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Ariba Network CSV Invoice Upload Guide

Verizon and/or Verizon Wireless

September, 2014



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CSV Overview



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CSV Overview

- CSV: Comma Separated Value/Variable
- 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 Verizon and/or Verizon Wireless.
 - Provides an effective means for Suppliers with a large number of invoices to submit these to Verizon and/or Verizon Wireless electronically when they do not have the immediate means to provide these via cXML or EDI directly.



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Requirements



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Invoice Requirements

Verizon and/or Verizon Wireless supports the following CSV invoice types:

- **PO Invoices:** invoices against purchase orders where the purchase order or blanket purchase order was received through the Ariba Network.
- **Non-PO Invoices:** invoices that do not reference a purchase order.

Invoices submitted through CSV upload have the following requirements for each individual file:

- Cannot be greater than 2,999 lines (rows) in total
- Cannot be greater than 2500 invoices per file
- File cannot exceed 1MB in size

Invoice Requirements

PO Based Invoices

- MUST contain the PO number in the **orderID** field
 - This is required so that the PO Invoice properly matches to the correct PO on the Ariba Network.

Non-PO Based Invoices

- MUST NOT contain any data in the **orderID** field (leave blank)
- Non-PO invoices can **only** be sent for Verizon Wireless.
 - Any Non-PO invoices sent for Wireline will be rejected.

All Invoices

- The following Address Segments are available in the CSV template:
 - remitTo address - **required**
 - soldTo - **optional** If present, must match what was sent on PO if it is a PO invoice.
 - billTo – **required** - Must match what was sent on the PO if it is a PO invoice.
 - Non-PO invoices bill-to address will be provided during the setup and testing phase. This address will be dictated by Verizon.

Invoice Requirements

- All dates on the CSV file must be in the format of YYYY/MM/DD.
- Invoice ID (invoice number) must be limited to:
 - 30 characters for Wireless
 - 16 characters for Wireline
- Required fields:
 - soldToEmail is required for Non PO Invoice.
 - This is the email address of the Verizon Wireless buyer/requestor that placed the order for the goods/services.
 - payInNumberOfDays is required and must be returned from PO if it is a PO invoice. This field should only contain numeric value. For Wireless Non-PO Invoice, value sent must be agreed upon terms.
- Optional fields:
 - shippingAmount (must be on the first line if multiple lines for same invoice is present)
 - taxAmount (must be on the first line if multiple lines for same invoice is present)

Invoice Requirements

- Credits are supported on the CSV template as either a lineLevelCreditMemo or standard invoice. The unit price or quantity and lineItemSubtotal must be sent as negative.
 - This is sent in the **purpose** column of the template
- If a PO is received that contains both positive and negative amounts, there are specific ways in which the invoice needs to come back to Verizon and/or Verizon Wireless:
 - **Wireless** invoices can contain both positive and negative lines on the same invoice.
 - **Wireline** invoice cannot contain both positive and negative lines on the same invoice. In this case, two separate invoices would need to be sent; one containing only positive lines and the other only negative lines.
- Extrinsic fields – all fields are optional on the invoice
 - workOrderNo (Header level)
 - deliveryDate (Header level)
 - Verizon and/or Verizon Wireless PartNo (Line level)

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 Killink is an example of a CSV File editor where the file will remain in its native format.
 - You can download a free trial at:
<http://www.whitepeaksoftware.com/downloads.aspx>
 - Note that this is not Ariba software and is not supported by Ariba.



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CSV Sample / Field Mapping



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CSV Sample / Field Mapping

- The embedded CSV sample template provides:
 - Data sample of valid CSV invoice processed successfully by Verizon and/or Verizon Wireless. Please use as reference but ensure that you have downloaded the most recent CSV template as instructed in this guide.



SampleFile

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



CSV
Requirements

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



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CSV Template Download



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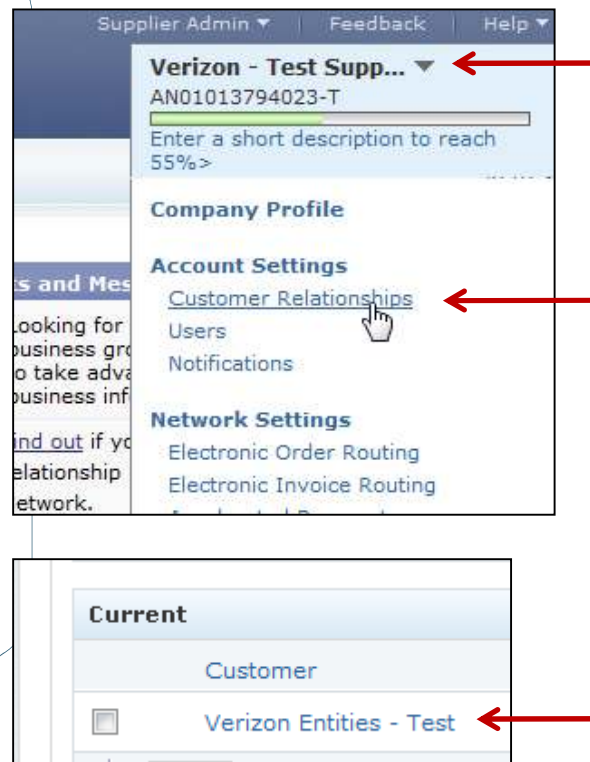
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Downloading the CSV Template

- From the Home Page of the Supplier Ariba Account, click the **Administration drop-down menu** located in the upper right hand corner of the page.
- Select **Customer Relationships**
- Locate the section titled **Current** (indicating those Buyers that this account is connected to).
- You will see **Verizon Entities** listed and the name is a hyperlink; click the name and you will be redirected to another page.



Downloading the CSV Template

- What is initially displayed lists all of the transaction rules in place for Verizon and/or Verizon Wireless (within their Buyer account).
- Scroll to the very bottom of this information and locate the **CSV Invoice Fields** section.
- You can see a listing of the fields present on the CSV template and a brief description of the field.
- **NOTE:** Although this information is provided on the screen, you should use the documentation provided within this guide for a more thorough explanation.
- At the very bottom of the field list, you will see the **Download CSV Invoice Template** button.

CSV INVOICE FIELDS

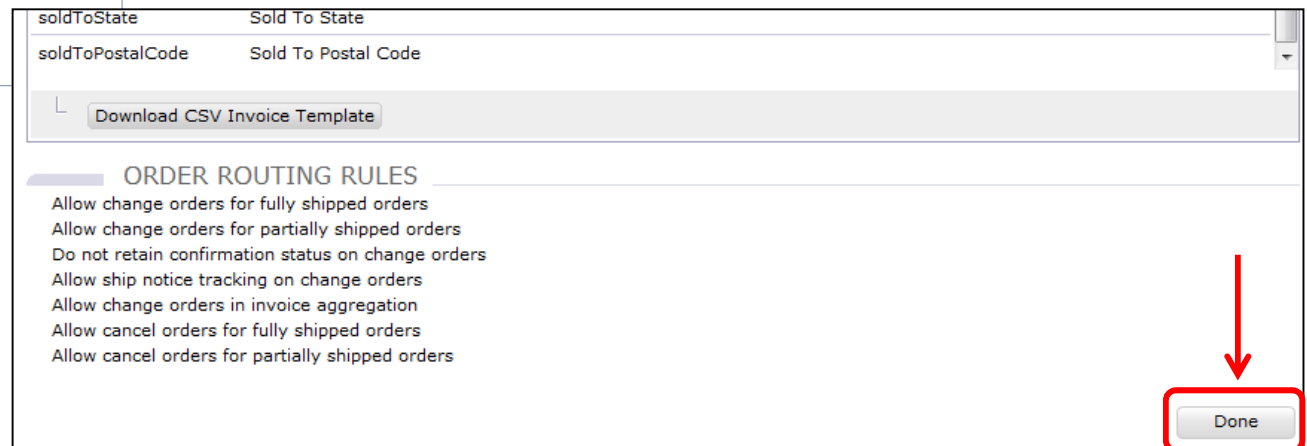
This is the list of supported fields in CSV Invoice.

Name	Description
invoiceID	Unique identifier for the invoice(Required)
invoiceDate	Date of the invoice(Required) INPUT FORMAT : mm/dd/yyyy
xmlLang	XML language code (Required)
currency	Currency Code
orderID	Reference to the order being invoiced(Required for PO invoice)
orderDate	Date of order being invoiced INPUT FORMAT : yyyy/mm/dd
purpose	Determine if invoice is standard or credit.En
billToName	Bill To Name
billToStreet	Bill To Street
billToCity	Bill To City

Download CSV Invoice Template

Downloading the CSV Template

- Click the **Download CSV Invoice Template** button.
- You will be prompted to Open, Save or Cancel.
- 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 the customer relationships page.





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CSV Invoice Upload



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Auto-Populate the CSV Invoice

- Populate each available invoice field as appropriate – starting in **Row 4, Cell A**.
- Note that Rows 1, 2 and 3 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.
- This data should be extracted from a suppliers application and automatically populated into the CSV template.
- Populating the fields manually is possible, but not the recommended approach.
- When you have completed populating all fields for your particular invoice, **Save** the file to your local drive.

Killink CSV Editor

Standard Rows – Do Not Change

	A				E
1	8859_1				
2	_csv_version:1.0	_csv_serial:1286805852867	_csv_type:invoice		
3	invoiceID	invoiceDate	orderID	orderDate	salesOrderNumber
4	CSV-ACCTG1	10/01/2010			ACCTG
5					

Begin Invoice Data, Row 4

1	8859_1						
2	_csv_version:1.0	_csv_serial:1286805852867	_csv_type:invoice				
3	invoiceID	invoiceDate	orderID	orderDate	salesOrderNumber	agreementID	billTo
4	CSV-ACCTG1	10/01/2010			ACCTG		Reg
5							

Upload the CSV Invoice

- From the Home Page, locate the **Create – CSV Invoice** link on the left side of the page. This is located in the Quick Links section on the left side of the page.
- Click **CSV Invoice**.
- Ensure **Verizon** is selected in the **Customer** drop down list.
 - **Note:** Each Buyer on the AN uses a customized template. You cannot use any other Buyers template for Verizon and/or Verizon Wireless invoices.
- Click the **Browse** button and locate the CSV file you have created and saved.
- Once the file path is shown, click the **Import CSV Invoice** button.
- You will receive a “Successful CSV Import” message when complete.

The screenshot shows the 'Create Invoice' section with three options: 'PO Invoice', 'Non-PO Invoice', and 'CSV Invoice'. A red arrow points to 'CSV Invoice'. Below this is the 'Import CSV Invoice' form. It has a dropdown for '* Customer:' with 'Verizon QA - TEST' selected, a text field for '* CSV invoice file path:' with a 'Browse...' button, and a yellow 'Import CSV Invoice' button. Three numbered callouts with red arrows indicate the steps: 1. Select Verizon (pointing to the customer dropdown), 2. Browse for CSV file (pointing to the 'Browse...' button), and 3. Click Import to Load File (pointing to the 'Import CSV Invoice' button).

Create Invoice

- PO Invoice
- Non-PO Invoice
- CSV Invoice

Import CSV Invoice

* Customer: Verizon QA - TEST

* CSV invoice file path: Browse...

Import CSV Invoice

1. Select Verizon

2. Browse for CSV file

3. Click Import to Load File



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Invoice Status



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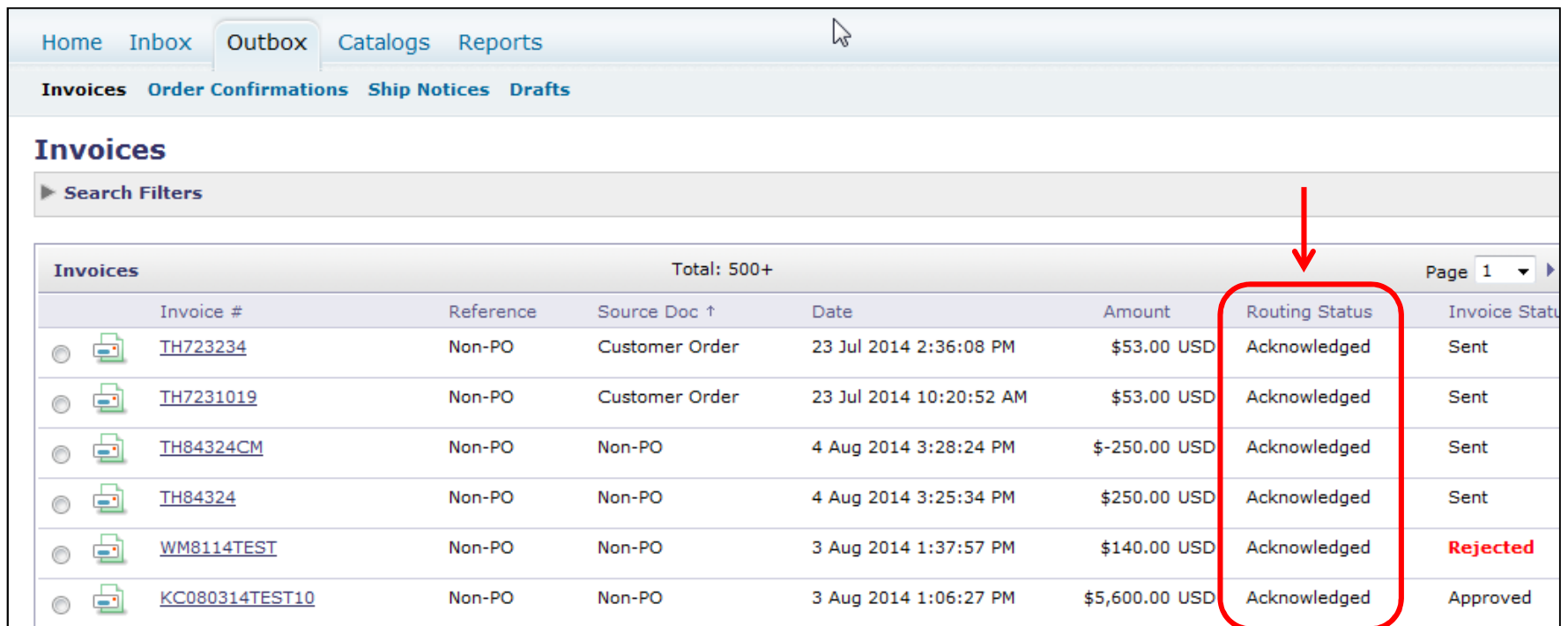
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Invoice Status

ROUTING STATUS

Reflects the status of the transmission of the invoice to Verizon and/or Verizon Wireless via the Ariba Network. The following status' are used:

- **Failed** – Invoice failed Verizon and/or Verizon Wireless invoicing rules on the Ariba Network. Verizon and/or Verizon Wireless will not receive this invoice.
- **Sent** – Ariba Network sent the invoice to a queue. The invoice is awaiting pickup by Verizon and/or Verizon Wireless' invoicing application.
- **Acknowledged** – Verizon and/or Verizon Wireless' invoicing application has acknowledged the receipt of the invoice.



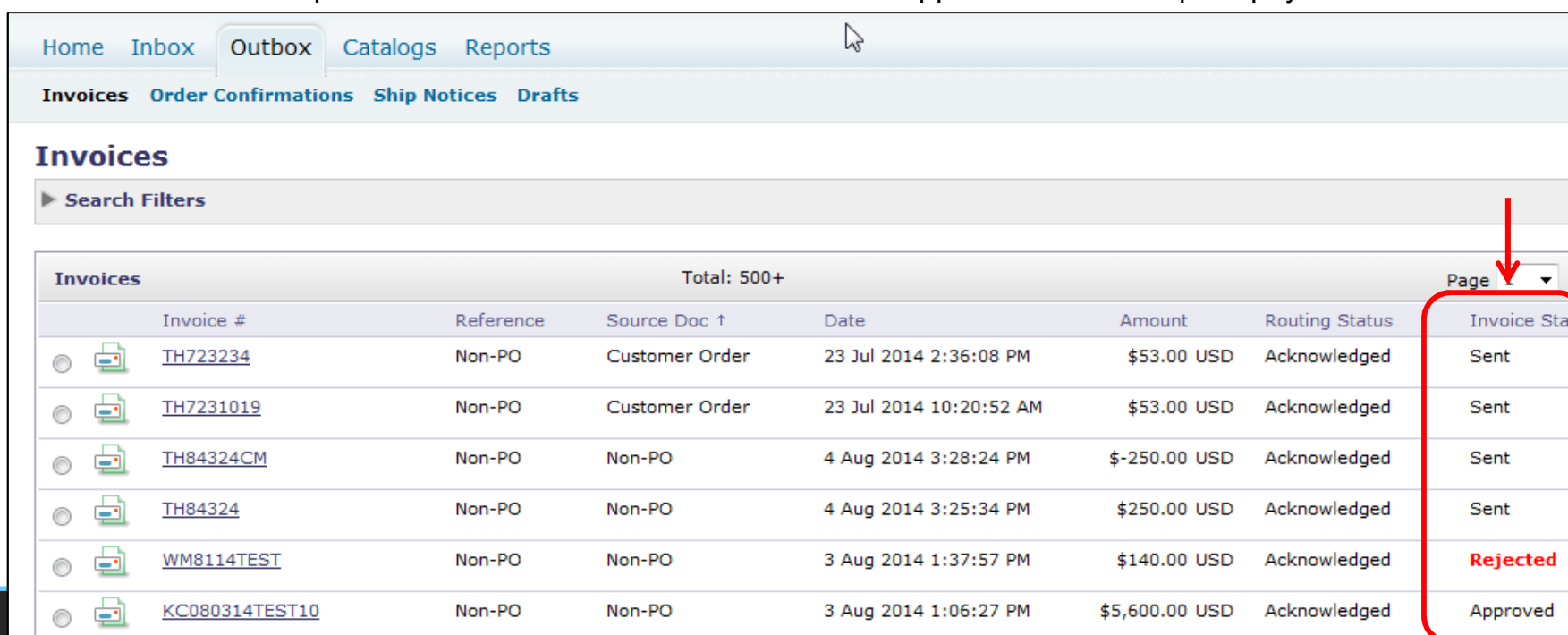
Home Inbox Outbox Catalogs Reports							
Invoices Order Confirmations Ship Notices Drafts							
Invoices							
▶ Search Filters							
Invoices Total: 500+ Page 1							
	Invoice #	Reference	Source Doc ↑	Date	Amount	Routing Status	Invoice Status
📄	TH723234	Non-PO	Customer Order	23 Jul 2014 2:36:08 PM	\$53.00 USD	Acknowledged	Sent
📄	TH7231019	Non-PO	Customer Order	23 Jul 2014 10:20:52 AM	\$53.00 USD	Acknowledged	Sent
📄	TH84324CM	Non-PO	Non-PO	4 Aug 2014 3:28:24 PM	\$-250.00 USD	Acknowledged	Sent
📄	TH84324	Non-PO	Non-PO	4 Aug 2014 3:25:34 PM	\$250.00 USD	Acknowledged	Sent
📄	WM8114TEST	Non-PO	Non-PO	3 Aug 2014 1:37:57 PM	\$140.00 USD	Acknowledged	Rejected
📄	KC080314TEST10	Non-PO	Non-PO	3 Aug 2014 1:06:27 PM	\$5,600.00 USD	Acknowledged	Approved

Invoice Status

INVOICE STATUS

Reflects the status of Invoice as it relates to the processing of the invoice by Verizon and/or Verizon Wireless. The following status' are used:

- **Sent**– Verizon and/or Verizon Wireless has received the invoice into their invoice processing system.
- **Processing** – The invoice is either pending approval or on **match exception**.
- **Reconciled** – The Invoice is clear for payment (will be processed per the terms of the contract with Verizon).
- **Rejected** – Verizon and/or Verizon Wireless has rejected the invoice. If Verizon and/or Verizon Wireless subsequently accepts the invoice or approves it for payment, invoice status' updated to Sent indicate that the invoice was accepted.
- **Approved**– Ariba Network experienced a problem routing the invoice to the supplier.
- **Paid** – Invoice is paid and funds should be available in the supplier account setup for payment.



The screenshot shows the Ariba Invoices interface. At the top, there are navigation tabs: Home, Inbox, Outbox, Catalogs, and Reports. Below these are links for Invoices, Order Confirmations, Ship Notices, and Drafts. The main section is titled 'Invoices' and includes a 'Search Filters' button. A table lists invoices with columns for Invoice #, Reference, Source Doc, Date, Amount, Routing Status, and Invoice Status. The 'Invoice Status' column is highlighted with a red box, and a red arrow points to the 'Page' dropdown menu. The table shows six invoices, with the fifth one (WM8114TEST) marked as 'Rejected' and the sixth one (KC080314TEST10) marked as 'Approved'.

Invoice #	Reference	Source Doc	Date	Amount	Routing Status	Invoice Status
TH723234	Non-PO	Customer Order	23 Jul 2014 2:36:08 PM	\$53.00 USD	Acknowledged	Sent
TH7231019	Non-PO	Customer Order	23 Jul 2014 10:20:52 AM	\$53.00 USD	Acknowledged	Sent
TH84324CM	Non-PO	Non-PO	4 Aug 2014 3:28:24 PM	\$-250.00 USD	Acknowledged	Sent
TH84324	Non-PO	Non-PO	4 Aug 2014 3:25:34 PM	\$250.00 USD	Acknowledged	Sent
WM8114TEST	Non-PO	Non-PO	3 Aug 2014 1:37:57 PM	\$140.00 USD	Acknowledged	Rejected
KC080314TEST10	Non-PO	Non-PO	3 Aug 2014 1:06:27 PM	\$5,600.00 USD	Acknowledged	Approved



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Troubleshooting CSV Invoices



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Troubleshooting CSV Invoices

General Checks

- As noted earlier, the CSV template was designed to be automatically populated by a script in which the data is extracted from a suppliers billing system into the template.
- IF the template is being populated manually (not recommended, but possible), be sure that the application being used to create the file is a true CSV editing application.
- Be sure all value fields such as unit price, tax, subtotal, gross, etc., are entered properly.
- Ensure the file does not contain any special characters, (dollar sign, asterisk, quotation marks, etc.).
- Ensure that none of the fields or data within the first three rows of the template has been modified from its original state.
- Ensure you are using the correct version of the CSV template for Verizon and/or Verizon Wireless.

Troubleshooting CSV Invoices

When Does the Invoice Fail?

Is it at the point of uploading the file?

- 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
- **Solution:** The problem within the file must be corrected and the entire file must be uploaded again – nothing was loaded from the CSV file.

Is it after the file is uploaded and invoices show a failed status?

- 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 validated based on the Invoice Rules set by Verizon and/or Verizon Wireless within their Ariba Network account.
 - Check the 'History' tab on the individual invoice to see which rule was violated and caused the invoice to fail.
- **Solution:** The problem within the file must be corrected BUT only those invoices that failed this validation need to be resent.

Is it after the file is uploaded and invoices show a rejected status?

- The invoices passed .csv validation and Ariba Network validation but were rejected by Verizon and/or Verizon Wireless (either by their invoicing system automatically or by an end user manually).
 - Check the History tab on the individual invoice for additional details.
- **Solution:** 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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Contacts, Resources & Support



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Getting Help

Supplier Support

Ariba Support

- Direct support during the enablement process:
 - Contact the dedicated team for CSV assistance during setup, testing and deployment:
AskAribaTech@ariba.com – Be sure to place **Verizon** in the subject line for quicker routing.
- Web Form
 - Go to <http://supplier.ariba.com> and logon to your Ariba Network account.
 - Click on the **Help** link in the upper right corner and choose **Contact Support** to submit a ticket.
 - Scroll to the bottom of the page and open the **Contact Ariba via Webform** link
 - Complete the form and **Submit**
- If you have problems logging on to your account or other Ariba Network questions, contact Ariba's Help Desk:

US/Canada Toll Free	1-866-31ARIBA (1-866-312-7422)
North/South America	+1-412-222-6170
Europe, Middle East, and Africa	+44 (0) 20 7187 4185
Asia Pacific	+65 6311 4585

Verizon and/or Verizon Wireless Support

For questions about the Supplier Enablement program, Verizon and/or Verizon Wireless business process and procedure, contact: ePayablesEnablement@Verizon.com

Other Ariba Resources

Verizon and/or Verizon Wireless Supplier Education Portal

- Log into your Ariba Network Supplier Account
- Click **Administration, Customer Relationship**
- Under **Current Relationship**, locate Verizon and/or Verizon Wireless
- Click the **Supplier Information Portal** link

Ariba Network Documentation

- Go to <http://supplier.ariba.com>
- Log into your Ariba Supplier account
- Click on the **Help** link in the upper right hand corner
- Select **Documentation and Tutorials**
- Browse or search for your topic

Ariba Network Hot Issues and FAQs

<https://connect.ariba.com/anfaq.htm>

Ariba Network Notifications

Information about downtime, new releases and new features go to: <http://netstat.ariba.com>