



Tungsten FAQ for Mohawk Integrated Solution Suppliers

1. What to do when an invoice failed 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.

2. How and when 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 (within 2 business days). 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. Please make sure you 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/uk/contact-us/> -> "Call us".

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

A: 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 is 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.

The screenshot shows the Tungsten portal home page. On the left is a dark blue navigation menu with the following items: Home, Invoices (with a dropdown arrow), Create invoice, Template management, Invoice status, Purchase Orders (with a checkmark), Customers (with a dropdown arrow), Reports (with a dropdown arrow), and Early payment. The main content area features three white cards with blue icons and text:

- Connect with your customers:** Search and connect to more of your customers in a few clicks. Buttons: CONNECT TODAY, VIEW ALL.
- Send invoices:** Create your invoice online in a few clicks. Button: CREATE INVOICE.
- Check the status of your invoices:** Track the latest status of your invoices in real-time. Button: WHERE IS MY INVOICE?.

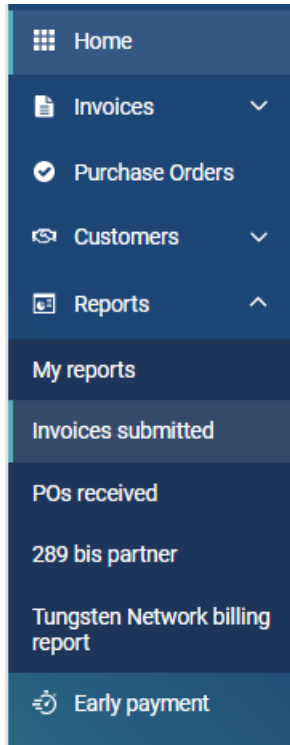
Below these cards is a section titled "For your attention" with a "Last refresh: 2 min ago" indicator.

The screenshot shows the "Invoice status" page. The navigation menu is the same as in the previous screenshot. The main content area has a sub-header "Invoice status" with the text "Access the latest information about your invoice, including what happens next." To the right are three help links: "Help with this page", "How to check invoice status", and "Please visit our Help & Support section." Below this is a "Find invoice" section with a search input field containing "Invoice, transaction or PO#" and a magnifying glass icon. A "Sent" button is visible below the search field. The "Tracked Invoices" section has a sub-header and explanatory text: "You are currently viewing tracked invoices. Tracked invoices are younger than 90 days. You may mark them as untracked if you no longer want them to appear in this list or if you wish to suppress notifications of them. Invoices older than 90 days are available through reporting." Below this is a dropdown menu currently set to "Tracked - Last 90 days".

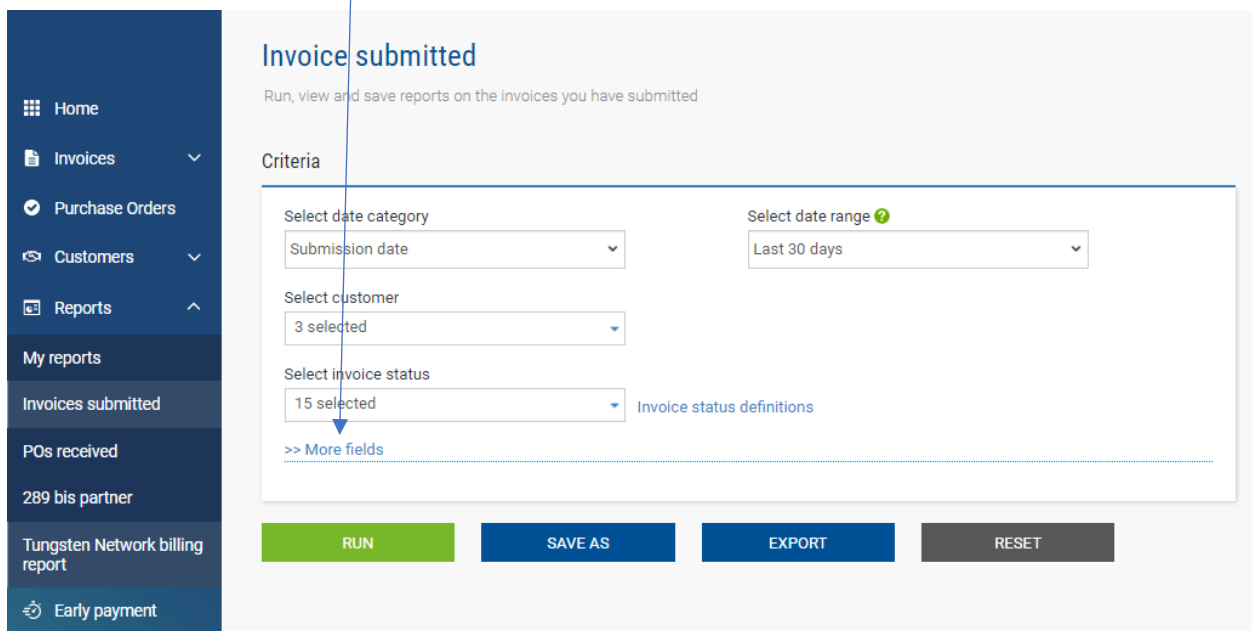
The screenshot shows a detailed view of an invoice status. It features a blue and grey logo on the left. The status is "Accepted" in a large blue font. To the right, the "Status date:" is "11 March 2020". Below the status, there is a message: "This document has been processed successfully and is awaiting delivery to the buyer". Underneath is a "Comment" section with the text "No payment status comments at this time". At the bottom, there is a prominent green button labeled "UNTRACK".

4. How to pull a report in Tungsten for the invoices sent 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.

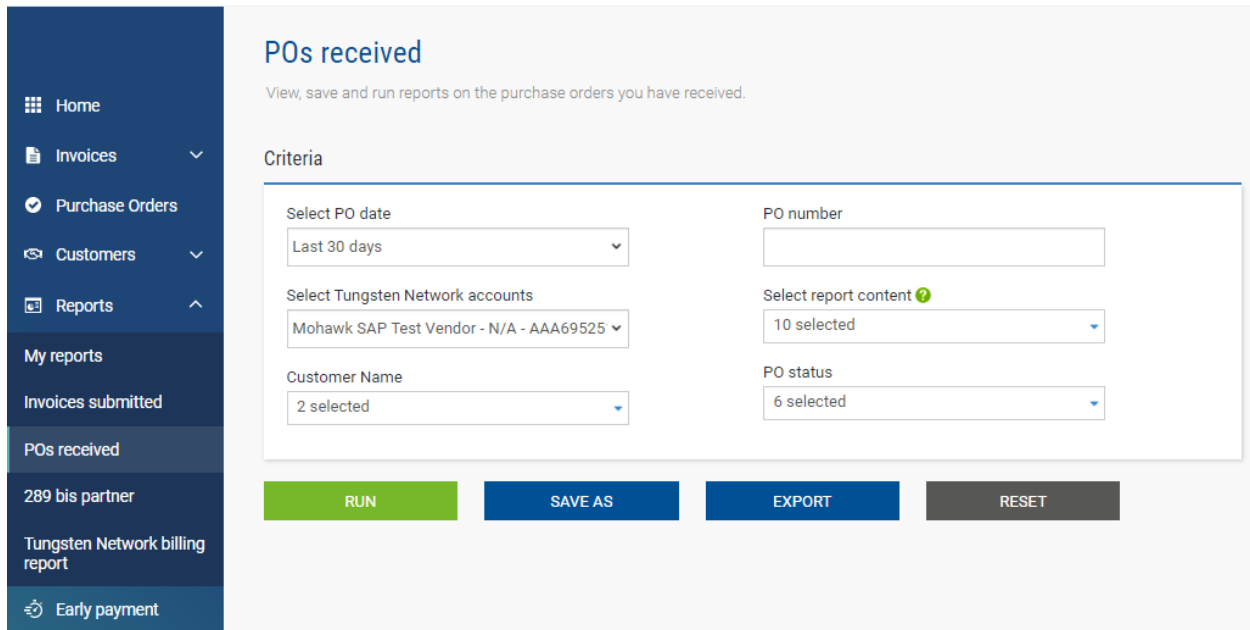
My reports [Help with this page](#)

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		

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:



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

Criteria

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

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

5) 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” .

