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# CSV Invoice Overview

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- **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.



# CSV Invoice Scope

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- Novartis supports the following CSV invoice types:

**PO Invoices:** invoices against purchase orders where the purchase order was received through the Ariba Network.

**Non-PO Invoices:** invoices that do not reference a purchase order **OR** invoices that reference a purchase order but the purchase order was not received through the Ariba Network.

- **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.
  - The file cannot exceed 40MB in size. Up to 100MB attachments on the network.



# Data requirements



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# Invoice Data Requirements

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- Invoice ID must be always present and maximum 16 characters are allowed.
- Date input format must be: mm/dd/yyyy.
- PO based invoices MUST use the 'orderID' field to capture the PO number.
- 'supplierOrder' field is used for non PO invoice.
- 'agreementID' field is used for contract based Invoices
- Purpose must be either 'standard' or 'lineLevelCreditMemo' only.
- 'originalInvoiceNumberReference' & 'comments' are mandatory for credit invoice.
- The contact roles available in the CSV template are:- remitTo, billTo, soldTo, supplier(from role), shipTo and shipFrom.

# Additional Data Requirements

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## Required fields:

- isTaxInLine
- billToAddressID
- billToName
- billToStreet
- billToCity
- billToPostalCode
- billToCountry(must be a two character country code)
- soldToAddressID
- soldToName
- soldToStreet
- soldToCity
- soldToPostalCode
- soldToCountry(must be a two character country code)
- fromToName
- fromToStreet
- fromToCity
- fromToPostalCode
- fromToCountry(must be a two character country code)

# Additional Data Requirements

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## Required fields:

- shipToAddressID
- shipToName
- shipToCountry(must be a two character country code)
- shipFromName
- shipFromCountry(must be a two character country code)
- lineItemSubtotal
- All the amount fields related to tax
- summarySubtotalAmount
- summaryGrossAmount
- summaryNetAmount
- summaryDueAmount

# CSV File Recommendations

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## 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](http://www.ronsplace.eu/Products/RonsEditor?utm_source=killink)
- Note that this is not an Ariba software and is not supported by Ariba.



# CSV template details



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# CSV Sample / Field Mapping

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## **The embedded CSV sample template provides:**

Data sample of valid CSV invoices processed successfully by the Customer.



Novartis\_testFile

## **The embedded field overview provides:**

Mapping information on field content and requirements.



Novartis\_Desc

## **For accounting and payment questions:**

Contact Novartis: [www.novartis.com](http://www.novartis.com)

For CSV upload related questions or errors:

Contact Ariba Technical Support



# CSV template use

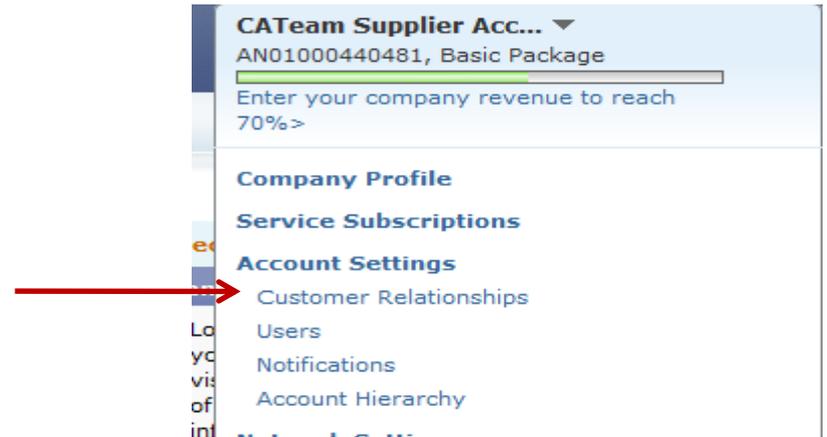


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# Downloading the CSV Template

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



Current	
Customer	Approved Date ↓
<input type="checkbox"/> Customer Corp.	Supplier Information Portal 31 Mar 2006

# Downloading the CSV Template (continued)

- AN will display a readable version of the template listing fields and short description.
- **Please refer to the detailed field mapping definition worksheet included with this upload guide for specific field information.**
- 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.

CSV Invoice Fields

Name	Description
invoiceID	Unique identifier for the invoice (Required)
invoiceDate	Date of the invoice (Required) FORMAT: 12/31/2008
isTaxInLine	Enter 'Y' if there is a Tax Detail in Line Level.Else entre 'N'(Y - indicates YES and N - indicates NO)
orderID	Reference to the order being invoiced (Required)
orderDate	Order Date
salesOrderNumber	Supplier Sales Order Number
billToAddressID	bill To ID
billToName	bill To Name
billToStreet	bill To Street
billToCity	bill To City
billToState	bill To State
billToPostalCode	bill To Postal Code
billToCountry	bill To Country

[Download CSV Invoice Template](#)

# 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.

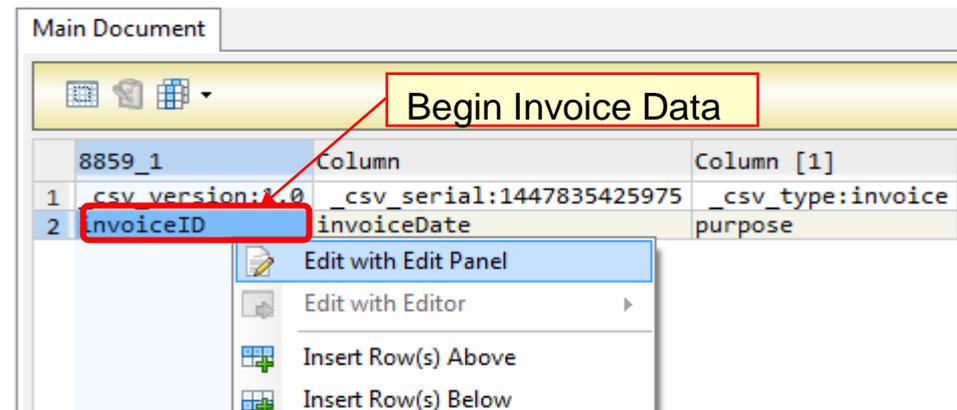
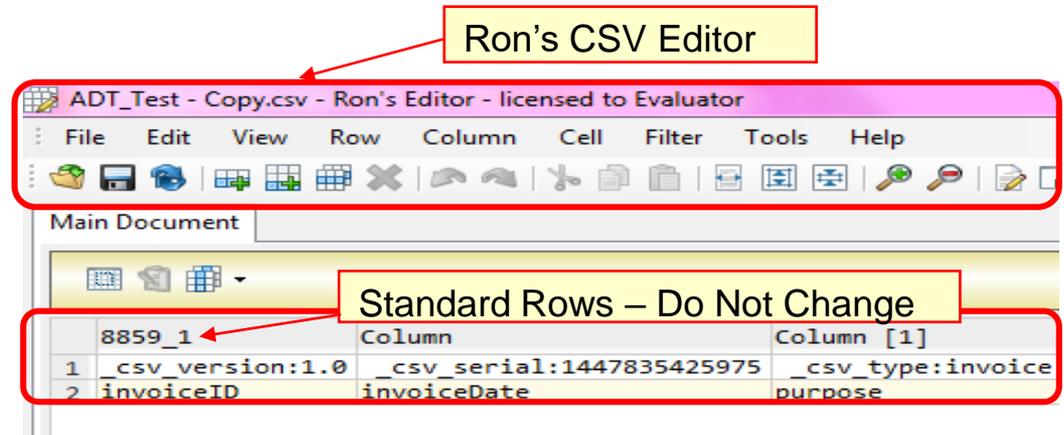
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orderID	Reference to the order being invoiced (Required)
orderDate	Order Date
salesOrderNumber	Supplier Sales Order Number
billToAddressID	bill To ID
billToName	bill To Name
billToStreet	bill To Street
billToCity	bill To City
billToState	bill To State
billToPostalCode	bill To Postal Code
billToCountry	bill To Country

Download CSV Invoice Template ← → Done

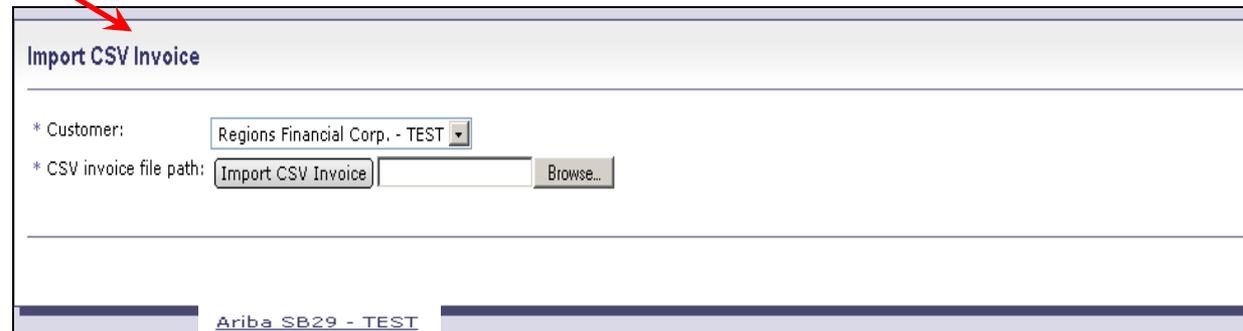
# Auto-populate the CSV Invoice Template

- 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.
- This data should be extracted from a suppliers application and automatically populate the CSV.
- Populating the fields manually is possible, but not the recommended approach.
- 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.

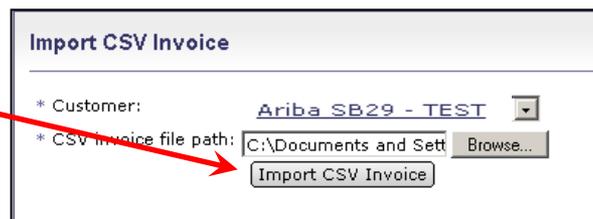


# Upload the CSV Invoice

- From the Home Page, locate the **CSV Upload** link on the left side of the page. This is located in the Quick Links section.
- 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 **Browse** button and find 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.



A screenshot of the 'Import CSV Invoice' form. The title is 'Import CSV Invoice'. There are two main fields: '\* Customer:' with a dropdown menu showing 'Regions Financial Corp. - TEST', and '\* CSV invoice file path:' with a text box containing 'Import CSV Invoice' and a 'Browse...' button. At the bottom of the form, there is a status bar that says 'Ariba SB29 - TEST'. A red arrow points from the 'Invoice CSV' link in the previous image to the 'Import CSV Invoice' button in this form.



A screenshot of the 'Import CSV Invoice' form after a file has been selected. The '\* Customer:' dropdown now shows 'Ariba SB29 - TEST'. The '\* CSV invoice file path:' text box now contains 'C:\Documents and Sett' and the 'Browse...' button is disabled. The 'Import CSV Invoice' button is now active. A red arrow points from the 'Import CSV Invoice' button in the previous form to this button.

# 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 Novartis.
  - Invoice Status: shows the status of the invoice itself specifically through it's payment process.

The screenshot displays the SAP Ariba 'Outbox' interface. At the top, navigation tabs include 'Home', 'Inbox', 'Outbox' (highlighted with a red box), 'Catalogs', and 'Reports'. Below these are sub-tabs for 'Invoices', 'Order Confirmations', 'Ship Notices', and 'Drafts'. The main section is titled 'Invoices' and features a 'Search Filters' button. A table lists invoices with columns for 'Invoice #', 'Customer', 'Reference', and 'Submit Method'. The first row shows an invoice with ID 'RTLProdCtrtst' for 'Customer Corp.' under 'Contract' reference, submitted via 'ICS Paper Invoice'. A red arrow points to the 'RTLProdCtrtst' link. Below the table are buttons for 'Create Line-Item Credit Memo', 'Edit', and 'Generate Non-PO Invoice'. At the bottom, a summary table shows 'Total: 1' invoice with columns for 'Invoice #', 'Customer', 'Reference', 'Submit Method', 'Origin', 'Source Doc', 'Date', 'Amount', 'Routing Status', and 'Invoice Status'. The 'Routing Status' and 'Invoice Status' columns for the listed invoice are both 'Sent' and are circled in red.

Invoice #	Customer	Reference	Submit Method
<a href="#">RTLProdCtrtst</a>	Customer Corp.	Contract	ICS Paper Invoice

Invoice #	Customer	Reference	Submit Method	Origin	Source Doc	Date	Amount	Routing Status	Invoice Status
<a href="#">RTLProdCtrtst</a>	Customer Corp.	Contract	ICS Paper Invoice	Supplier		25 Oct 2011	\$600.00 US	Sent	Sent

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# Tracking CSV Invoice status

## Routing Status

- **Obsoleted:** You canceled the invoice.
- **Failed:** The invoice failed the Novartis 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 Novartis network account.
- **Sent:** Ariba Network sent the invoice to Novartis Ariba Network account. The invoice is awaiting download into the Novartis invoicing application.
- **Acknowledged:** The invoice has been sent from the Novartis network account into their invoicing application.

Invoices										Total: 1	
Invoice #	Customer	Reference	Submit Method	Origin	Source Doc	Date	Amount	Routing Status	Invoice Status		
 <a href="#">RTLProdCtrvTst</a>	Customer Corp.	Contract	ICS Paper Invoice	Supplier		25 Oct 2011	\$600.00 USD	Sent	Sent		

 [Create Line-Item Credit Memo](#) | [Edit](#) | [Generate Non-PO Invoice](#)

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# Tracking CSV Invoice status

## Invoice Status

- **Sent** : Novartis has received the invoice
- **Rejected**: Novartis has rejected the invoice. If Novartis 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**: Novartis has approved the invoice for payment.

Invoices										Total: 1	
Invoice #	Customer	Reference	Submit Method	Origin	Source Doc	Date	Amount	Routing Status	Invoice Status		
  <a href="#">RTLProdCtrvTst</a>	Customer Corp.	Contract	ICS Paper Invoice	Supplier		25 Oct 2011	\$600.00 USD	Sent	Sent		

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# Troubleshooting CSV Invoices



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# Troubleshooting CSV Invoices

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## General Checks

- As noted earlier, the CSV template was designed to be automatically populated by a script in which the data is extracted from your billing system into the template.
- IF the template is being populated manually (not recommended, but possible) 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 Novartis.
- **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.

# 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.**



# CSV template Change log



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# Moving from one version to another

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## 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.

**⚠ WARNING: The uploaded CSV uses a deprecated format. Please upgrade to the latest version (`_csv_serial: 1415622106417`).**

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.

# CSV Invoice Template Change log

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Template version	Release date	What is new
Initial release	12 Jan 201	Initial CSV template release



# Contacts and Support



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# Training and Resources

## Novartis Supplier Information Portal

**Supplier Information Portal** contains specific documentation and training material from the home page of your account.

Click the **Administration Navigator** and then click the **Customer Relationship** tab.

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

The screenshot shows the ARIBA Account Settings interface. At the top, there is a navigation menu with 'Account Settings' and 'Customer Relationships' highlighted. Below this, the 'Account Settings' page is displayed with tabs for 'Customer Relationships', 'Users', 'Notifications', and 'Account Hierarchy'. The 'Customer Relationships' tab is active, showing 'Current Relationships' and 'Potential Relationships' sections. The 'Current Relationships' section contains a table with columns for 'Customer', 'Approved Date', and 'Routing Type'. A red box highlights the 'Supplier Information Portal' link next to the customer 'EA Buyer SE'. A red arrow points from the text in the left sidebar to this link.

Customer	Approved Date ↓	Routing Type	Actions
EA Buyer SE	9 Apr 2012	Default	Actions

Review the presentations to learn more about transacting with Customer

**Remove if portal will not be rolled out**

# Ariba Network Standard Documentation

Go to: <http://supplier.ariba.com>

Click on the **Help** link in the upper right hand corner of the page to access **Product Documentation**

The image shows two overlapping screenshots of the Ariba Network website. The top screenshot displays the main navigation bar with links for 'LEADS', 'PROPOSALS', 'CONTRACTS', and 'ORDERS & INVOICES'. A 'Help' dropdown menu is open, with 'Product Documentation' highlighted in a red box. Below the navigation bar is the 'Ariba Login' section with fields for 'Enter Username' and 'Enter Password'. To the right is a 'Join Ariba Network!' section. On the far right, there is a 'Getting Started' section with various tutorial links.

The bottom screenshot shows the 'HELP @ A R I B A' page. It features a search bar and several sections: 'Registering and Logging In' with links for 'Registering with the Ariba Commerce Cloud' and 'Forgot Your Password or Username?'; 'Tutorials' with links for 'Registration and Navigation', 'I'm Buying on Ariba Discovery', and 'I'm Selling on Ariba Discovery'; and 'Links to Additional Resources' with links for 'Learn More About Ariba Discovery' and 'Learn More About the Ariba Network'. A sidebar on the right contains links for 'Ariba Commerce Cloud Status', 'Technical Requirements', 'Languages', and 'Download Adobe Reader here: Adobe Reader'. A red arrow points from the 'Product Documentation' link in the top screenshot to the 'Product Documentation/Online Help' link in the bottom screenshot.

# Ariba Network Standard Documentation

Standard Documentation can be accessed also from your account. Click on **Help** button on Home page of your account, click **Product Documentation**

Documentation is found on the **Using** tab. Click the **Administration** tab to view Ariba Network Administrator's documentation

The screenshot displays the Ariba Network user interface. At the top, there is a navigation bar with tabs for 'GO TO MY: LEADS', 'PROPOSALS', 'CONTRACTS', and 'ORDERS & INVOICES'. A 'Test Mode' button is visible. The user's name 'Tom Killackey' and a 'Feedback' button are on the right, along with a 'Help' button. A dropdown menu is open from the 'Help' button, showing options: 'Product Documentation', 'Contact Support', 'Contact Administrator', and 'Ariba Exchange'. Below this, the 'Using' tab is selected in the 'HELP @ ARIBA' section. The main content area is divided into sections: 'The Basics' (Managing Your User Account, Using the Test Account, Reporting, Tutorials), 'Collaboration and Order Fulfillment' (Working with Purchase Orders, Working with Collaboration Requests, Tracking Temporary Labor Items, Tutorials), and 'Invoices, Payments and Remittances' (Invoicing Features and Functions, Creating and Managing Invoices, Viewing Payments and Remittances). A right-hand sidebar contains 'Alerts and Messages' (4 Items) and a 'Frequently Asked Questions' section. A red arrow points from the 'Help' button to the 'Product Documentation' option in the dropdown menu. Another red arrow points from the 'Product Documentation' option to the 'Using' tab.

# Supplier Support

- Go to <http://supplier.ariba.com>
- If you forgot your username or password click on the link **Forgot Username? or Forgot Password?**

- Go to <http://supplier.ariba.com>
- If you need to contact support click **Help** and then select **Help Center**. You can also select this once you have logged into your Ariba Network account.

GO TO MY: LEADS PROPOSALS CONTRACTS ORDERS & INVOICES

Register Feedback Help

Help Center

**Ariba Login**

Enter Username

Enter Password

Login

Forgot Username  
Forgot Password

**Join Ariba Network!**

Register your company on Ariba Network, the leading supplier network with over \$100 billion USD in annual business across industries, products, and services.

Register as a New Supplier >>

**Getting Started**

View these tutorials to help you get started with the Ariba Network.

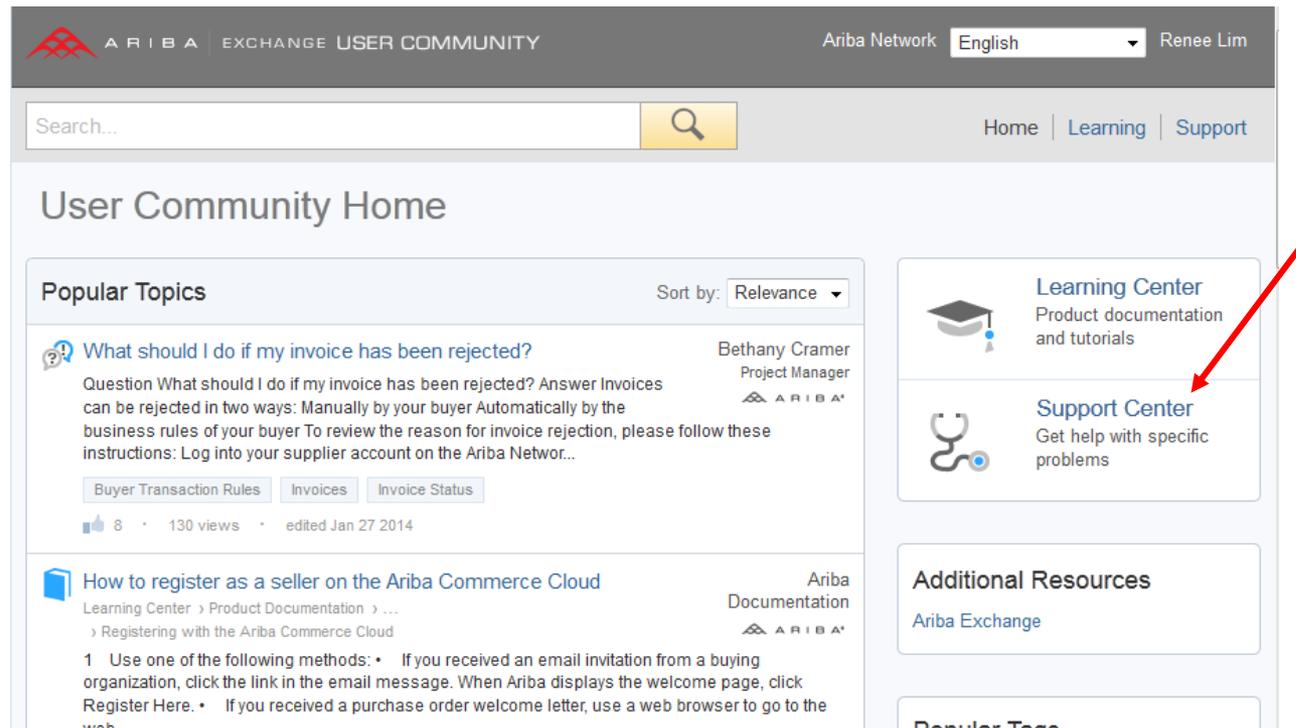
[Introduction to Ariba Network](#)

[Introduction to the Seller Collaboration Console](#)

# Supplier Support

Log into your account.  
Click the **Help** link.  
Click **Help Center**

You will find lists of popular topics plus a link to the Ariba Support Center with FAQ's and option to contact support directly by phone.



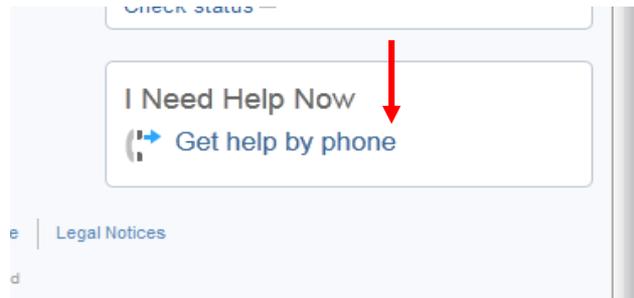
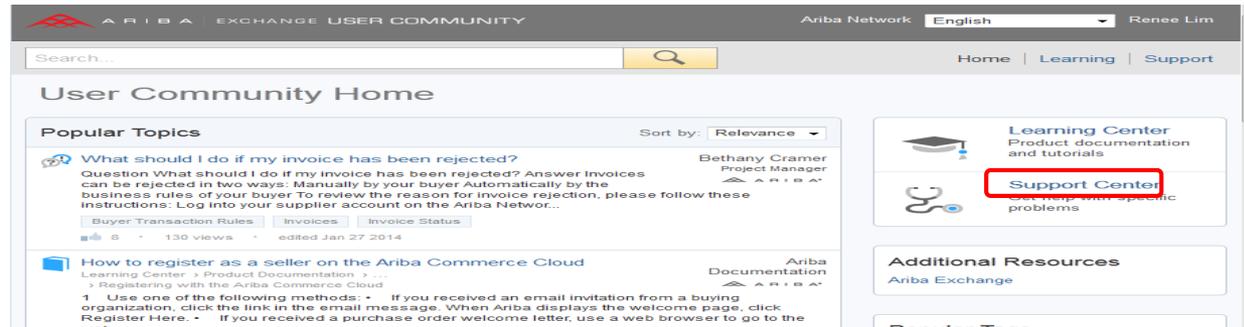
# Supplier Support

## Ariba Network Support by Web – Get help by phone

Click on the Support Center 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.



# Who Should You Contact?

## Supplier Support During Deployment

- **Novartis Business Process Support**

Please contact the Novartis Supplier Enablement team at **TBD** for business-related questions.

## Supplier Support Post Go-Live

- **Ariba Network Support for Actively Transacting Suppliers**

Have your Ariba Network ID (ANID) available. It is located at the top right corner of your account home page.

- **Call the specified number for your region as noted below:**

Region	Contact Number
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

For any other location please check the phone number at <https://connect.ariba.com/help/1,,contact,00.html>