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.

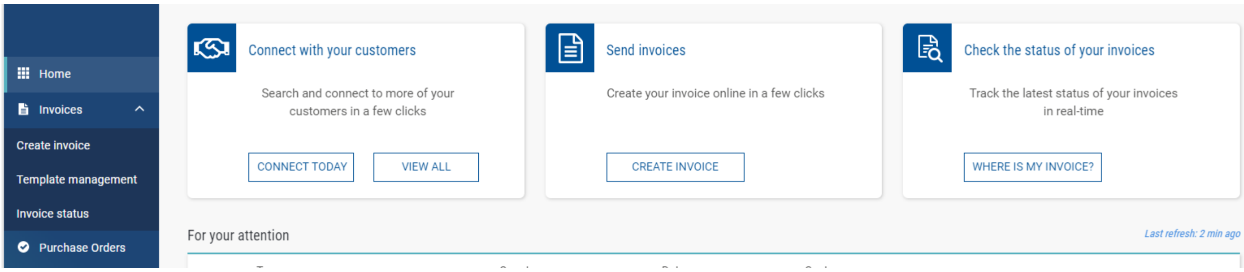
2. How and when to contact Tungsten supplier support team?

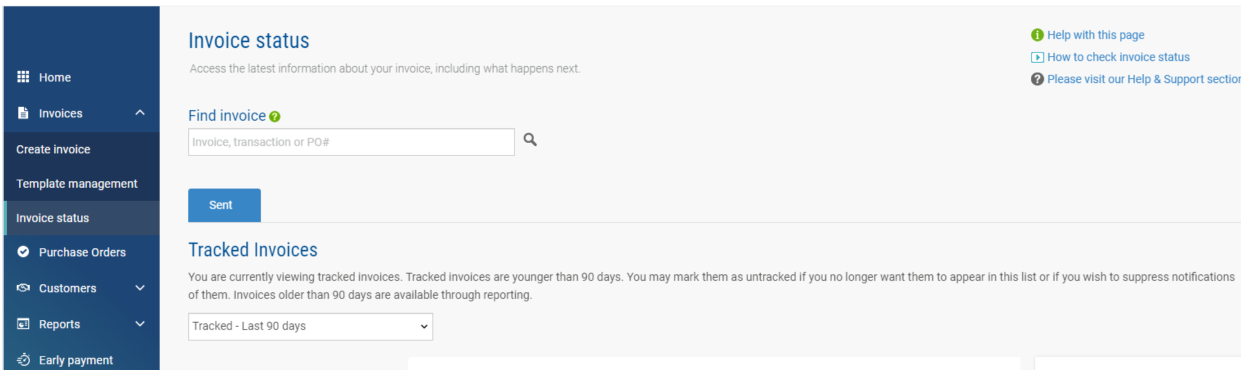
- Raise a ticket via the Tungsten portal (Help&Support -> Create Ticket). You will receive a system notification when a support agent has provided an update in the ticket (within 2 business days). DO NOT respond to the email notification. You need to log in the Tungsten portal and provide your response/update 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*" .

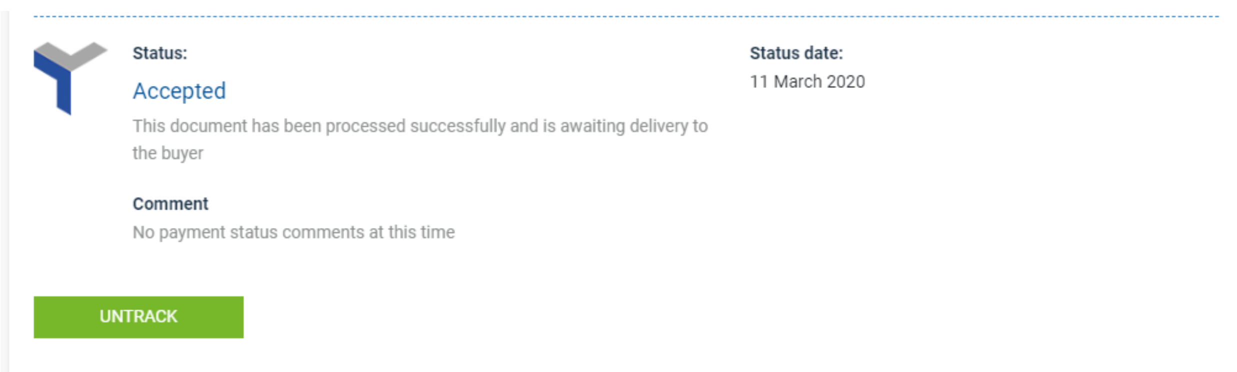
3. Who should you contact for questions related to the status of your invoice?

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.

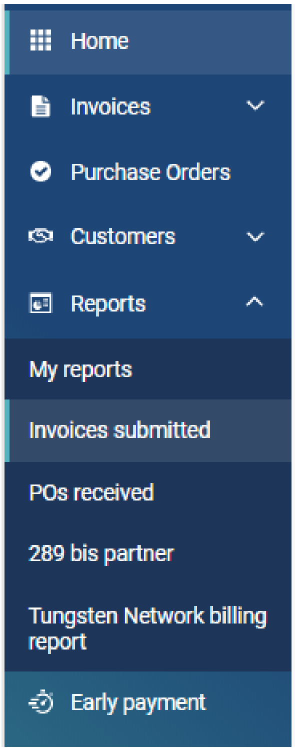




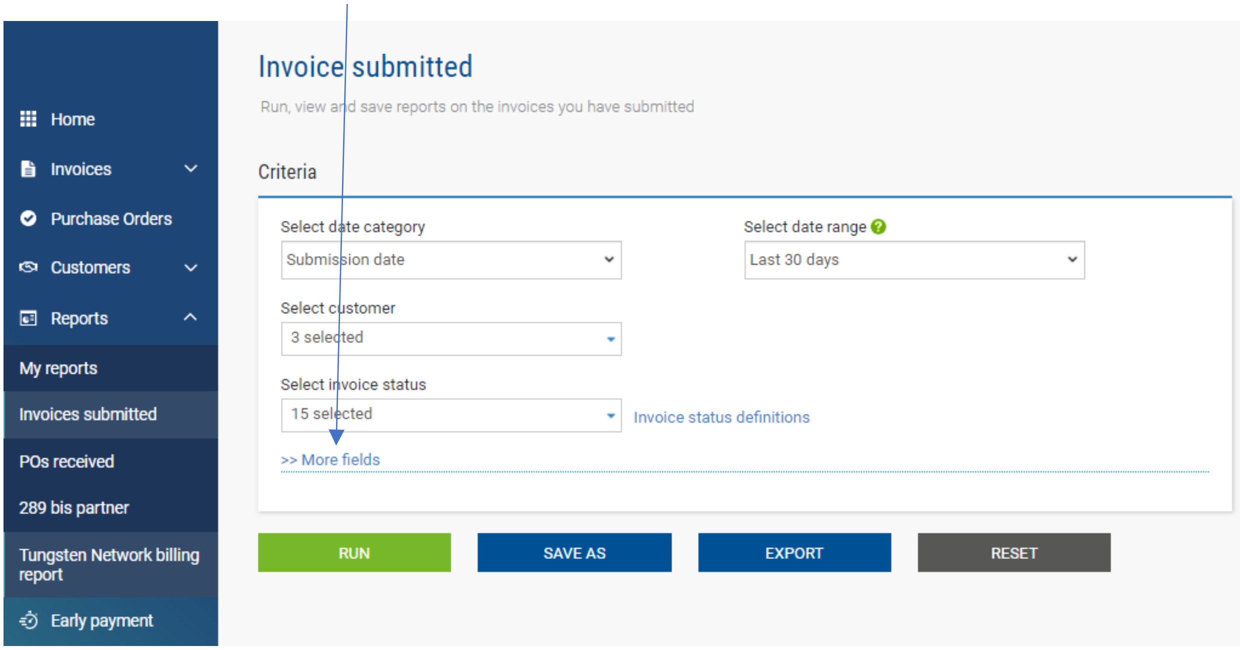


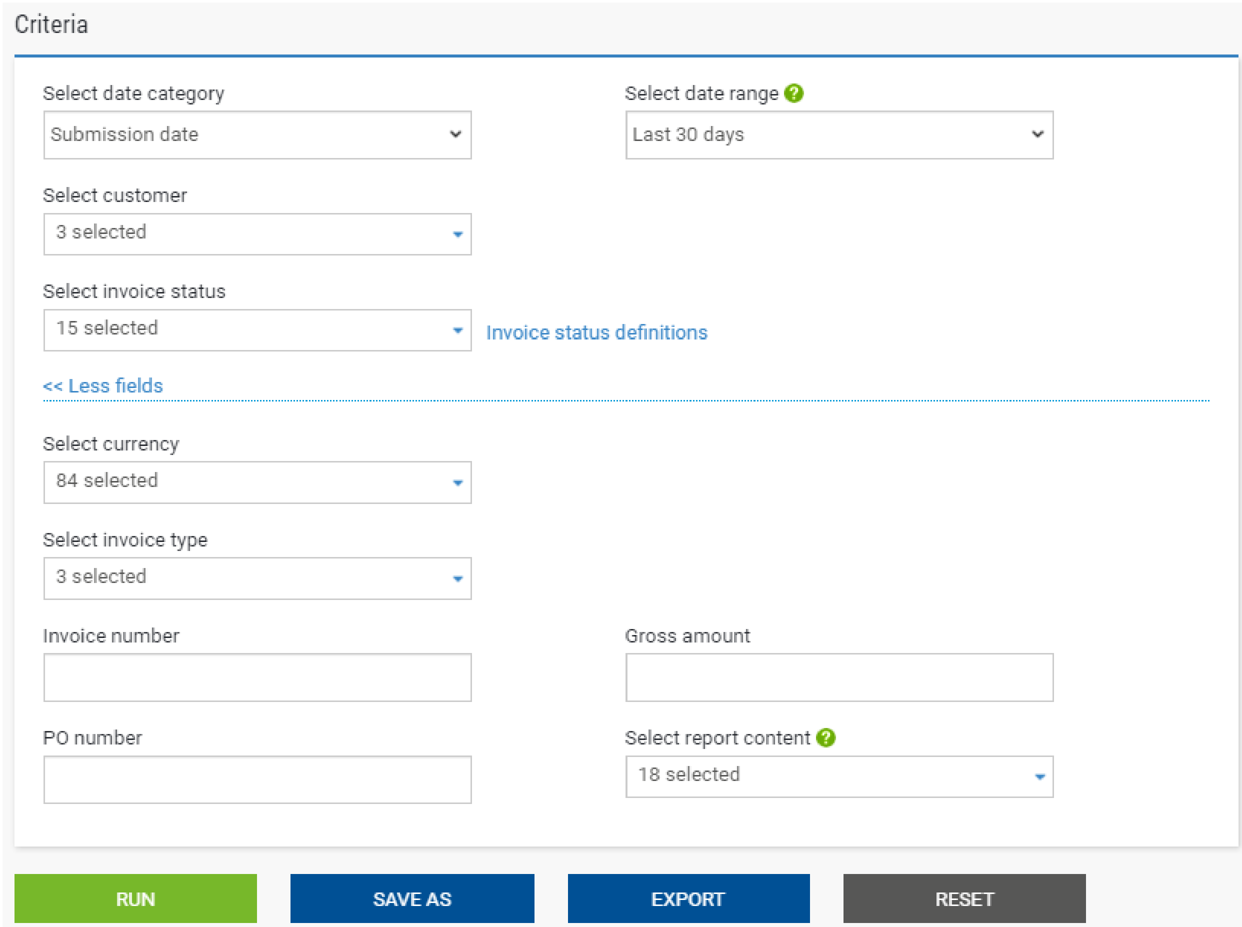
4. How to pull a report in Tungsten for the invoices sent or PO's received?

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

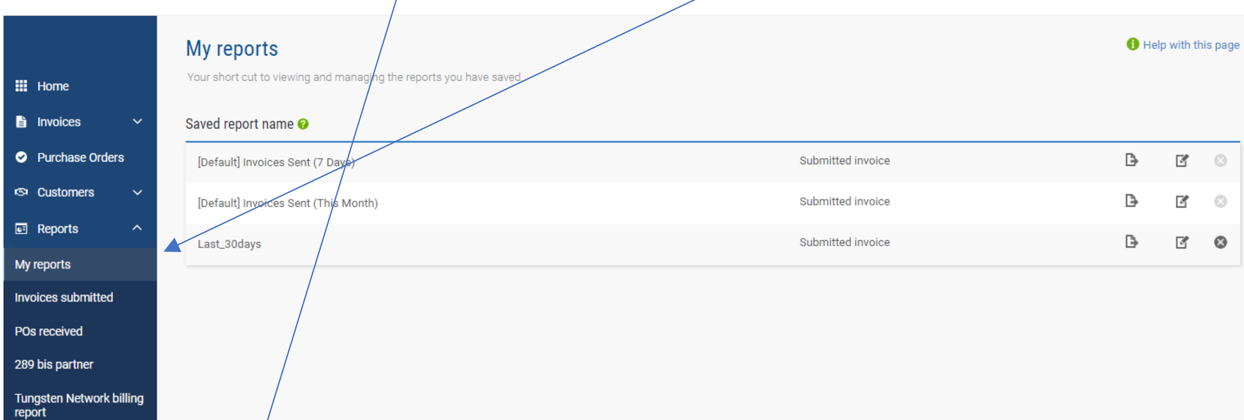


2) You can then select the relevant criteria settings with additional fields present, once you click on **More Fields.**



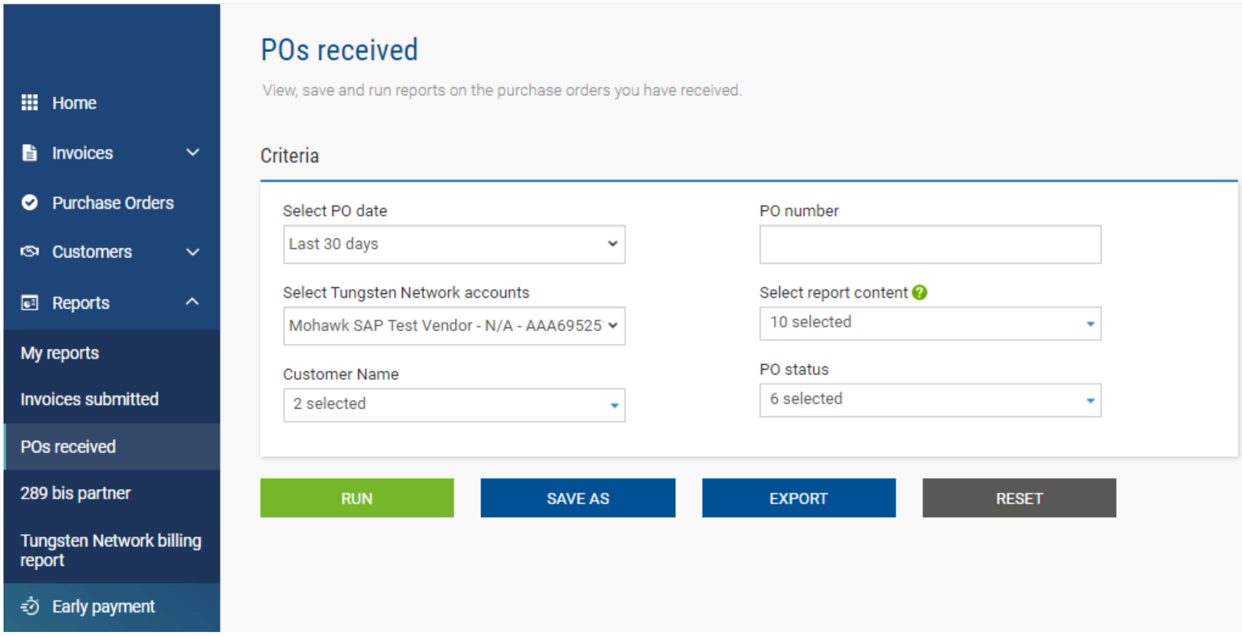


3) Once you RUN the report, you can Export it.



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:



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&notifications*” - > “*Invoices”* .