



# Kroger

## Ariba SN CSV Invoice Upload Guide

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## What is CSV?

- Ariba introduced, with the Ariba Supplier Network AN41 release, a capability to support the transfer, transformation and loading of comma delimited files (CSV) representing a supplier's invoices to be rendered as cXML invoices for their customers.
- This solution 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 Recommendations

- Alterations or updates to the original CSV file format downloaded from the Network will cause the CSV to fail during the upload process.
- Persist 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.



# Kroger's CSV Requirements

- CSV process will support PO invoices (against orders received via Ariba SN) only.
- Invoices submitted through CSV upload cannot be greater than 1,000 lines and 50 invoices per file. The maximum file size is 4 MB.



# Kroger Invoice Requirements

- Tax is required at the summary level. If Tax does not apply a summary level tax of zero is required
- Sold To, Ship To, and Ship From roles are required and must be at the header level
- Remit To Information
  - Remit to address is required
- Currency type is required
  - supported types: USD
- Language flag is required at both the header and item level
  - Supported types: en-US, en
- Purchase order number (orderID) required for all invoices



# Kroger Invoice Requirements

In addition to the requirements previously mentioned, Kroger has configured their **buyer account** on the Ariba SN to **Reject** invoices under the following criteria, which will cause the invoice Status to go to **Failed** state:

- PCard/Credit Card orders
- Back-dated invoices older than 2 days prior to invoice post date
- Re-use of invoice numbers.
- Invoices with a change in currency for unit price
- Change in Unit Price
- Change in Unit of Measure (UOM)
- Quantities in invoice exceeds those in purchase orders
- Line item subtotals in invoices exceed those in purchase orders
- Invoice net amounts to exceed invoice subtotal
- Additional line items on the invoice greater than original PO
- Change in part number
- Invoices with a change in Ship To from what was on the PO
- Invoices with a change in Bill To Info from what was on the PO
- Header level Credit Memo and Debit Memo
- Invoice missing line item description
- Invoice missing bill-to
- Invoice missing remit-to

# CSV Upload Process

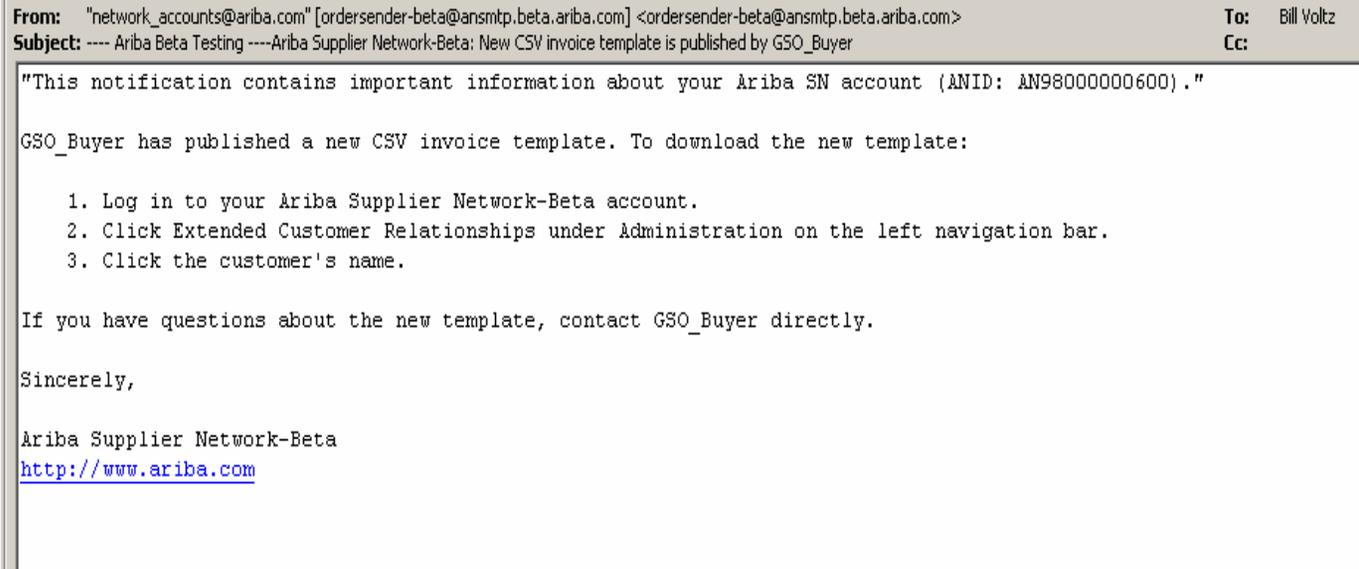




## 1 New CSV Invoice Template is Published

You will receive an e-mail notification informing you that your customer has published a new CSV invoice template to the Ariba Supplier Network.

Follow the instructions included in the e-mail and log on to your network account





## 2 Access Customer Relationships

Click the **Administration** link from the Home then click on the **Customer Relationships** link to view all customers you have a trading partnership with on Ariba SN.

The screenshot shows the Ariba Supplier Network interface. The top navigation bar includes links for Home, Inbox, Outbox, Catalogs, Administration, and Reports. The Administration menu is expanded, showing sub-links for Users, Customer Relationships, Vendor Contacts, and Configuration. Red arrows point to the Administration and Customer Relationships links. Below the navigation, the 'Users' section is titled 'MANAGE USERS' and contains a table of user accounts.

<input type="checkbox"/>	Username ↑	Email Address
<input type="checkbox"/>	<a href="#">alaney@ariba.com</a>	alaney@ariba.com
<input type="checkbox"/>	<a href="#">bhayes@ariba.com</a>	bhayes@ariba.com
<input type="checkbox"/>	<a href="#">brody@ariba.com</a>	rlim@ariba.com
<input type="checkbox"/>	<a href="#">hfarris@ariba.com</a>	hfarris@ariba.com
<input type="checkbox"/>	<a href="#">jstanley@ariba.com</a>	jstanley@ariba.com
<input type="checkbox"/>	<a href="#">Lenny@xyz.com</a>	lennyk@xyz.com
<input type="checkbox"/>	<a href="#">lherrick@ariba.com</a>	lherrick@ariba.com
<input type="checkbox"/>	<a href="#">mtadikonda@ariba.com</a>	mtadikonda@ariba.com

### 3 Access Customer Relationships

Click on the name of the customer under Current that sent the New CSV Invoice Template Notification e-mail to view the Customer Details page .

Current				
	Customer	Approved Date ↓	Routing Type	
<input type="checkbox"/>	<a href="#">Kroger Co. - TEST</a>	13 Mar 2009	Default	Actions ▼
L Reject				

## 4 Download the CSV Invoice Template

Scroll down to the Customer Details page to view the CSV Invoice Fields that are available

Click the **Download CSV Invoice Template** button to download the CSV file to your local drive.

Click **Done** once the download is complete.

No, do not allow additional line items on the invoice

Do you allow a change in part number?

No, do not allow a change in part number

Do you allow a change in Ship To Information from the PO?

No, do not allow a change in Ship To Information from the PO

Do you allow a change in Bill to Information from the PO?

No, do not allow a change in Bill To Information from the PO

Do you allow changes to the payment discount terms?

Yes, allow changes to the payment discount terms

Do you allow invoice cancellation?

Yes, allow invoice cancellation

**CSV Invoice Fields**  
This is the list of supported fields in CSV invoice.

Name	Description
invoiceID	invoiceID
invoiceLineID	invoiceLineID
invoiceDate	invoiceDate
orderID	orderID
orderLineID	orderLineID
supplierPartID	supplierPartID
supplierPartAuxiliaryID	supplierPartAuxiliaryID
quantity	quantity
unit	unit
unitPriceAmount	unitPriceAmount
unitPriceCurrency	unitPriceCurrency
itemSubtotalAmount	itemSubtotalAmount

**Download CSV Invoice Template** ←

**Done**

[Data Policy](#) / [Security Disclosure](#) / [Terms of Use](#)  
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## 5 Populate the CSV Invoice Template

Populate each available invoice field as appropriate.

Save the file to your local drive once you have completed the file.

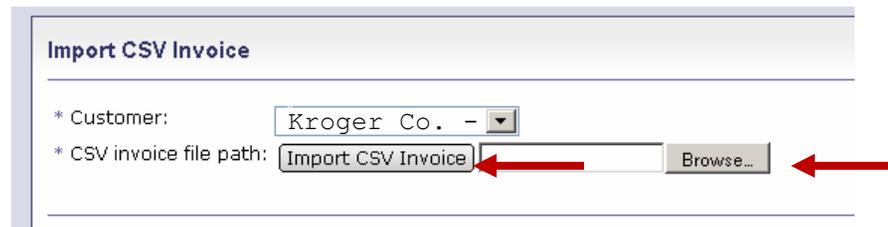
	A	B	C	D	E	F	G	H
1	8859_1							
2	_csv_versi	_csv_seria	_csv_type:invoice					
3	invoiceID	invoiceDat	orderID	orderDate	agreement	salesOrde	soldToNan	soldToStre
4	10232009	7/1/2010	DO109	11/5/2009			Kroger	street
5								

## 6 Upload the CSV Invoice

Navigate to the Home page and click on **CSV Invoice** option under Create.

Click the **Browse** button to select the newly created CSV Invoice file and click on the **Import CSV Invoice** button to upload you invoice.

Once you have uploaded the invoice you will see the following message, "**CSV invoice has been successfully imported.**" Click **Done**.



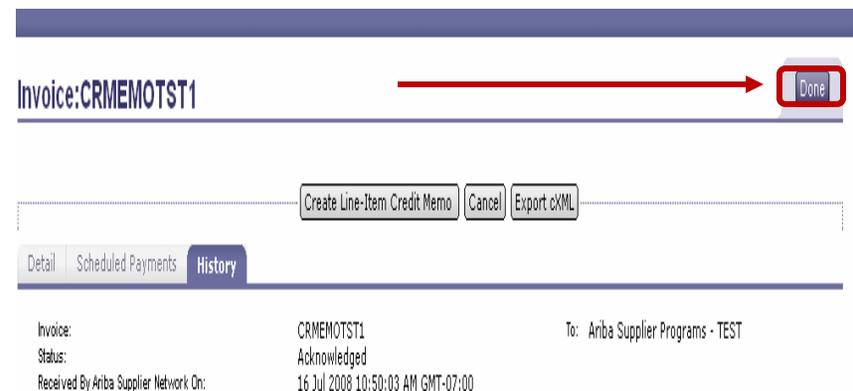
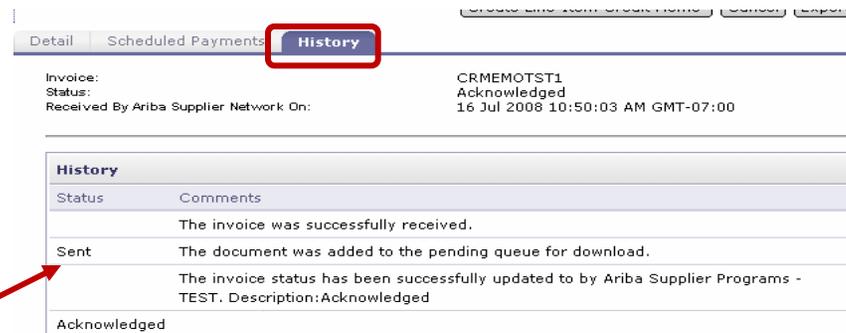
## 7 Check invoice status

To check invoice status, select the **Outbox**, and click on the invoice number link.

To view status details and invoice history, click on the **History** tab.

History and status comments for the transaction are displayed. Transaction history can be used in problem determination for failed or rejected transactions.

When you are finished reviewing the history, click the **Done** button.





# Troubleshooting Invoice Errors

- Your customer has configured Invoice Validation rules at the Network level.
- A CSV will fail upload if there is missing or incorrect data in the CSV file.
- Refer to the Kroger's Reference Table slide for details on CSV data requirements.
- An uploaded invoice can fail to pass a validation rule or be rejected by Customer.
- You can view the validation rules by logon to your production account, click the Customer Relationships link then click on your customers name.
- An invoice can pass Network validation and still be rejected by your customer.
- The History tab of a selected invoice will detail the reason an invoice failed if it was due to Network validation or the customer reject reason.
- If an invoice fails the upload process, an exception will be displayed (ie: no invoice number)
  - If you are unclear on how to resolve this type of error, please contact Ariba Technical Support (details included in this presentation)

# Kroger CSV Reference Table





# Kroger's Reference Table

- The table on the following slide provides a reference to the CSV template downloaded from Ariba SN
- Required fields are noted as well as relevant data entry comments
- Header/Line indicates at what level the invoice data will be populated once it is posted to Ariba SN



	CSV columns (green = header/summary) black = item)	PO invoice(PO) Required? (ALL SUPPLIERS)	Comment	
Header Attributes	invoiceID invoiceDate	Y Y	InvoiceID. Must be present; fail if not. must be in UPPER CASE and limited to 25 character limit (enforce 25 characters programtically) date format appears in ASN as dd/mmm/yyyy e.g. 26 Aug 2009	
Order Data	orderID	Y	OrderID. Suppliers must provide PO number received via Ariba SN	
Bill To	billToName	Y	Bill To information of the customer.	
	billToStreet	Y	Bill To Street information of the customer.	
	billToCity	Y	Bill To City information of the customer.	
	billToState	Y	Bill To State information of the customer.	
	billToPostalCode	Y	Bill To Postal Code information of the customer.	
Bill To	billToCountry	Y	The same field(s) for both the isoCountryCode and Country for each of the addresses.Should be a valid 2-char.	
Sold To	soldToName	Y	Sold To information of the customer.	
	soldToStreet	Y	Sold To Street information of the customer.	
	soldToCity	Y	Sold To City information of the customer.	
	soldToState	Y	Sold To State information of the customer.	
	soldToPostalCode	Y	Sold To Postal Code information of the customer.	
Sold To	soldToCountry	Y	The same field(s) for both the isoCountryCode and Country for each of the addresses.Should be a valid 2-char.	
Language	xml:lang	Y	Supported language qualifiers; en-US, en	
Remit To	remitToName	Y	Remit To information of the supplier.	
	remitToStreet	Y	Remit To Street information of the supplier.	
	remitToCity	Y	Remit To City information of the supplier.	
	remitToState	Y	Remit To State information of the supplier.	
	remitToPostalCode	Y	Remit To Postal Code information of the supplier.	
Remit To	remitToCountry	Y	The same field(s) for both the isoCountryCode and Country for each of the addresses.Should be a valid 2-char.	
Shipping Addresses	shipToName	Y		
	shipToStreet	Y		
	shipToCity	Y		
	shipToState	Y		
	shipToPostalCode	Y		
	shipToCountry	Y	The same field(s) for both the isoCountryCode and Country for each of the addresses.Should be a valid 2-char.	
	shipFromName	Y		
	shipFromStreet	Y		
	shipFromCity	Y		
	shipFromState	Y		
	shipFromPostalCode	Y		
	Shipping Addresses	shipFromCountry	Y	The same field(s) for both the isoCountryCode and Country for each of the addresses.Should be a valid 2-char.



<b>Material Line Only</b>			
Material Line Data (no service lines mapped)	invoiceLineNumber	Y	Supplier defined ID for the current invoice line. Should be unique across all invoice lines within an invoice.
	lineReferenceNumber (PO line item reference)	Y	The corresponding Item Number of the Item in the Purchase Order
	supplierPartID	Y	Part identifier used by supplier
	itemDescription instead	Y	
	xml:lang	Y	Supported language qualifiers; en-US, en. Use for all xml:lang attribute required at item level
	quantity	Y	The quantity being invoiced for the line item. If the line is for shipping or special handling, the quantity must be '0'.
	unitOfMeasure	Y	UNUOM code
	unitPrice	Y	The unit price.
	itemDescription	Y	Description of the product. Must be sent with language qualifier from xml:lang.
	lineItemSubtotal	Y	will not be calculated; supplier needs to provide. Quantity times price for material line item only. If shipping or handling included, enter the total charge for the line.
	currency	Y	Valid currency type required (e.g. "USD")
	GrossAmount	Y	[Calculated] supplier does not have to enter
	NetAmount	Y	[Calculated] supplier does not have to enter
<b>Summary</b>			
shippingAmount	Y	Calculated by supplier. If supplier does not have, must send 0.00	
subtotalAmount	Y	will not be calculated; supplier needs to provide. Total of all line item subtotals.	
taxAmount	Y	Summary tax required. If no tax enter 0	
invoiceTaxDescription	Y	Required	
taxRate	Y	Required	
currency	Y	Valid currency type required (e.g. "USD")	
invoiceGrossAmount	Y	Sum of subtotal, taxes, special handling charges, and shipping charges, before discounts [calculated]	
invoiceNetAmount	Y	Value remaining after all deductions (discounts) and adjustments have been made [calculated]	
dueAmount	Y	Default to NetAmount [defaulted to invoiceNetAmount]	

# Contacts & Resources





# Contact Info

Have a question? Open a ticket and receive quick and helpful support

## By Web Form

**If you are already registered on the Network**

- Go to <http://supplier.ariba.com>
- Log in with your company's username and password
- Once logged in, click on the Support link on the left hand navigation bar
- Completely fill out the web form and submit

## By Telephone

- **USA:** 1-800-577-1522
- **International:** 512-652-9117



# Resources

## ➤ Kroger Corporation

### ▶ Contact the Kroger Team:

- Test PO's and enablement: [eprourementteam@kroger.com](mailto:eprourementteam@kroger.com)
- Catalog questions/updates: [eprocatalogs@kroger.com](mailto:eprocatalogs@kroger.com)

### ▶ Kroger supplier information portal:

<https://knowledge.ariba.com/Kroger>

## ➤ Ariba

**If you have problems logging on to your account:**

- ▶ Go to <http://supplier.ariba.com>.
- ▶ USA & Canada: 1-800-577-1522
- ▶ Click on the *Account Problems?* link and submit a ticket. Reference Kroger as your customer

# Supplier Support



# Supplier Support

- **Ariba Supplier Network Support**
  - Support for accessing, configuring, and navigating on the Ariba Supplier Network
    - Log into your Ariba Supplier Network account.
    - Click on Support to open a ticket.
    - Fill out the webform available from your Ariba Supplier Network account. Reference Kroger as your customer.
- **Ariba Supplier Enablement Services (SES)**
  - Assists suppliers with failed documents that are syntactically correct, but may have failed due to Customer's invoice business rules or internal ERP validations. This is an optional fee-based service. Contact [supplierprograms@ariba.com](mailto:supplierprograms@ariba.com) for information.

## Supplier Support (con't)

- Depending on your transaction volume you will be required to subscribe to Ariba Premier Membership.
- Premier Membership gives your organization access to many premium features and services that are exclusively available to only Premier Members.
- Ariba SN will send email notification to your production account administrator if your transaction volume approaches Premier Membership subscription
- Details about the program may be found at <http://www.ariba.com/suppliermembership>.
- Program information can be accessed as well by your production account administrator via the My Services link



Select **Support** from the menu section after clicking the drop down indicator next to 'Help' from the Home page. This will take you to the Ariba Customer Support Form

The screenshot shows the Ariba Supplier Network interface. The top navigation bar includes the Ariba logo, 'SUPPLIER NETWORK', and a 'Test Mode' button. The main navigation menu has 'Home', 'Info', 'Orders', and 'Support'. The 'Support' menu is expanded, showing options: 'Contact Support', 'Request Form', and 'Premium Contact'. A red box highlights the 'Contact Support' option. A red arrow points to the 'Help' link in the top right corner. The interface also features a 'Quick Links' sidebar, a search bar, and a table of 'Purchase Order Status'.

Customer	New	Entered	Confirmed	Shipped	Received	In Progress	Final
George pa	-	-	-	-	-	0	-
Academy - BS	▲	▲	▲	▲	▲	0	▲
Griffin de ar	-	-	-	-	-	0	-
Academy de ar	▲	▲	▲	▲	▲	0	▲



To Open a case with Ariba Technical Support, fill out and submit the Support Form

**Ariba Customer Support Form** ( \* Indicates required field )

Your Name:	Renee Lim
Your Company Name:	Ariba Beta Supplier
Your Phone #:	+1 (650) 390.4264
Your email:	rlim@ariba.com <small>Verify that your contact email address is correct so that Ariba Customer Support can respond to issue. To update your email address, go to the Manage Profile area of your account.</small>
Type:	Development ▾
* Category of Issue:	Select Category ▾
Customer's company name:	Select Customer ▾
* Issue Description:	<div style="border: 1px solid #ccc; height: 100px;"></div>
Web browser and version:	<input type="text"/> <small>e.g. Internet Explorer 5.5.</small>
Operating System:	<input type="text"/> <small>e.g. Windows XP.</small>
	<input type="button" value="Clear"/>





Submit

Cancel

## Support

Get help by accessing self service help tools or submitting an Ariba Customer Support Help Request.

- Review the [Ariba Supplier Network FAQ](#).
- Search the [Ariba Supplier Network Knowledgebase](#) for troubleshooting tips.
- Check the [Netstat event website](#) for recent notifications regarding downtimes and new releases.

### CONTACT ARIBA

Complete the Ariba Customer Support Help Request form below in its entirety. Remember that providing as much information as possible will help with the accuracy and the timeliness of our response. Click the **Submit** button to send your request immediately to Ariba Customer Support.

For other ways to contact Ariba Customer Support, go to the [Contacting Customer Support](#) page.



The preferred language for communication with technical support is English.

For additional contact options, click on the **Contacting Ariba Customer Support** link.

**Ariba**

Your

Your

**Ariba Supplier Network**  
Connecting buyers and suppliers for successful business collaboration

**For Customer Support:** addln; questions about registration; login; password; etc. in a message or send Feedback - Membership

**Via Online Web Form**

Step 1: Log on to the application at [http://ariba.com](#)  
Step 2: Click on the 'My Profile' link in the top right corner of the page  
Step 3: Click on the 'My Profile' link in the top right corner of the page  
Step 4: Click on the 'My Profile' link in the top right corner of the page

**Via Telephone**

[Find out more about Members and Live Events Membership Card](#)

Step 1: Please contact the Ariba Customer Support team at the following phone numbers  
Step 2: Call the specific number for your region as indicated below

Memberline	+1 415 221 1111
Latin America	+1 415 221 1111
Europe, Middle East and Africa	+44 (0)20 7185 4100
Asia Pacific	+65 6311 8888



For additional documentation, from the Home page, click the drop down indicator next to 'Help' and select **Documentation and Tutorials** to be taken to the Ariba documentation home page.

The screenshot shows the Ariba Supplier Network interface. At the top, there is a navigation bar with the Ariba logo and a 'Help' dropdown menu. The 'Help' dropdown is open, and 'Documentation and Tutorials' is highlighted. Below the navigation bar, there is a 'Quick Links' section with a 'Purchase Orders' link. A 'Search' box is visible with various filters. On the right, there is an 'Alerts and Messages' section. Below the search box, there are 'Guides' and 'Tutorials' tabs. The 'Release Guide and Roadmap' section is visible, featuring a link to 'What's New in Ariba S/N Release 1.7'. The 'Supplier Documentation' section includes a link to 'Getting Started Guide (09/11) March 2009'. On the far right, there is a 'Help@Ariba' section with a search bar and a language selection menu.



# Viewing Supplier Membership Program Details

Click on the Manage Services link from the Home page of your production account

Program details may be accessed by clicking the 'More' link under each service offering.

The screenshot shows the Ariba Supplier Network interface. At the top right, a red box highlights the 'Manage Services' link, with a red arrow pointing to it. Below the navigation bar, there are sections for 'Links', 'Purchase Orders', 'Invoices', and 'Search'. The 'Purchase Order Status' table is visible, showing columns for 'Document', 'Fee', 'Changes', 'To firm', 'Slip', 'Invoice', and 'Process'. Below this, the 'Network Services' section is highlighted with a red box and a red arrow. This section contains a table of membership programs:

Service	Service Description	% Subscription	Status
	<b>Network Transaction Service</b> Enables a supplier to create orders, purchase orders and invoice status, and view the message center of the Ariba Supplier Network. Accessed via a small icon on the ARIBA logo of the Ariba Supplier Network of your qualified company. <a href="#">View Details</a>		Subscribed Paid
	<b>Premier Membership</b> Gain access to premium content and features including a customized dashboard, webinars, and business production tools. <a href="#">View Details</a>		Included with Elite Membership
	<b>Elite Membership</b> Enables the use of the Ariba Supplier Network and provides a business-to-business solution for suppliers. Includes a dedicated support team to help with production, and more. <a href="#">View Details</a>		Included with Network Transaction Service
	<b>Advantage</b> Increase your sales opportunities by being a member of the Ariba Supplier Network. Gain access to a wide range of content, including a dedicated support team to help with production, and more. <a href="#">View Details</a>		Included with Elite Membership
	<b>Supplier Technical Support</b> Receive a dedicated team of technical support. <a href="#">View Details</a>		Included with Elite Membership

