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.

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Kohler Supplier Invoice & Payment Queries

* Indicates required fields

* First Name — First Name
* Last Name — Last Name
* Business Email — Business Email
* Supplier Name — Supplier Name
PO Number — PO Number
* Invoice Number — Invoice Number
* Country / Area of Kohler Facility Supplied to: — --Select--
* Describe your requirement in more detail — Describe your requirement

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

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Request Form Fields

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Kohler Supplier Invoice & Payment Queries

* Indicates required fields

* First Name — First Name

* Last Name — Last Name

* Business Email — Business Email

* Supplier Name — Supplier Name

PO Number — PO Number

* Invoice Number — Invoice Number

* Country / Area of Kohler Facility Supplied to: — Europe

Select Kohler Company Name: — --Select--

* Describe your requirement in more detail — Describe your requirement

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
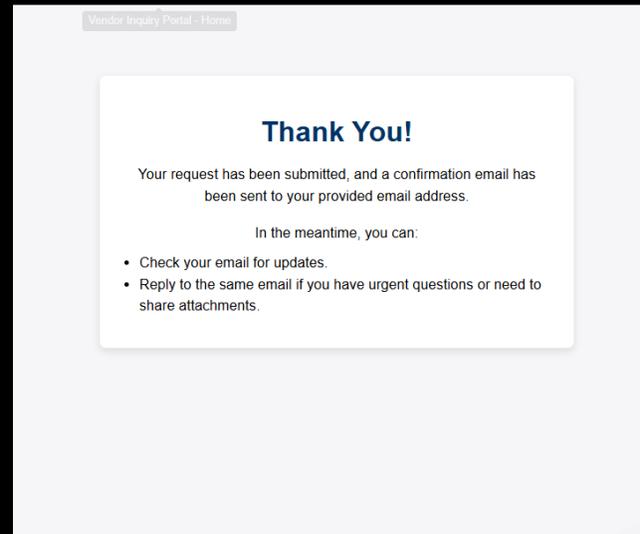
reCAPTCHA verification — ☐ I'm not a robot — reCAPTCHA

Submit

- 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.

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On Submission

1. You submit the filled form

2. You receive an acknowledgement on screen

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

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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.