

KOHLER.Accounts Payable

How do Kohler suppliers submit their Accounts Payable Queries?

User Guide

How to Submit an Accounts Payable Query?

(Step-by-Step Guide)

1. Open the Accounts Payable Query Form:
<https://www.kohlercompany.com/suppliers/accounts-payable>
2. Enter all required details using your business email address
3. Select the country / region where goods or services were supplied. *If the query is for UK, Europe or Africa, select the Kohler Company name*
4. Briefly describe your query and submit the form.
5. Click Submit to get a confirmation message and an email with case reference number.

Note: For **follow-ups** or **attachments**, reply directly to the acknowledgement email. To ensure emails are not missed, suppliers should add kohler@service-now.com to their safe sender list.

The screenshot shows the 'Kohler Supplier Invoice & Payment Queries' form. It includes a header with the Kohler logo and the text 'Accounts Payable'. The form title is 'Kohler Supplier Invoice & Payment Queries'. A legend indicates that an asterisk (*) denotes required fields. The form contains several input fields: 'First Name', 'Last Name', 'Business Email', 'Supplier Name', 'PO Number', 'Invoice Number', and 'Country / Area of Kohler Facility Supplied to:' (a dropdown menu). There is also a text area for 'Describe your requirement in more detail'. A note below the text area states: 'Note: If you need to submit an attachment, please respond back on the email that you receive after submitting this request'. Below the note is a checkbox for 'I agree to the Privacy Policy'. At the bottom left is a 'Submit' button. At the bottom right is a reCAPTCHA verification box with the text 'I'm not a robot' and a reCAPTCHA logo. The Kohler logo is visible in the bottom right corner of the page.

Request Form Fields

KOHLER Accounts Payable

Kohler Supplier Invoice & Payment Queries

* Indicates required fields

* First Name

* Last Name

* Business Email

* Supplier Name

PO Number

* Invoice Number

* Country / Area of Kohler Facility Supplied to:

Select Kohler Company Name:

* Describe your requirement in more detail

Note: If you need to submit an attachment, please respond back on the email that you receive after submitting this request

I agree to the [Privacy Policy](#)

reCAPTCHA verification I'm not a robot 

- Fill all required fields.
- Use your business email ID and provide your company name as registered with Kohler.
- Select the country/region where you supplied goods or services.
- If shown, choose the correct Kohler company you billed.
- Briefly describe your issue and provide for relevant information.
- Agree to the Privacy Policy and complete the reCAPTCHA
- Click Submit.

On Submission

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Kohler Supplier Invoice & Payment Queries

* Indicates required fields

* First Name: James

* Last Name: Moorhouse

* Business Email: James.Moorehouse@mg.com

* Supplier Name: MG Inc

PO Number: PO Number

* Invoice Number: 123

* Country / Area of Kohler Facility Supplied to: Europe

Select Kohler Company Name: Kohler Europe

* Describe your requirement in more detail: Testing

Note: If you need to submit an attachment, please respond back on the email that you receive after submitting this request

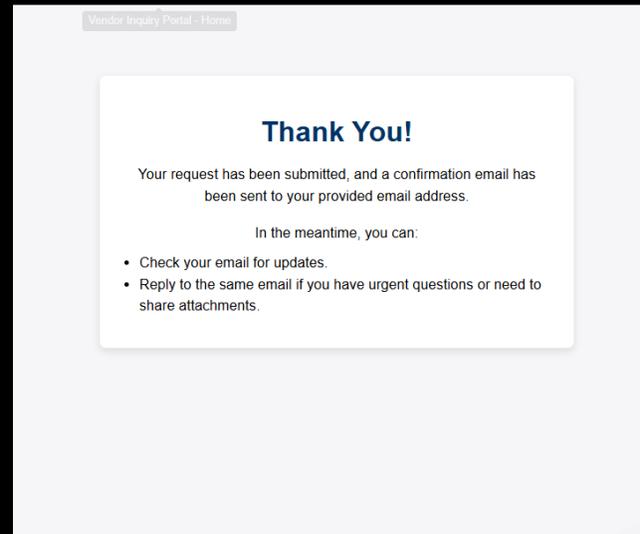
I agree to the [Privacy Policy](#)

reCAPTCHA verification: I'm not a robot

Submit

1. You submit the filled form

KOHLER Accounts Payable



2. You receive an acknowledgement on screen

We've Received Your Request: CS0018442

KP Kohler Accounts Payable
2026-02-09 05:18:12

[Hide email header](#)

To Preetika Narula

KOHLER Accounts Payable

2026-02-09 05:18:12 out to Kohler Accounts Payable! We've created Request Number: CS0018442 to assist you.

About this Request

Supplier Name: a b c
PO Number: null
Invoice Number: 12123
Request Description: as
State: New

You can also reply to this email to share any further comments or attach any supporting documents.

A member of our team will be in touch within 2 business days.

Accounts Payable
Kohler Co.

Need help with this request? Reply to this email.
For new requests, [Click Here](#)

3. An email is triggered to your business email ID as provided. Please communicate back by responding to this email for any follow-ups. You can also send any attachments if required.
The email comes [Kohler Accounts Payable kohler@service-now.com](#)

KOHLER Accounts Payable

When and how will suppliers receive updates?

Supplier will receive notifications on email when:

- A query is successfully submitted
- Any comment is updated by Accounts Payable Team
- Additional information is requested by Accounts

Payable (*please respond to this email to provide requested information*)

- A resolution is provided
- The case is closed* (including the Customer Satisfaction survey)

* The requester has an option to reject the resolution within 5 calendar days of resolution. If there is no response, the case will be automatically closed.

