



Tungsten FAQ for Mohawk Web Form Suppliers

1. How to submit a PO invoice in Tungsten?

A: Check the detailed guide section 3 of the "[Mohawk Invoicing Guide for Web Form suppliers](#)"

2. How to submit a POA invoice in Tungsten?

A: Check section 4 of the "[Mohawk Invoicing Guide for Web Form suppliers](#)"

3. How to submit a credit memo in Tungsten?

A: Check section 5 of the "[Mohawk Invoicing Guide for Web Form suppliers](#)"

4. How to check the status of a Tungsten invoice?

A: Check section 6 of the "[Mohawk Invoicing Guide for Web Form suppliers](#)"

5. Who should you contact for questions related to the status of your invoice?

A: You can find the latest status of your invoice on the Tungsten portal. If you have additional questions, please contact the relevant Mohawk contact you are working with.

6. How to check whether a specific PO is available in Tungsten?

A: Check section 3 of the "[Mohawk Invoicing Guide for Web Form suppliers](#)"

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

A: Check section 8 of the "[Mohawk Invoicing Guide for Web Form suppliers](#)"

8. How to create a new user who will be able to access the portal?

A: If you are the administrator of your account in Tungsten, you will be able to create additional users who will have access to create invoices, pull reports, check the PO's received, etc. You can do that following the path "Your account" -> "View users and their rights" -> click on the "ADD" button to create a new user.

9. How/When to contact Tungsten supplier support team?

A: Check section 9 of the "[Mohawk Invoicing Guide for Web Form suppliers](#)"

10. How to reactivate a failed invoice?

A: Check section 7 of the "[Mohawk Invoicing Guide for Web Form suppliers](#)"

11. What to do when you have a failed invoice in Tungsten?

A: Check the guide "[Mohawk Guide for failed invoices in Tungsten](#)". If you are still not sure what you should do, please create a ticket with Tungsten supplier support team.

12. What to do when your PO is not available in Tungsten?

A: If your PO is not available in Tungsten, contact Mohawk AP team at ap_helpdesk@mohawkind.com .

13. How to subscribe more people to receive invoice notifications?

A: You can subscribe more people to receive Tungsten invoice notifications following the path – "Your account" -> "Alerts¬ifications" -> "Invoices" .

14. What is my Tungsten Supplier Number?

A: Check section 10 of the "[Mohawk Invoicing Guide for Web Form suppliers](#)"

