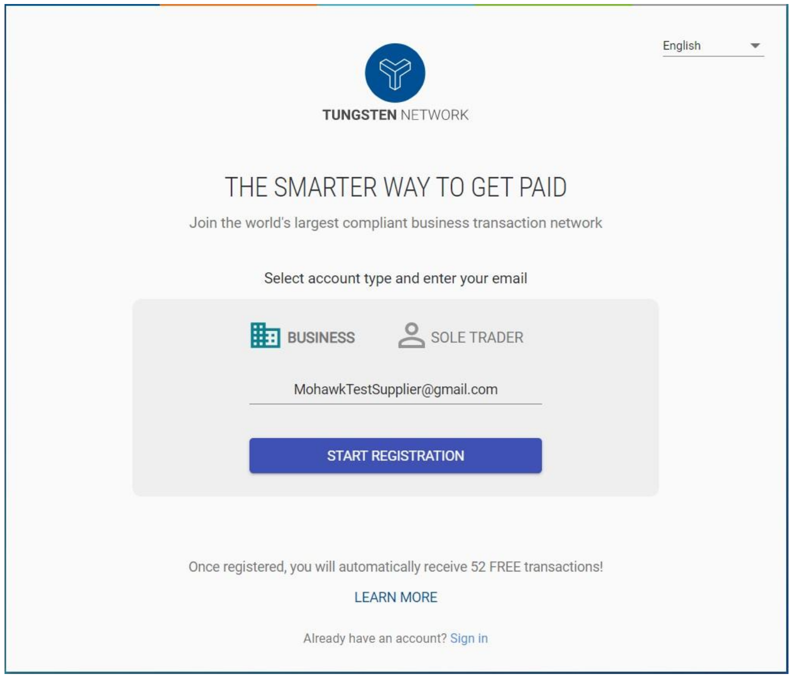
Mohawk e-Invoicing Guide

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.

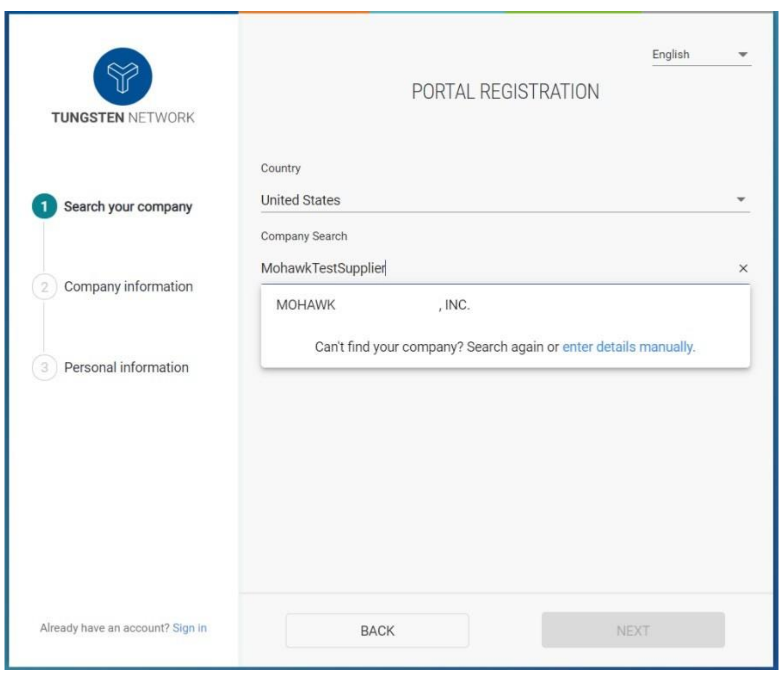
I. How to register a supplier account in Tungsten:

1. Go to https://registration.tungsten-network.com/start

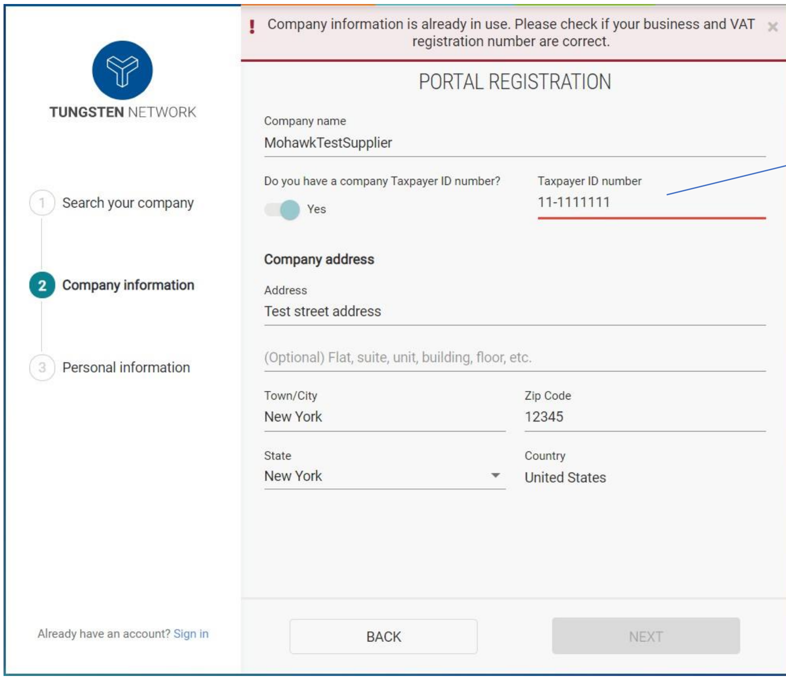
2. Select account type (Business or Sole Trader) and enter your email in the field below. In case the email is already registered with us you should simply sign in your existing account or click on Forgot password if you do not remember your password.



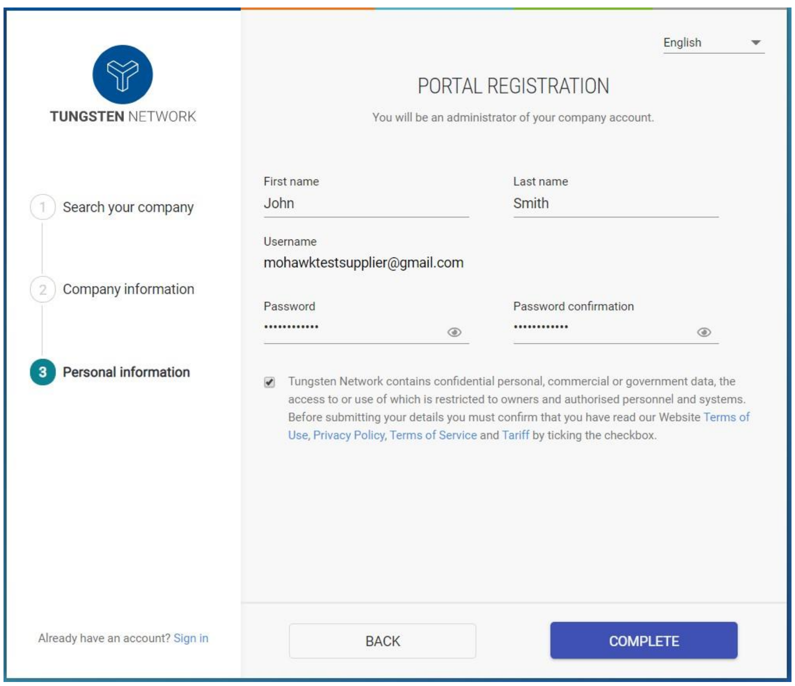
3. On the next screen select your Country and Enter your business name in the Company Search field. When typing in the system will give you some suggestions and if your company is not among these please click on the blue label "enter details manually" to continue.



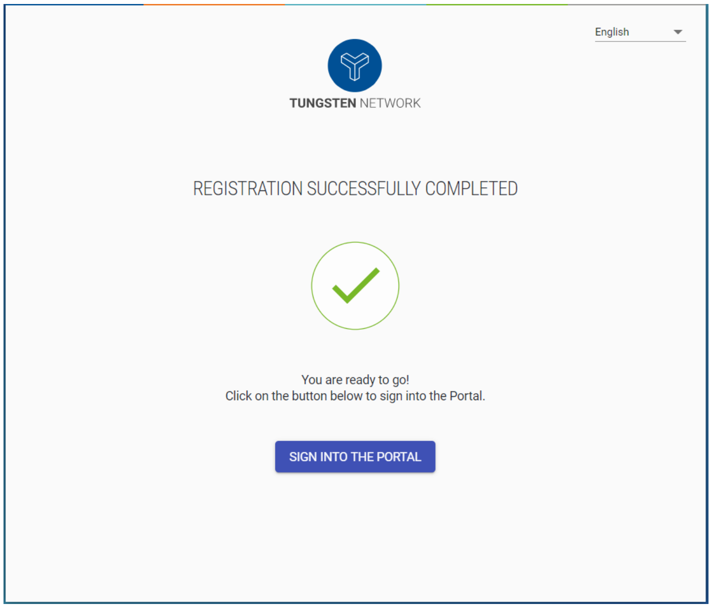
4. On the next screen you will need to complete your Company information and Personal information as shown below and click on Complete.

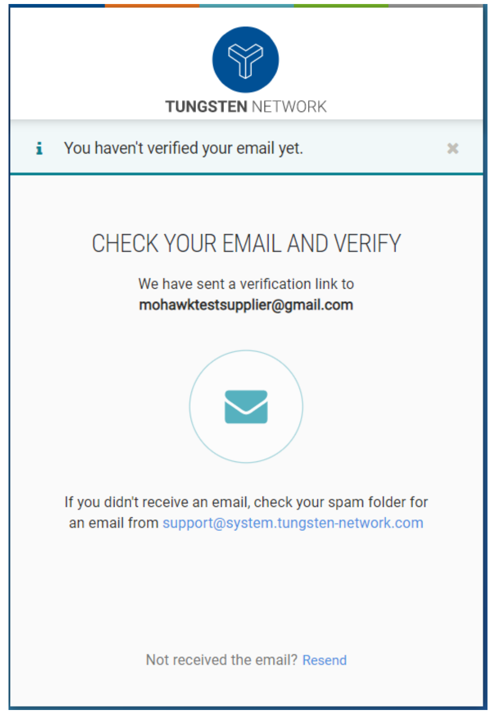


If your **Tax Payer ID** is already used in Tungsten, this field will become red. In this case, please contact **Tungsten supplier support team**

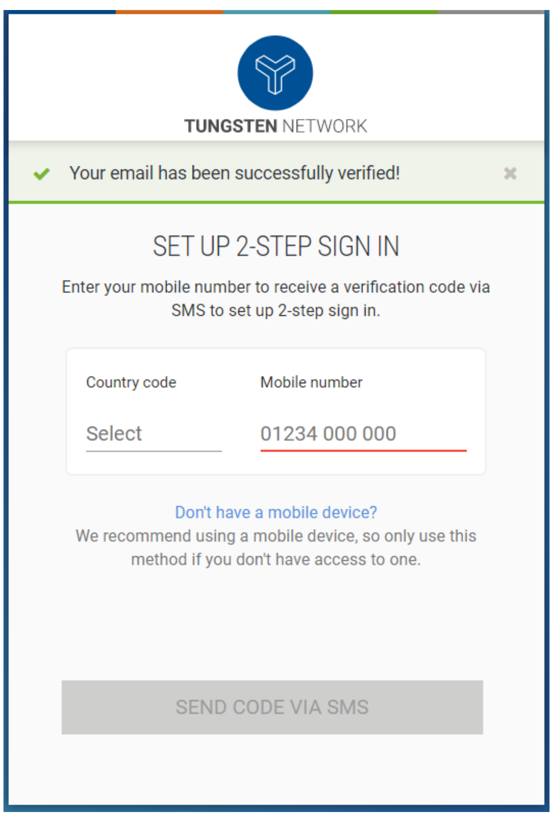


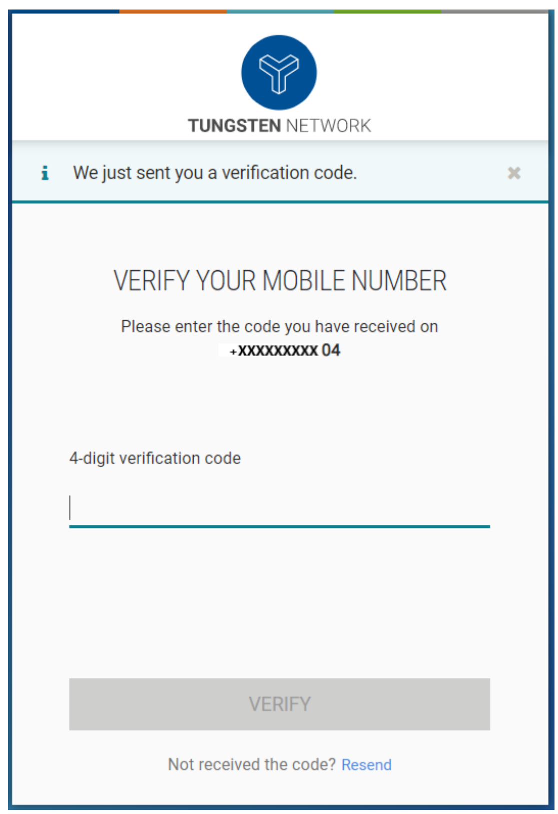
5. You will receive an email from the Tungsten Network to complete your registration. In order to do this and get your account connected with Mohawk, click on SIGN INTO THE PORTAL and log in your account with your username (your email address) and your password.





6. Once you have verified your email successfully, you need to set up a 2-step verification for improved account security. You case select to authenticate either by app or by SMS(TEXT).





TUNGSTEN NETWORK

w 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

w Your mobile number has been successfully verified! N

SELECT 2-STEP LOGIN

How do you want to authenticate?

App

SMS (TEXT}

1 Cet sent a security code via SMS
Emer the code
Complete sign in

CONTINUE

TUNGSTEN NETWORK

WE JUST SENT YOU AN SMS

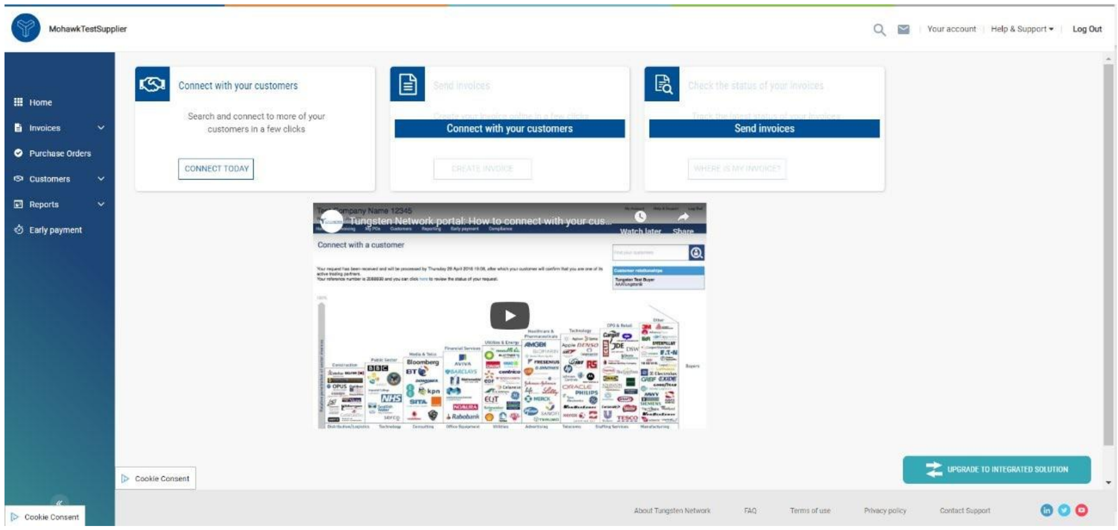
To sign in, enter the security code we sent to
+zzzxxxxxx604

Enter security code

Authenticate via APP I Email

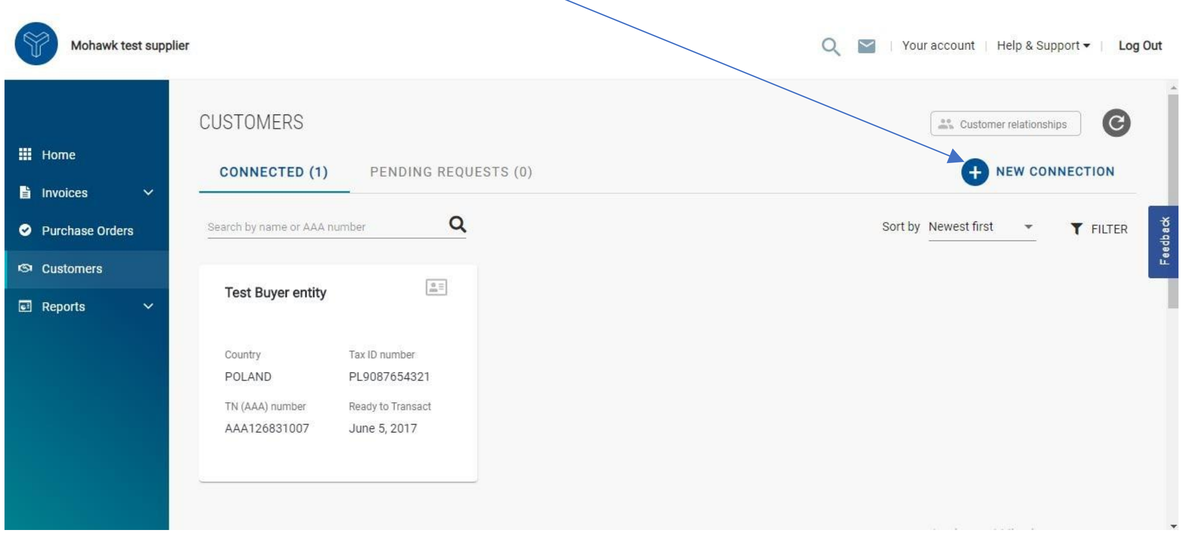
Resend the code

7. 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.

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

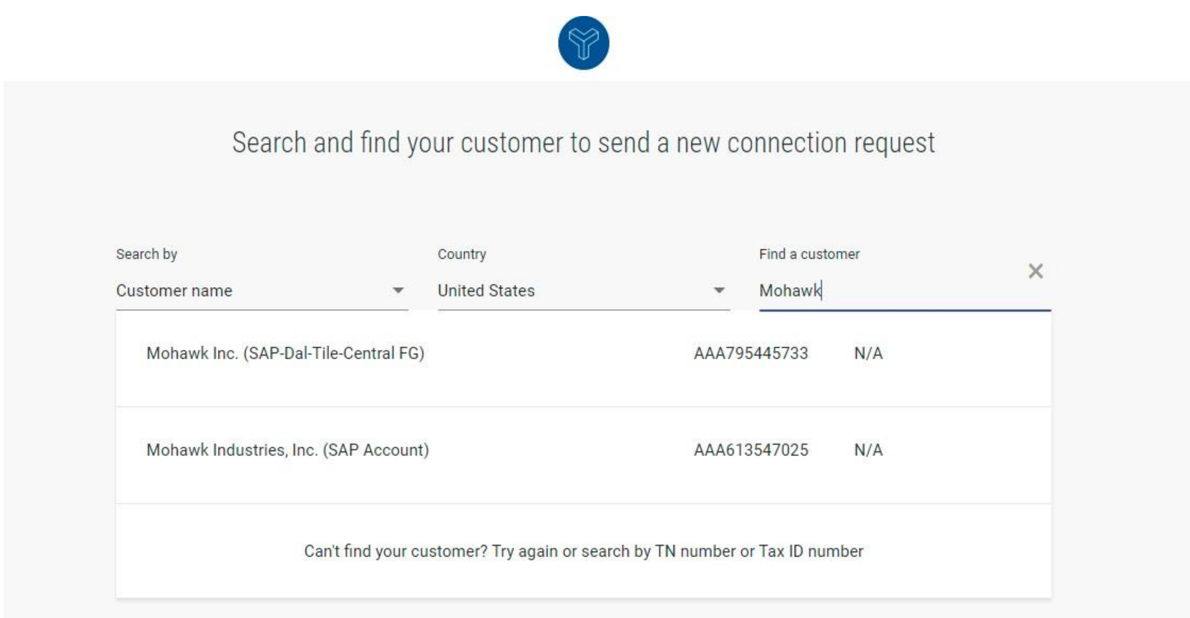


2. In the search tab “Search by”, add the relevant Mohawk’s Tungsten account number as specified below:

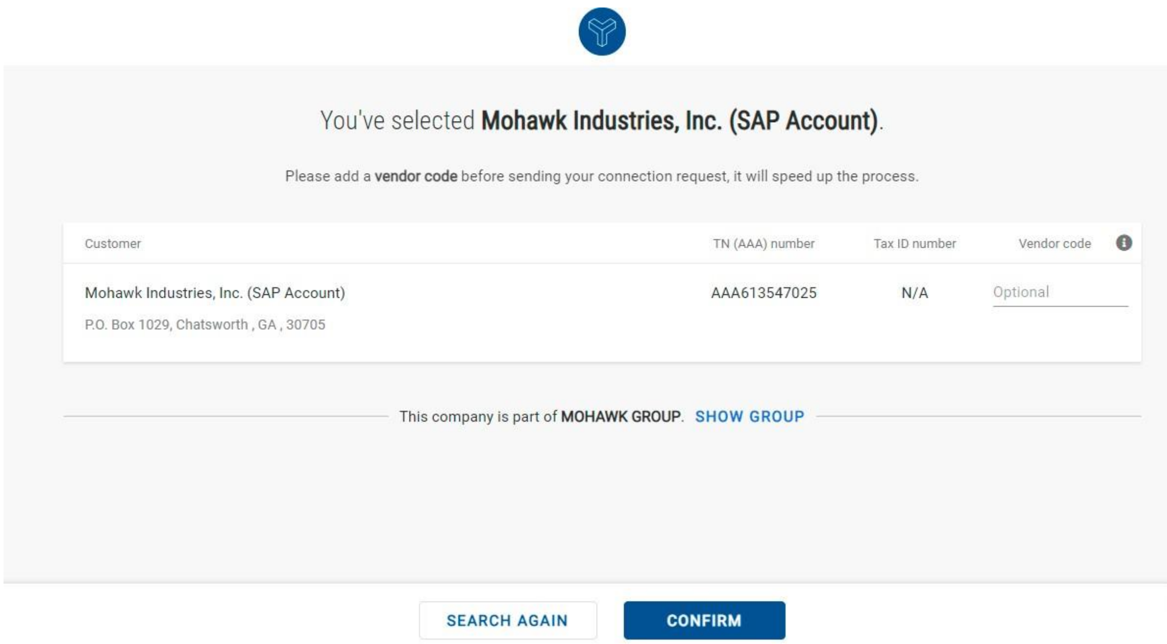
Mohawk Industries have 3 Tungsten Buyer Accounts and the PO number provided by the buyer, will determine which account you need to bill in Tungsten. Please note, your company may not have access to all of these buyer accounts. It depends on which divisions of Mohawk you are doing business with.

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 Mexicalli Pad Plant in Mexico. The PO will start with a 2 and be eight digits long.

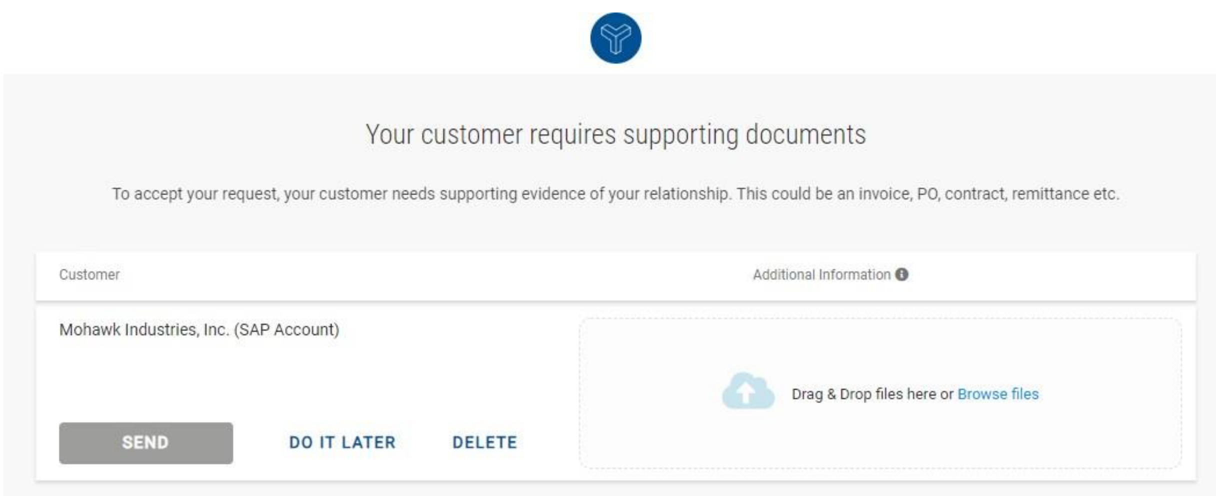
You will be presented with a selection page with the relevant Mohawk entities based on the search criteria you have selected.



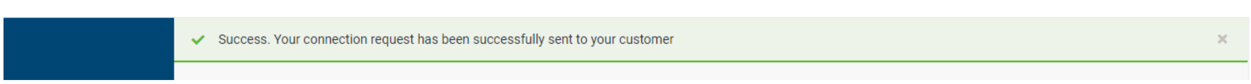
Once you select the desired entity, you will see the following screen where you need to click on the CONFIRM button.



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.

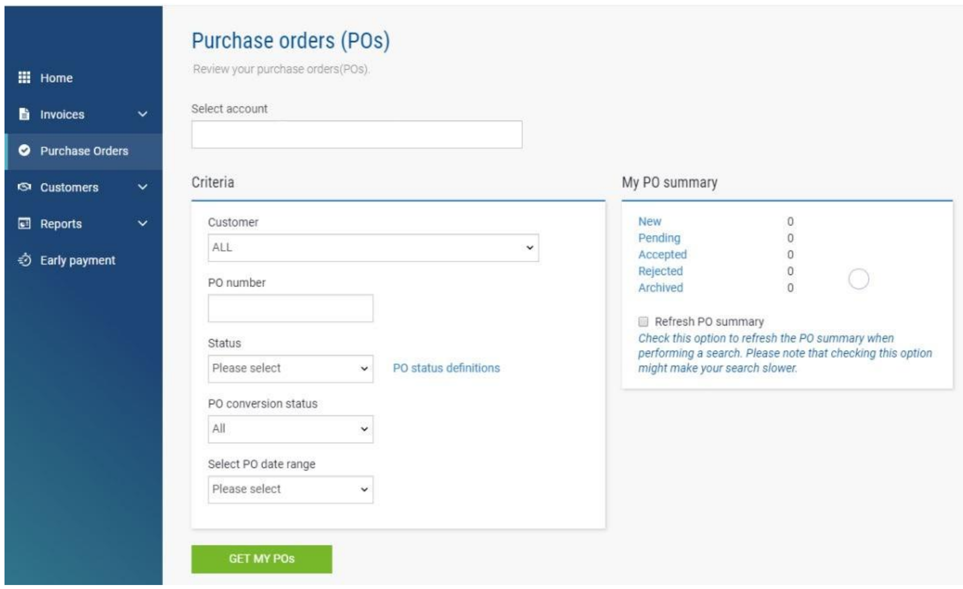


If everything has been completed correctly you will be presented with the screen below. The next step will be for Mohawk to review your request and approve it.

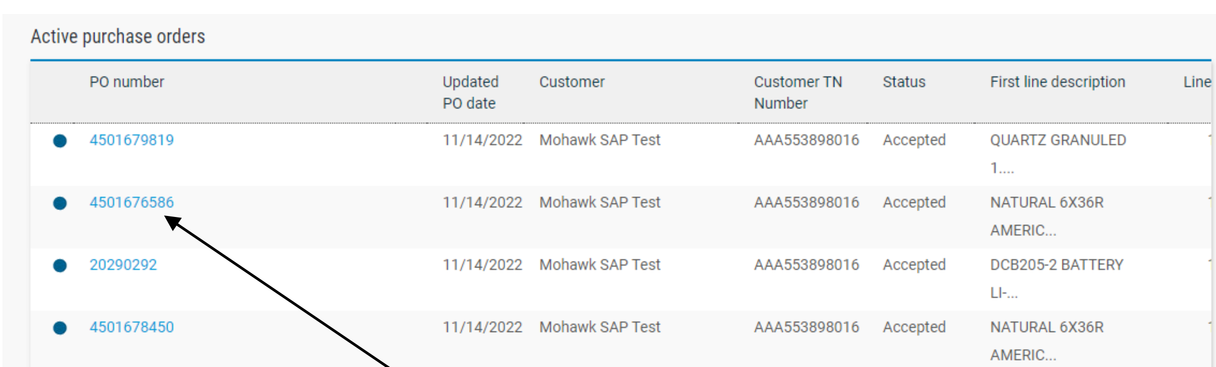


III. How to check if a PO is available in Tungsten and submit a PO invoice.

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:



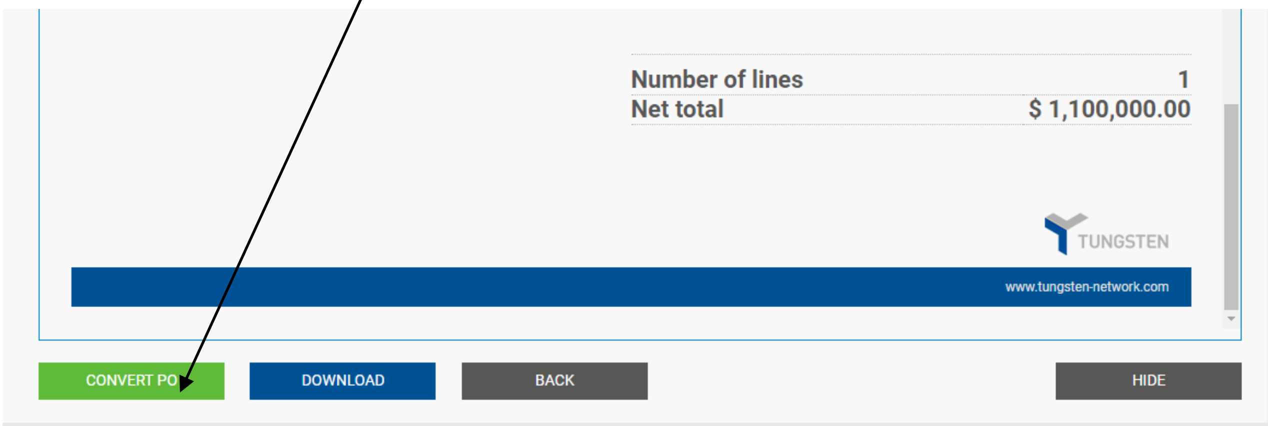
2. To find a specific PO, please use the "*Select PO date range*" dropdown, click "Last 12 months" or set Custom range and populate your PO in the "*PO Number*" field. Click on the green button "GET MY POs" and you will be presented with the relevant PO for Mohawk. You will then see your PO summary as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


Active purchase orders

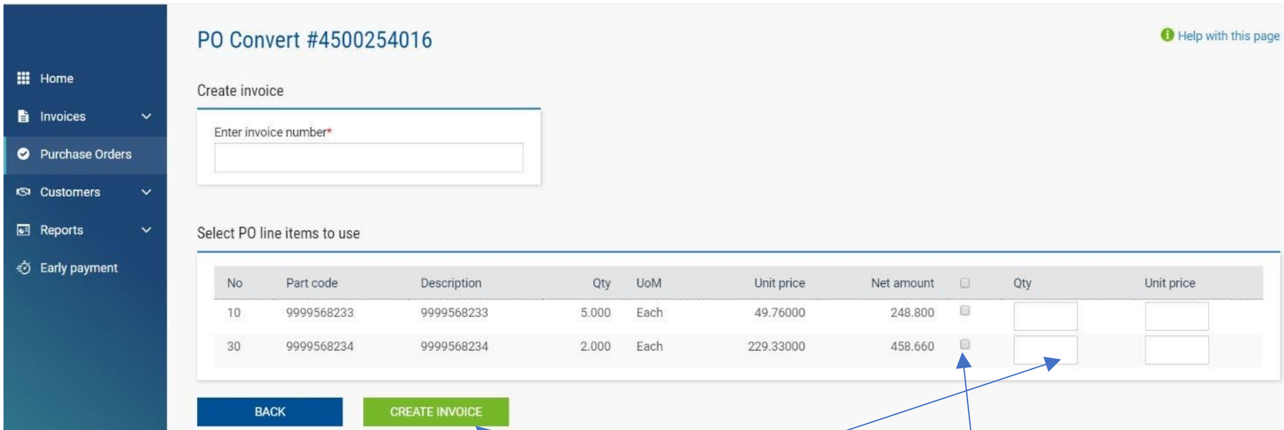
PO number	Updated PO date	Customer	Customer TN Number	Status	First line description	Line
4501679819	11/14/2022	Mohawk SAP Test	AAA553898016	Accepted	QUARTZ GRANULED 1....	
4501676586	11/14/2022	Mohawk SAP Test	AAA553898016	Accepted	NATURAL 6X36R AMERIC...	
20290292	11/14/2022	Mohawk SAP Test	AAA553898016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

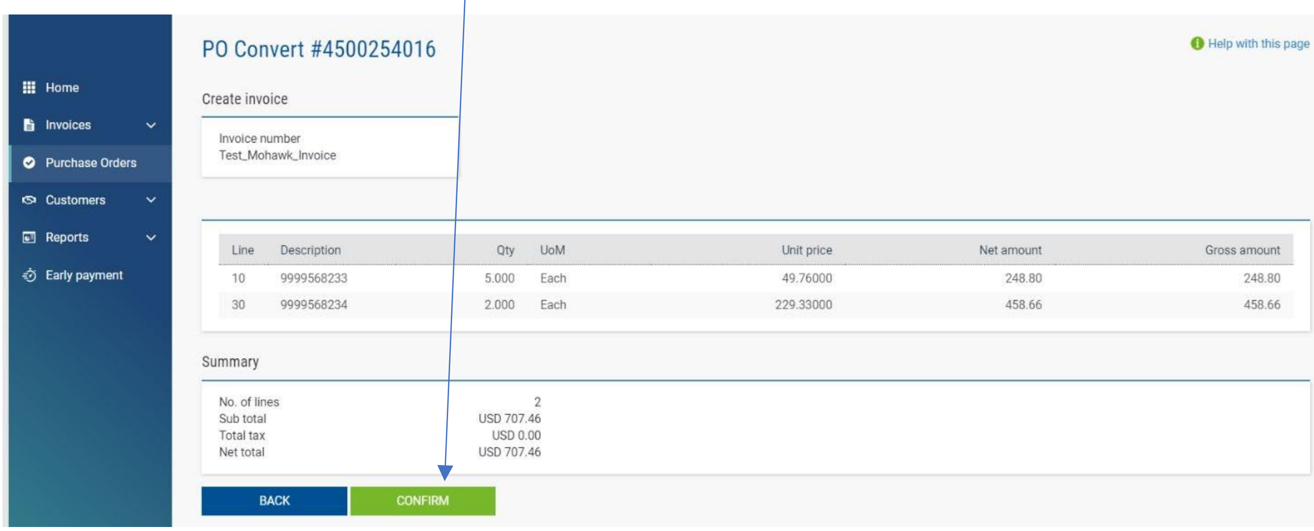


4. The next step is to select which lines from this PO you want to invoice. Additionally, you will need to add the *invoice number*:



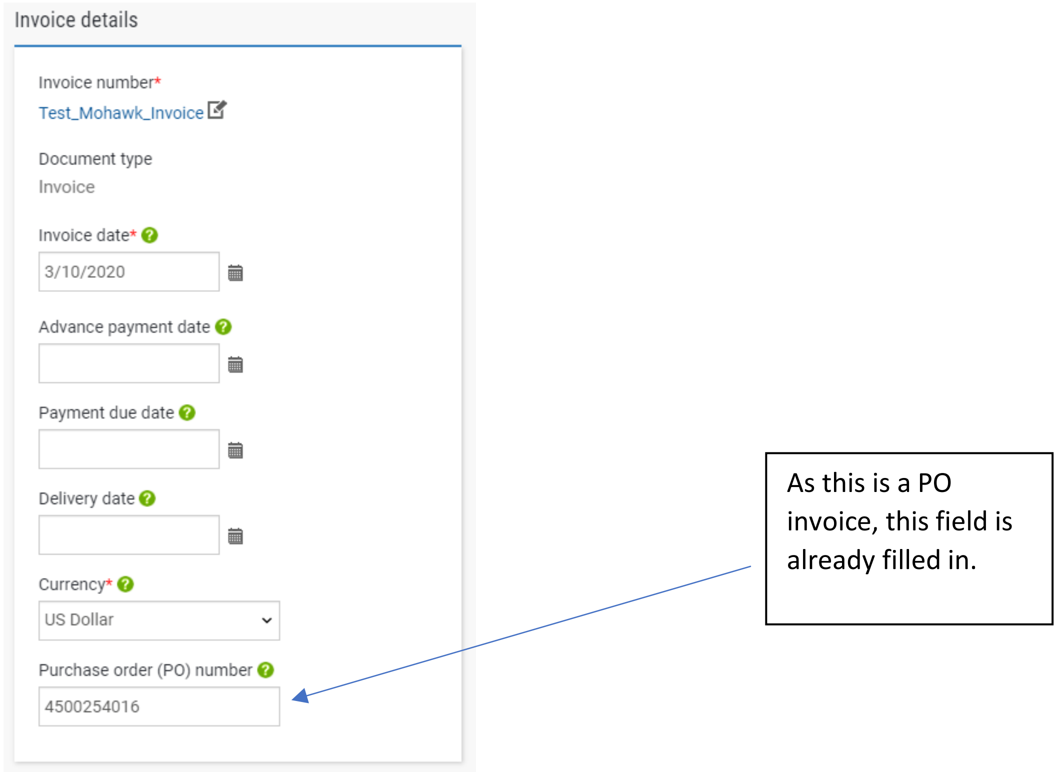
5. If you want to invoice the full amount for a specific line, tick the **box** next to "Net amount". If you want to invoice this line partially, you can add the relevant quantity in the "**Qty**" field. Once completed, click on the CREATE INVOICE button.

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

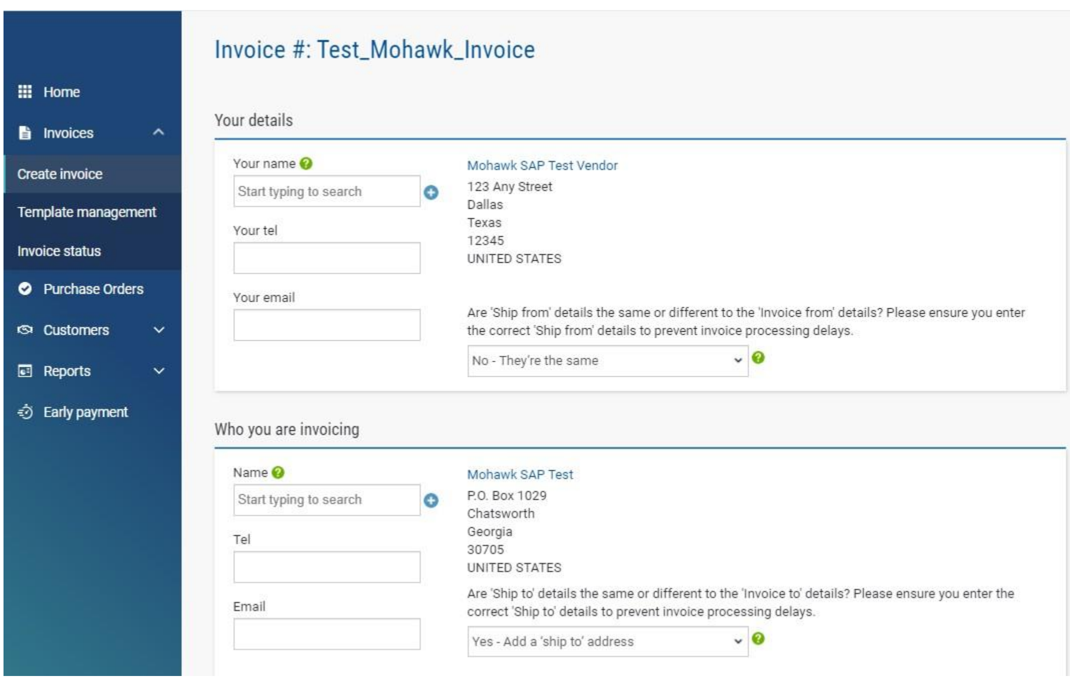


6. Finally, when you click the confirm button you will be redirected to a general template page for invoice submission with the information from your PO already populated on the invoice.

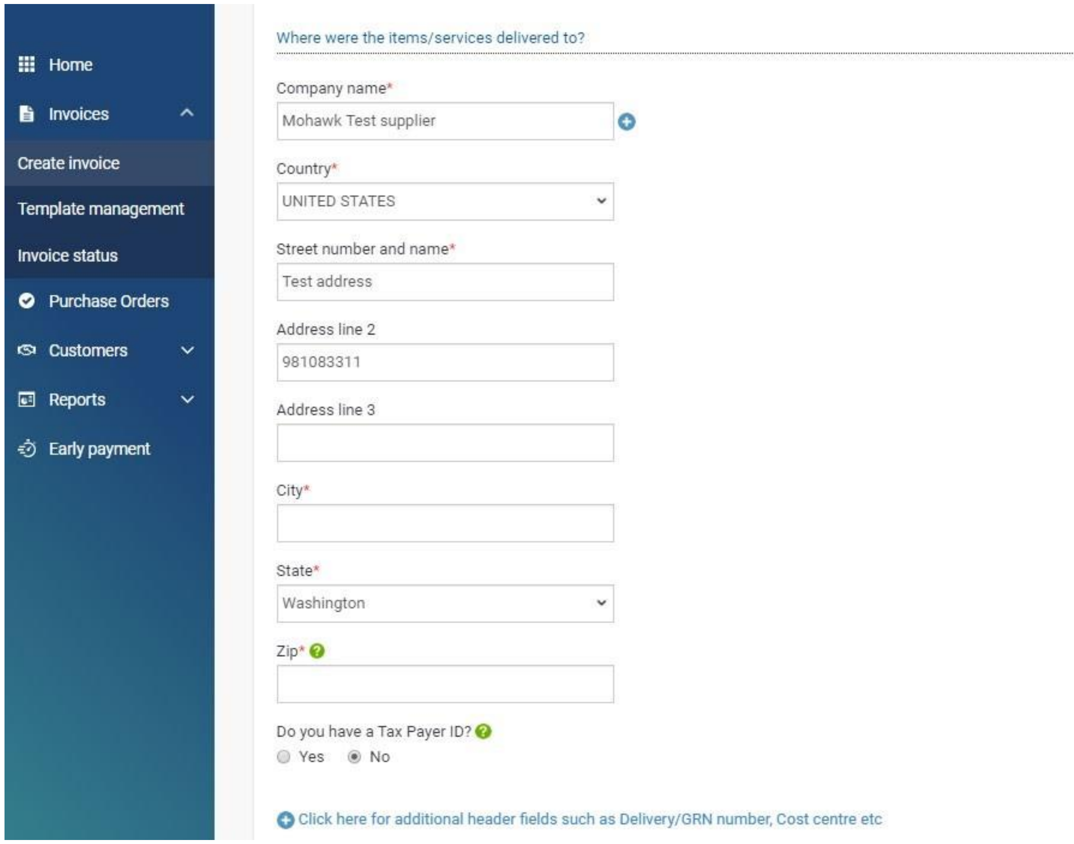
6.1. Please start with the general invoice details on the right:



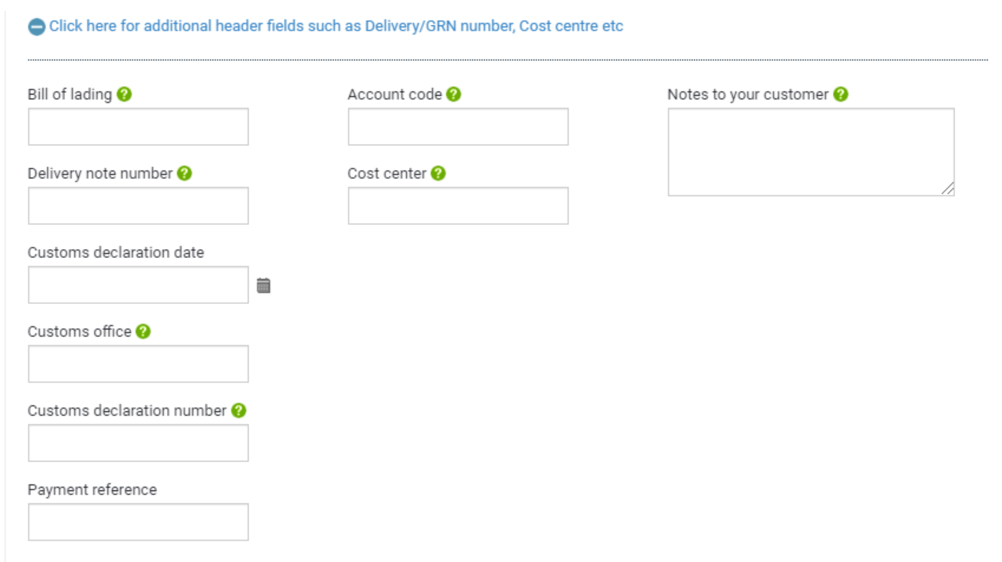
6.2. Then you can review "Your details" and Mohawk details under "Who you are invoicing", which are already filled in from the PO.



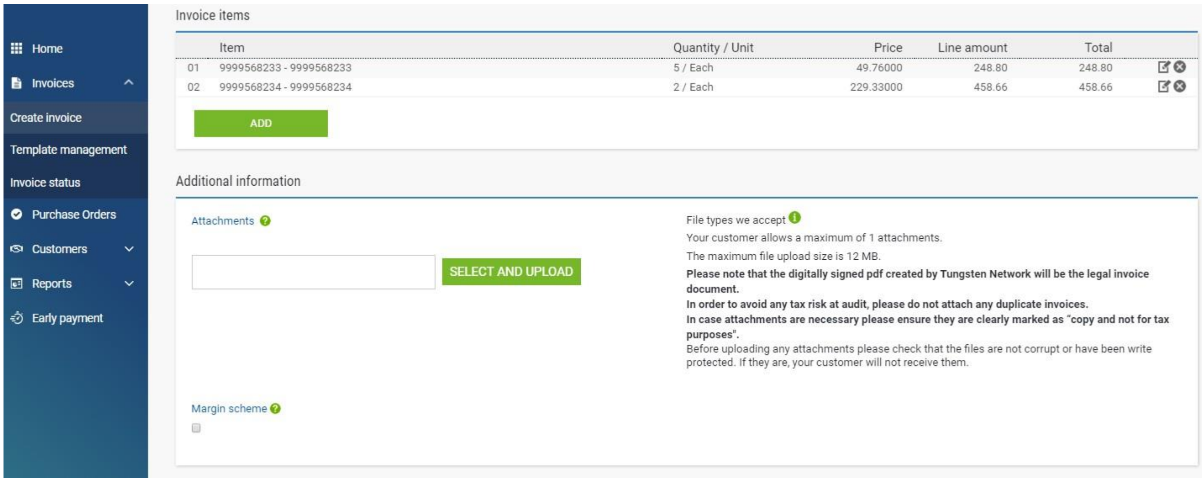
6.3. Fill in any required fields, marked with "*":



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:



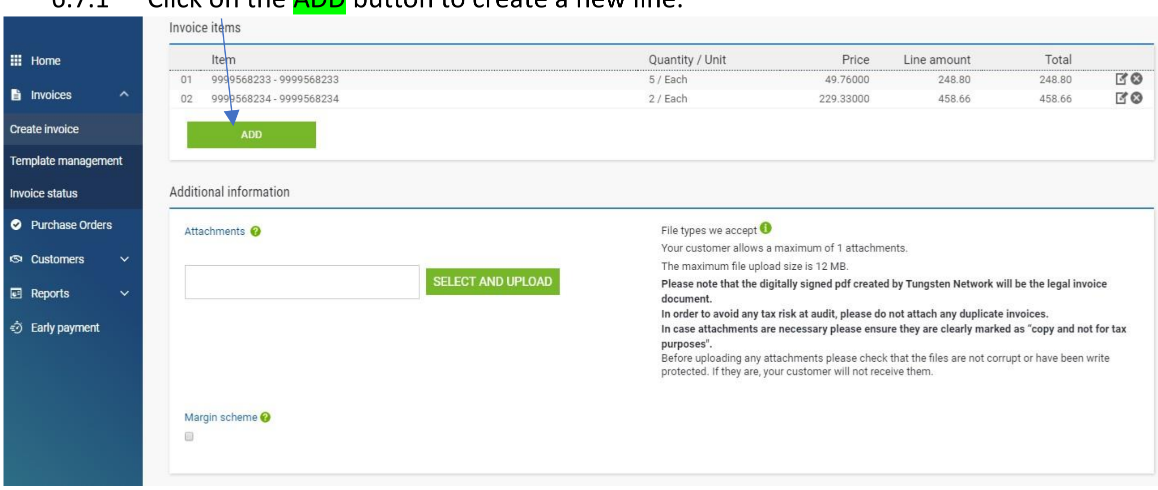
6.5. Should you wish to edit something on the Line level, you can still do it under the Invoice items section:



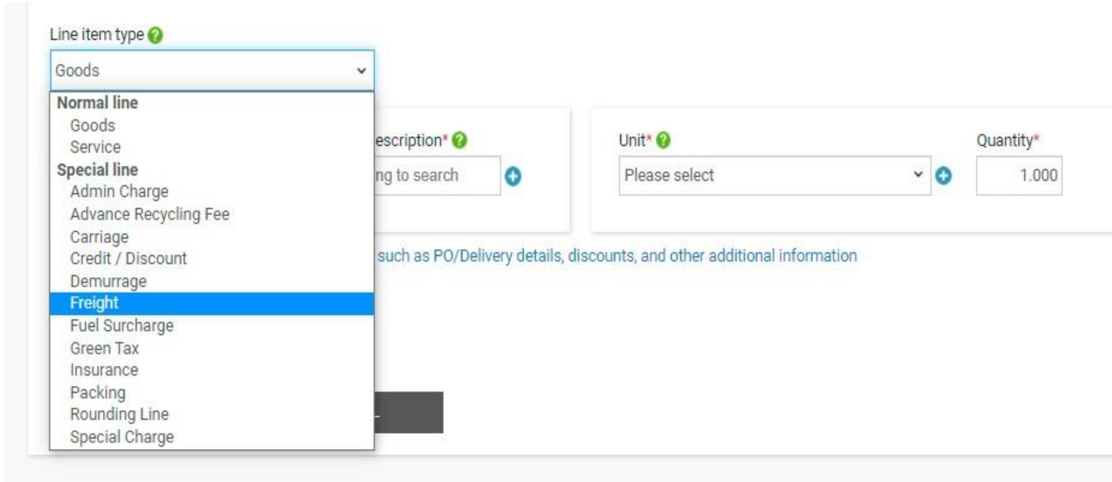
6.6. Once you have edited all the necessary details on the Line level, click on SAVE LINE ITEM

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:

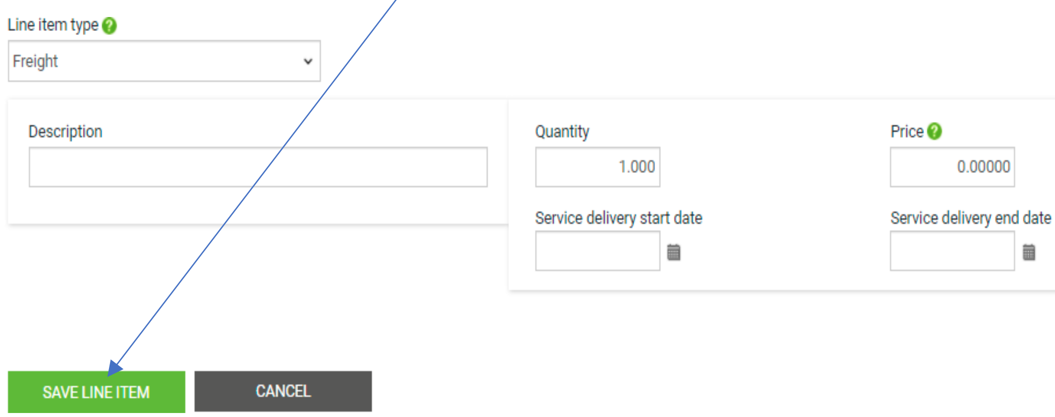
6.7.1 Click on the ADD button to create a new line.



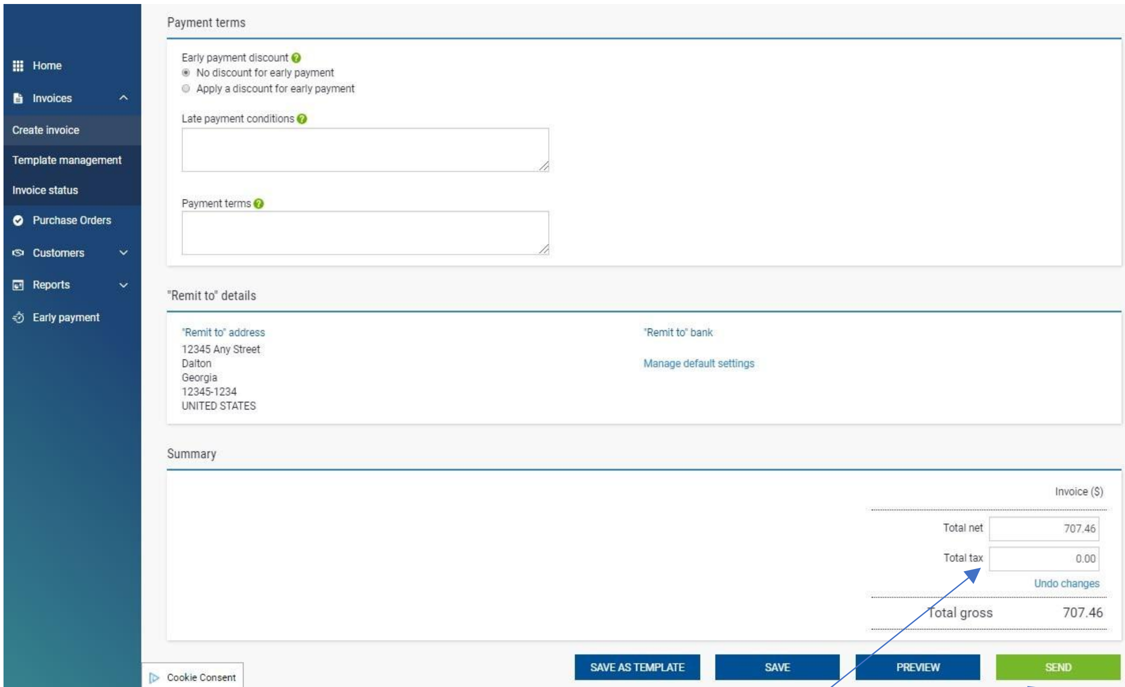
6.7.2 Select the relevant Special line from the list (Freight, Carriage, etc.).



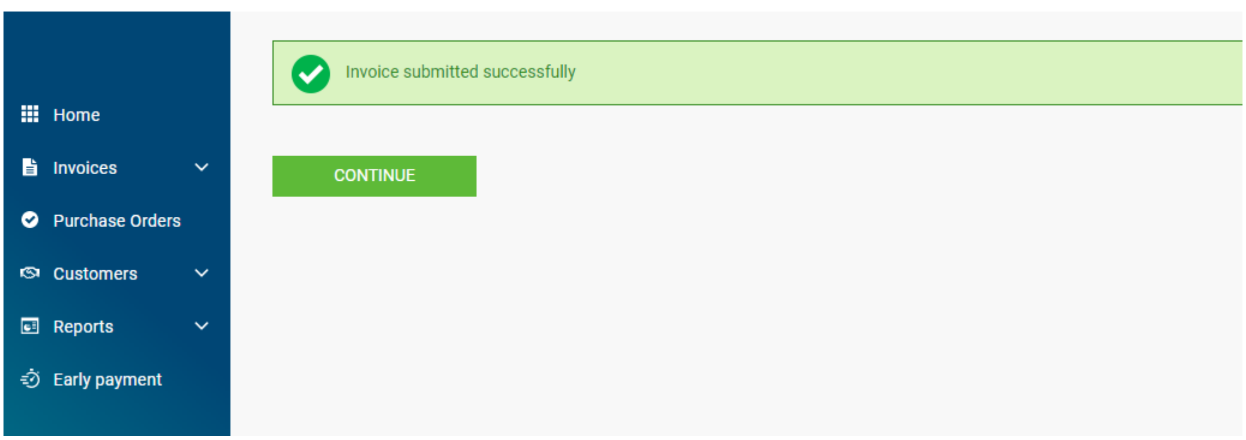
6.7.3 Add the relevant details for the special line including description, quantity and unit price and click the SAVE LINE ITEM button.



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".



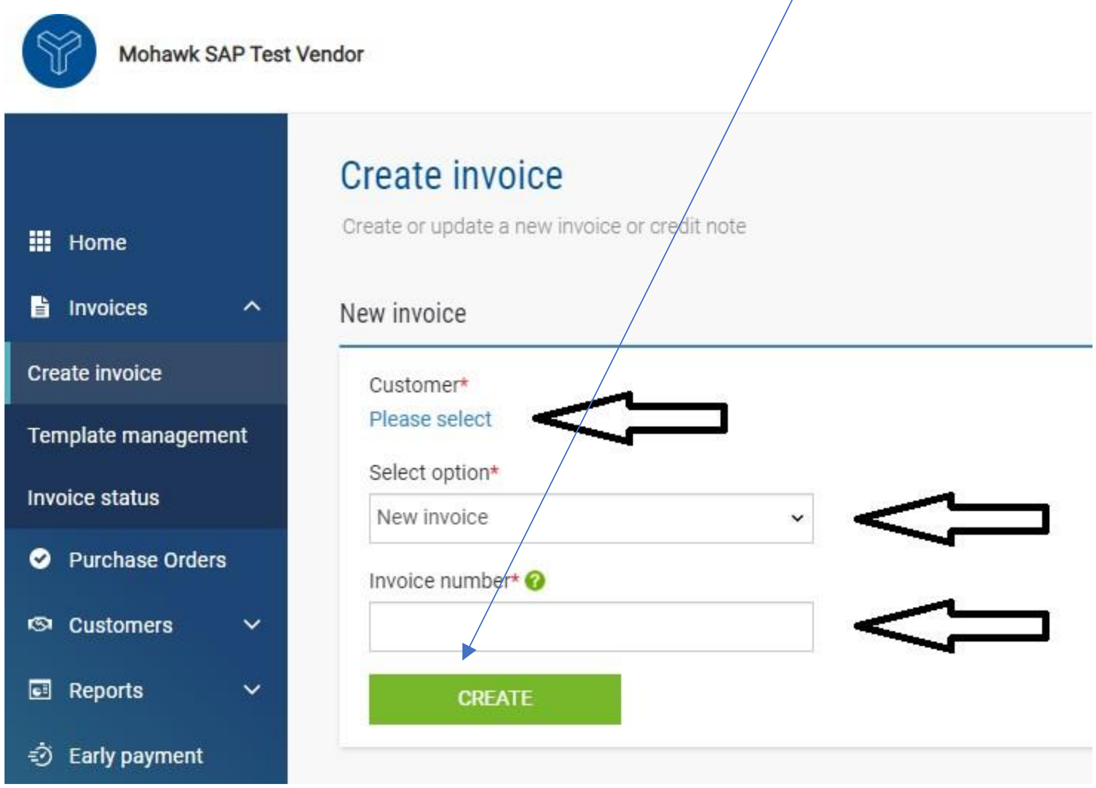
6.9. Now that all other details are completed, you can proceed with your final step on the Summary level. Please add your tax in the field "*Total Tax*", if applicable. Should you wish to preview prior to sending you can do this as by pressing Preview. Once ready submit your invoice by clicking on the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



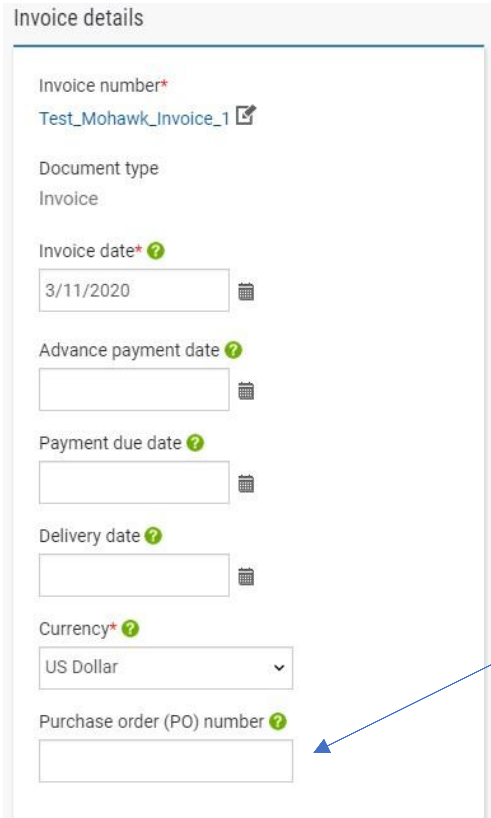
IV. **How to submit a POA (paid on approval) invoice.**

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.



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:

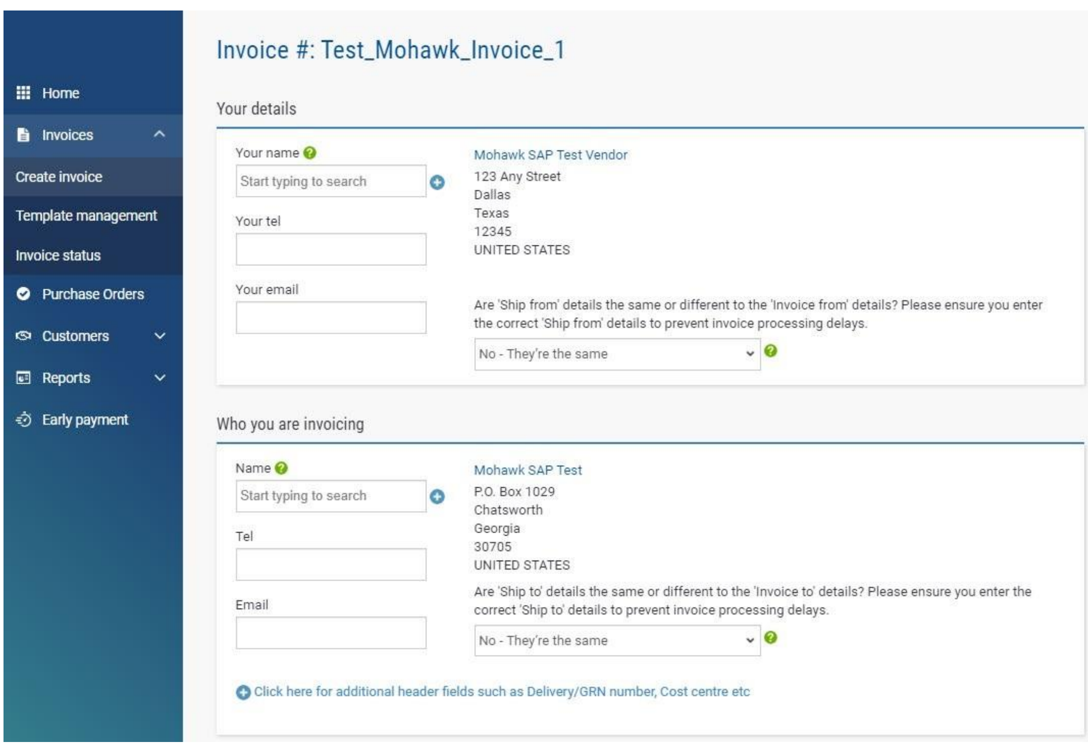


There are two different POA PO formats. They are:

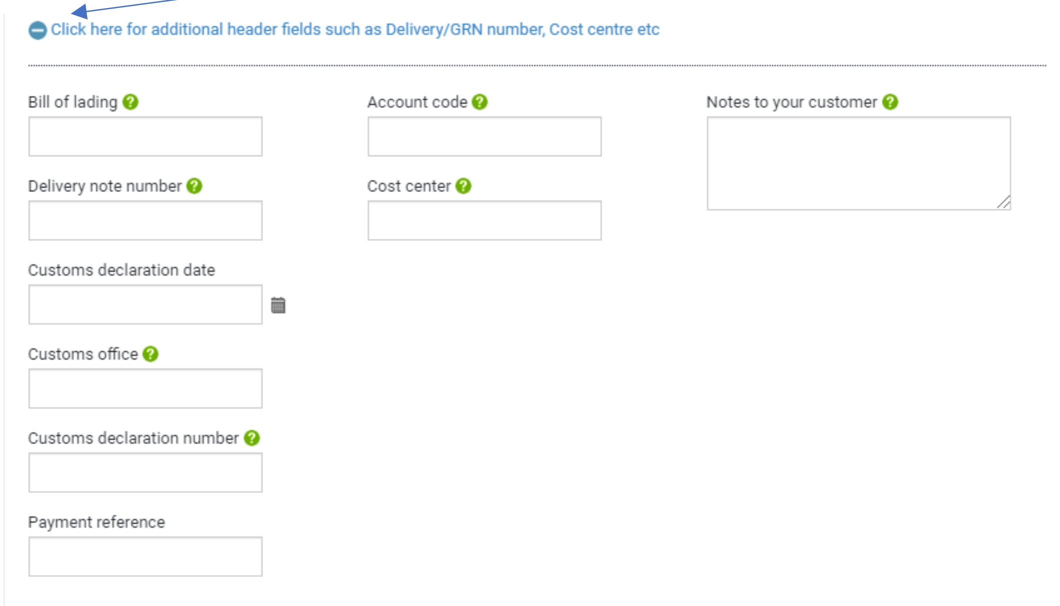
- POA-FirstName_LastName-CCCC
- POA-FirstName.LastName-CCCC

*CCCC is the relevant company code.

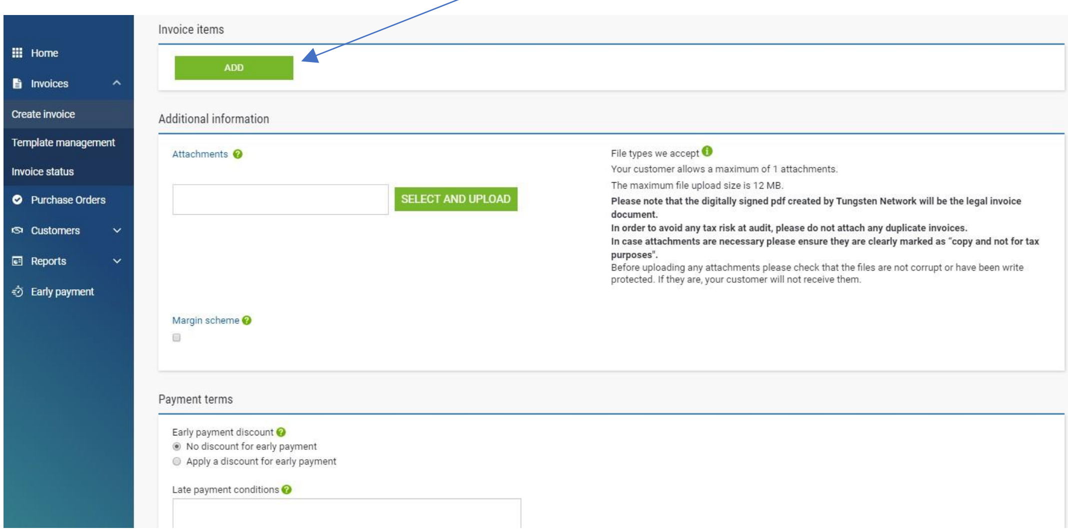
4. Then you need to complete "Your details" and Mohawk details under "Who you are invoicing".



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

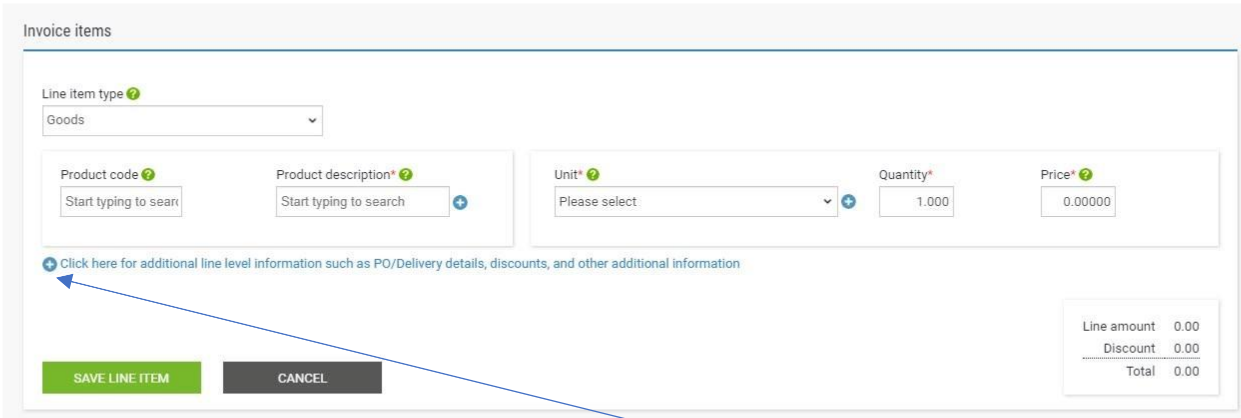


5. Now that you have completed all your data on Header level, you can move ahead and add the relevant information on Line level by clicking on the green ADD button under Invoice items. You can also add some Additional information like Attachments or payment terms if applicable.

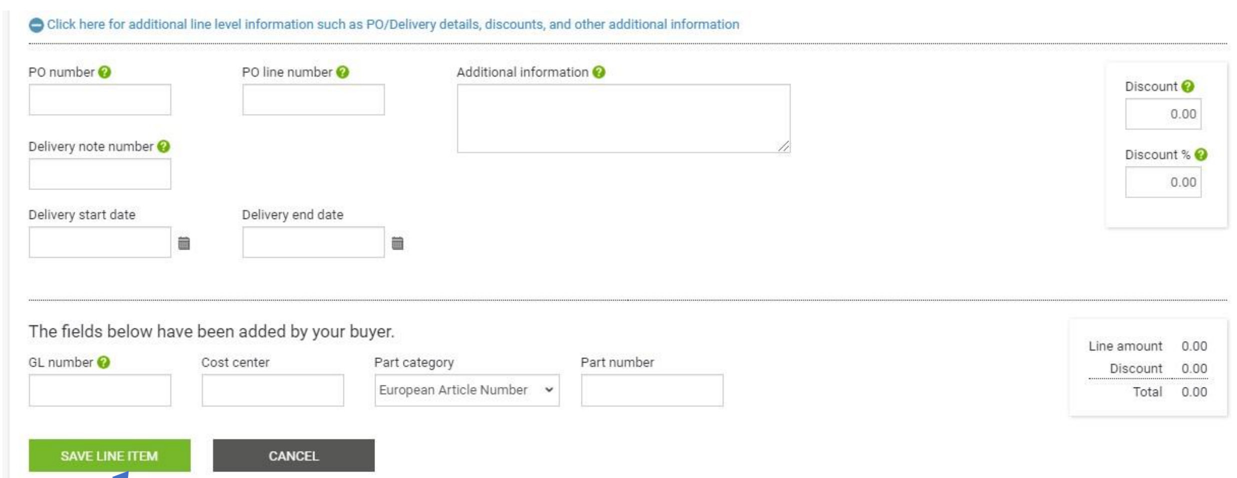


6. Once you have clicked on ADD you have the option to add the relevant line details for your invoice -> Line item type; Product code; Product description; Unit of Measurement

(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 "+".

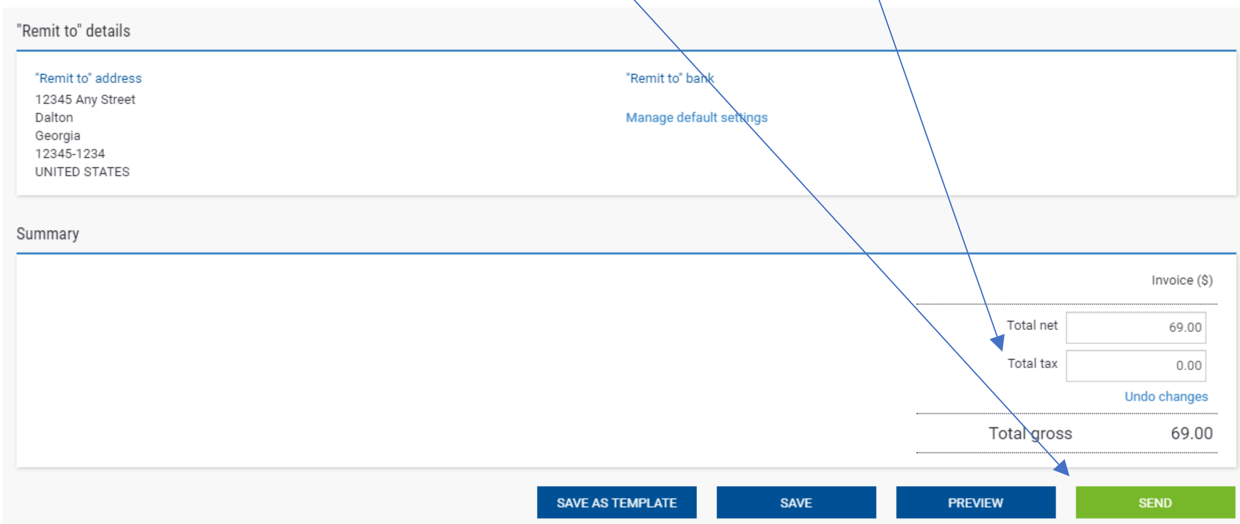


If you want to add some additional line level information just click on "Click here for additional line level information such as PO/Delivery details, discounts, and other additional information". You will then be presented with the possibility to add the following additional information:



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.



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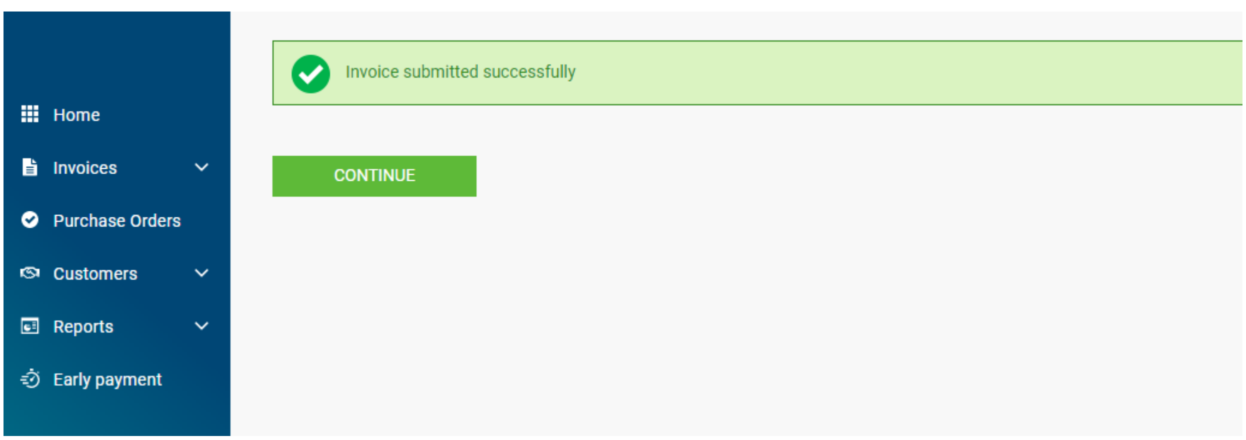
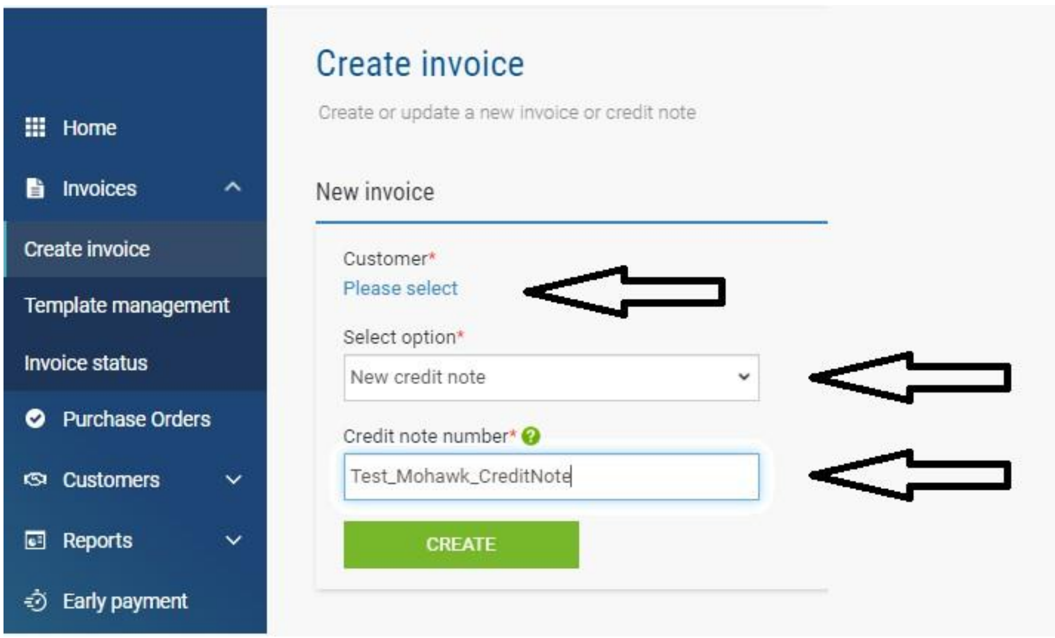


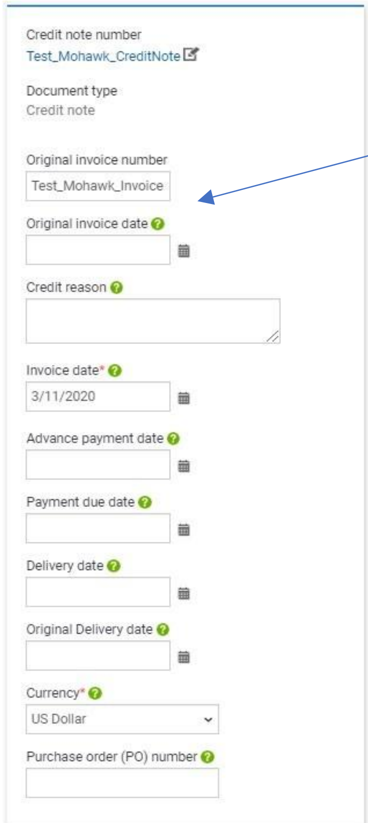
V. **How to submit a credit note.**

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.

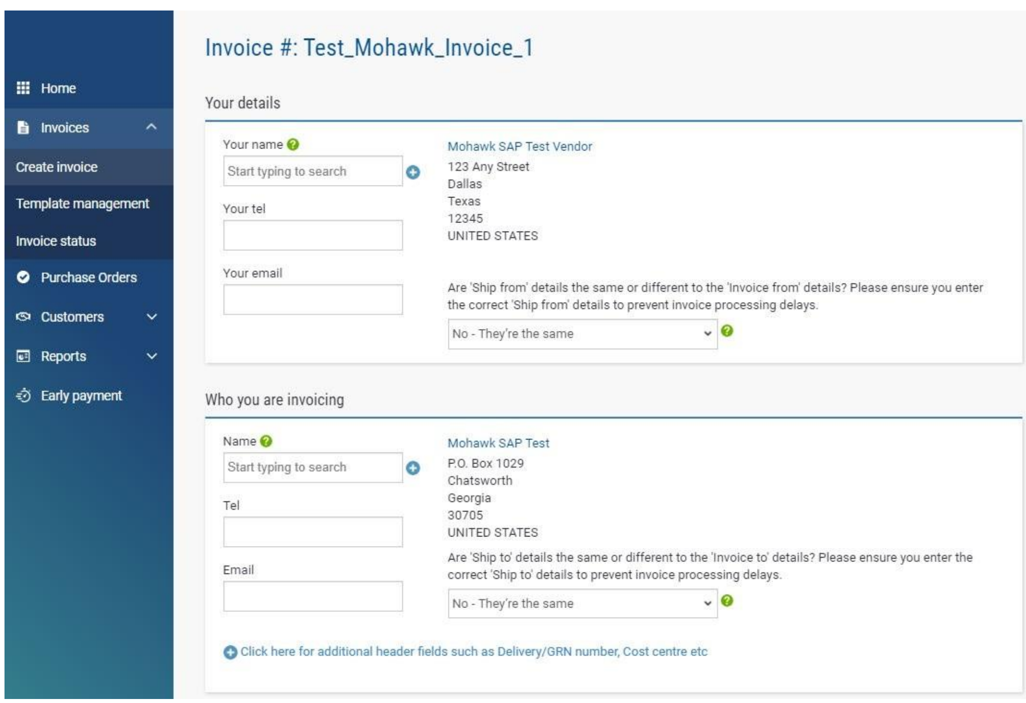


3. You will be presented with a general template for credit note submission where you need to add the details for your credit note submitted to Mohawk. Please start with the general invoice details on the right:

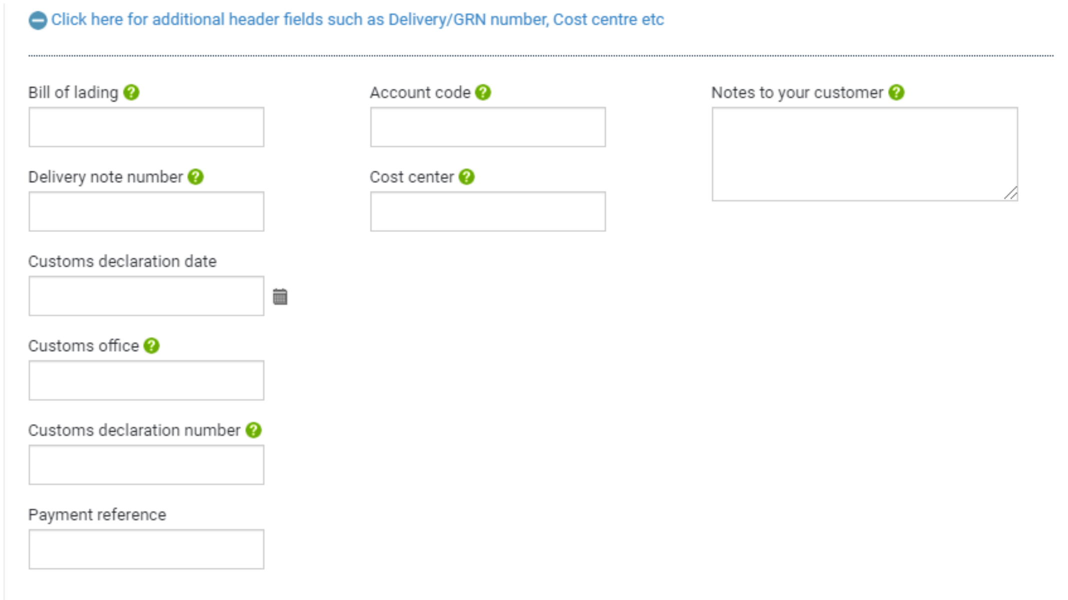


As this is a Credit note, you must provide the original invoice number here.

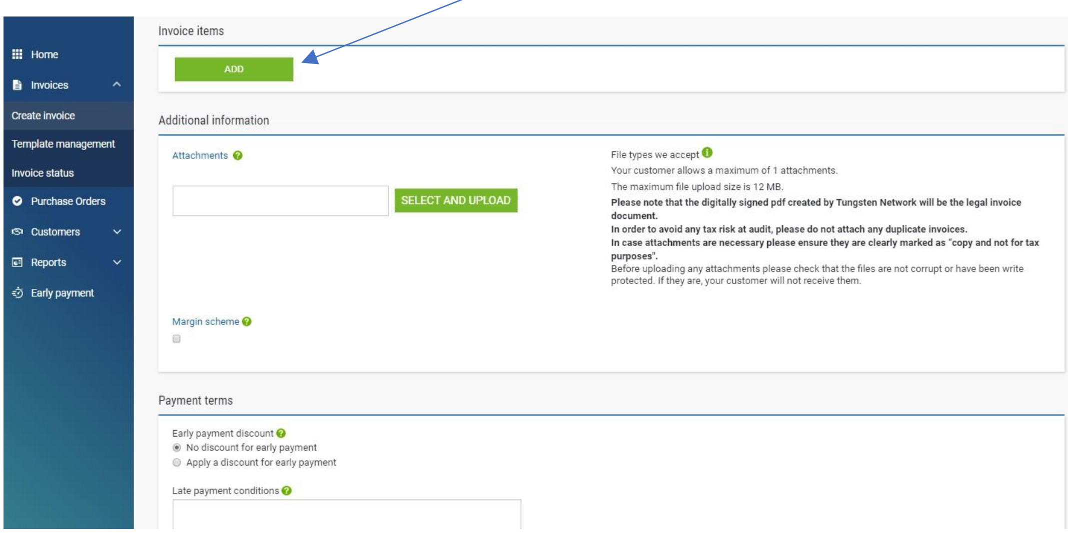
4. Once completed, fill in the "Your details" and Mohawk details under "Who you are invoicing".



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

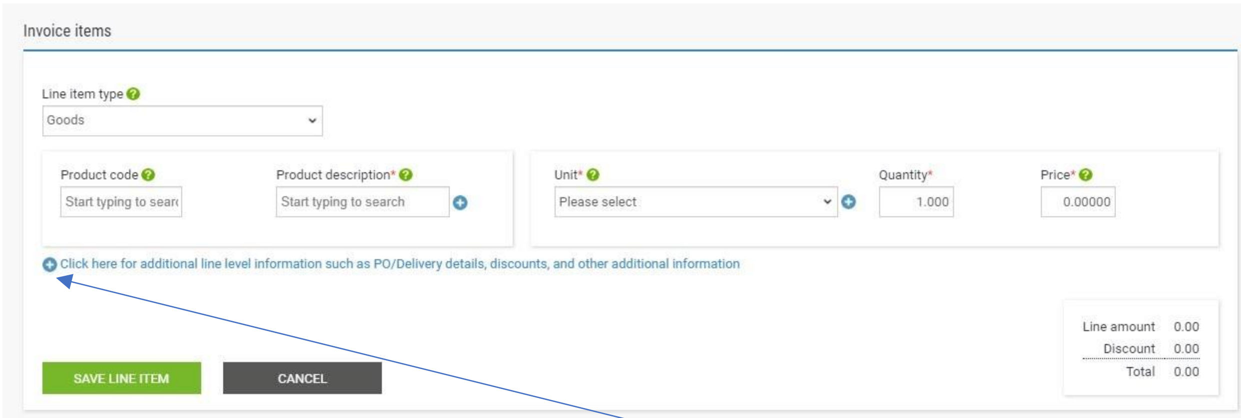


5. Now that you have completed all your data on Header level, you can move ahead and add the relevant information on Line level by clicking on the green ADD button under Invoice items. You can also add some Additional information like Attachments or payment terms if applicable.

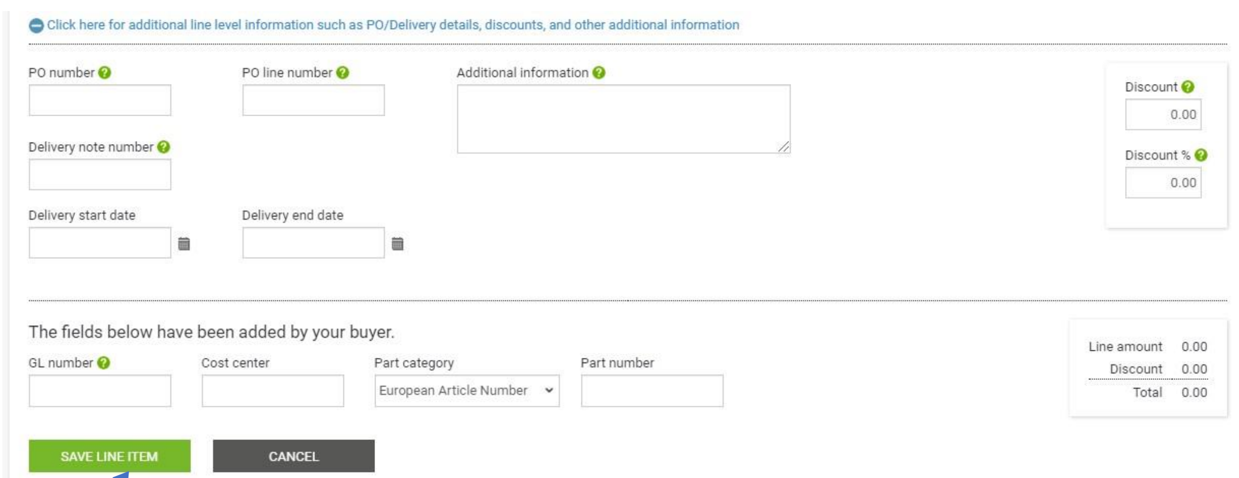


6. Once you have clicked on ADD you have the option to add the relevant line details for your credit note -> Line item type; Product code; Product description; Unit of

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.

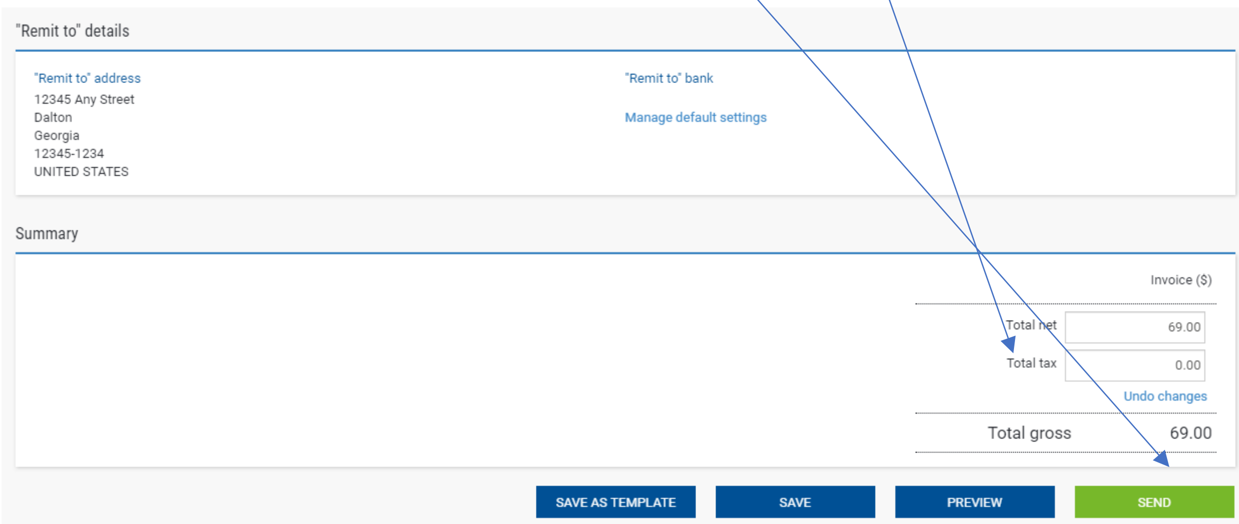


If you want to add some additional line level information just click on "Click here for additional line level information such as PO/Delivery details, discounts, and other additional information". You will then be presented with the possibility to add the following additional information:



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.

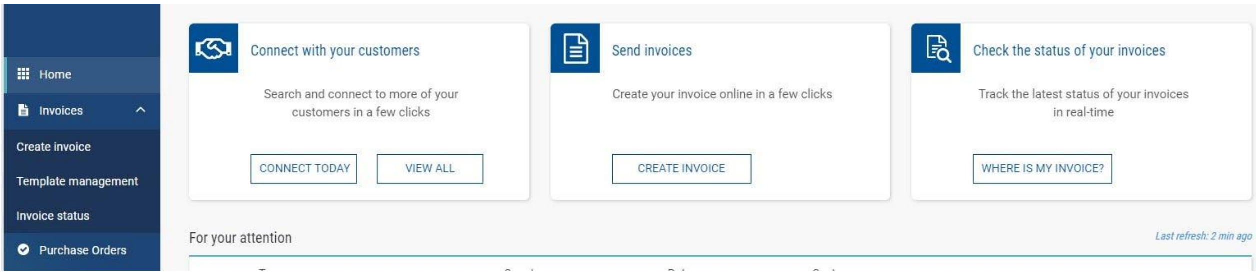
7. Now that all other details are completed, you can proceed with your final step where on Summary level, you can add your tax in the field "Total Tax", if applicable. Should you wish to preview prior to sending you can do this as by pressing Preview. Once ready submit your credit note by clicking on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

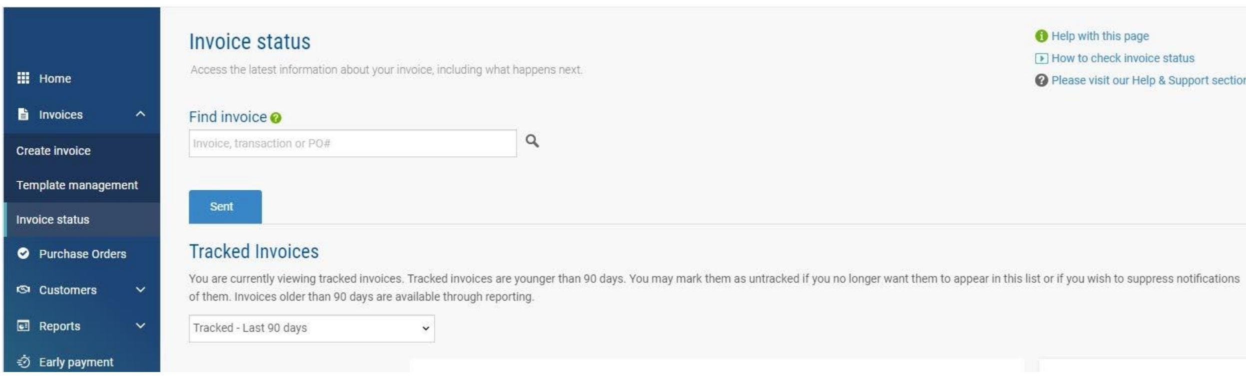


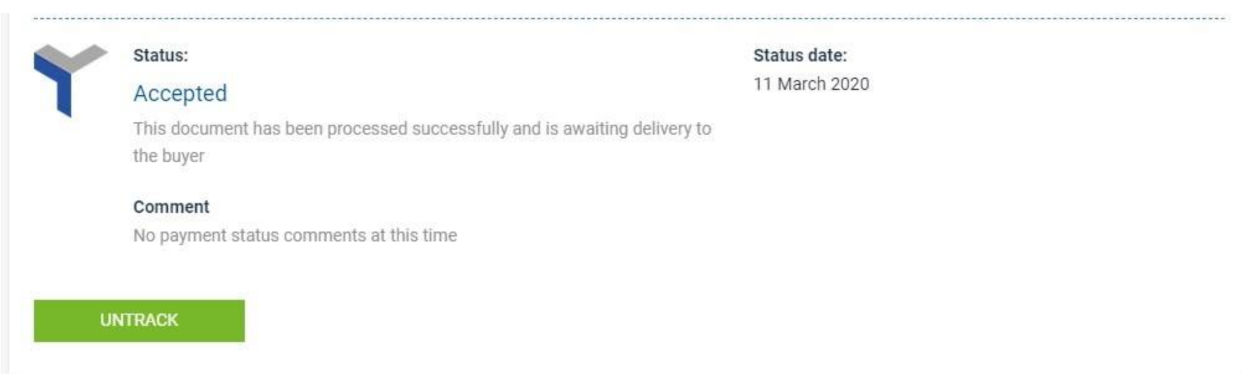
VI. How to check the status of your invoice(s)

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.



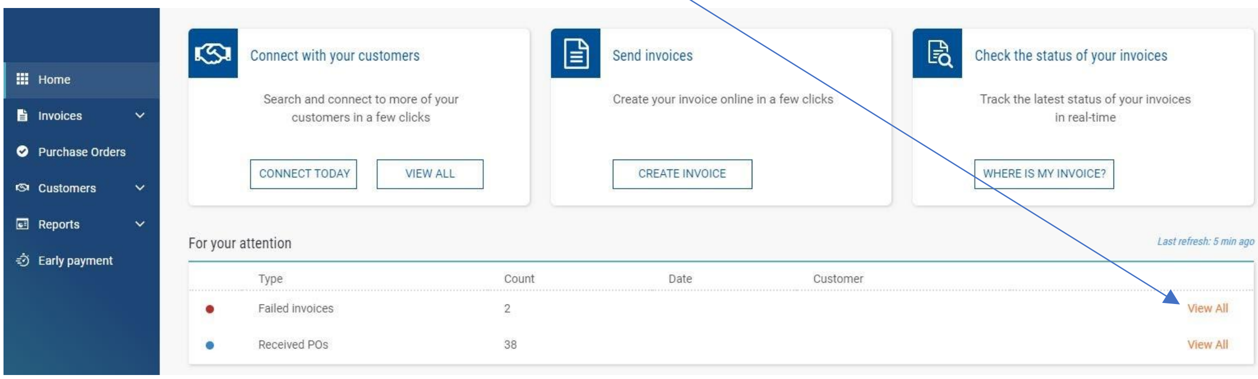




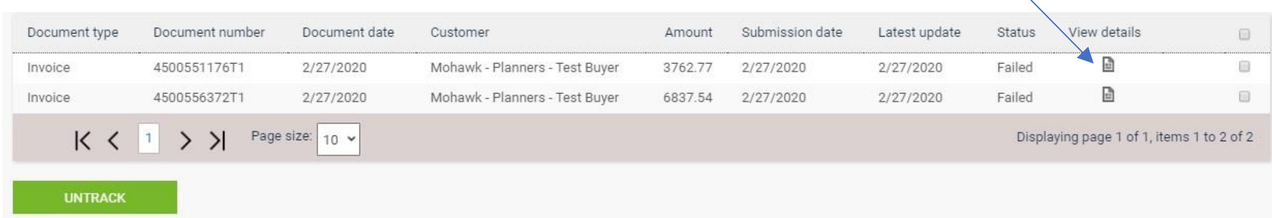
VII. How to reactivate a failed invoice for resubmission

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.

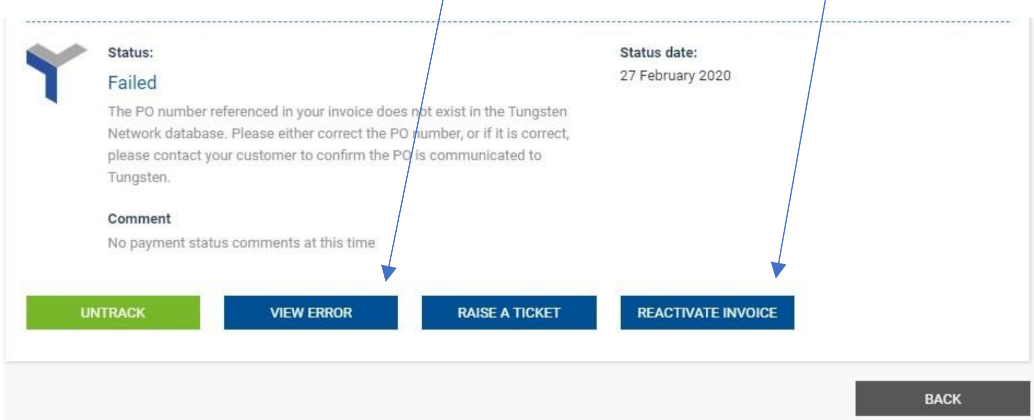
1. On your Tungsten portal home screen, you can easily find any failed invoices, under the section "For your attention" -> **View All**:

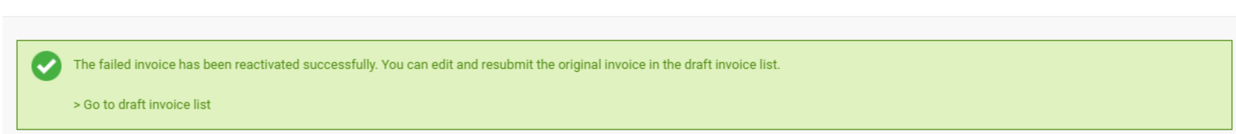


2. You can view the specific failed invoice details by clicking on *View details*:

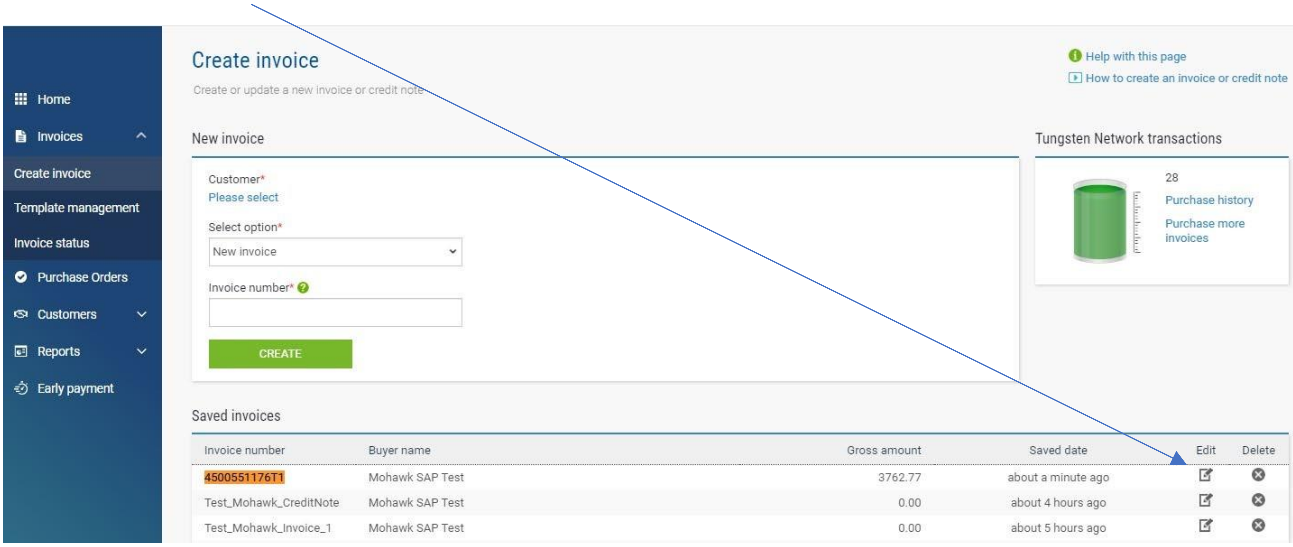


3. Information about the failure reason with an option to highlight the error on the invoice itself is present once you go to *View Error*. Otherwise go straight to *Reactivate Invoice*.

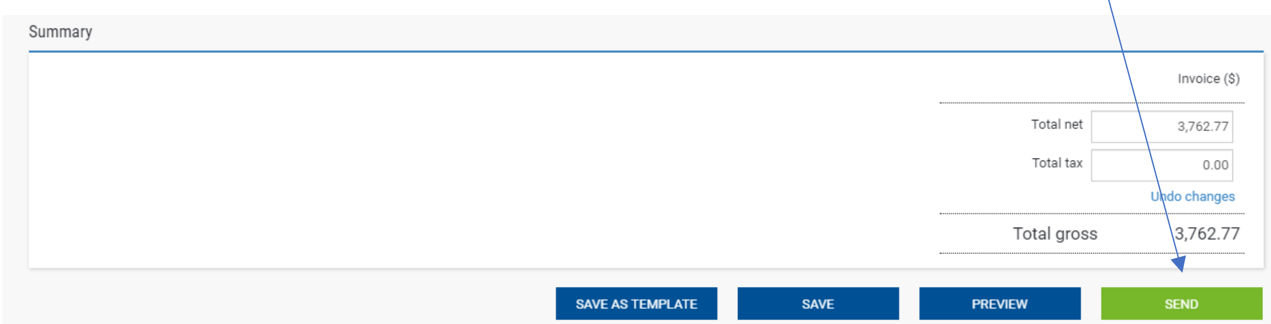




4. Once the failed invoice has been reactivated successfully, you can correct the relevant information and resubmit it, by going to *Invoices -> Create Invoice -> Saved invoices ->* Edit:

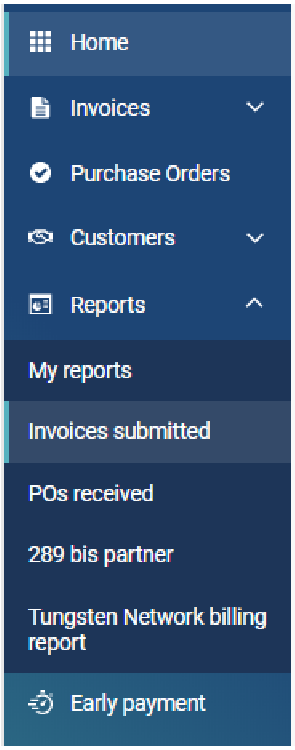


5. The process will trigger the standard Tungsten template for invoice submission and once the relevant invoice data corrections have been made, please click on the SEND button to resubmit.

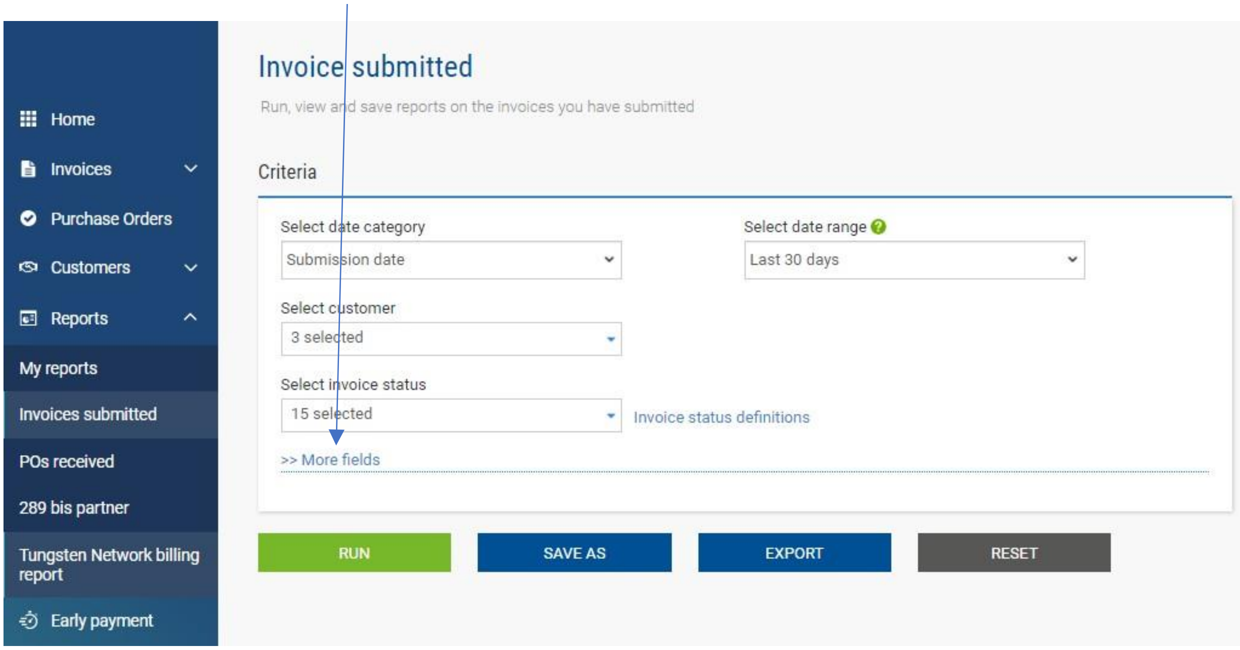


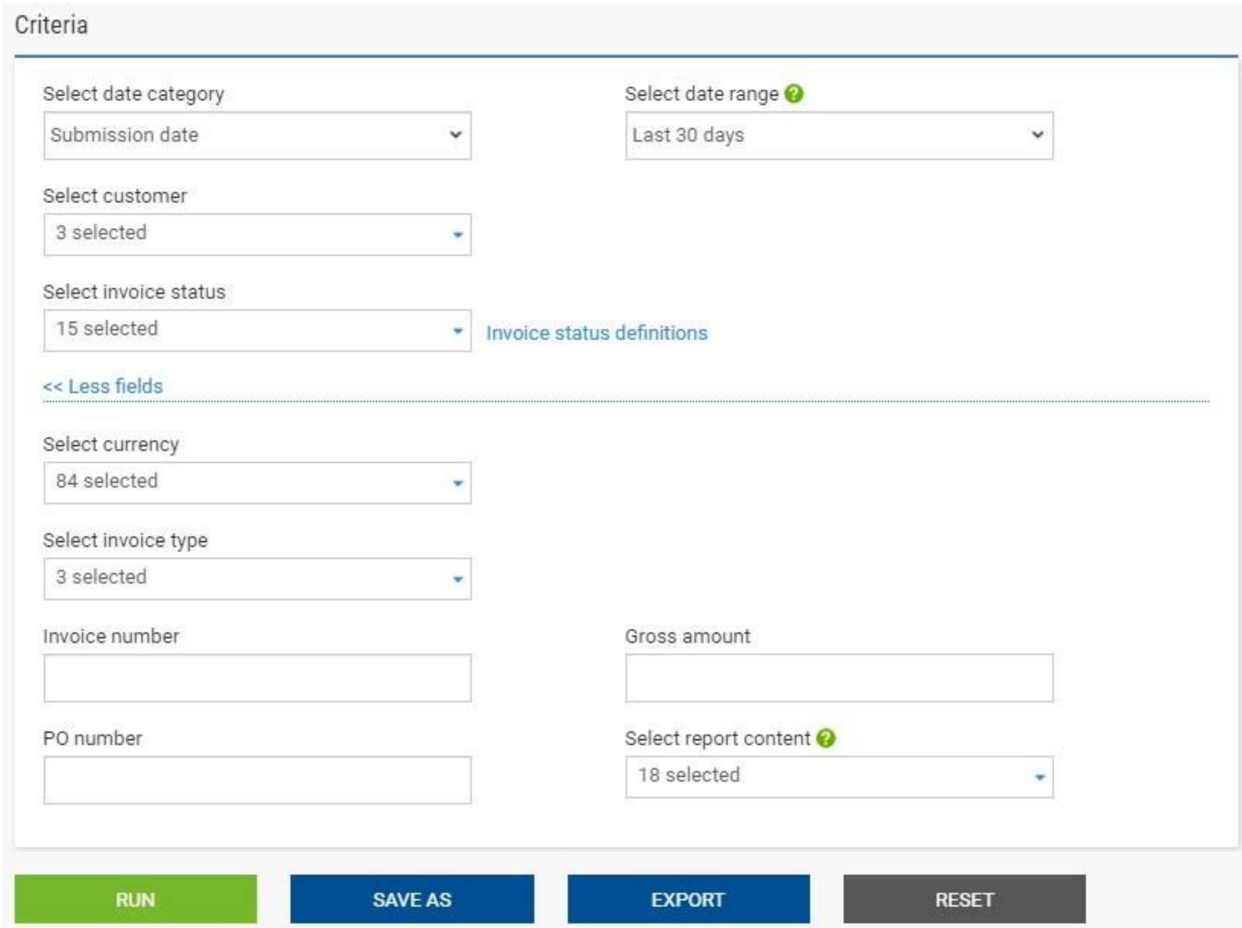
VIII. How to pull a report showing the invoices submitted and/or PO's received.

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

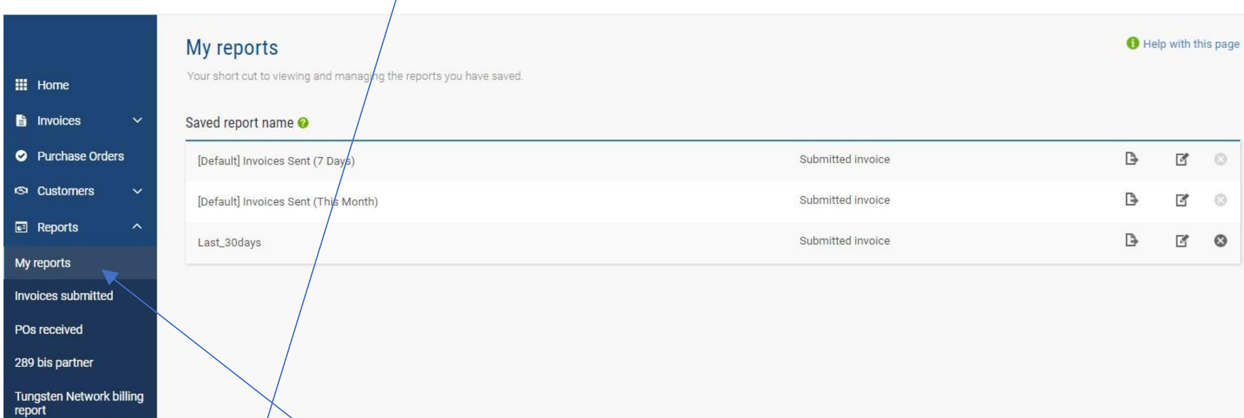


2. You can then select the relevant criteria settings with additional fields present, once you click on **More Fields.**



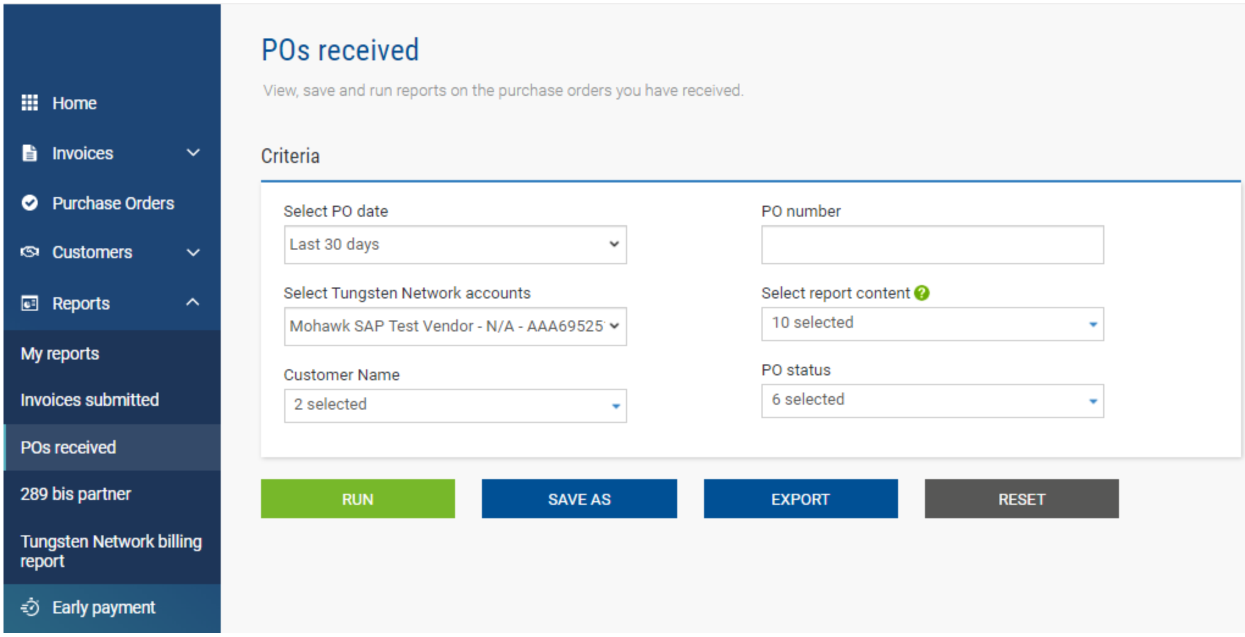


3. Once you RUN the report, you can Export it.



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 saves reports in the menu "*My reports*".

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



IX. How to contact Tungsten supplier support team

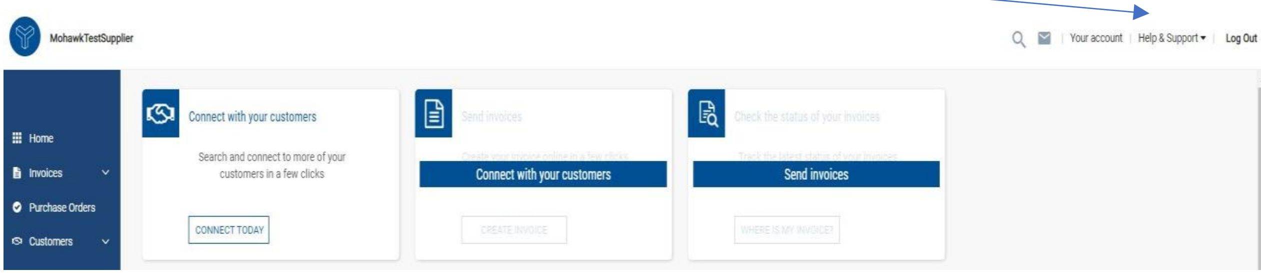
! Before contacting Tungsten supplier support team, please review this Einvoicing Guide as it contains the answer to almost all questions you might have when it comes to the usage of the Tungsten Portal.

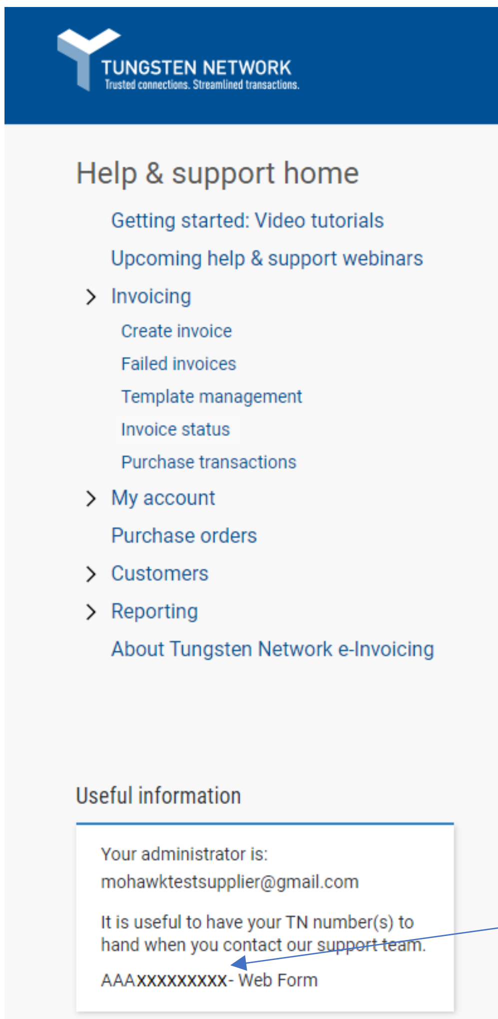
➢ How to contact Tungsten supplier support team:

- 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

MOHAWK® INDUSTRIES, INC.