

# Ariba Network CSV Invoice upload guide

Feb, 2019



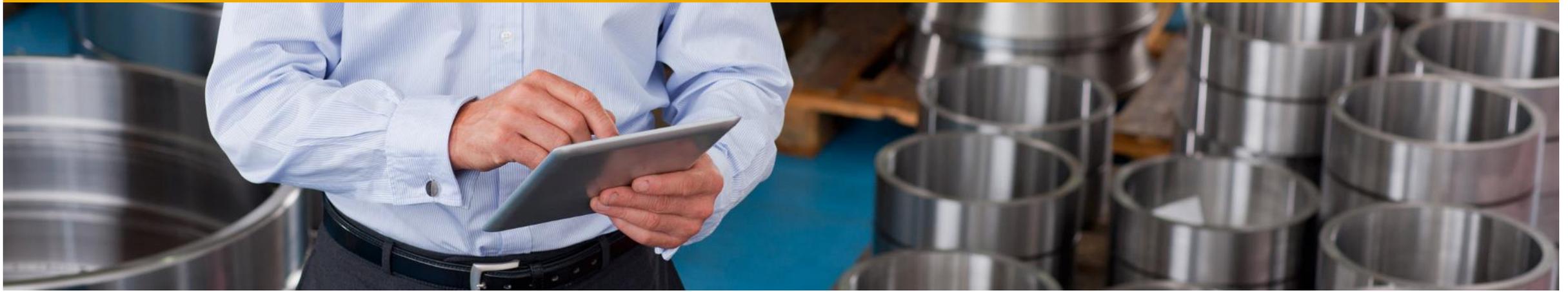
Internal



# Agenda

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- 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



# CSV Invoice Overview

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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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# CSV Invoice Scope

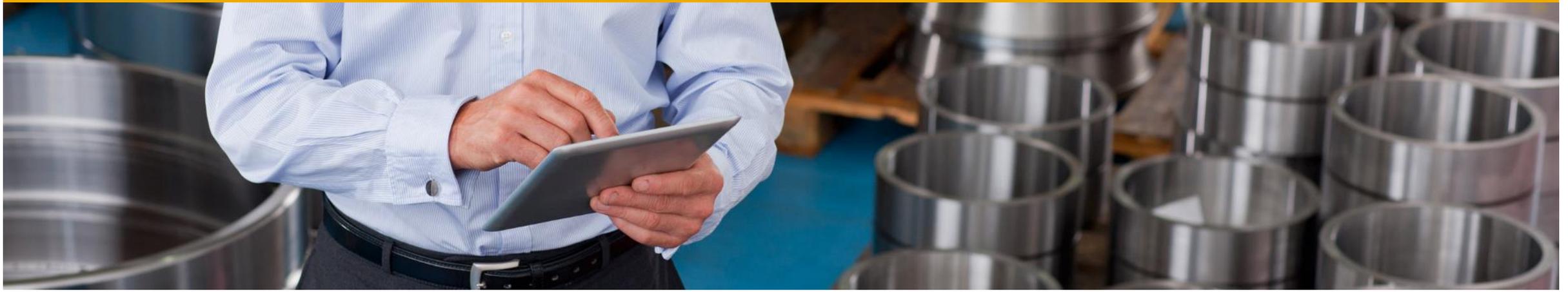
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## **Comerica supports the following CSV invoice types:**

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



# Data requirements

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# Invoice Data Requirements

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- invoiceID must be always present and accept only up to 16 characters.
- Any date format must be: mm/dd/yyyy.
- orderID is required for a PO invoice.
- agreementID is required for Contract invoice.
- shiptTo & shipFrom details are always required.
- Currency field is defaulted to 'USD'.
- lineItemType must be filled with either material or service.
- invoiceLineNumber should be incrementing numbers from 1 .
- Use the USE COST CENTER (Column P), NOT THE BILL COST CENTER from the E3 file

# Invoice Data Requirements

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- If isShippingInLine is set to 'Y'. Line shipping details are required.
  - lineShippingAmount is required
  
- If isTaxInLine is set to 'Y'. Line tax details are required
  - Enter tax details at line level
  
- If isSpecialHandlingInLine is set to 'Y'. Line special handling details are required.
  - lineSpecialHandlingDescription & lineSpecialHandlingAmount are required.
  
- If isDiscountInLine is set to 'Y'. Line discount details are required.
  - Material/service LineDiscountAmount is required

# Additional Data Requirements

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## Required fields:

- remitToAddressID & remitToCountry
- soldToEmail
- shipTo & shipFrom
- invoiceLineNumber
- lineReferenceNumber
- Quantity
- unitOfMeasure
- unitPrice
- itemDescription
- lineItemSubtotal – must be zero when lineItemType is Service
- UNSPSCcode
- summaryInvoiceTaxAmount

# CSV File Recommendations

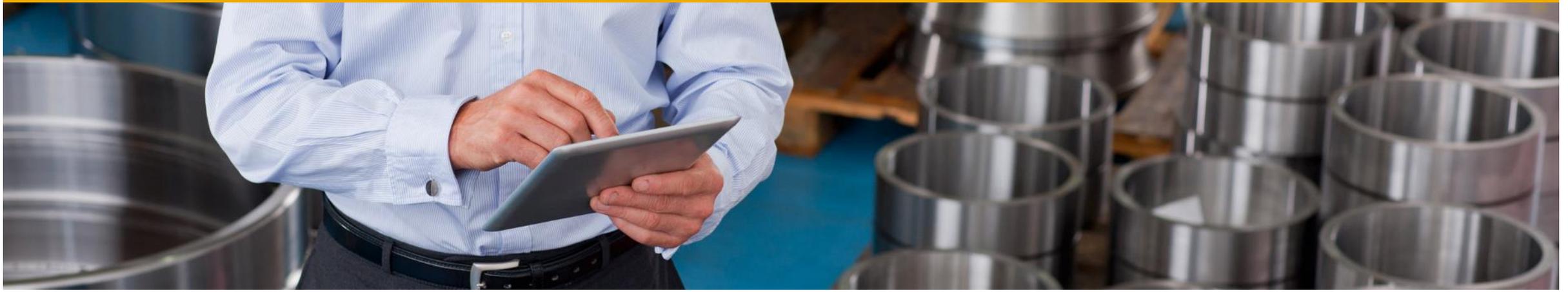
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## File Requirements

- 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.



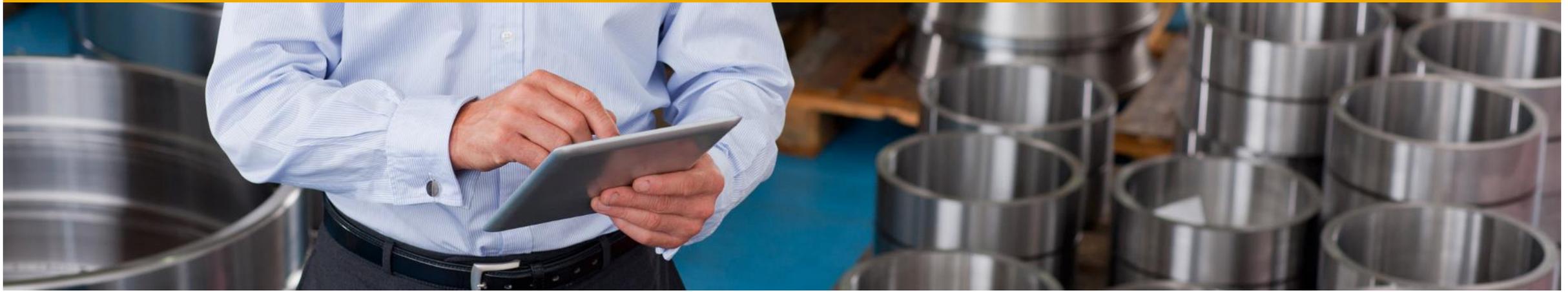
Microsoft Excel  
ma Separated Val

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



Microsoft Excel  
ma Separated Val

- For accounting and payment questions:  
Contact Comerica: [SupplierEnablement@comerica.com](mailto:SupplierEnablement@comerica.com)
- For CSV upload related questions or errors:  
Contact Ariba Technical Support



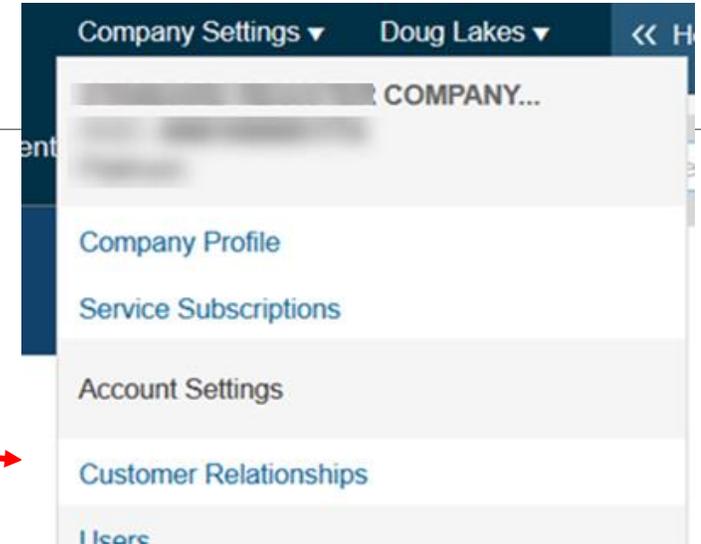
# CSV template use

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# Downloading the CSV Template

- From the Home Page of your production AN account, Click the **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 **Comerica** link within your list.



Current

	Customer	Relationship Type	Approved Date ↓	Routing Type		
<input type="checkbox"/>	BBVA - TEST	Trading	2 Aug 2011	Default	Actions ▾	
<input type="checkbox"/>	Aquanima 9r1 Buyer-Test Develop	Trading	15 Jul 2011	Default	Actions ▾	
<input type="checkbox"/>	AIG 9R Dev	Trading	3 Jul 2011	Default	Actions ▾	
<input type="checkbox"/>	Dollar Tree Sourcing, LLC and Affiliates	Trading	23 Jun 2011	Default	Actions ▾	
<input type="checkbox"/>	United Airlines - QA - TEST	Trading	22 Jun 2011	Custom	Actions ▾	
<input type="checkbox"/>	<b>Comerica</b> Supplier - TEST	Trading	Supplier Information Portal	9 May 2011	Custom	Actions ▾

# 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.

## CSV Invoice Fields

Page 1

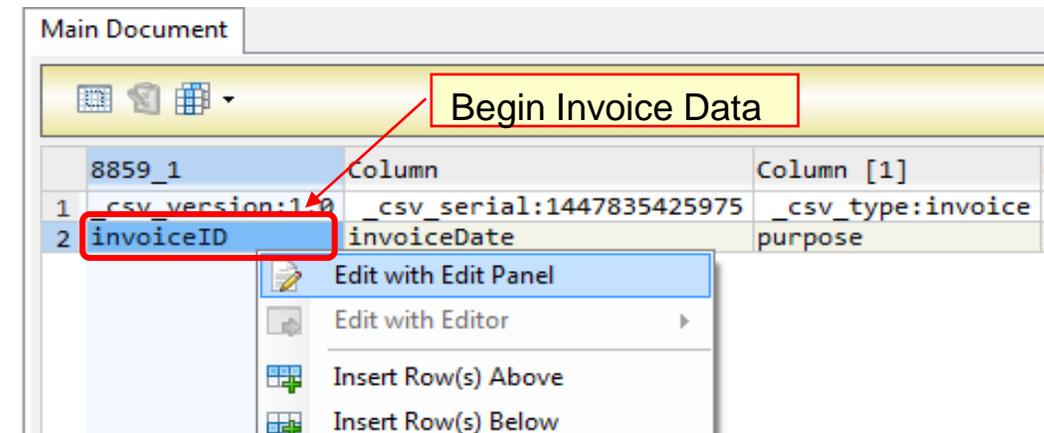
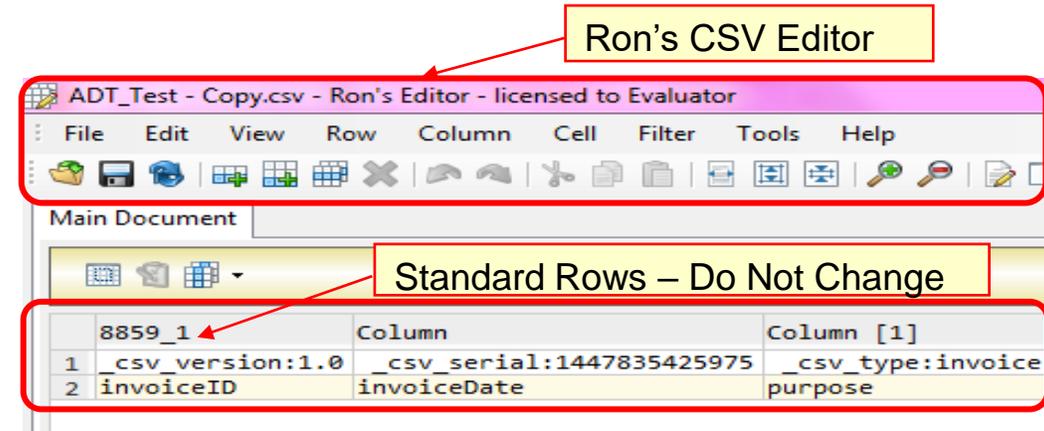
Name	Description
invoiceID	Unique identifier for the invoice (Required)
invoiceDate	Date of the invoice (Required) INPUT FORMAT: mm/dd/yyyy
orderID	Reference to the order being invoiced
orderDate	Ordered Date INPUT FORMAT: mm/dd/yyyy
agreementID	Master Agreement ID
isTaxInLine	Is Tax In Line (Accepted values: 'Y' or 'N')
isSpecialHandlingInLine	Is Special Handling In Line (Accepted values: 'Y' or 'N')
isShippingInLine	Is Shipping In Line (Accepted values: 'Y' or 'N')
isDiscountInLine	Is Discount In Line (Accepted values: 'Y' or 'N')

↳ [Download CSV Invoice Template](#)

Done

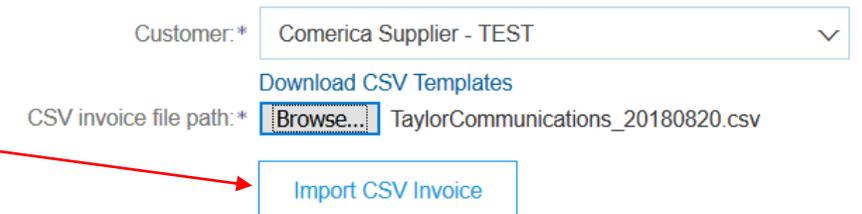
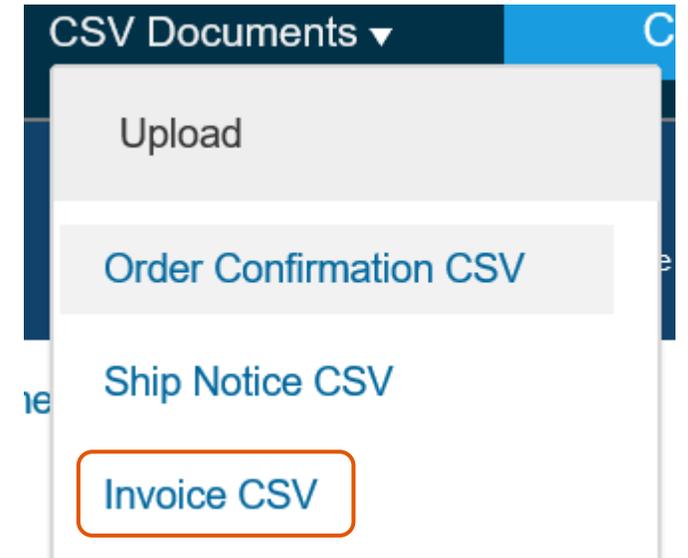
# Populate the CSV Invoice Template

- 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.



# 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 Comerica.
- 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.



# Upload the CSV Invoice

Import CSV Invoice Close

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Submit

Customer: \*  ▼

[Download CSV Templates](#)

CSV invoice file path: \*  No file selected.

Import CSV Invoice

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Uploaded: 1 .csv. Documents found: 1 Related documents attached: 0 🗑️

Test1R	Document Date: 5 Sep 2018	Total Amount: \$948.56 USD	<input type="button" value="Browse..."/> No file selected.	<span>Upload Related Document</span>
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Submit

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

# Upload the CSV Invoice

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## Import CSV Invoice

Close

CSV invoice has been successfully imported.  
Ariba Network loaded your 1 document successfully.

Close

- Once you click on Submit, the CSV Invoice will be successfully imported. Click on Close 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 Comerica.
  - Invoice Status: shows the status of the invoice itself specifically through it's payment process.



## Invoices

Invoice #	Customer	Reference	Submit Method	Origin	Self Billing	Source Doc	Date	Amount	Routing Status ⓘ	Invoice Status ⓘ
 Test1R	Comerica Supplier - TEST	Contract	CSV Upload		No		6 Sep 2018	\$948.56 USD	Sent	Sent

# Tracking CSV Invoice status

## Routing Status

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

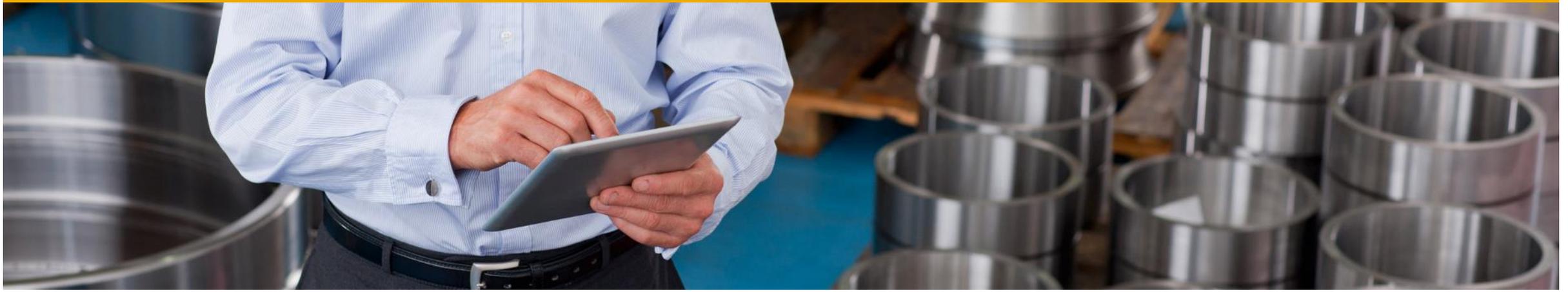
Invoice #	Customer	Reference	Submit Method	Origin	Self Billing	Source Doc	Date	Amount	Routing Status ⓘ ↓	Invoice Status ⓘ
 Test1R	Comerica Supplier - TEST	Contract	CSV Upload		No		6 Sep 2018	\$948.56 USD	Sent	Sent

# Tracking CSV Invoice status

## Invoice Status

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

Invoice #	Customer	Reference	Submit Method	Origin	Self Billing	Source Doc	Date	Amount	Routing Status	Invoice Status
 Test1R	Comerica Supplier - TEST	Contract	CSV Upload		No		6 Sep 2018	\$948.56 USD	Sent	Sent



# Troubleshooting CSV Invoices

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# Troubleshooting CSV Invoices

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## 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 Comerica.
- **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

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- **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**

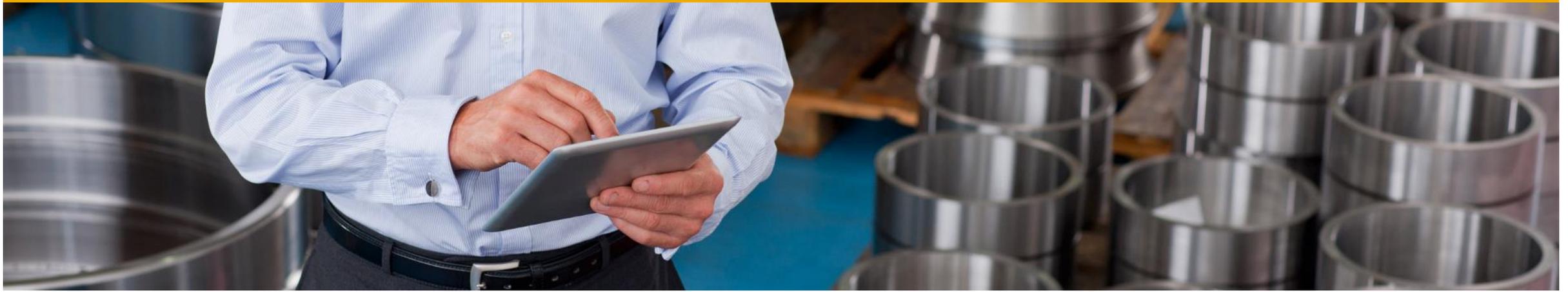
- ♦ The file itself does not meet the basic CSV requirements. You will see specific error messaging on the screen to help identify which field needs to be reviewed/changed. This could be:
  - Missing header information or missing data in a required field
  - Incorrect formatting in any field
  - **The 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:

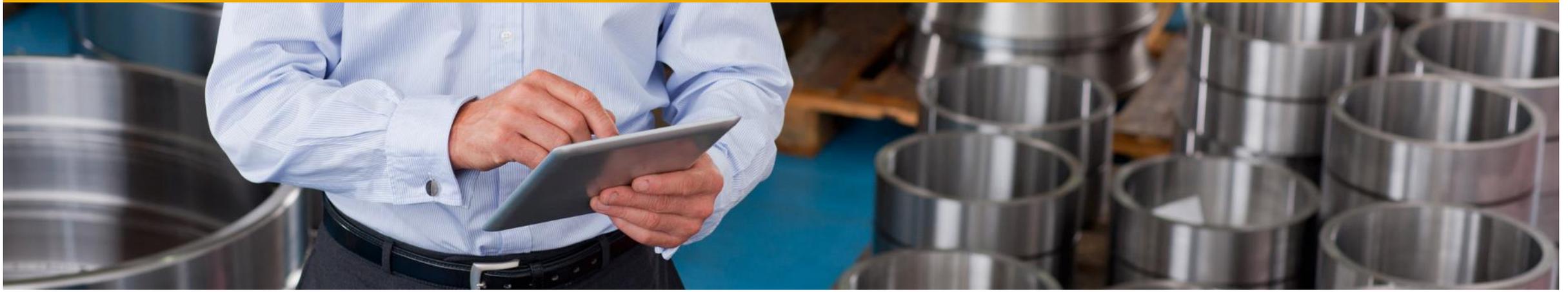
Whenever new version of csv template is released or mapping rules are modified there is new unique template serial number generated by Ariba Network. This number is part of the template and being sent back with upload (sample: `_csv_serial:1423025640524`).

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.



# Contacts and Support

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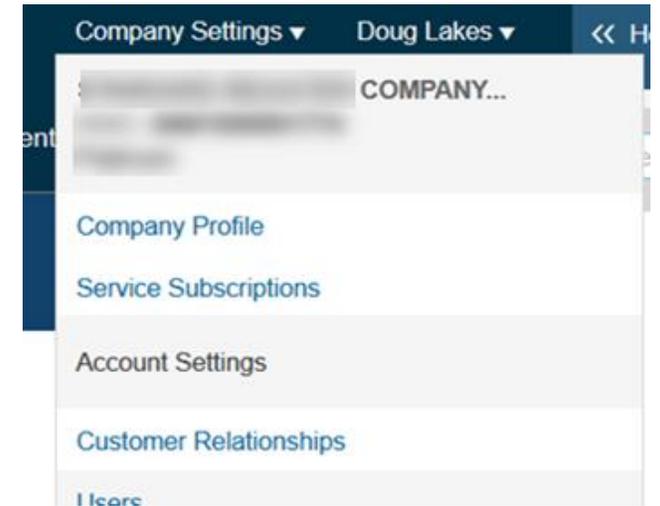
# Training and Resources

## Comerica 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



Current

Customer	Relationship Type	Approved Date ↓	Routing Type	
<input type="checkbox"/> BBVA - TEST	Trading	2 Aug 2011	Default	Actions ▼
<input type="checkbox"/> Aquanima 9r1 Buyer-Test Develop	Trading	15 Jul 2011	Default	Actions ▼
<input type="checkbox"/> AIG 9R Dev	Trading	3 Jul 2011	Default	Actions ▼
<input type="checkbox"/> Dollar Tree Sourcing, LLC and Affiliates	Trading	23 Jun 2011	Default	Actions ▼
<input type="checkbox"/> United Airlines - QA - TEST	Trading	22 Jun 2011	Custom	Actions ▼
<input type="checkbox"/> <b>Comerica Supplier - TEST</b>	Trading	9 May 2011	Custom	Supplier Information Portal Actions ▼

# 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**.

Ariba Exchange User Community

Search...  [Home](#) | [Learning](#) | [Support](#)

## Learning Center

### Product Documentation

- ▶ Getting Started

### Tutorials

- Forgot Username (1:00)
- Overview of the Ariba Network (3:47)
- Supplier Basics (3:00)
- Introduction to the Dashboard (5:00)
- Add a New User (3:12)
- Create a Customer Contact (1:50)
- Configure Your Settlement Settings (2:08)
- Change Your Account Administrator (1:36)

Can't log in? Let us help you!

 [Documentation](#)  [Support](#)

# 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.

The screenshot shows the Ariba Learning Center interface. At the top, there is a search bar with the text "Search..." and a magnifying glass icon. To the right of the search bar are navigation links for "Home", "Learning", and "Support". Below the search bar, the main heading is "Learning Center" with an "Ask Community" button to its right. The content is divided into two columns. The left column is titled "Product Documentation" and contains a list of topics with expandable arrows: "What's New", "Getting Started", "Catalogs", "Managing Your User Account", "Orders and Releases", "Collaborating with Customers", "Creating and Managing Invoices", "Tracking Payments", "Managing Discounts", "Reports and Report Templates", "Tracking Temporary Labor Time", "Application Integration", and "Administration and Configuration". The right column is titled "Tutorials" and contains a list of tutorial topics with durations: "About Invoices (3:10)", "Send a Non-PO Invoice (3:37)", "What Are Electronic Catalogs? (4:30)", "What is cXML Business Integration? (2:52)", "What is PunchOut? (4:07)", "Accept a Trading Relationship (1:51)", "Create a Catalog (5:24)", "Publish a Catalog (3:05)", "Update a Catalog (1:21)", "View a Purchase Order (4:31)", "Send an Order Confirmation (4:42)", "Send a Ship Notice (2:53)", "Send a PO-Based Invoice (4:57)", "About Credit Memos (2:38)", "Send a Header-Level Credit Memo (1:58)", "Send a Line-Item Credit Memo (2:20)", "Collaborating with Your Customers (10:00)", "View a Payment (2:04)", "Forgot Username (1:00)", "Overview of the Ariba Network (3:47)", "Supplier Basics (3:00)", and "Introduction to the Dashboard (5:00)".

The screenshot shows the Ariba account navigation bar. It features a dark blue background with white text and icons. From left to right, there is a grid icon, the text "Company Settings" with a dropdown arrow, a user profile icon, the text "Ariba Supplier" with a dropdown arrow, and the text "Help Center" with a right-pointing arrow. The "Help Center" button is highlighted with a red rectangular border.

The screenshot shows a help message banner with a light blue background. The text reads: "Confused about your Ariba subscription fees? We can clear things up." Below the text, there are two buttons: "Documentation" with a book icon and "Support" with a headset icon. The "Documentation" button is highlighted with a red rectangular border.

# Supplier Support

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

## Supplier Login

User Name

Password

Login

[Having trouble logging in?](#)

**New to Ariba?**

[Register Now](#) or [Learn More](#)

## Forgot your password? No Problem!



Introducing the ability to reset your SAP Ariba password through the Ariba Supplier mobile app. Watch this video to see how simple it is to generate a one-time use password that lets you access your Ariba Network account!

[Learn More](#)

# Supplier Support

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■ 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**.

## Ariba Network

### Having trouble logging in?

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Please select one:

- I forgot my username.
- I forgot my password.
- I want to log in with a one-time password using the Ariba Supplier mobile app. [Learn more](#)

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**Continue**

Cancel

# 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**.

Search...  Home | Learning | Support

## User Community Home

Ask Community

### Popular Topics

Sort by: Relevance

 [Do I contact Ariba or my customer when I have a question or issue?](#) Ray Brooks  
Content Creator  
SAP Ariba 

Not sure who to contact with a question or issue? We can clear that up. Your customers use Ariba according to their own internal business processes. Ariba Customer Support can help you understand how to use your account, but your customers are best qualified to explain what they need from you. The

[Search Invoices](#) [Invoice Status](#) [Search Purchase Orders](#) [My Account](#) [Event Content](#) [Invoice Rejection Messages](#)  
[Contact Account Administrator](#) [Proposals](#)

 20 ·  1 comment · 9628 views · edited Jun 15 2016

 [The need for speed: You asked and we listened](#) Daniel Schunk  
Product Manager –  
Network Solutions  
SAP Ariba 

After launching our new look and feel in earlier this year, one of the main areas of feedback we received was the need to improve the overall performance of the Ariba Network (AN). Specifically called out was the user experience when accessing and navigating the AN. This was confirmed when we...

[New Feature](#) [Spotlight](#)

 1 ·  0 comments · 30 views · edited Jul 07 2016

 [Webinar: Creating Electronic Catalogs](#) Jonathan Glickman  
Information Developer  
SAP Ariba 

Has your customer asked you to create an electronic catalog, but you don't know where to start? We have the answer: a one-hour webinar on creating electronic catalogs. Our webinar, "Creating Electronic Catalogs," demonstrates the business benefits of using these catalogs, such as

Can you help answer these questions?

[How do I delete and invoice?](#)

[i wish to download an invoice](#)

[how to correct query which state invoice or credit memo already exists](#)

[View more questions](#)

 **Learning Center**  
Product documentation and tutorials

 **Support Center**  
Get help with specific problems

# 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.

The screenshot shows the Ariba Support Center interface. At the top, there is a search bar with the text "Search..." and a magnifying glass icon. To the right of the search bar are navigation links for "Home", "Learning", and "Support". Below the search bar is the "Support Center" title. On the right side, there is a blue button labeled "Ask Community". The main content area is divided into two columns. The left column features a section titled "I need help with" with a text input field and a yellow "Start" button. Below this, there are "Examples:" listed as "Account Reassignment", "Options to submit Invoices", "Invoice Rejection", and "Update company information". The right column is titled "Common Troubleshooting Tags" and contains several buttons: "Create PO Invoice", "Invoice Rejection Messages", "Search Purchase Orders", "Invoice Details", "Error Messages", "Spotlight", "Navigate Homepage", "Invoice History", "Search Invoices", "Invoice Status", "Contact Account Administrator", "View Invoice", "Customer Relationships", "My Account", and "Billing for Subscriptions". Below these columns is a section titled "I Need Help Now" with two options: "Get help by live chat" (with a chat icon) and "Get help by phone" (with a phone icon and a red rectangular highlight around the button). At the bottom right, there is a section for "trust.ariba.com" with the text "Information and latest notifications about product issues and planned downtime." and a "Check status" link with an external link icon.

# Who Should You Contact?

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## Supplier Support Post Go-Live

- Please follow as mentioned in the attached document below.



Presentation

# Thank you

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