Ariba Network
CSV Invoice upload guide

May, 2017

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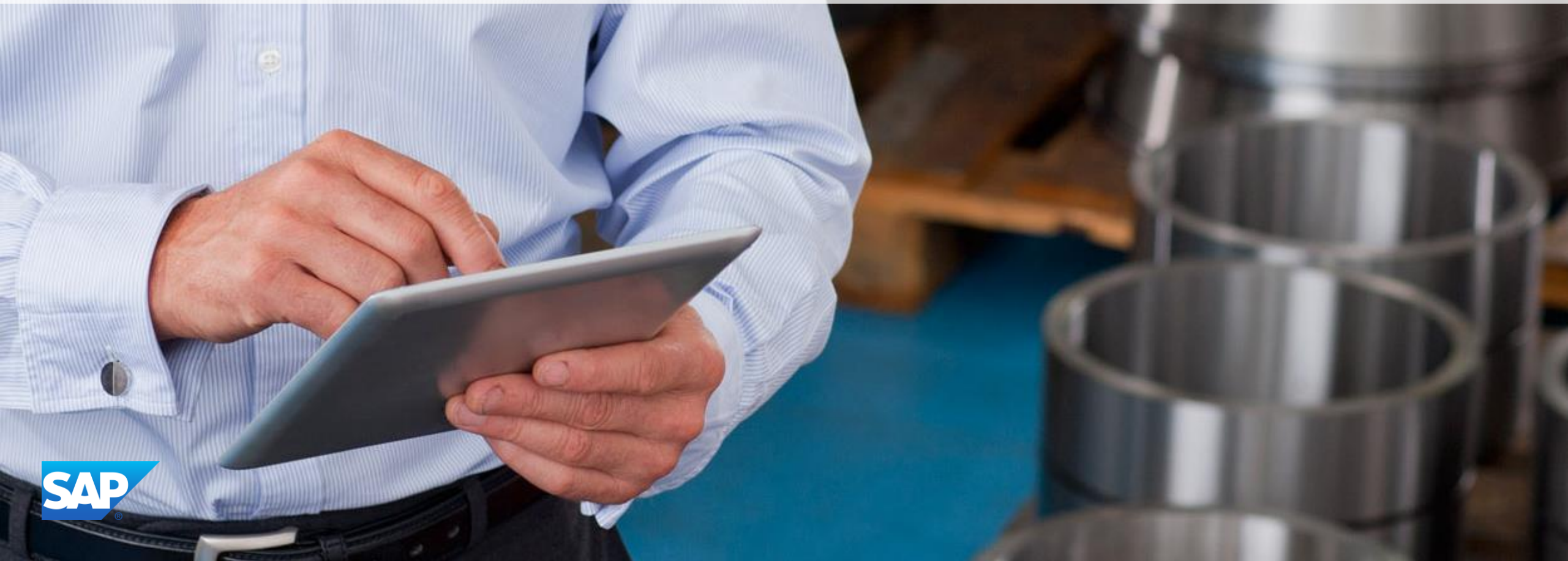
Internal



Agenda

- CSV Invoice overview
- CSV Invoices scope
- Data Requirements
- CSV fields mapping
- CSV template use
  - Downloading CSV template
  - Uploading CSV Invoice
  - Tracking Invoice status
- Troubleshooting CSV Invoices
- CSV template Change log
- Contacts and Support

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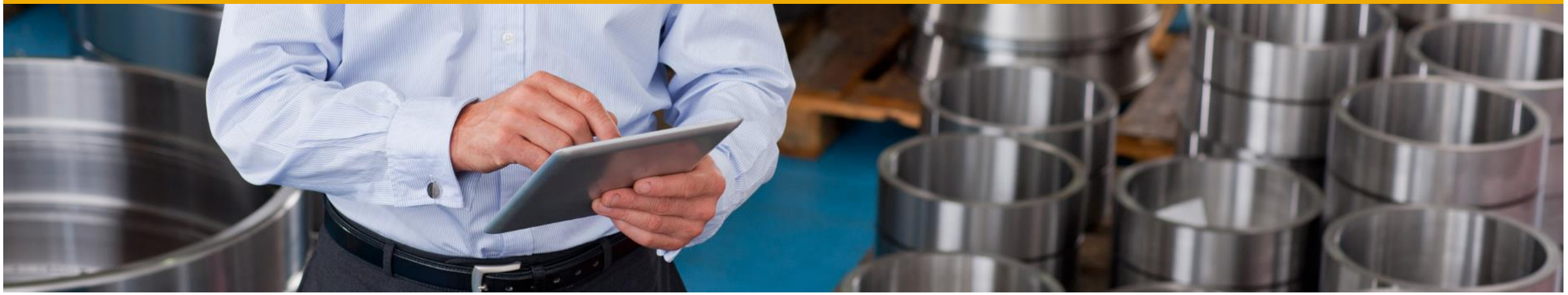

CSV Invoice Overview

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CSV Invoice Overview

- **CSV stands for Comma Separated Value/Variable file.**
  It represents structured way of data stored as plain text file.

- **CSV Invoice Upload**
  Supports the transfer, transformation and loading of comma delimited files (CSV) representing a Supplier's invoices to be rendered as cXML invoices for their Customers.

  Provides an effective means for Suppliers with a large number of invoices to submit these to their Ariba customers electronically when they do not have the immediate means to provide these via cXML or EDI directly.

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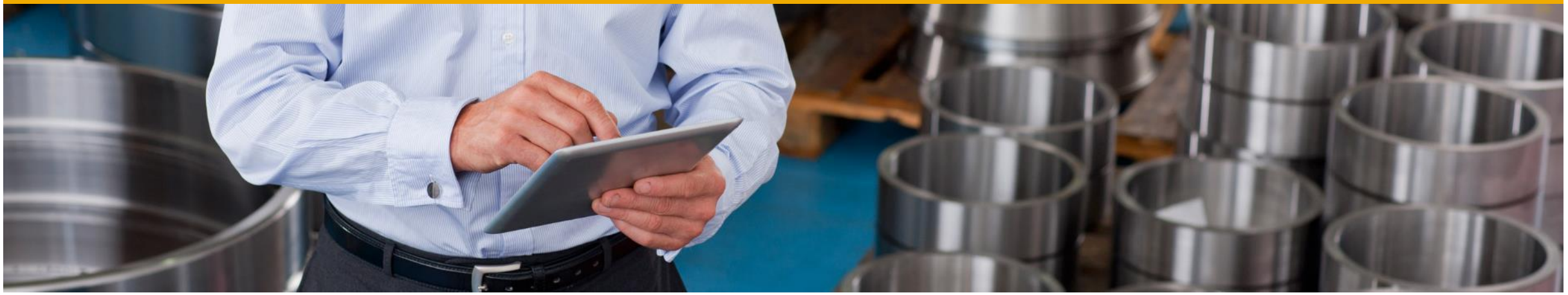

CSV Invoice Scope

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CSV Invoice Scope

IAG supports the following CSV invoice types:

- **PO Invoices:** invoices against purchase order where the purchase order was received through Ariba Network.
- **Contract Invoices** : invoice against contract

Invoices submitted through CSV upload have the following requirements:

- Cannot be greater than 10,000 lines in total
- Cannot be greater than 2500 invoices per file
- One invoice can have maximum of 5000 line items.
- File cannot exceed 40MB in size.

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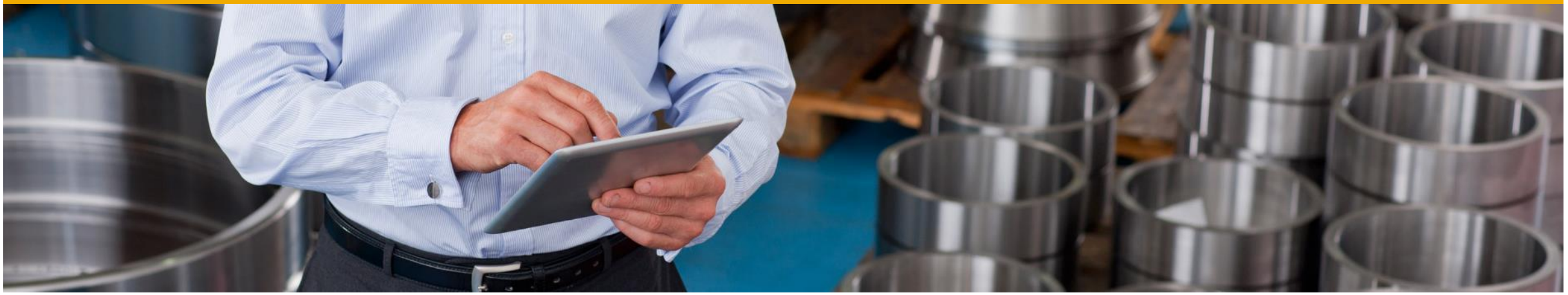

Data requirements

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Invoice Data Requirements

- Invoice ID must be always present
- date format must be: mm/dd/yyyy
- Invoice must contain PO reference
- PO based invoices MUST use the orderID field to capture the PO number.
- Contract based invoice MUST use agreementID field to capture Contract number.
- The flags – isTaxInLine, isSpecialHandlingInLine, isShippingInLine and isDiscountInLine used to represent Tax, Special Handling, Shipping and Discount in line level respectively.
- The flag lineItemType - set to either MATERAIL or SERVICE.

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Additional Data Requirements

Required fields:

- lineItemSubtotal
- serviceLineItemSubtotal

Optional fields:

Line level Tax details

Summary level tax details

Line and summary special handling and shipping amount

Line and summary discount amount.

Note: IAG template supports material and Service lines.

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CSV File Recommendations

File Requirements

- Alterations or updates to the original CSV file format downloaded from the Network will cause the CSV to fail during the upload process.
- You must keep the CSV file you download in its native format.
- Do not convert to an Excel file, save as a workbook, add macros, delete/add columns or edit the column names in any way.

The application Ron's editor is an example of a CSV File editor.

- You can download a free trial at: http://www.ronsplace.eu/Products/RonsEditor?utm_source=killink
- Note that this is not an Ariba software and is not supported by Ariba.

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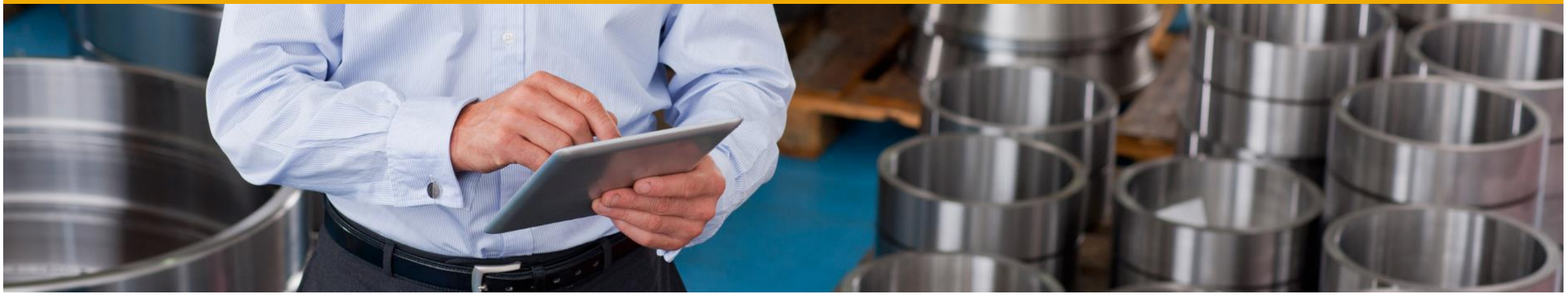

CSV template details

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CSV Sample / Field Mapping

- The embedded CSV sample template provides:
  Data sample of valid CSV invoices processed successfully by the Customer.

CSV Template

- The embedded field overview provides:
  Mapping information on field content and requirements.

CSV Field Mapping

- For accounting and payment questions:
  Contact IAG: . AribaProgram@iag.com.au

- For CSV upload related questions or errors:
  Contact Ariba Technical Support

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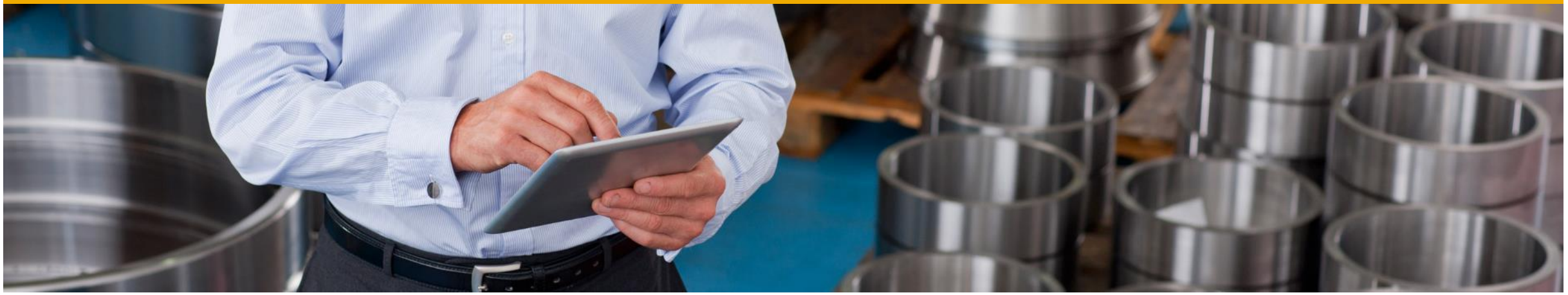

CSV template use

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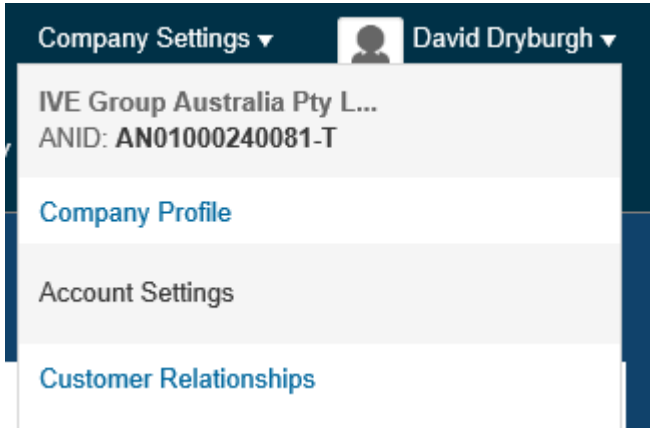
Downloading the CSV Template AN01000240081-T

- From the Home Page of your production AN account, Click the **Company Settings** tab.
- Click **Customer Relationships**.
- AN will display a list of all customers that you have a relationship with on the Ariba Network.
- Click on IAG link within your list.



Customer	Relationship Type	Approved Date ↓	Routing Type
Insurance Australia Limited - TEST	Trading	24 Aug 2017	Default

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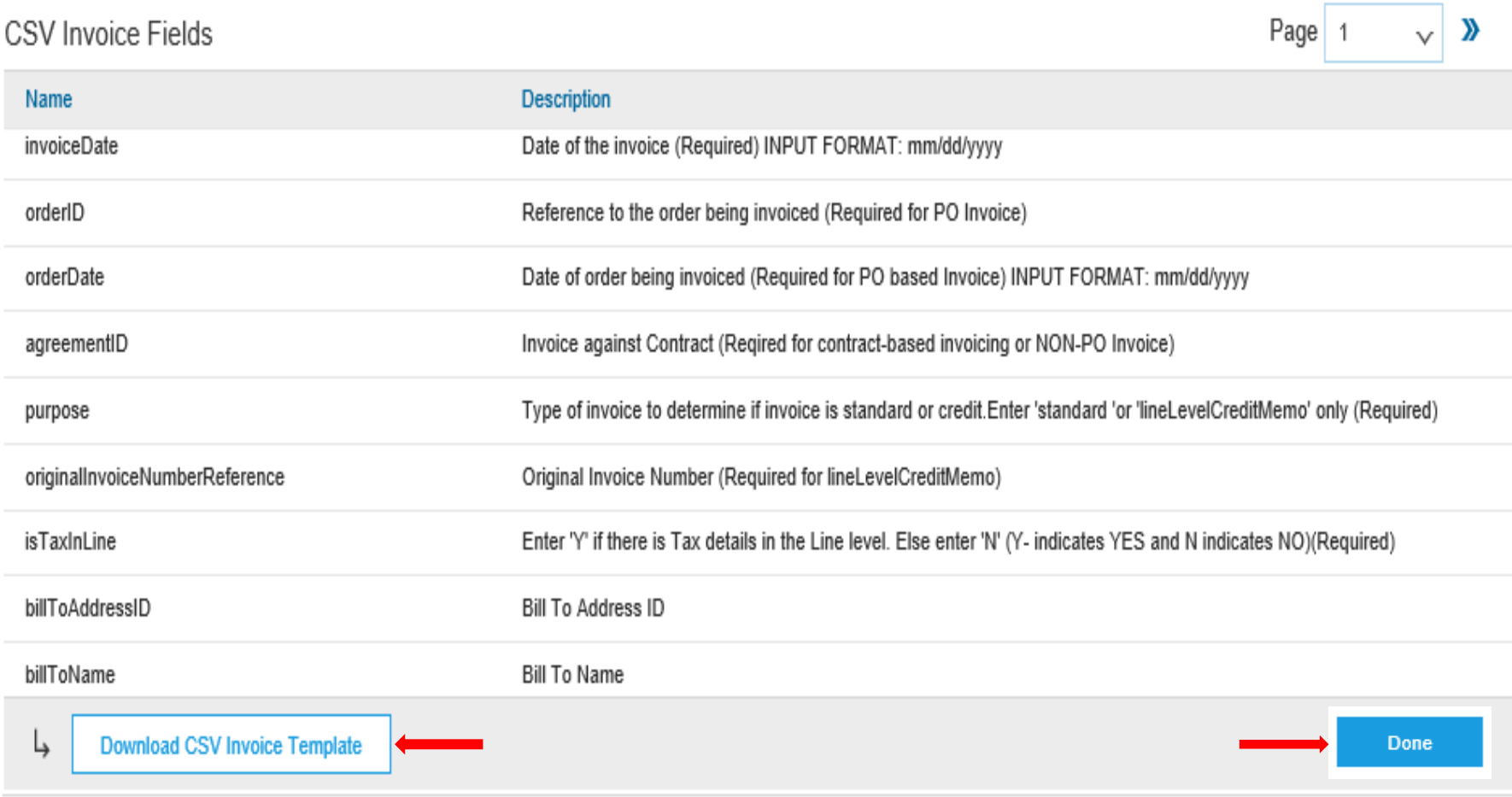
Downloading the CSV Template (continued)

- Click the **Download CSV Invoice Template** button. You will be prompted to Open or Save the file.
- Save the file to your local hard drive.
- Once you are finished saving the template file, click the **Done** button to exit this section.
- You will be back at your **Customer Relationship** page.



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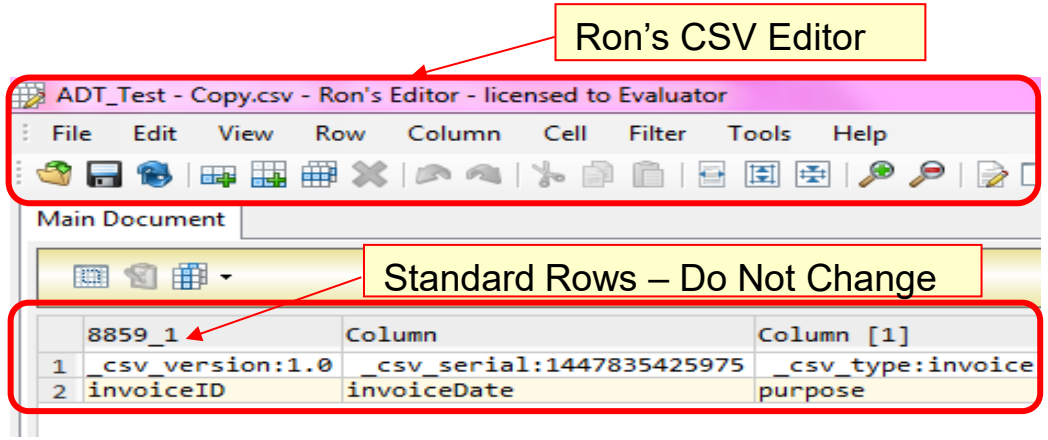
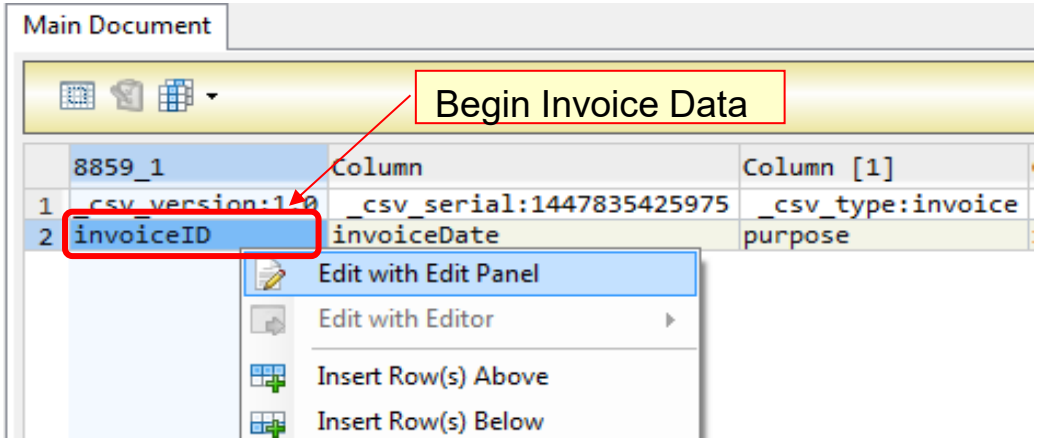
Populate the CSV Invoice Template

- Populate each available invoice field as appropriate – starting in **Row 3, Cell A**
- Note that . Rows 1 and 2 are CSV File information rows and cannot be removed or modified in any way. If these fields are changed or removed, the file will fail at upload.
- To populate value for each field select that cell, right click and chose option ‘Edit with Edit Panel.
- When you have completed populating all fields for your particular invoice, **Save** the file to your local drive.





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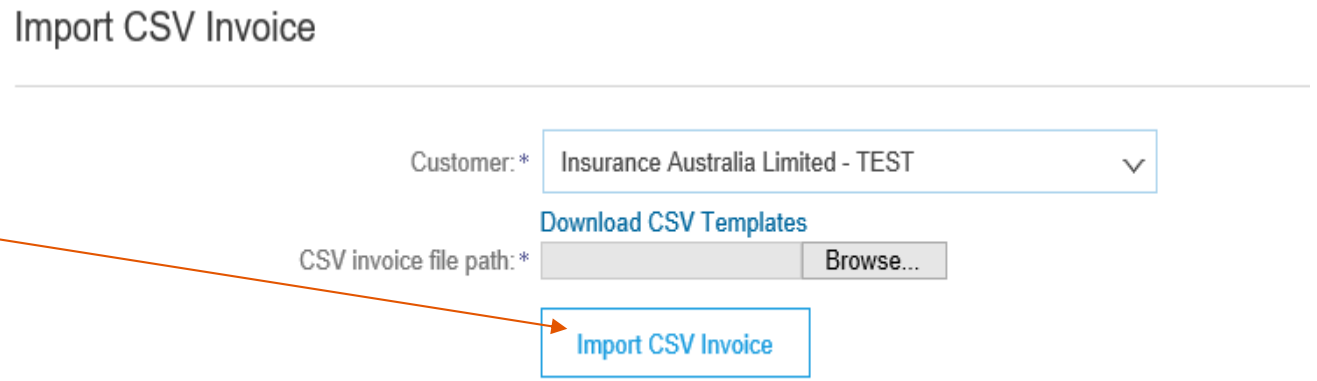
Upload the CSV Invoice

- From the Home Page, locate the **CSV Documents** link on the right side of the page.
- Click **Invoice CSV**.
- You will see an **Import CSV Invoice** box.
- Ensure **Customer** is selected in the **Customer** drop-down box.
- **Note:** Each customer using the CSV Invoice method has a customized template. You cannot use any other customer's template for Customer .
- Click the **Choose File** button and find the CSV File you have created and saved.
- Once the file path is shown, click **the Import CSV Invoice** button.



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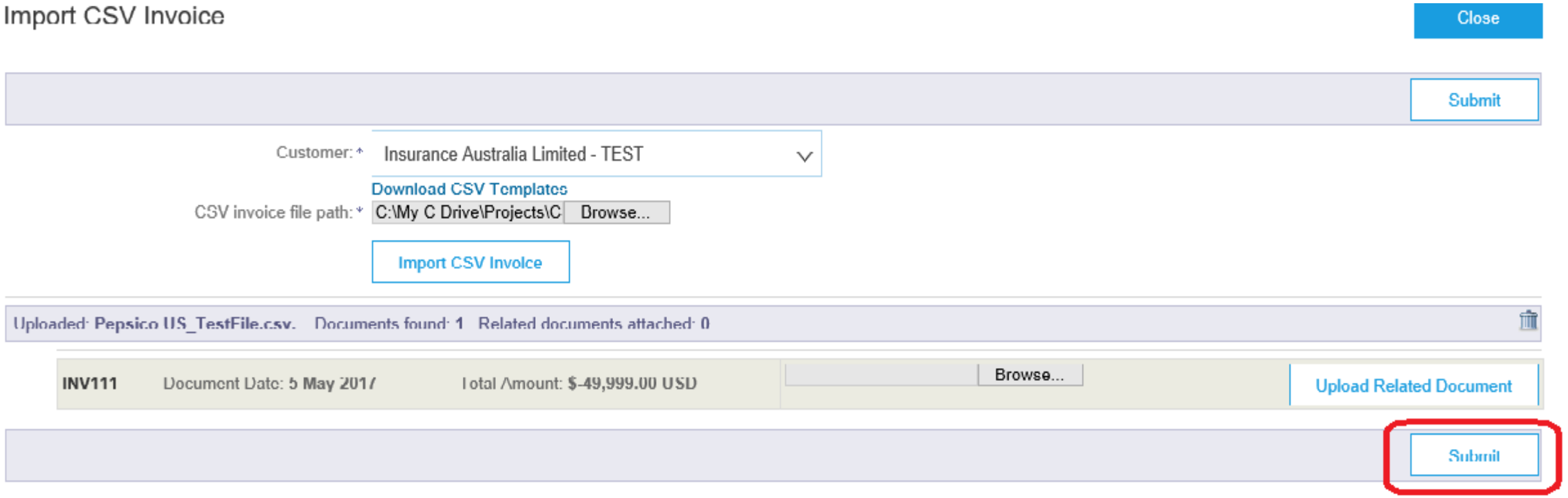
Upload the CSV Invoice



- Once you click on Import CSV Invoice, the CSV file will be uploaded , click on Submit button.

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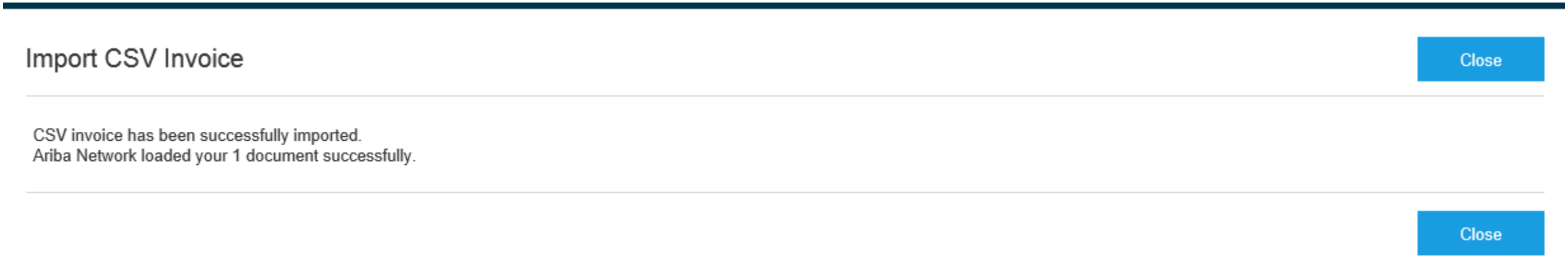
Upload the CSV Invoice



- Once you click on Submit, the CSV Invoice will be successfully imported. Click on Close button

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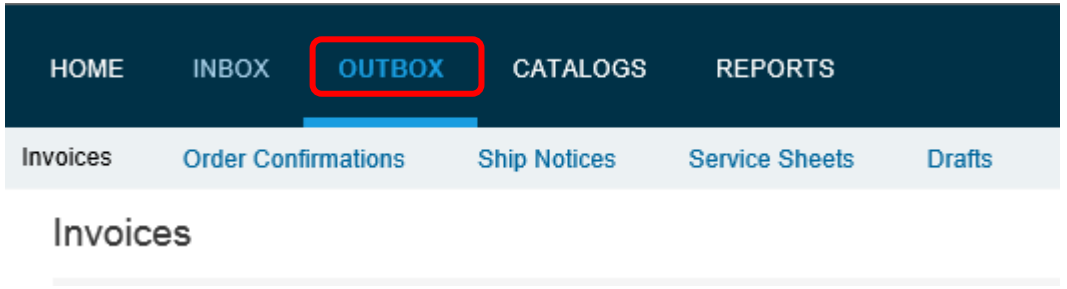
Tracking CSV Invoice status

Checking Invoice Status



- From your Home Page, click on the **Outbox** tab.
- You will again, see a listing of all of the invoices you have sent.
- Each invoice number is a link to open and view that invoice.
- There are two **status** types provided:
  - Routing Status: show the routing status of the invoice through the Ariba network to IAG.
  - Invoice Status: shows the status of the invoice itself specifically through it's payment process.

Invoice #	Customer	Reference	Submit Method	Origin	Source Doc	Contractor	Start Date	End Date	Date ↓	Amount	Routing Status	Invoice Status
IVECSVTEST	Insurance Australia Limited - TEST	Contract	Paper Invoice	Supplier	Blanket PO				21 Nov 2017	$748.00 AUD	Acknowledged	Approved

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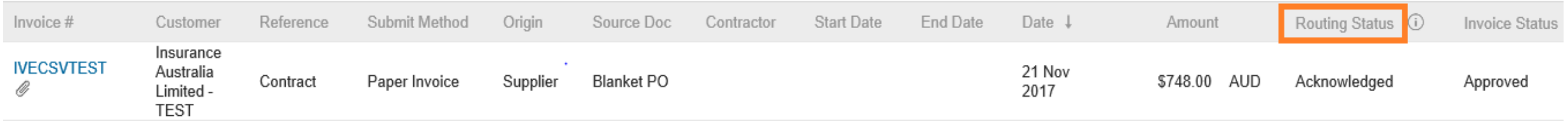
Tracking CSV Invoice status

Routing Status

- **Obsoleted:** You canceled the invoice.
- **Failed:** The invoice failed the IAG invoicing rules as set within their Ariba Network account.
- **Queued:** Ariba Network received the invoice from a suppliers Network account, but has not sent it to the IAG network account.
- **Sent:** Ariba Network sent the invoice to IAG Ariba Network account. The invoice is awaiting download into the IAG invoicing application.
- **Acknowledged:** The invoice has been sent from the IAG network account into their invoicing application.



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Tracking CSV Invoice status

Invoice Status

- **Sent :** IAG has received the invoice.
- **Rejected:** IAG has rejected the invoice. If IAG subsequently accepts the invoice or approves it for payment, invoice status updated to Sent indicating invoice was accepted .
- **Failed:** Ariba Network experienced a problem routing the invoice.
- **Approved:** IAG has approved the invoice for payment.

Invoice #	Customer	Reference	Submit Method	Origin	Source Doc	Contractor	Start Date	End Date	Date ↓	Amount	Routing Status ⓘ	Invoice Status
IVECSVTEST	Insurance Australia Limited - TEST	Contract	Paper Invoice	Supplier	Blanket PO				21 Nov 2017	$748.00 AUD	Acknowledged	Approved

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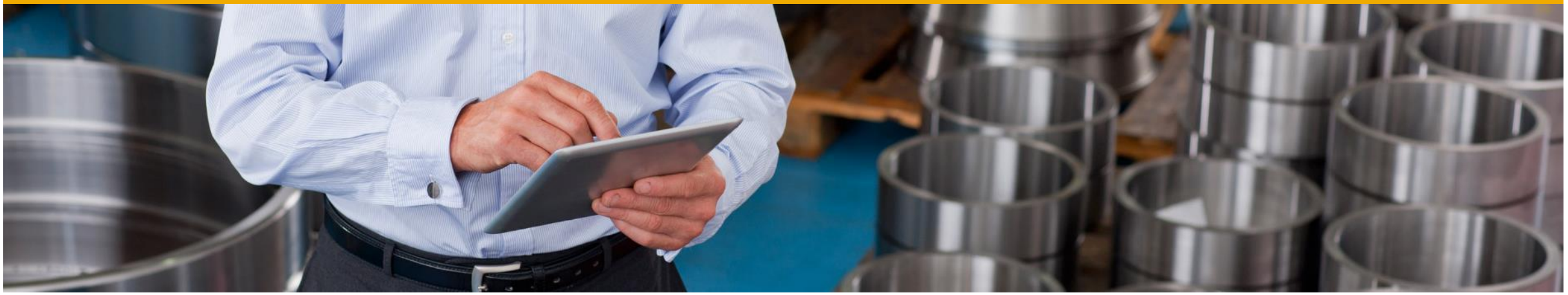

Troubleshooting CSV Invoices

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Troubleshooting CSV Invoices

General Checks

- Be sure that the application that is being used to create the file is a true CSV editing application.
- Be sure that all value fields such as unit price, tax, subtotal, gross, etc., are entered properly, (for example 2.25 or .58).
- Ensure that the file does not contain any special characters, (dollar sign, asterisk, quotation marks, etc.).
- Ensure that none of the file data within the first three rows of the template sample has been modified from its original state.
- Ensure you are using the correct version of the CSV template for IAG.
- **IMP** - Once the invoices are uploaded using the CSV channel , Supplier will see the message saying –‘ csv file uploaded successfully’ but may not immediately see the invoice on the Network GUI .This is because the server may take sometime to update the UI screen . In case the Supplier need to refer the invoice immediately but doesn’t find it on the UI , they may use the invoice search option to find the uploaded CSV invoice. The server will process the request and fetch the invoice from the Database.

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Troubleshooting CSV Invoices

- **When is the problem occurring?**
  1. Is it at the point of uploading the file?
  2. Is it after the file is uploaded and invoices show a failed status?
  3. Is it after the file is uploaded and invoices show a rejected status?
- **If the problem happens at #1**
  - The file itself does not meet the basic CSV requirements. You will see specific error messaging on the screen to help identify which field needs to be reviewed/changed. This could be:
    - Missing header information or missing data in a required field
    - Incorrect formatting in any field
    - **The problem within the file must be corrected and the entire file must be uploaded again – nothing was loaded from the CSV file.**
- **If the error happens at #2**
  - The invoices (as opposed to the file) failed the invoice rule validation. When the invoices are converted from the .csv file to actual individual invoice documents on the AN, they are then validated based on the Invoice Rules set in Customer Ariba Network account.
    - Check the 'History' tab on the individual invoice to see which rule was violated and caused the invoice to fail.
    - **The problem within the file must be corrected BUT only those invoices that failed need to be resent.**
- **If the error happens at #3**
  - The invoices passed .csv validation and Ariba Network validation but were rejected by Customer (either by their invoicing system automatically or by an end user manually).
    - Check the History tab on the individual invoice for additional details.
    - **The problem with the individual invoices must be corrected and only those invoices that were rejected need to be resent. Invoice numbers must be modified.**

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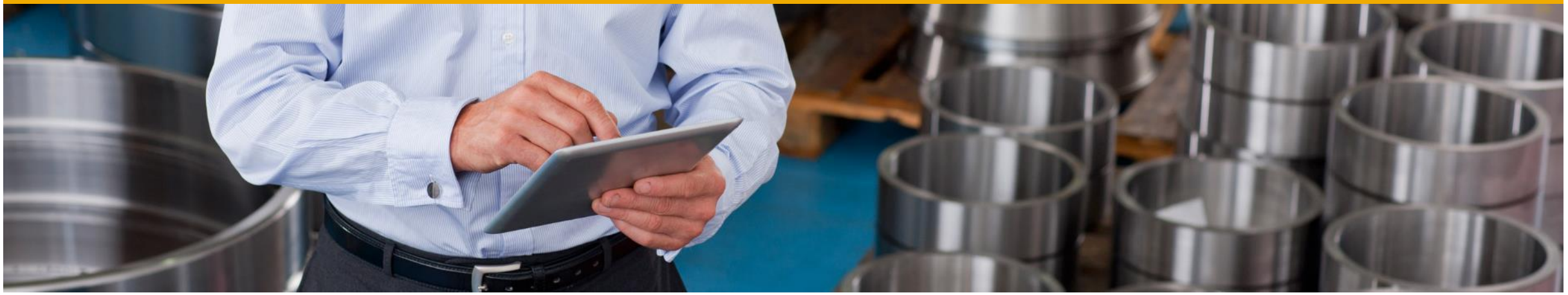

CSV template Change log

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Moving from one version to another

Important notice:

Whenever new version of csv template is released or mapping rules are modified there is new unique template serial number generated by Ariba Network. This number is part of the template and being sent back with upload (sample: _csv_serial:1423025640524).

If csv template header's are not changed it is still possible to use the old version of the template however supplier is notified every time outdated version is used.

In case csv template change consists of headers update or add of new columns suppliers have to download new version and start using this one.

Otherwise upload will fail with mapping failure message.

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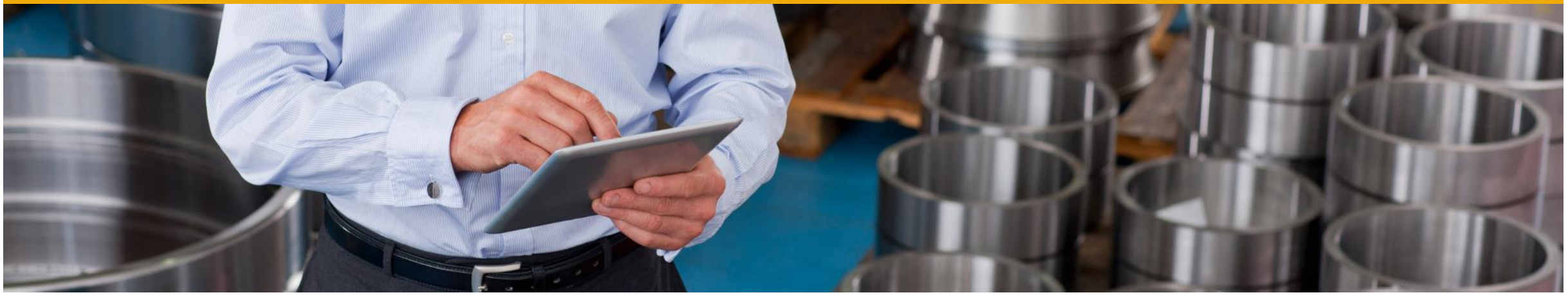

Contacts and Support

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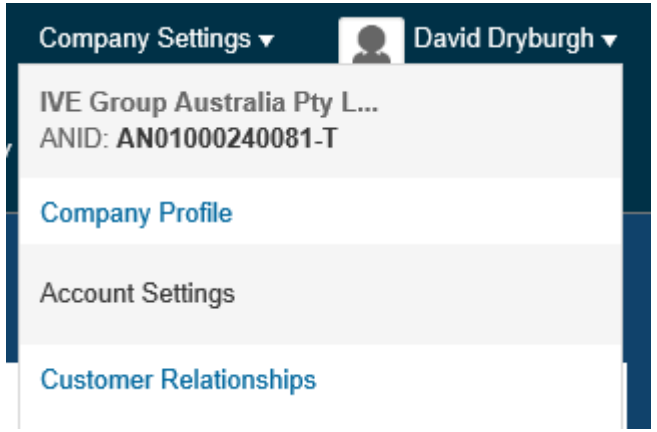
Training and Resources

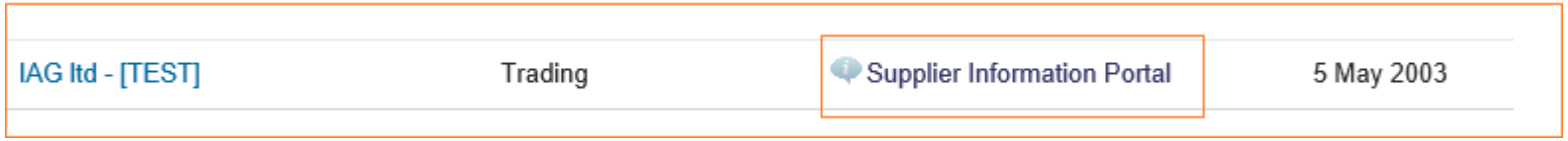
IAG Supplier Information Portal

Supplier Information Portal contains specific documentation and training material.

From the home page of your account, click the **Company Settings** and then click the **Customer Relationships** tab.

The portal link is located next to your customers name in the middle of the screen





Review the presentations to learn more about transacting with Customer

Remove if portal will not be rolled out

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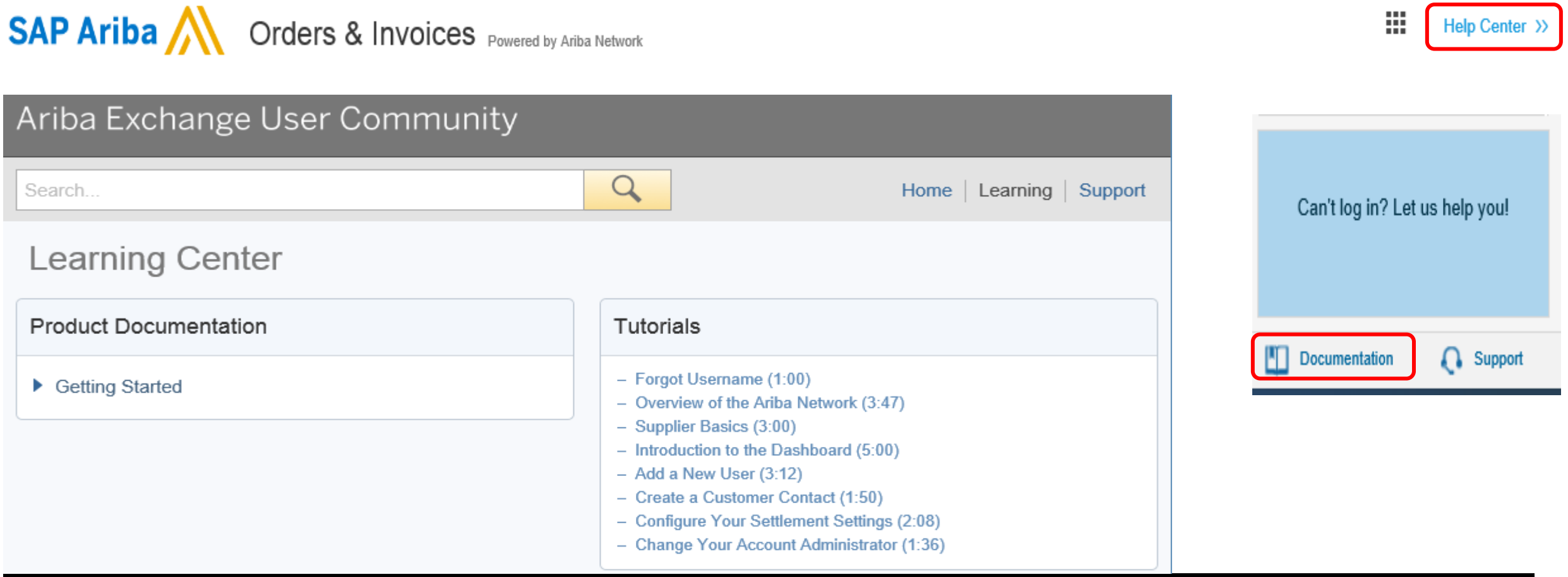
Ariba Network Standard Documentation

Go to: http://supplier.ariba.com
Click on the **Help Center** in the upper right hand corner of the page.
Bottom right hand corner has access to **Documentation.** Click to view **Product Documentation**.



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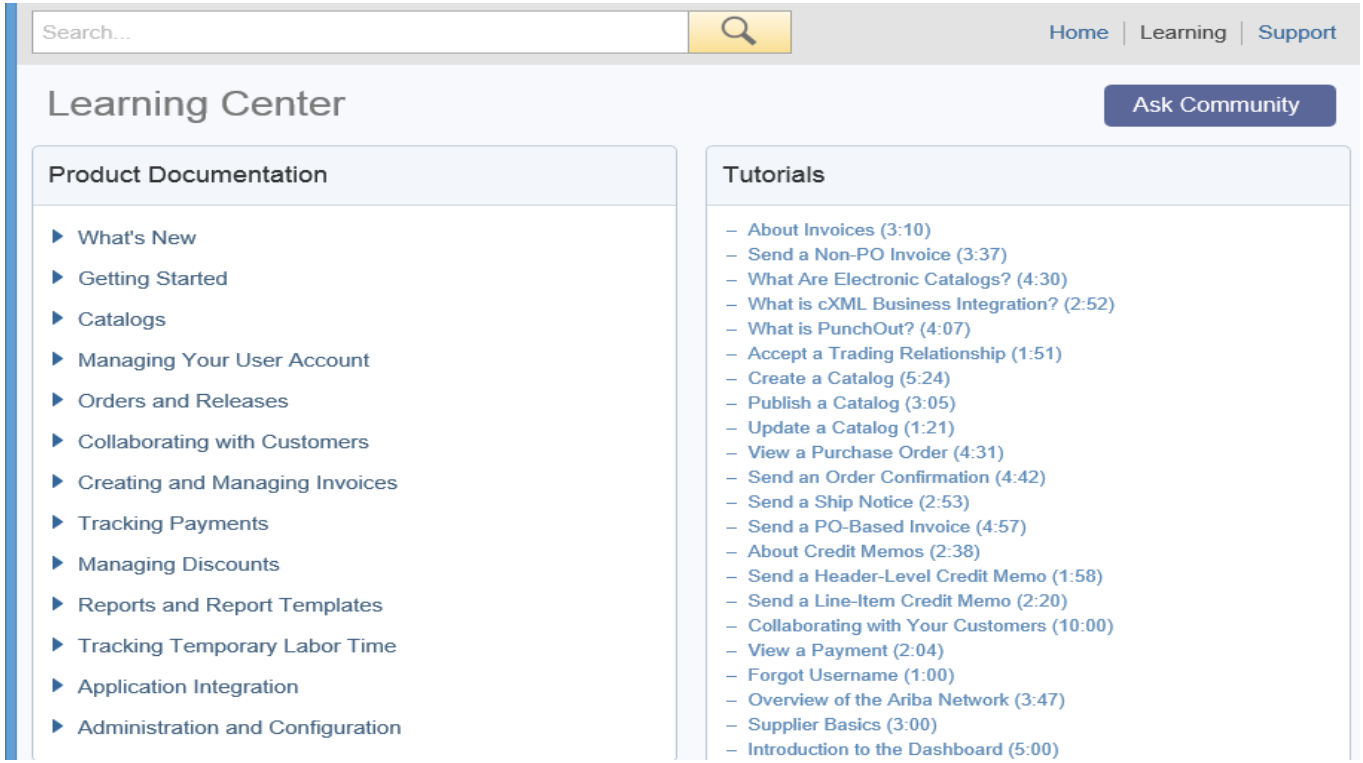
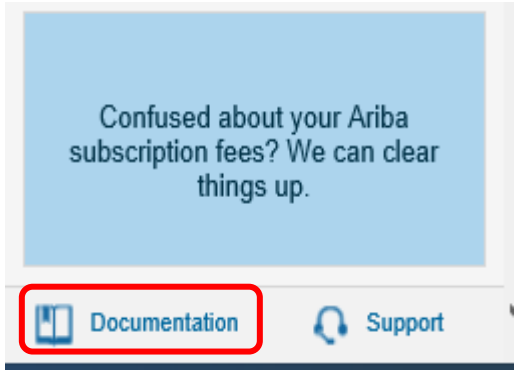
Ariba Network Standard Documentation

Standard Documentation can also be accessed from your account. Click on **Help Center** button on Home page of your account, Click **Documentation** on bottom right hand corner to view Ariba Network Administrator's documentation.





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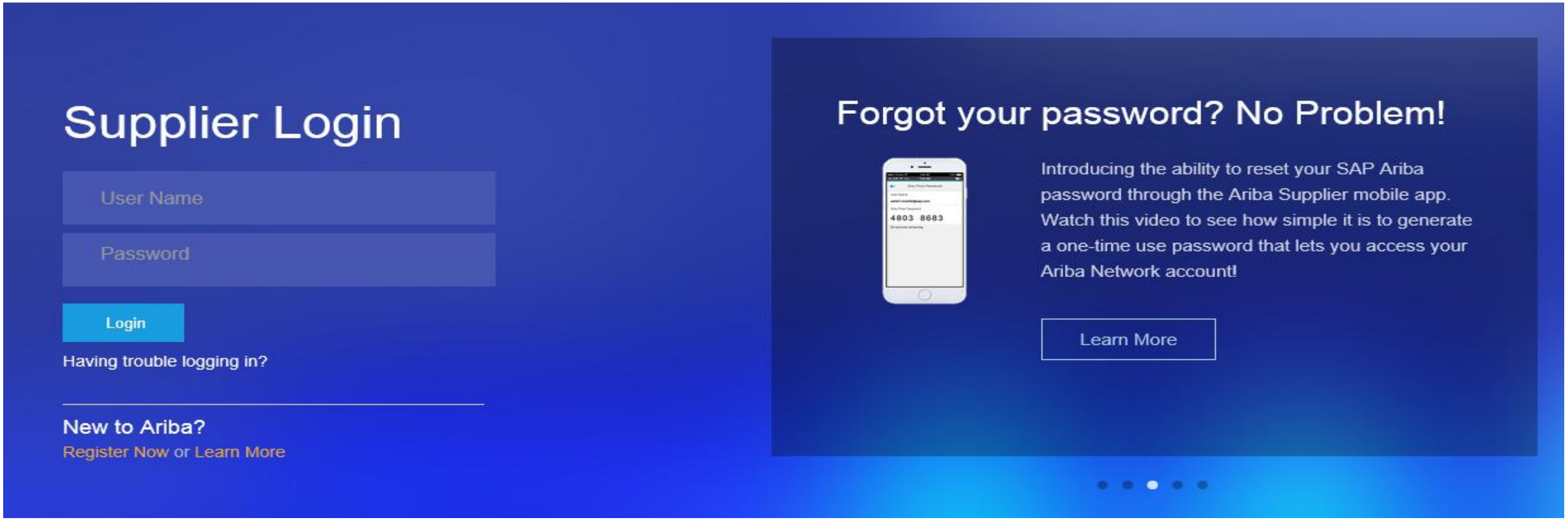
Supplier Support

- Go to http://supplier.ariba.com
- If you forgot your username or password click on the link **Having trouble logging in?**



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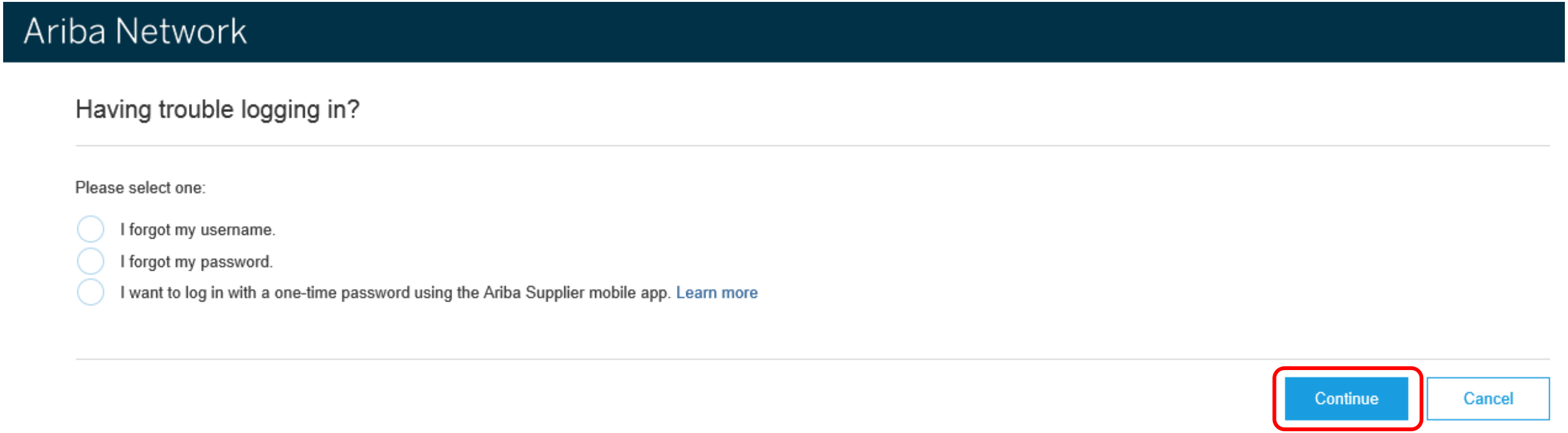
Supplier Support

- Upon clicking the link **Having trouble logging in? ,** new page opens up where you can choose from one of the options and click on **Continue.**



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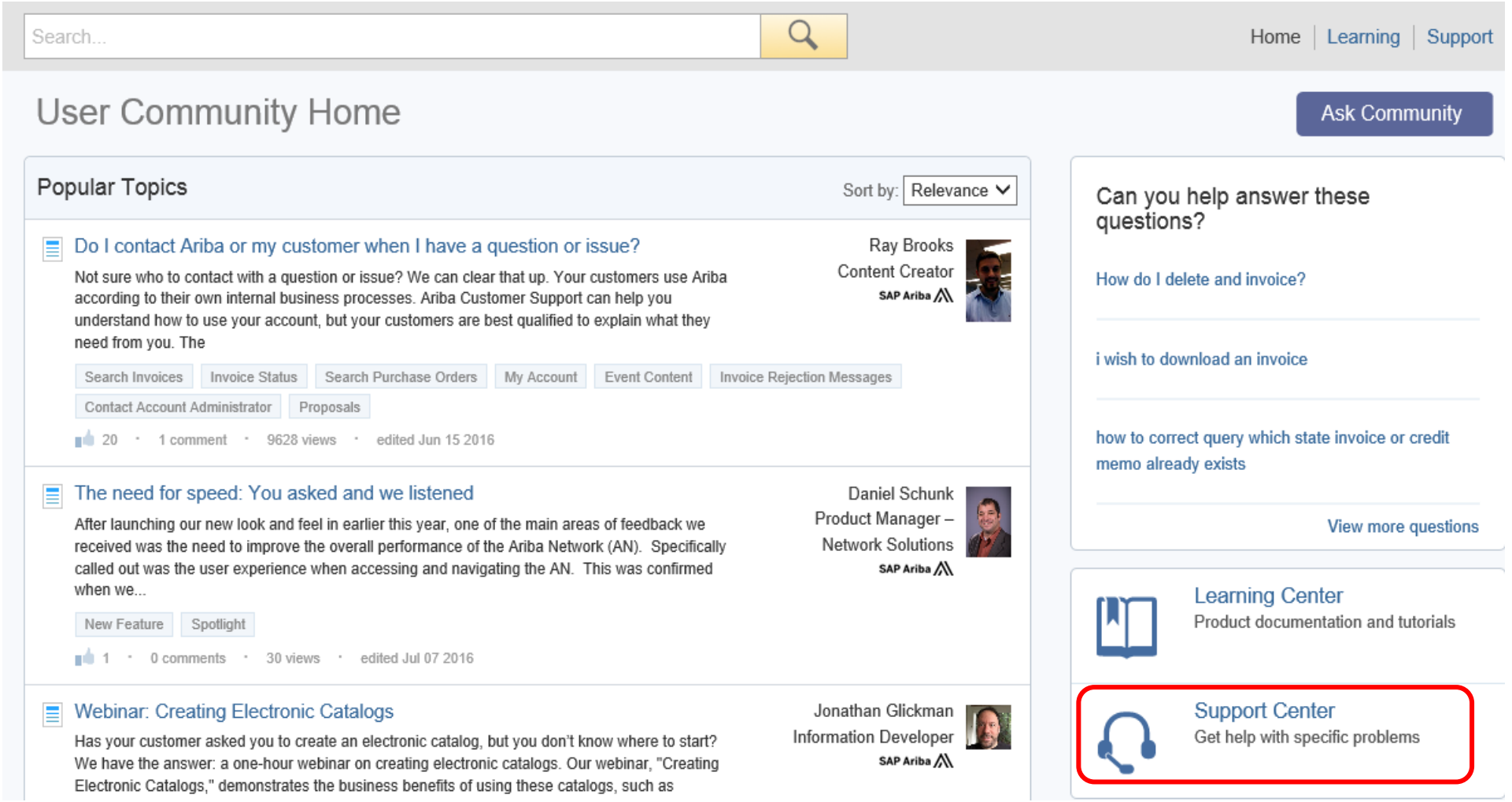
Supplier Support

Log into your account. Click **Help Center, View More.**

You will find lists of **Popular Topics** FAQ's and link to contact **Support Center**.



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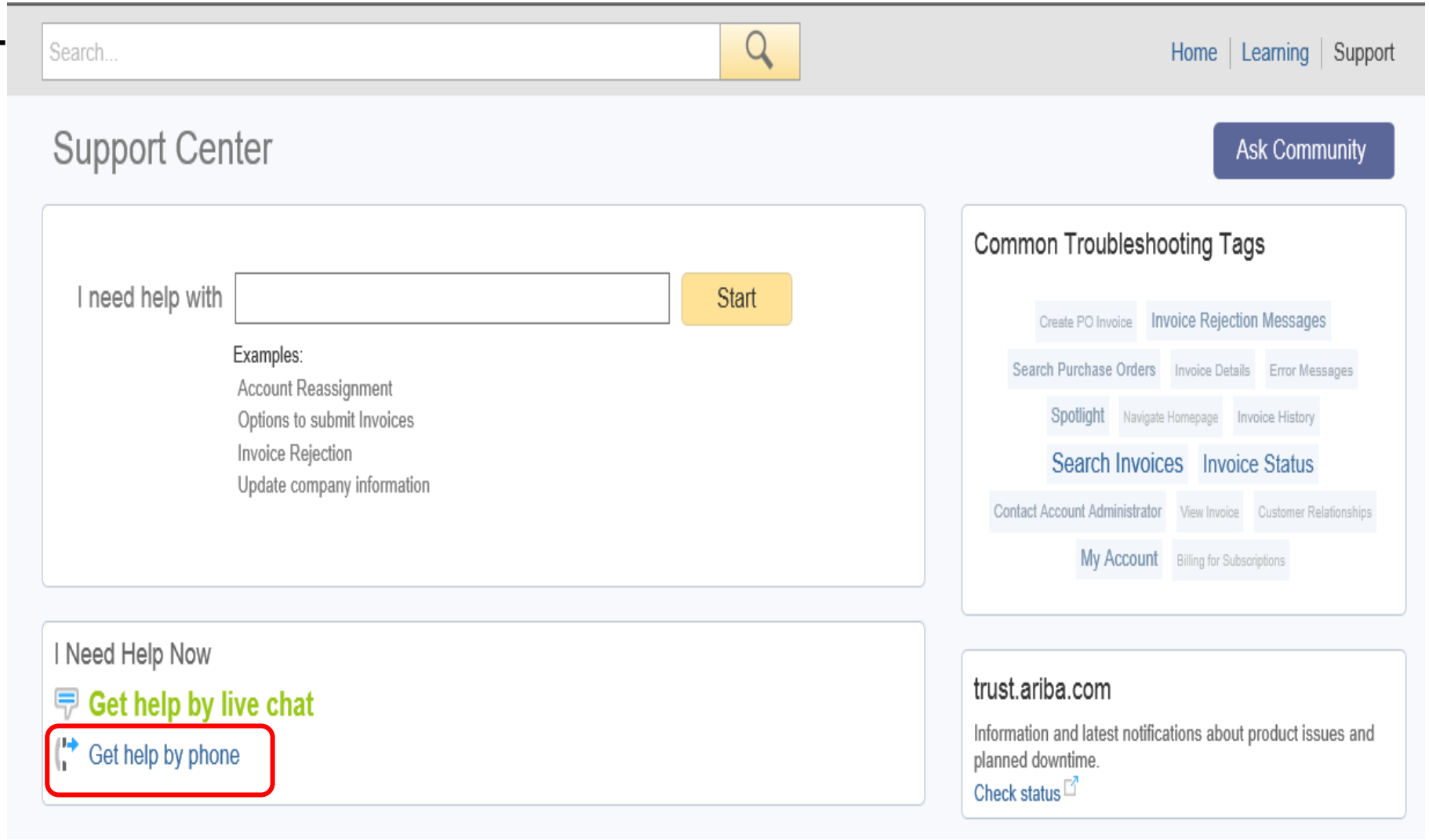
Supplier Support

Ariba Network Support by Web – Get help by phone

Click on the Support link from the Help Center Page.

Click on I Need Help Now, Get help by phone link.

You will be brought to a page listing all Ariba customer support numbers. Have your account information (ANID) ready and customer's name when you call.



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Thank you

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