
ACCOUNTS PAYABLE GUIDELINE



Overview

This guideline is designed to assist internal personnel with the processing of vendor invoices. Invoices for Mohawk Industries, Dal-Tile, American Marazzi, Monarch Ceramic Tile, Unilin, Pergo, Columbia Flooring, and IVC are all processed by the Corporate Accounts Payable Department.

Per upper management, all vendors are now required to submit their invoices through the Tungsten Network. All invoices received from vendors who are not signed up with Tungsten, must be forwarded to the Imaging Department for processing. Below are the mailing addresses for the Imaging Department.

Please note, some Unilin, Pergo, and Columbia Flooring vendors are excluded from Tungsten implementation. If you issue a SAP PO or Rimses PO, vendor must submit their invoice via Tungsten.

At this time, all IVC vendors are excluded from Tungsten implementation.

Invoices for Mohawk Industries:

Mohawk Ind.
PO Box 1029
Chatsworth, GA 30705

Invoices for Dal-Tile, American Marazzi, and Monarch Ceramic:

Mohawk Ind.
PO Box 1248
Chatsworth, GA 30705

Invoices for Freight Carriers:

Syncada
PO Box 3001
Naperville, IL 60566

Invoices for Unilin, Columbia Flooring, and Pergo:

Invoices should be emailed to Unilin Payables at payables_us-unilin@mohawkind.com

Tungsten

The Tungsten Network is a web portal for invoice submittal. Vendors can track the progress of each invoice and receive payment information via status updates in their Tungsten account. Please note, Tungsten is **not** a payment system. All payments are processed through the Corporate Accounts Payable Department.

Below are our Tungsten Buyer Numbers:

AAA372077081: Mohawk Industries Unilin North America (Rimses PO)

AAA613547025: Mohawk Industries SAP Account AND Unilin NA

AAA613530054: Mohawk Operations Luxembourg (MOL Vendors)

AAA148735442: Mohawk Industries JDE Account

If a vendor refuses to participate with Tungsten, you will either need to move them to a P-Card, or find an alternate vendor. If you feel a vendor should be excluded from Tungsten implementation, you will need to send a request to the AP Help Desk and explain why they should be excluded. The AP Help Desk will send your request to upper management for review.

Unilin Rimses PO Formats

Below is a list of Rimses PO ranges that Tungsten uses for validation.

UFA.000000.DTR Through UFA.999999.DTR

UFA.000000.THO Through UFA.999999.THO

UFA.000000.GAR Through UFA.999999.GAR

UFA.000000.CD Through UFA.999999.CD

UFA.000000.CH Through UFA.999999.CH

UFA.000000.CM Through UFA.999999.CM

UFG.000000.DTR Through UFG.999999.DTR

UFG.000000.THO Through UFG.999999.THO

UFG.000000.GAR Through UFG.999999.GAR

UFG.000000.CD Through UFG.999999.CD

UFG.000000.CH Through UFG.999999.CH

UFG.000000.CM Through UFG.999999.CM

Tungsten Statuses

Tungsten Support should be the first point of contact for all invoice failures. They can be reached at 877-752-0900 option 1. Below are the statuses your vendors will receive.

Invoice Status	What it Means	What Action is Required by You
Accepted	Your invoice has passed Tungsten Network validations and is on its way to Mohawk	None
Delivered	Your invoice has been delivered to Mohawk and is now in the AP workflow	None
Received	Your invoice has been received by Mohawk	None
On Hold	Your invoice is with Mohawk's AP team and undergoing a standard approval process.	None
Approved	Your invoice has gone through Mohawk's AP workflow successfully and has been approved for payment	None, but can now view your payment due date through the Tungsten Network portal
Paid	Your payment has been processed by Mohawk	None
Failed	Your invoice has failed validations due to incorrect/invalid information	Your failure notice will tell you why your invoice has failed. You will need to correct the information and resubmit. If you require further assistance in correcting the issue, please contact Tungsten support at http://www.tungsten-network.com/us/help-support/

Vendor Master Terms

Standard terms for domestic vendors are NET 60 days and NET 90 days for import vendors unless early payment discount terms are offered. Terms are set up when the new supplier form is completed. If you need an invoice paid early, you will need to get approval from your business CFO. If you need vendor master terms changed at the vendor master level for all invoices, you will need to get approval from your business CFO and Jim Brunk.

Mohawk Flooring:

David Toney

Dal-Tile, American Marazzi, and Monarch Ceramic:

Mike McGlothlin

Please copy the AP Help Desk on your email if you need terms changed on an invoice. You will need to send your approved vendor master term changes to the MDM Vendor group at Vendors@Mohawkind.com

New Vendor Process

All vendors have to be set up in JDE and SAP in order to process payment. If you need to have a vendor set up, you will need to complete a new supplier form. Mohawk, Dal-Tile, and IVC personnel need to send the completed new supplier form and W-9 and/or W-8/W-8BEN to the MDM Vendor Group for processing. Email address is Vendors@Mohawkind.com Dal-Tile personnel need to send the completed new supplier form and W-9 and/or W8/W-8BEN to Rebecca Sanchez in the Corporate Purchasing Department. If you need a vendor set up for Unilin, Pergo, or Columbia Flooring, please email Stephanie Watson at Stephanie.Watson@mohawkind.com.

JDE Paid on Approval Purchase Orders through Tungsten

JDE Vendors who are registered with Tungsten and are not issued a system PO, must use a paid on approval PO number. Paid on approval purchase orders start with eight # 9's followed by the employee ID number of the person who is authorized to approve payment. This person must be on the AP Approval List and set up as an approver in APWF. The AP Approval Form is located on Mohawk Share. ***All invoices submitted through Tungsten must have a PO number.*** If you are an authorized approver, but do not have access to AP Workflow, you will need to submit a SAM Request to be added to AP Workflow.

AP Workflow Process

Invoices received via AP Workflow must be reviewed within 7 days. If you do not review the invoice within 7 days, an escalation email will be sent your manager. Once AP has routed it three times (90 days) without a response, an AP Clerk will key the invoice at \$0.00 stating invoice was never approved for payment.

Please note, we do not want to key invoices at \$0.00 for no approval because the vendor will continue to contact Mohawk for payment. All vendors will be referred back to the approver for resolution. It is always best to put comments on your AP Workflows if there any issues with invoices.

Aramark, Cintas, and Propane Vendors

Effective 10/01/2015, we are no longer processing Aramark and Cintas invoices in Corporate AP. These vendors will need to be paid with a P-Card.

Effective 02/15/16, we are no longer processing propane vendors in Corporate AP. Paraco Gas is the only exception. All others will need to be paid with a P-Card.

Effective 03/01/18, all Canada locations will be responsible for payment Aramark, Cintas, and propane invoices with their P-Card. The Corporate AP Department will continue to process invoices with a billing date through 02/28/18.

Check Requests & Customer Refunds

All check requests and customer refund requests need to be sent to the Imaging Department for processing. The Dal-Tile division is processing all customer refunds through SAP, therefore, all refunds should flow through the Dal-Tile Credit Department.

If it is a rush request, you will need to email the check request to Theresa Green and cc the AP Help Desk. A rush request is considered any vendor that has us on payment hold and/or is refusing to provide services or ship goods/products.

Please note, if you have an invoice that is not billing Mohawk Industries or our divisions, you will need to submit a check request.

Vendor ACH Links

We are moving all check vendors to ACH. The below links can be sent to your vendors if you they need to add or update banking information.

Mohawk, Dal-Tile, & IVC Divisions:

<https://form.jotform.com/70934690596974>

Unilin Division:

Payment Schedule

Discount Check Vendors:

Checks are cut and mailed on the invoice due date. Discount invoices that fall due on Saturday or Sunday will be included in the Friday discount payment run.

Discount ACH/Wire Vendors:

ACH/Wire payments for discounts vendors are processed on the discount due date. Discount invoices that fall due on Saturday or Sunday will be included on the Friday discount payment run.

Check Vendors:

Checks are processed on Thursday and dated/mailed on Friday excluding holidays. They pay all invoices that are due through Wednesday.

USD ACH/Wire Vendors in JDE:

ACH/Wire payments are processed on Fridays for JDE with a value of Monday. It will pay all invoices that are vouchered in JDE through a due date of Thursday.

USD ACH/Wire Vendors in SAP:

ACH/Wire payments are processed on Mondays with a value date of Monday. It will pay all invoices that are vouchered in SAP through a due date of Thursday.

EUR Wires in JDE:

EUR wires payments are processed on Thursdays with a value date of Monday. It will pay all invoices that are vouchered in JDE through a due date of Thursday.

EUR Wires in SAP:

EUR wires payments are processed on Thursdays with a value date of Monday. It will pay all invoices that are vouchered in SAP through a due date of Thursday.

PNC:

The PNC Vendor Payment is an alternative payment program offered through PNC. We process these invoices and send the payment file to PNC on Wednesdays and pay through an invoice due date of Saturday.

C2FO Payment Program

The C2FO program is for vendors who seek early payment on invoices that are vouchered and not due. If a vendor contacts you concerning C2FO, they will need to contact C2FO Support:

All C2FO related questions should be directed to C2FO Support at:

- Phone: 888-620-7020
- Email: mohawkind@c2fo.com

Payment Inquiries

All payment status inquiries should be sent via email to the AP Help Desk **only**. AP personnel do not take live calls. There is a 48 hour response time on emails.

Contacts

AP HELP DESK		ap_helpdesk@mohawkind.com
Mohawk PNC Corporate Purchasing Cards		ap_pcard@mohawkind.com
Dal-Tile PNC Corporate Purchasing Cards	Paula Burleson 214-398-1411 ext. 34416	Paula.Burleson@DalTile.com
Mohawk, Dal-Tile, American Marazzi, Unilin, Pergo, Columbia Flooring PNC Corporate Cards		ap_pcard@mohawkind.com
Tungsten Vendor Support	877-752-0900, option 1	

Freight Invoices

Freight invoices are now being processed by US Bank. Ashley Brown handles Mohawk Flooring & Mohawk Home. Aamir Ali and Jennifer Sorensen handle Dal-Tile.

Mohawk Flooring & Mohawk Home	Ashley Brown 706-629-7721 ext. 43932	ashley_brown@Mohawkind.com
Dal-Tile	Aamir Ali (214) 309-4645	aamir.ali@daltile.com
Dal-Tile	(214) 309-3222	jennifer.sorensen@daltile.com