



PAY BILL FAQ

Q. What is Mohawk's Electronic Invoice Presentment and Payment Program?

A. Mohawk's Invoice Presentment and Payment Program (EIPP) allows customers to receive their invoices electronically rather than through the mail, and will also give them the ability to pay their Mohawk invoices online.

Q. Who can participate in this program?

A. This program is available to all U.S. Mohawk customers. In order to take advantage of this new program, however, qualifying dealers must be enrolled with MohawkNet.

Q. Can EDI customers participate in the EIPP program?

A. Yes, the only impact on the presentment side will be that EDI customers will receive both an EDI transmission and an e-mail notification of invoices available for viewing.

Q. What are the benefits of enrolling in this program?

A. Enrollment in the program gives you 24/7 access to both your invoices and the bill-pay option. Once you are enrolled, you will no longer have to worry about invoices being lost or delayed in the mail causing missed discounts. Electronic bill-pay is fast, and simple, allowing you to be more productive. It is also more cost effective. This program eliminates costly postage expense, as well as the need to address envelopes, worry about lost payments through the mail, and trips to the post office. There will be a temporary nightly downtime on the pay-bill system, while payments and records are updated.

Q. Are there any other benefits associated with MohawkNet?

A. If you are not currently enrolled with MohawkNet you will gain the following added benefits:

- Hard Surface and Broadloom Order Entry
- Order / Shipment Tracking
- Inventory Availability
- Price Lists
- Claims Entry and Inquiry
- Advanced Shipment Notification

Q. What does it cost to participate in this program?

A. Participation in the program is "free". The transaction cost associated with processing electronic payments is absorbed by Mohawk.

Q. What if I want to pay online, but still receive my invoices through the mail?

A. As part of the enrollment agreement, you agree to both receive your invoices and make your payments electronically.

Q. How do I add additional employees who are authorized to pay bills?

A. Refer to the instructions on “Pay Bill Setup” document.

Q. How will I be notified that I have an invoice(s) available for viewing?

A. You will receive an e-mail notification that you have an invoice(s) available for viewing, referring to the MohawkNet website where you can view that day’s invoices. If it is more convenient, you can select a date range to reduce the frequency of having to go to MohawkNet.

Q. What if the e-mail doesn’t go through?

A. Generally, it is your responsibility to check the MohawkNet website periodically to see if any new invoices have been billed to your account. Additionally, the credit analyst managing your account will contact you if an e-mail notification is returned and ask you to make corrections on MohawkNet.

Q. What forms of payment does MohawkNet accept?

A. The only form of payment available is through an ACH to your bank account.

Q. Can I schedule invoices to be paid in the future?

A. You cannot schedule ACH payments into the future. You do have the option of ‘suspending’ a payment to schedule it at a future date.

Q. Can I adjust the amount I want to pay on an individual item?

A. Yes, you can make a deduction on an individual obligation. In doing so, you will be required to identify the type of deduction and put in a comment relative to the deduction.

Q. Will I be able to make multiple deductions on an invoice?

A. Yes you can, up to five deductions on the same invoice. The only requirement is that you must select a reason and insert a comment for each adjustment made. If you reach the maximum of five deductions per obligation, you will be requested to summarize your final deduction – listing the deduction reasons in the comment field.

Q. How is cash discount calculated?

A. The system will calculate the available discount at the time you are scheduling the invoice for payment. **NOTE: If you are taking a deduction on the invoice, the discount amount will change to \$0.00. You will need to manually calculate the amount of eligible discount on the remaining balance of the invoice you are paying and then make your deduction for “cash discount”.**

Q. Can the deduction be greater than the obligation amount?

A. No, the obligation can only be adjusted down to zero.

Q. What if the deduction I am taking is against a previously paid invoice or causes the amount of the invoice payment to become negative?

A. In that case, you would simply take the deduction against another invoice of equal or greater value with the applicable reason and insert the appropriate explanation in the comment field.

Q. Can I change my mind after scheduling a transaction?

A. Yes, provided that the payment information hasn't already been transmitted to the bank. You can make changes under the **"Pay Bill – Scheduled Payments"** tab.

Q. What if I want to suspend a payment, for future edits or changes?

A. Users have a **"Suspend Payment"** option, which will appear after they start the bill-pay process.

Q. What changes may I see if I pull up a suspended payment?

A. If the company code or the open amount changes while an obligation is suspended, it will have the status changed to "Deleted" while under the "In Process/Suspended Payments" screen. To reschedule a deleted obligation, go to the "Open Items" tab and reselect it. If there are any discount changes while an obligation is under the "In Process/Suspended Payments" screen, the change will be reflected and annotated under the 'Status' column.

Q. What happens if my session times out, or is interrupted? Will I lose my payment data?

A. You can find the incomplete payment under the **"In Process/Suspended Payments"** tab under the Pay Bill menu; however, you will need to log back into the MohawkNet system the same day of the interrupted payment session.

Q. How long will the payment history remain on MohawkNet?

A. We will carry 12 months history, which can be accessed under the **"Pay Bill - Payment History"** tab.

Q. What is the Alias Account Name, under the bank account setup?

A. The alias account name is the unique name you would like to use to identify your bank account.

Q. What if I make a keying error when I set up my bank account?

A. The bank routing and account number information cannot be edited. You will need to remove the account from the **"Bank Accounts – List of Accounts"** listing, and re-enter the information. The bank name and alias information can be edited.

Q. Up to what time can I process a transaction?

A. Transactions up to 10:00PM should be processed the next day. Transactions past 10:00PM should be processed the following day. To be certain your payment is properly scheduled, refer to the schedule date noted in your transaction.

Q. What is the difference between a suspended and an in-process payment?

A. A suspended payment is a payment that can be scheduled under the Pay Bill system. An in-process payment normally results when an application is interrupted. The payment must be completed before it can be scheduled for payment.

Q. What if I want to change the amount of a scheduled payment?

A. Once a payment has been scheduled, and it has not yet processed, you can edit the amount through the “**Pay Bill – Scheduled Payments**” tab. You will need to select the scheduled payment from the listing, and then hit the “**Edit Payment**” button at the bottom of the page for further changes.

Q. How can I cancel a scheduled payment?

A. Once a payment has been scheduled, and not yet processed, you have the option to cancel the payment. You can do this by accessing the “**Pay Bill – Scheduled Payments**” tab, selecting the payment you wish to cancel, and then clicking the “**Cancel**” button at the bottom of the page.

Q. Who do I contact if I need help?

MohawkNet Customer Support – (877) 804-2318, Option 1

Financial Services Customer Support - (800)241-4494, Option 6