

# Ariba Network CSV Invoice upload guide

May 2021



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

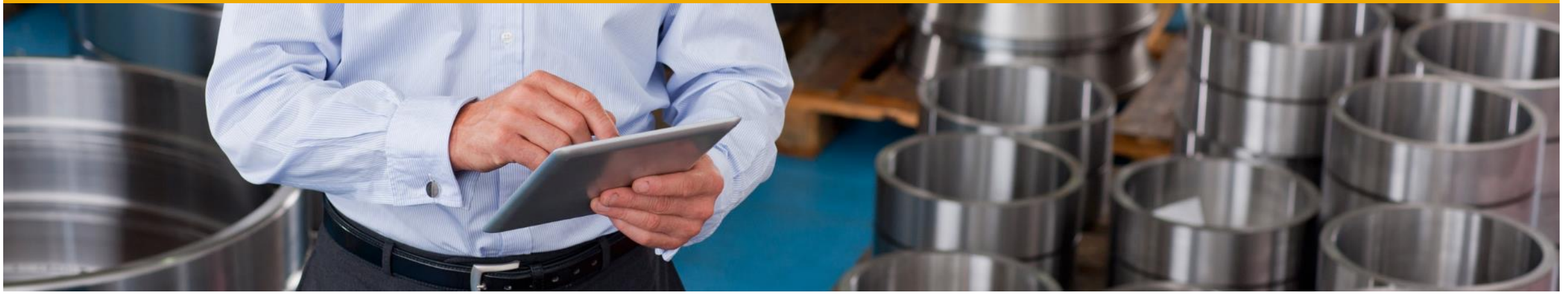
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# CSV Invoice Overview

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

- **PO Invoices:** Invoices against purchase order where the purchase order was received through 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
- 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 accepts only up to 16 characters.
- Any date format must be: mm/dd/yyyy.
- Use the orderID field to capture the PO number.
- purpose must be 'standard' or 'lineLevelCreditMemo' only.
- isTaxInLine must be 'y' if there are Tax details in line level else enter 'n' .
- lineItemType must be either 'Material' or 'shipping' or 'specialhandling' only.
- **If Line and Summary tax are entered - The template will consider only the line level tax details and ignore the summary tax details.**



# Additional Data Requirements

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## Required fields:

- billTo, remitTo, soldTo, shipTo (all address fields except state/region) & shipFrom (name only)
  - Note that Country must be entered as the ISO country code, not the full country name (example: enter AU and not Australia)
- invoiceLineNumber
- lineReferenceNumber
- currency
- lineItemType
- Quantity – Must be negative for credit memos
- unitOfMeasure – must match PO UOM
- unitPrice
- itemDescription
- lineTaxCategory – VAT/GST countries only
- lineTaxAmount – VAT/GST countries only
- lineTaxableAmount – VAT/GST countries only
- lineTaxDescription & lineTaxPercentage – VAT/GST countries only

# Additional Data Requirements

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## Optional fields:

- supplierPartID
- priceBasis fields
- headerComments
- buyerVatID, supplierVatID (*Required for EU Countries*)
- lineComments
- summaryTaxCategory, summaryTaxAmount, summaryTaxableAmount, summaryTaxDescription & summaryTaxPercentage
  - Note that for China, summaryTaxCategory must be entered as VFTR (VAT special) or VNI (VAT normal) – capitalization is required
- alternateAmount and alternateCurrency
- taxExchangeRate required when alternateCurrency and alternateAmount are entered.
- (line/summary) shippingAmount and specialhandling amount

## Country Specific:

### Mandatory for EU Invoices:

- buyerVatID, supplierVatID

### Required when posting non-local currency invoices for EU:

- alternateAmount, alternateCurrency

# CSV File Recommendations

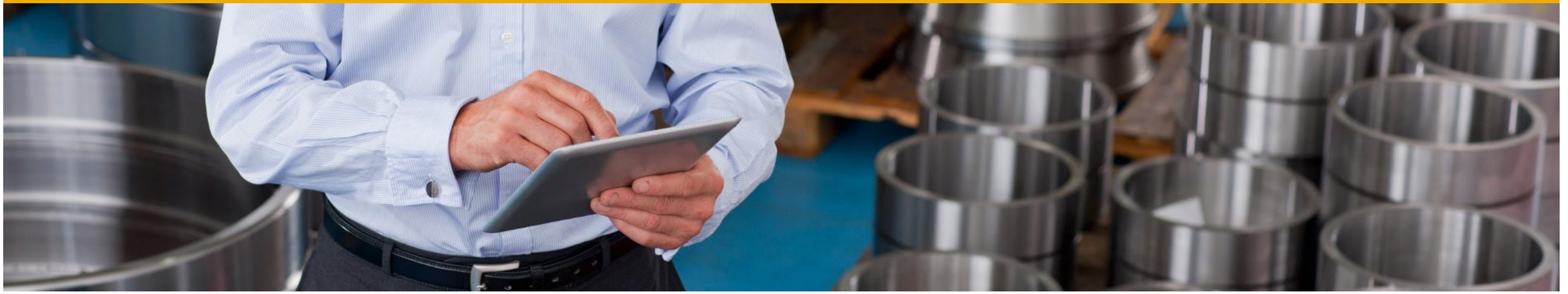
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## File Requirements

- 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

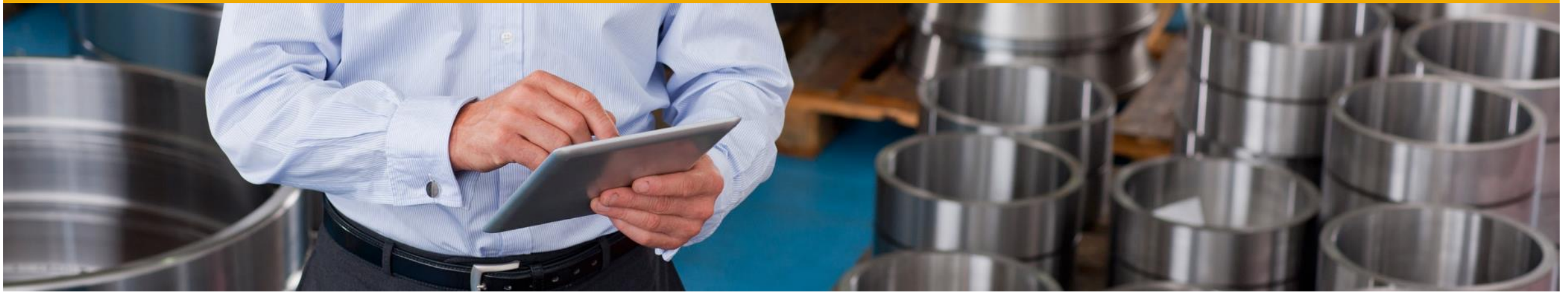
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# CSV Sample / Field Mapping

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- Access the link for CSV sample templates and field requirements/mapping
  - <https://ibm.box.com/v/csv-invoice-samples>
  - Password = csv
- For accounting and payment questions:  
Contact IBM
- 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 **IBM** link within your list.



Customer	Relationship Type	Approved Date ↓	Routing Type	
 IBM Corporation - TEST	Trading	 Supplier Information Portal	28 Mar 2018	Default
<div>Actions ▾</div>				

# 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.

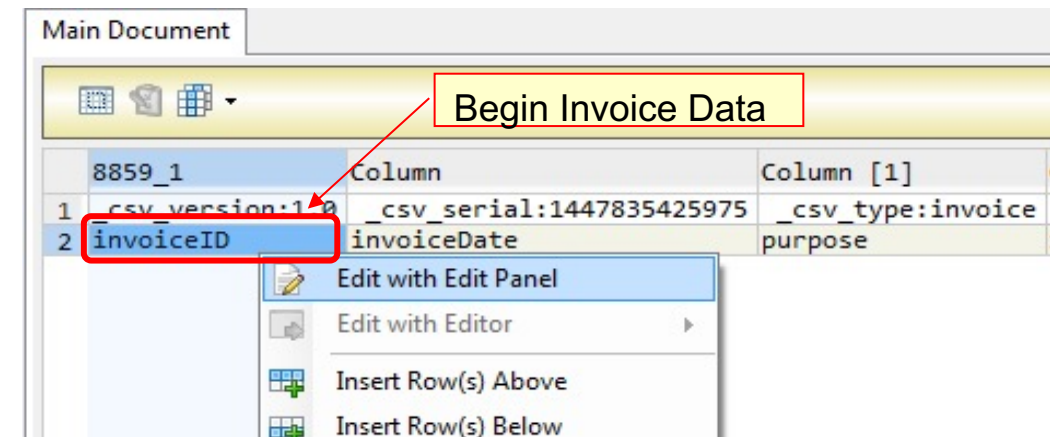
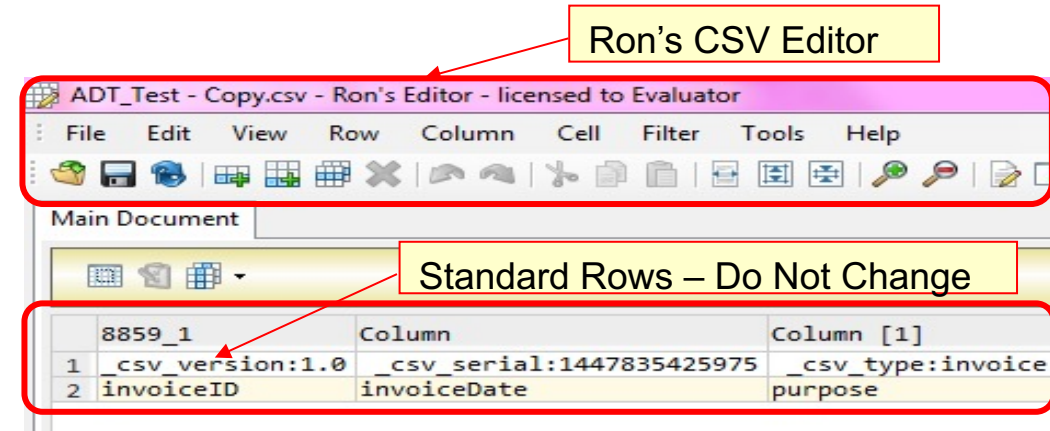
CSV Invoice Fields

Name	Description
invoiceID	Unique identifier for the invoice (Required - Should not exceed 16 characters)
invoiceDate	Date of the invoice (Required) INPUT FORMAT: mm/dd/yyyy
orderId	Reference to the order being invoiced (Required for PO Invoice)
purpose	Type of invoice to determine if invoice is standard or credit. Enter 'standard' or 'lineLevelCreditMemo' only (Required)
isTaxInLine	Enter 'Y' if tax entered at line level or enter 'N' (Required)
isShippingInLine	Enter 'Y' if shipping entered at line level or enter 'N' (Required)
isSpecialHandlingInLine	Enter 'Y' if special handling entered at line level or enter 'N' (Required)
originalInvoiceNumber	Original Invoice Number (Required for lineLevelCreditMemo)
originalInvoiceDate	Original Invoice Date (Required for lineLevelCreditMemo) INPUT FORMAT: mm/dd/yyyy
↳ <a href="#">Download CSV Invoice Template</a>	

Done

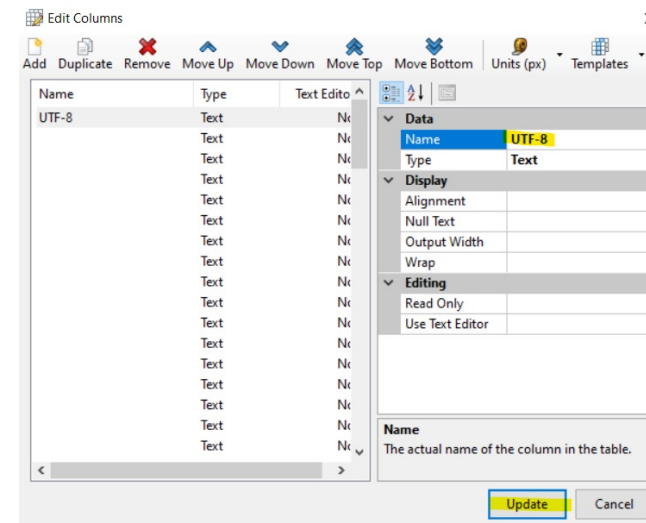
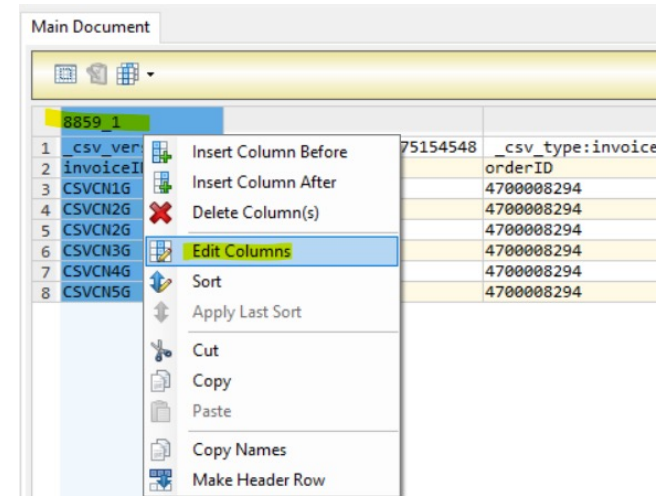
# Populate the CSV Invoice Template

- 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.



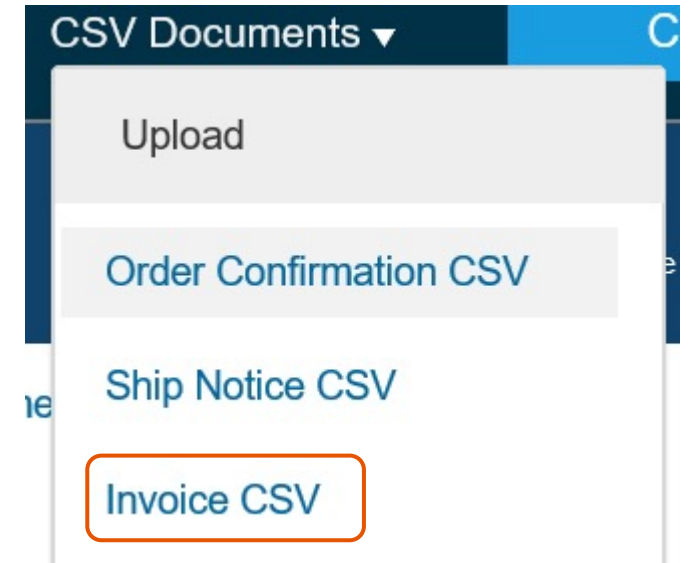
# Populate the CSV Invoice Template (continued)

- Note that for China invoices the file should contain the IBM Bill to information in double byte characters.
- For these characters to appear correctly in Ariba Network, the encoding on the CSV file should be set to UTF-8.
- In Ron's CSV Editor, right click on the default value 8859\_1, then click Edit Columns.
- Update the Name to **UTF-8**, then click Update.



# 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 IBM.
- 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.

A screenshot of the 'Import CSV Invoice' form. It includes a 'Customer:' dropdown menu with 'IBM Corporation - TEST' selected. Below it is a link for 'Download CSV Templates'. The 'CSV invoice file path:' section has a 'Browse...' button and the text 'No file selected.'. At the bottom is a large blue 'Import CSV Invoice' button. A red arrow from the text 'Import CSV Invoice' in the list above points to this button.

Customer:\* IBM Corporation - TEST ▼

[Download CSV Templates](#)

CSV invoice file path:\*  No file selected.

# Upload the CSV Invoice

Import CSV Invoice

Close

Submit

Customer: \* IBM Corporation - TEST ▾

[Download CSV Templates](#)

CSV invoice file path: \* 

Browse...

 No file selected.

Import CSV Invoice

Uploaded: new CSV test 4.17.19 us per 1000.csv Documents found: 1 Related documents attached: 0

TESTDESHIP33

Purchase Order: unknown

Document Date: 2 Apr 2019

Total Amount: \$49.90 USD

Browse...

No file selected.

Upload Related Document

Submit

Close

- 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.

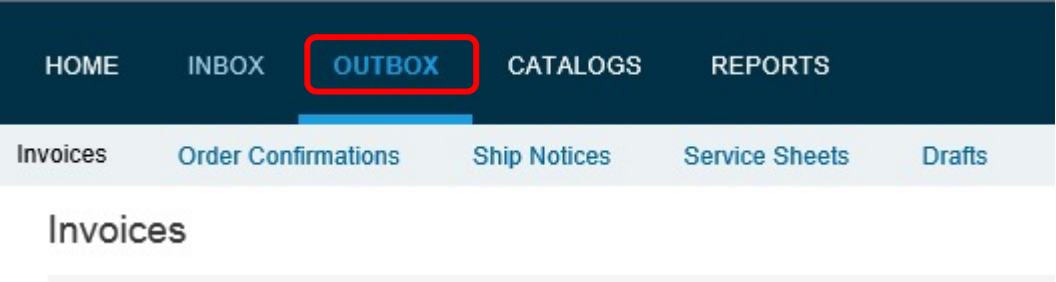
Close


- 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 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: shows the routing status of the invoice through the Ariba network to IBM.
  - Invoice Status: shows the status of the invoice itself specifically through it's payment process.





Invoice #	Customer	Reference	Submit Method	Origin	Self Billing	Source Doc	Date ↓	Amount	Routing Status ⓘ	Invoice Status ⓘ
 TESTDESHIP3	IBM Corporation - TEST	4700003973	CSV Upload		No		22 Apr 2019	374.85 EUR	Acknowledged	Approved

# Tracking CSV Invoice status

## Routing Status

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

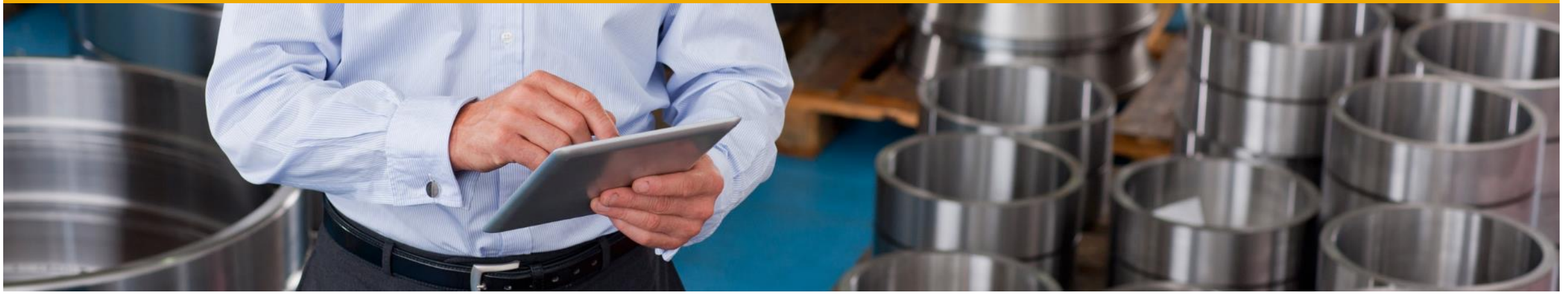
		Invoice #	Customer	Reference	Submit Method	Origin	Self Billing	Source Doc	Date ↓	Amount	Routing Status ⓘ	Invoice Status ⓘ
		TESTDESHIP3	IBM Corporation - TEST	4700003973	CSV Upload		No		22 Apr 2019	374.85 EUR	Acknowledged	Approved

# Tracking CSV Invoice status

## Invoice Status

- **Sent:** IBM has received the invoice.
- **Rejected:** IBM has rejected the invoice. Check the invoice History tab for details.
- **Failed:** Ariba Network experienced a problem routing the invoice.
- **Approved:** IBM has approved the invoice for payment.

Invoice #		Customer	Reference	Submit Method	Origin	Self Billing	Source Doc	Date ↓	Amount	Routing Status ⓘ	Invoice Status ⓘ
 TESTDESHIP3		IBM Corporation - TEST	4700003973	CSV Upload		No		22 Apr 2019	374.85 EUR	Acknowledged	Approved



# 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.).
  - Note however that if your address data contains special characters or double byte characters (ie. China), you may change the encoding to **UTF-8** from **8859\_1**.
- 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 IBM.
- **Important:** Once the invoices are uploaded using the CSV channel, Supplier will see the message saying 'CSV invoice has been successfully imported' but may not immediately see the invoice on the Network GUI. This is because the server may take some time to update the UI screen. In case the Supplier needs 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 does not need to be modified.**



# CSV template Change log

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# Moving from one version to another

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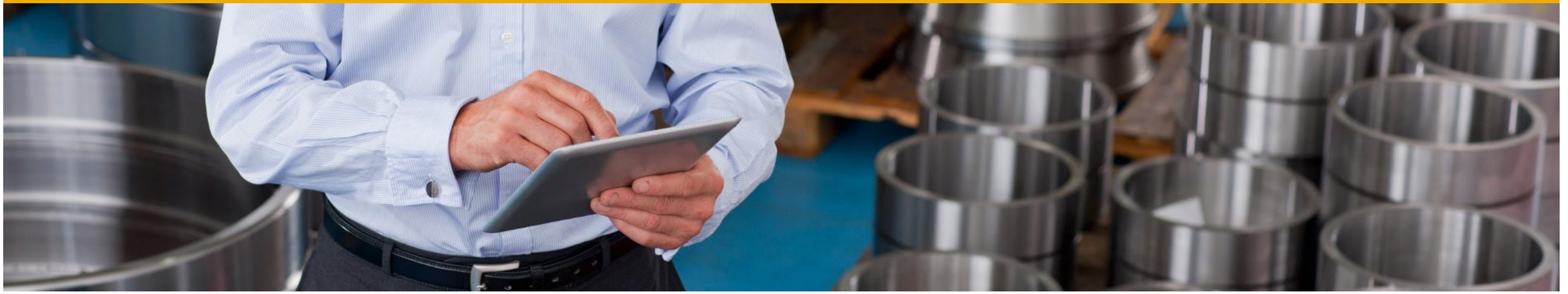
## Important notice:

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 headers 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

## IBM 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



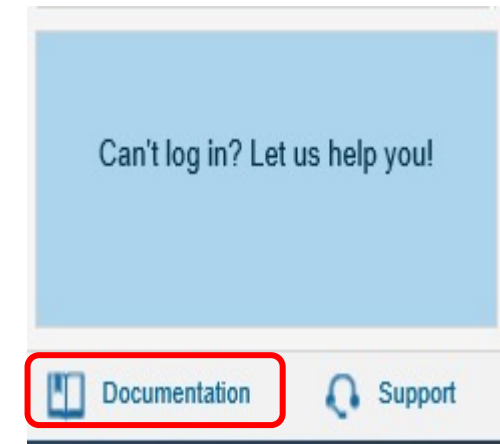
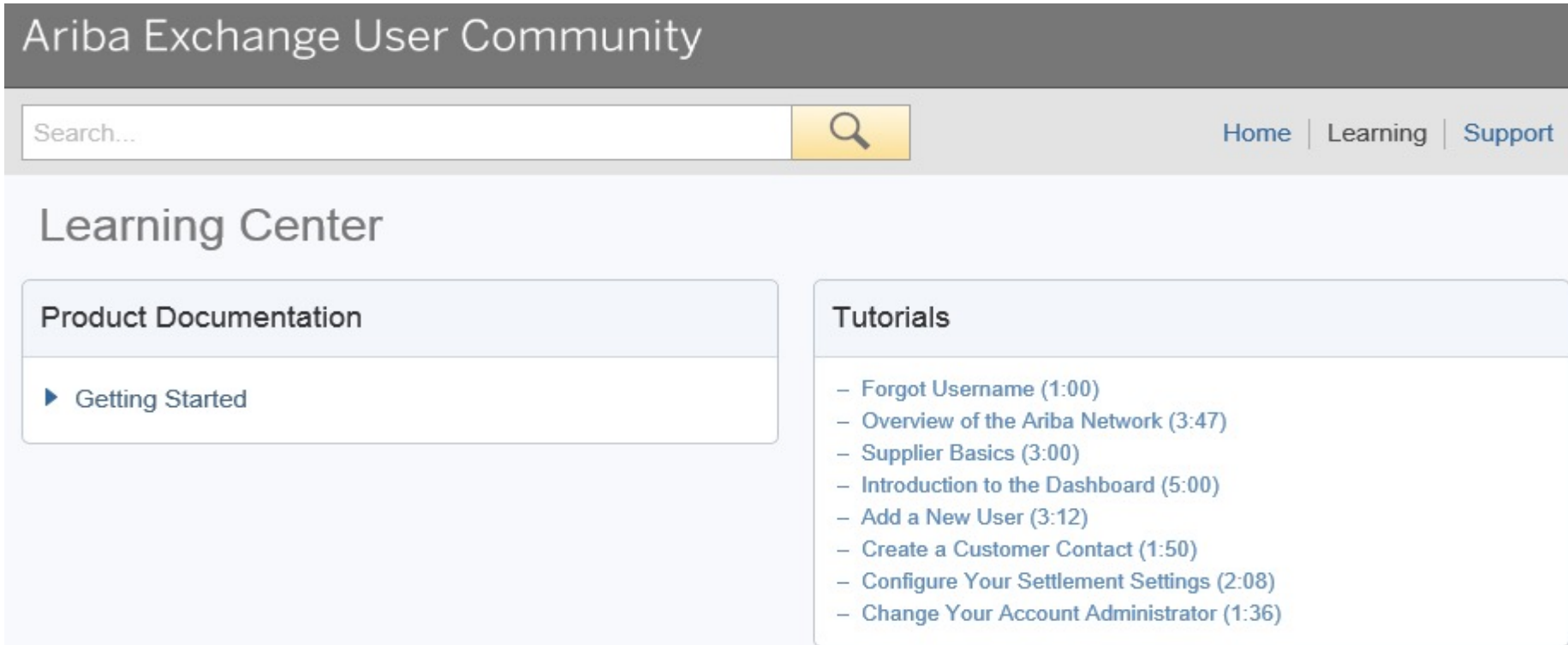
Customer		Relationship Type	Approved Date ↓		Routing Type	
	IBM Corporation - TEST	Trading		Supplier Information Portal	28 Mar 2018	Default
						<div>Actions ▼</div>

# 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 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.

Search...

Home | Learning | Support

Learning Center

Ask Community

Product Documentation

▶ 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

▶ Administration and Configuration

Tutorials

– 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)

– Introduction to the Dashboard (5:00)

Company Settings ▾

Ariba Supplier ▾

Help Center >>

Confused about your Ariba subscription fees? We can clear things up.

Documentation

Support

# Supplier Support

- Go to <http://supplier.riba.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?** a 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?

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

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

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

Ray Brooks

Content Creator

SAP Ariba

Daniel Schunk

Product Manager – Network Solutions

SAP Ariba

Jonathan Glickman

Information Developer

SAP Ariba

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 placeholder text "Search..." and a magnifying glass icon. To the right of the search bar are links for "Home", "Learning", and "Support". Below the search bar, the main heading "Support Center" is displayed. On the right side of the main content area, there is a blue button labeled "Ask Community". The main content area is divided into two columns. The left column contains a section titled "I need help with" followed by a text input field and a yellow "Start" button. Below this, there is a list of examples: "Account Reassignment", "Options to submit Invoices", "Invoice Rejection", and "Update company information". The right column contains a section titled "Common Troubleshooting Tags" with a grid of buttons including "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". At the bottom of the left column, there is a section titled "I Need Help Now" with two options: "Get help by live chat" (with a speech bubble icon) and "Get help by phone" (with a phone icon and a red rectangular highlight around it). The bottom right section contains the text "trust.ariba.com" and "Information and latest notifications about product issues and planned downtime." with a "Check status" link and an external link icon.

Search...

Home | Learning | Support

### Support Center

Ask Community

I need help with  [Start](#)

Examples:

- Account Reassignment
- Options to submit Invoices
- Invoice Rejection
- Update company information

**I Need Help Now**

- [Get help by live chat](#)
- [Get help by phone](#)

#### Common Troubleshooting Tags

- 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
- Billing for Subscriptions

trust.ariba.com

Information and latest notifications about product issues and planned downtime.

[Check status](#)

# Who Should You Contact?

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## Supplier Support During Deployment

- **IBM Business Process Support**

Please contact the Supplier Enablement team at: [EMEAEDI@hu.ibm.com](mailto:EMEAEDI@hu.ibm.com) for business-related questions.

## Supplier Support Post Go-Live

- **Ariba Network Support**

Visit [https://support.ariba.com/AUC\\_Support\\_Tab/Contact\\_Support/](https://support.ariba.com/AUC_Support_Tab/Contact_Support/)

# Thank you

