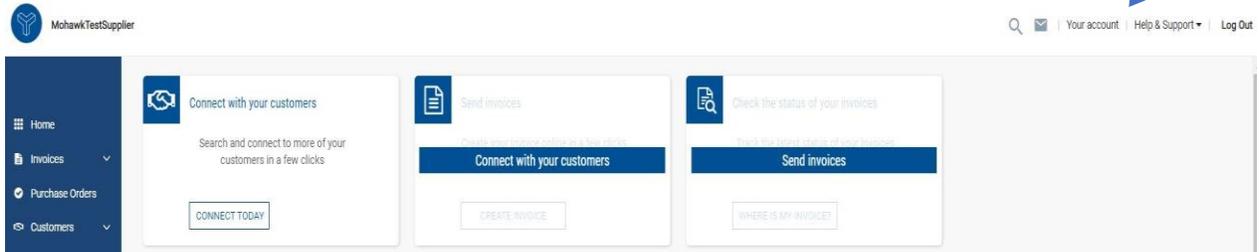
***! Before contacting Tungsten supplier support team, please review this Invoicing Guide as it contains the answer to almost all questions you might have when it comes to the usage of the Tungsten Portal.***

➤ How to contact Tungsten supplier support team:

- Raise a ticket via the Tungsten portal (Help&Support -> Create Ticket). You will receive a system notification when a support agent has provided an update in the ticket. DO NOT respond to the email notification. You need to log in the Tungsten portal and provide your response/update in the relevant ticket.
- Call Tungsten support at the respective dedicated line for your country. It is highly recommended to have a ticket raised as a first step and provide it as a reference to the support agent when you call Tungsten support line. You can find a list with the applicable helpdesk line for your country at <https://www.tungsten-network.com/resources/support/local-numbers/>. If you call Tungsten support, you will be asked to provide your Tungsten account number.

## X. How to check your Tungsten supplier account number

Your Tungsten account number is your unique identifier in Tungsten. In order to find it, please go to Help&Support -> on the left side under Useful information is the account number starting with AAA.



Your Tungsten account number starts with AAA and followed by 9 digits.



TUNGSTEN  
NETWORK



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