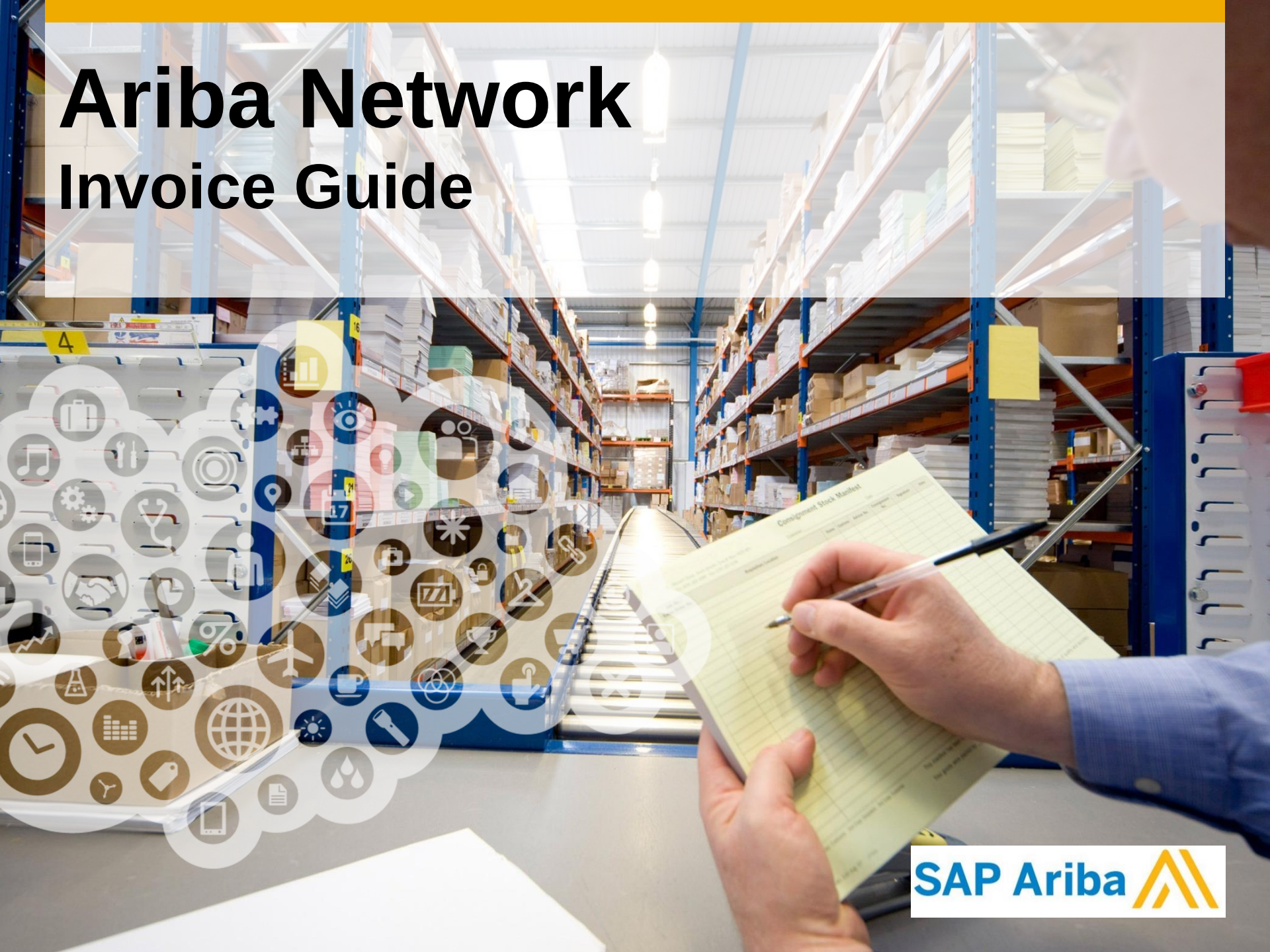
Ariba Network

Invoice Guide



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Introduction

Procure-to-Pay Process

This document contains the requirements and training for your organization to create and submit invoices online to Campbell Soup via the Ariba Network.

Campbell Soup requires suppliers enabled on Ariba Network to submit electronic invoices through Ariba Network.

Note: Suppliers uploading CSV Invoices or utilizing cXML or EDI technologies should refer to the specification documents available on the Campbell Soup Supplier Information Portal.

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Supplier Account Administration

Ariba Supplier Account URL: supplier.ariba.com

- **Each supplier account has an Ariba Network Administrator. This admin is able to assign users with appropriate roles within the supplier account. If you do not know your account admin, please reach out to campbellsoupenablement@ariba.com.**
- **Please reach out to Ariba support for account admin changes - 1-866-218-2155.**

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Who do I reach out to for help?

Supplier Support During Deployment

- **Ariba Network Registration or Configuration Support**

  Please contact CampbellSoupEnablement@ariba.com for any questions regarding registration, configuration, Supplier Membership Program fees, or general Ariba Network questions. This email can also be used if you need assistance submitting your first invoice through Ariba.

- **Campbell Soup Business Process Support**

  Please contact the Campbell Soup Supplier Enablement team at Supplier_Enablement@CampbellSoup.com for business-related questions.

Supplier Support Post Go-Live

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

Region	Contact Number
US Toll Free	1-866-218-2155
Canada	1-412-222-6153
Europe, Middle East and Africa	+44 (0) 20 7187 4185 00 800 22227422 (toll free number for France, Germany, Italy, Netherlands, Spain, Sweden, Switzerland & UK)
Asia Pacific	+65 6311 4585

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Invoice Practices

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Campbell Soup project specifics:

Tax data is accepted at the header/summary level or at the line item level of the invoice.
Shipping data is accepted at the header/summary level or at the line item level.

SUPPORTED

- **Purchase Order Confirmations**
  Apply against an entire PO or individual line items
- **Advance Shipment Notices**
  Apply against PO when items are shipped
- **Detail Invoices**
  Apply against a single PO referencing a line item
- **Partial Invoices**
  Apply against specific line items from a single PO
- **Credit Invoices**
  Header level or Item level credits; price/quantity adjustments

NOT SUPPORTED

- **Non-PO Invoices**
  Invoices for orders not sent through Ariba Network or invoices against contract
- **Summary or Consolidated Invoices**
  Apply against multiple purchase orders
- **Invoicing for Purchasing Cards (P-Cards)**
  An invoice for an order placed using a purchasing card
- **Duplicate Invoices**
  A new and unique invoice number must be provided for each invoice. Campbell Soup will reject duplicate invoice numbers unless resubmitting a corrected invoice that previously had a failed status on the Ariba Network. If resubmitting invoices with a rejected status, supplier must use a new invoice number and should append a unique letter or number to the original invoice number (e.g., INV123A).
- **Paper Invoices**
  Campbell Soup requires invoices to be submitted electronically through the Ariba Network for orders received through Ariba Network.
- **Invoice Attachments**
  If supplier has any attachments or supporting documentation to submit with the invoice, they should email them directly to the requestor. Reference the PO# and Invoice # in the Email Subject.
- **Cancel Invoices**
  The cancel invoice feature is not enabled for Campbell. Suppliers must submit a credit to "cancel" a previously submitted invoice.
- **Freight Only or Tax Only Invoices**
  Suppliers should add freight (shipping) or tax at the header or line level of the invoice.

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Before You Begin Invoicing

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Customer Invoice Rules

These rules determine what you can enter when you create invoices.

Login to your Ariba Network account.

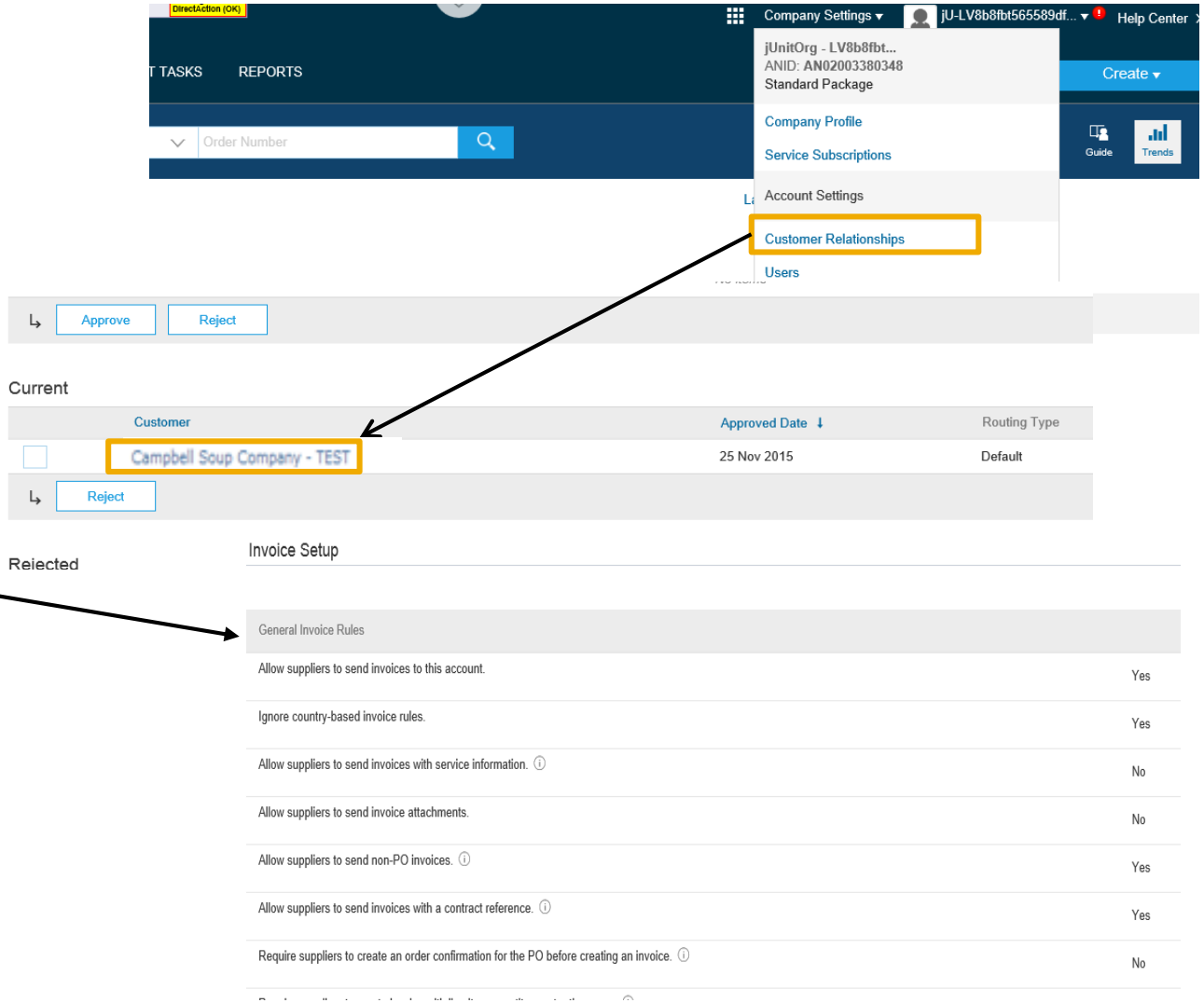
Click on Company Settings in the top right hand corner and then select **Customer Relationships.**

A list of your Customers will be displayed. Click on Campbell Soup to view their invoice rules.

Scroll down to the Invoice Rules section.

If Country-Based Invoice Rules are enabled, you will be able to choose your Originating Country of Invoice from the drop down menu to view applicable rules.

Click **Done** when finished.



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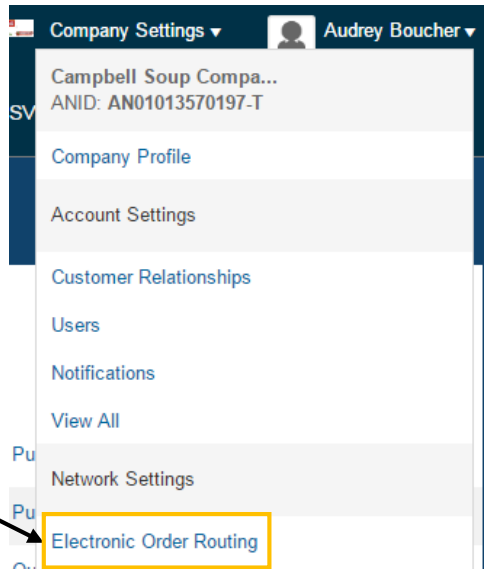
Electronic Invoice Routing and notifications

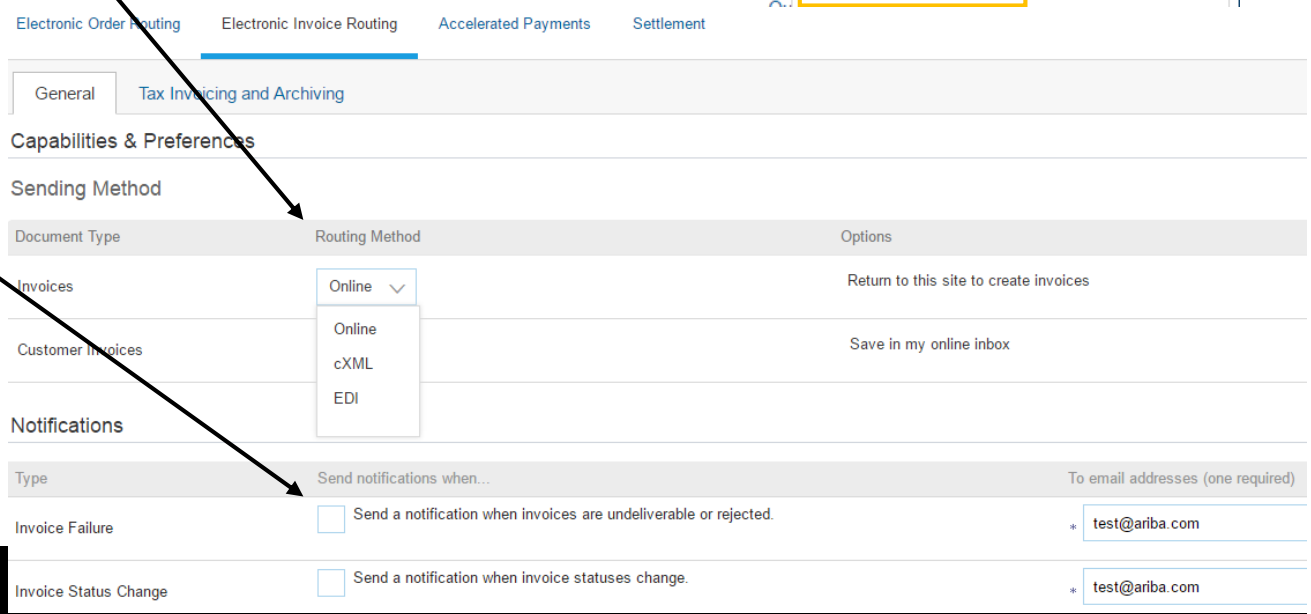
Select **Electronic Invoice Routing** under **Company Settings**.

Choose one of the following Invoice routing methods

- Online
- cXML
- EDI

Review the invoice notifications and checkmark the box next to the notifications that you would like to receive. Add your preferred email address.





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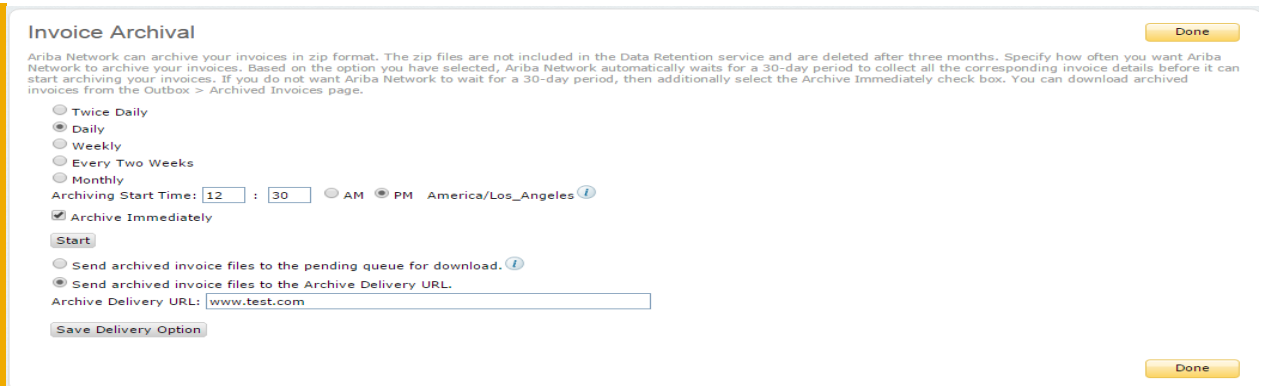
Invoice Archival

In the Electronic Invoice Routing section>**Tax Invoicing and Archiving**, there are two options to set up archiving of invoices:

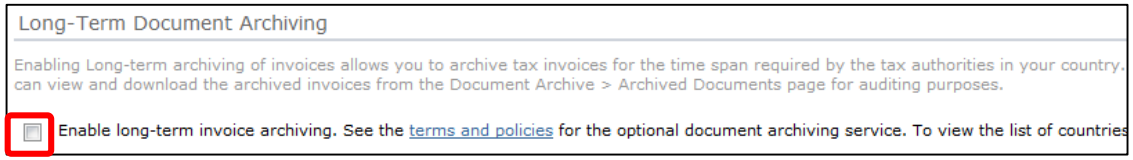
To export invoices to your system for legal compliance, define the **Invoice Archival** section:

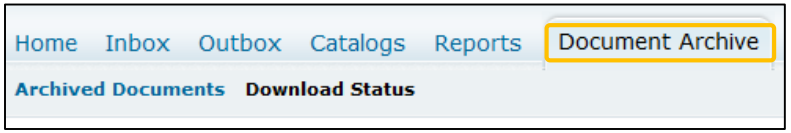
1. Select frequency (**Twice Daily, Daily, Weekly, Biweekly or Monthly),** choose **Archive Immediately** to archive without waiting 30 days and click Start.
   - Choosing the **Twice Daily** or **Daily** option will transfer the invoice.zip files to the selected URL / Pending Queue. It also allows the time for the transfer to be chosen.
2. If you want Ariba to deliver automatically archived zip files to you, also enter an **Archive Delivery URL** (otherwise you can download invoices from your Outbox, section **Archived Invoices**).



To use integrated archiving solution subscribe in the **Long-Term Document Archiving** section. **Please read the applicable terms and policies and supported list of countries.**

After you enable the service you have access to **Document Archive** tab where you can search and view **Archived Documents** and request to download multiple documents.





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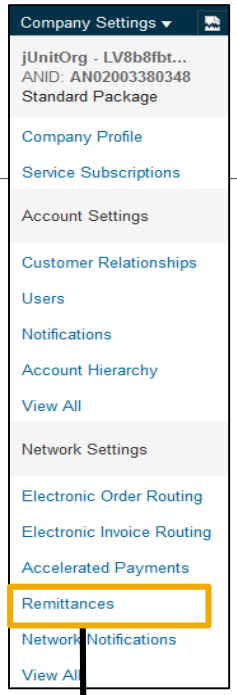
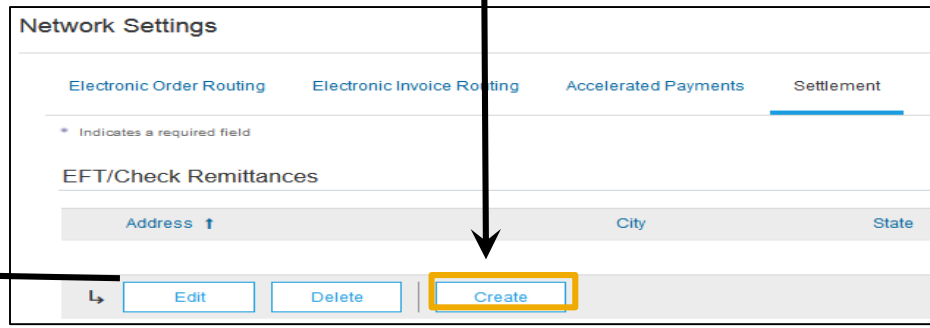
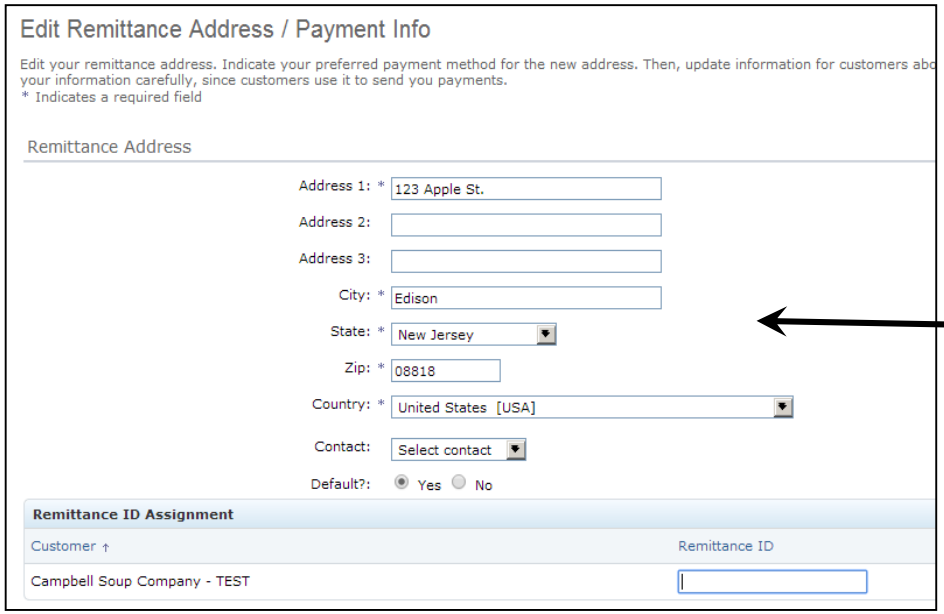
Configure Remittance Address

Under **Company Settings**, select **Remittances**.

- **Remittance Address** – In the *EFT/Check Remittances* section select **Create.** Complete all required fields marked by an asterisk. Select a default remittance address that will pre-populate on your invoice.
- **Note:** You may indicate your Preferred Payment Method on your Ariba Network account, however, please note that the **Payment Methods** section of your Ariba Network account is ignored for Campbell Soup payment. ***Campbell Soup will pay the remittance address on record in their Vendor Master*.**
- Suppliers must notify the Campbell Soup if there is a change in remittance information or company address information prior to invoicing.







Note: Campbell Soup does not require a Remittance ID assigned to your remittance address.

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Creating Invoices

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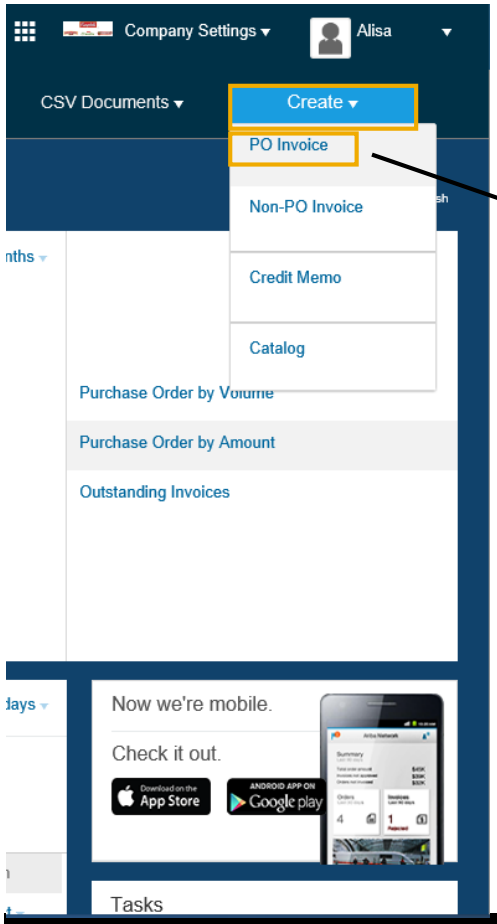
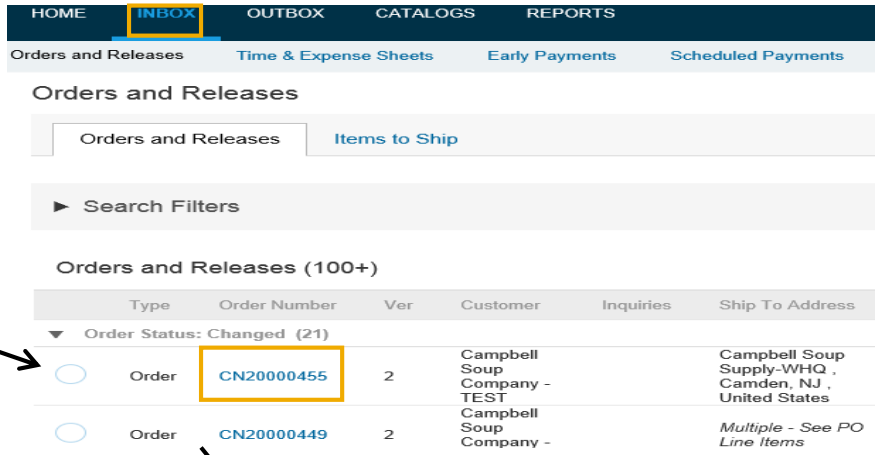
PO Flip Invoice

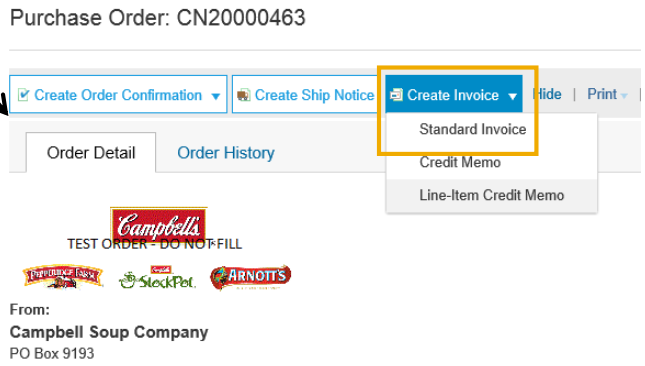
To create a PO-Flip Invoice, select the **PO Invoice** link under the **Create** button on the right.



Select a PO number.



Click on the **Create Invoice** button and then choose **Standard Invoice**.



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PO Flip Invoice - Header

Invoice is automatically pre-populated with the PO data. Complete all fields marked with an asterisk and add tax as applicable.

Enter an **Invoice #** (this is your unique number for invoice identification.

The **Invoice Date** will auto-populate.

Select **Remit-To** address from the drop down box if you have entered more than one.

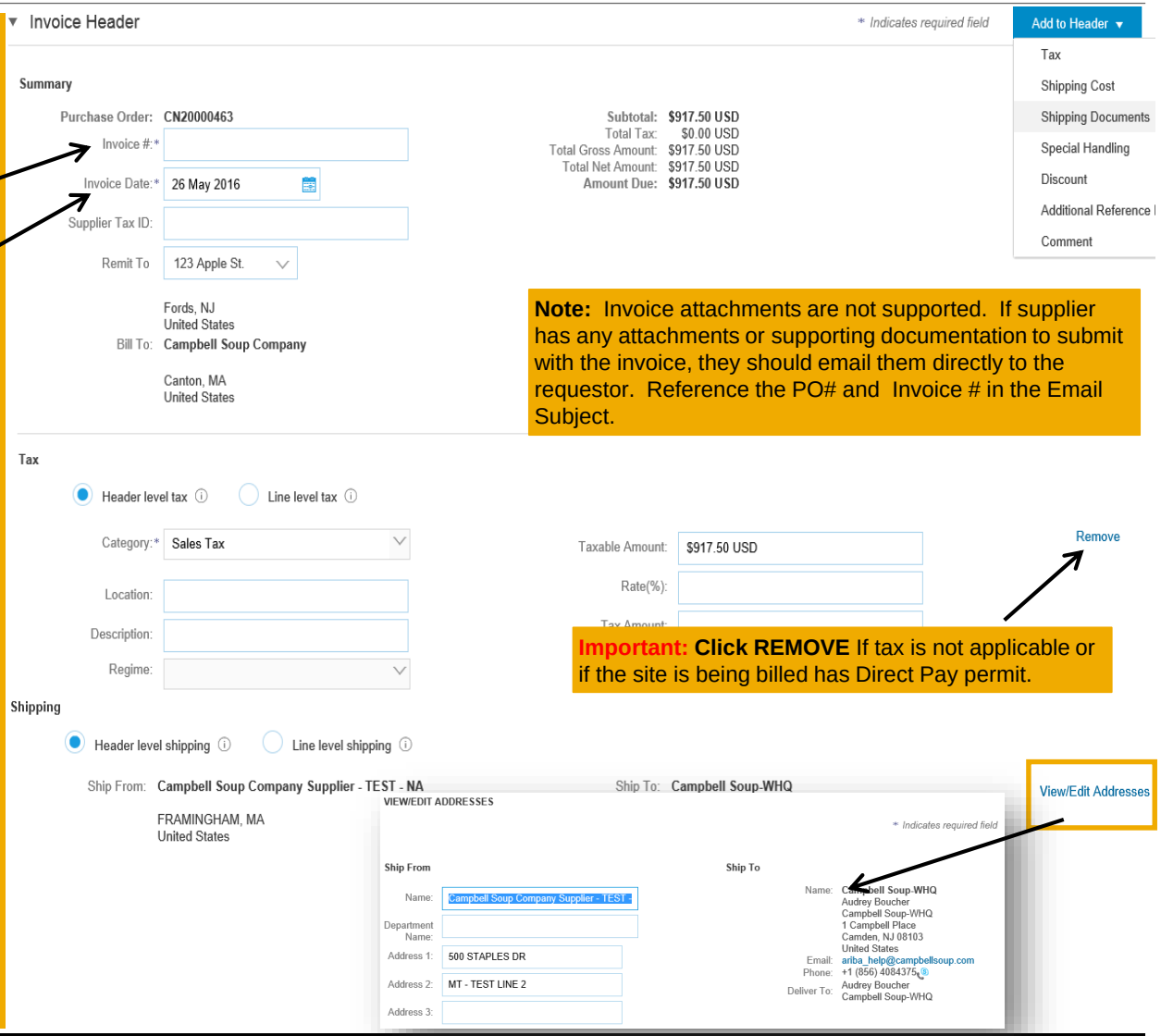
Tax and **Shipping** can be entered at either the **Header** or **Line** level by selecting the appropriate radio button.

Click **View/Edit Addresses** to update Ship From Address. Ship To address is not editable.

You can also add some additional information to the **Header** of the invoice such as:

- **Shipping Cost**
- **Special Handling**
- **Comments**

Scroll down to the **Line items** section to select the line items being invoiced.



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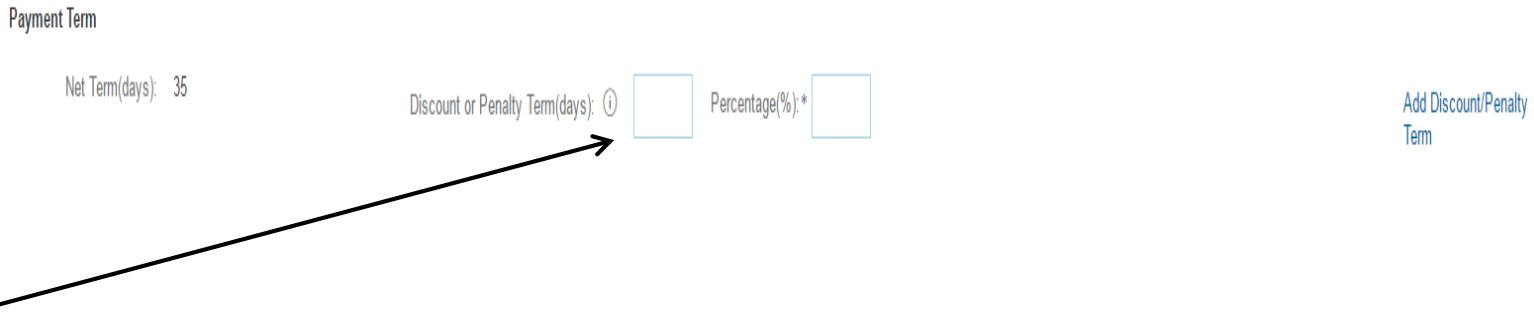
PO Flip Invoice – Discounts / Penalty Terms

Campbell Soup does **NOT** accept discount or penalty terms. Please leave these fields blank when creating your invoice. If a discount needs to be applied, please adjust the amount you are invoicing rather than entering discount terms.



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PO Flip Invoice – Line Items

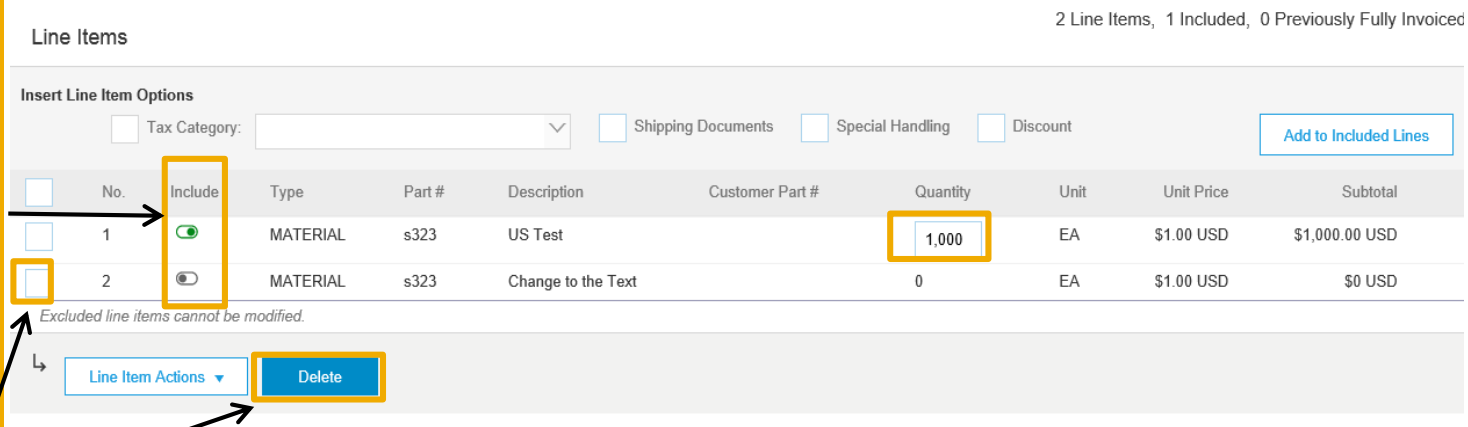
The **Line Items** section shows the line items from the Purchase Order.

Review or update **Quantity** for each line item you are invoicing.

If a line item should not be invoiced, click on the **Green circle** to **exclude** it from the invoice. Once it is clicked, it will turn gray.

OR click the check box on the left of the item and click **Delete** to remove the line item from the invoice.

You can generate another invoice later to bill for excluded items.



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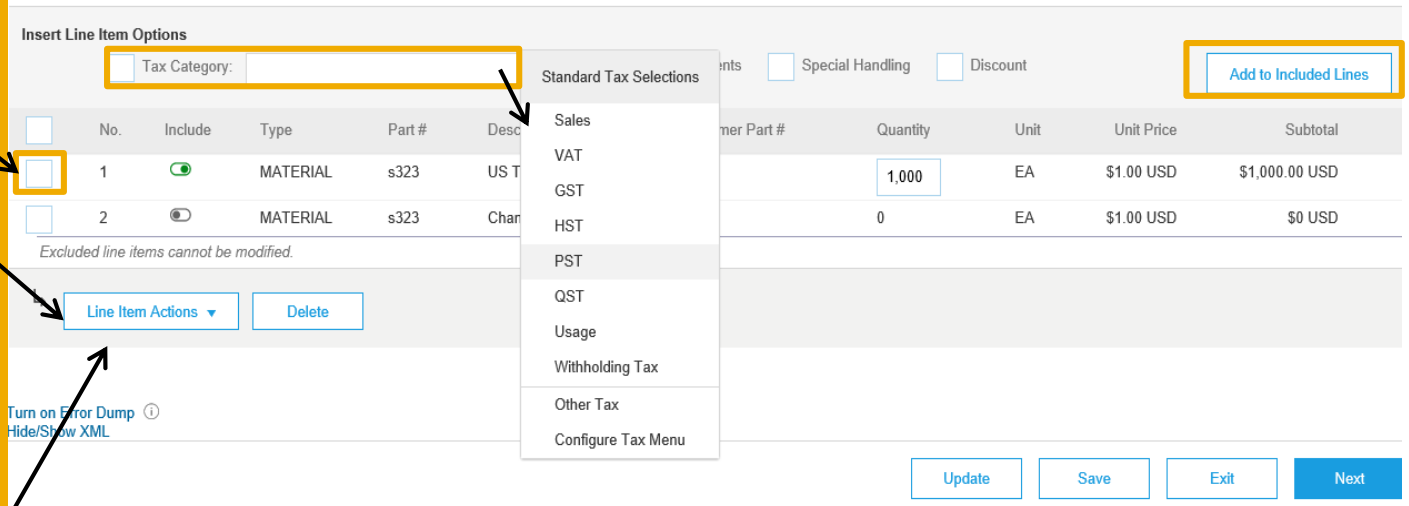
PO Flip Invoice - Line Item Tax

To add Tax to all included lines on the invoice, check **Tax Category** in the ***Insert Line Item Options*** section and use the drop down to select from the displayed options. Click **Add to Included Lines.**

To apply different tax rates to selected lines, click the Line Item # checkbox next to line items to which tax is to be applied.

Then select **Line Item Actions**, **Add Tax.** Upon refresh, the Tax fields will display for each selected line item. Within each line item, select **Category**, then either populate the **Rate (%)** or **Tax Amount**. Click Update.



Add additional line item options if needed such as

- Special Handling
- Comments

Note: Campbell Soup is tax exempt at many locations. Please make sure you review the header of the Purchase Order to see if the tax exemption applies to the Ship To address on this Invoice and Purchase Order.

Note: Campbell Soup does not allow suppliers to apply more than one tax type to a single line item. If you have more than one tax type to apply, please combine into one and enter the total amount.

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PO Flip Invoice – Blanket (Reverse Quantity) POs

At times we will issue blanket POs to our suppliers. These will have a price of $1.00 and the quantity will be the budget fo the PO. Suppliers can invoice against blanket POs multiple times until the budget runs out, at which point a new PO will need to be created. Blanket POs will have only one single line item.

Qty	Unit	Description	Supplier Part Number	Price	Amount
17,000	each	For the cost of hand soap and sanitizer as we...	Hand soap	$1.00 USD	$17,000.00 USD

The expectation is a blanket PO will be invoiced back to us with a single line item on the invoice. Multiple line items against a single line item will be rejected. In the example below, the supplier has invoiced back and maintained the unit price at $1.00 but is partial invoicing against the blanket for $91.00.

Line Ref #	Type	Part # / Description	Qty / Unit	Unit Price	Sub Total
1	MATERIAL	449977	91 EA	$1.00 USD	$91.00 USD

The rest of the process regarding taxes and submittal are the same as for regular POs.

NOTE: Please keep in mind that the invoice lines must match the lines on the PO. An invoice against a blanket PO can only have one line as the PO only has one line. If the charges need to be broken apart into separate lines, please send supporting data to the requestor, but use a summary line on the invoice.

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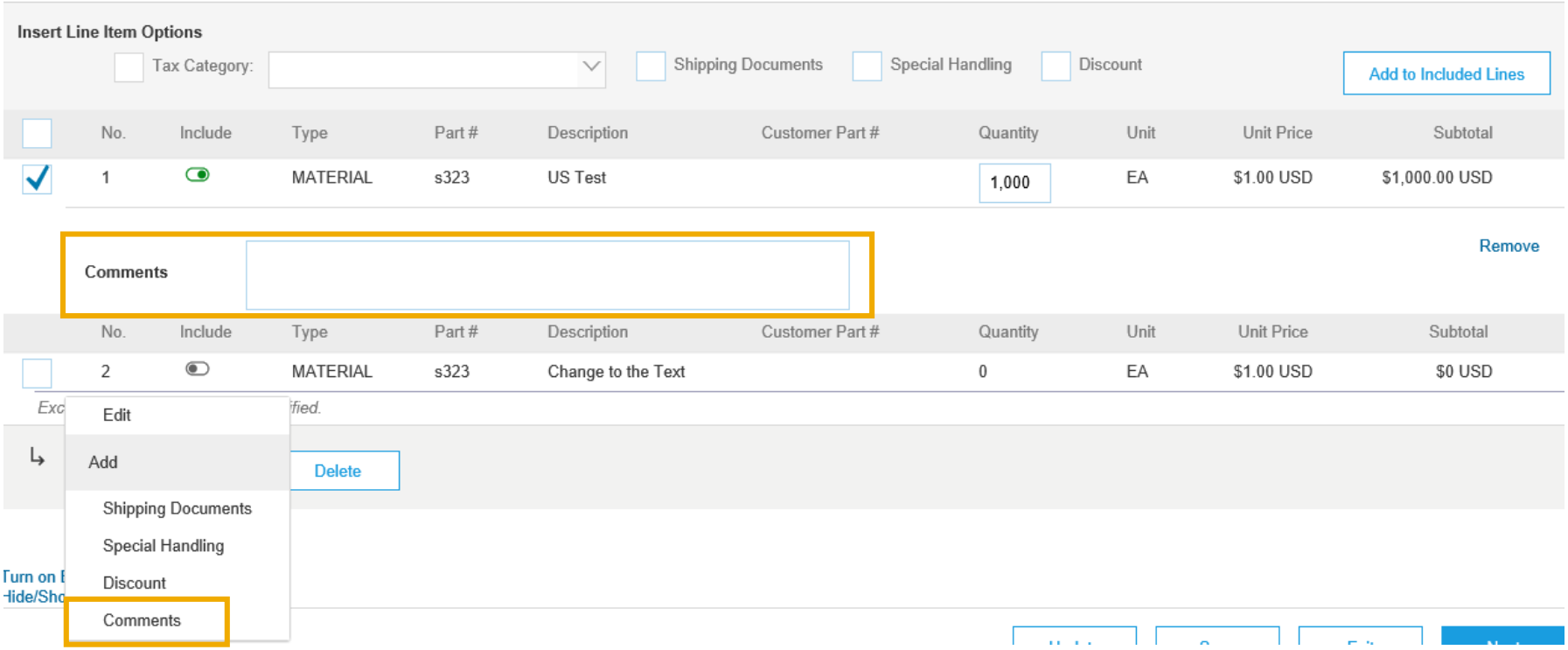
PO Flip Invoice – Line Item Comments

To add comments at the line item level, select **Line Item Actions >Add > Comments.**

Upon refresh, the **Comments** field will display. Enter applicable **Comments** in this field.

Click **Next.**



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PO Flip Invoice – Review, Save, Submit

After all invoice data is entered, click **Next.**

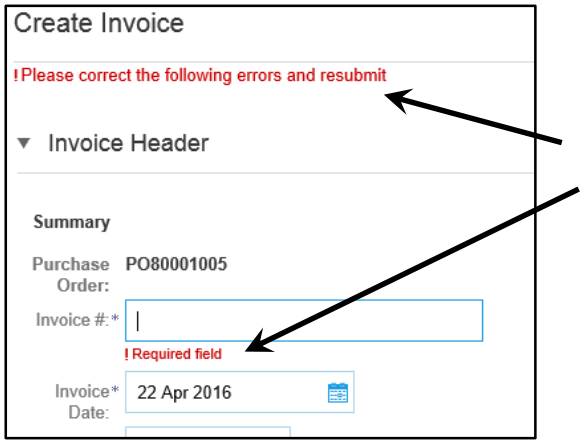
- Review your invoice for accuracy on the Review page. Scroll down to view the line item details and invoice total.

If no changes are needed, click **SUBMIT** to send the invoice to Campbell Soup.

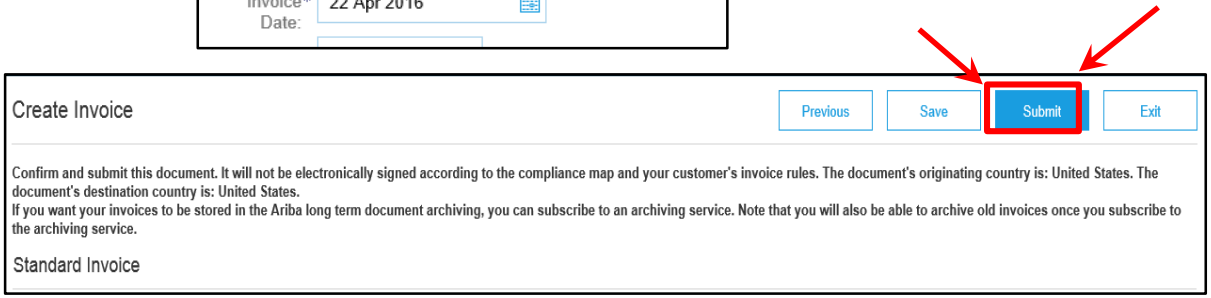
If changes are needed, click **Previous** to return to previous screens and make corrections before submitting.

Alternatively, **Save** your invoice at anytime during invoice creation to work on it later. Resume working on the invoice by selecting it from **Outbox>Drafts** on your Home page.

Note: You can keep draft invoices for up to 7 days.



NOTE: In case of any errors, you will get a notification in red where information should be corrected.



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Line Item Credit Memo / Negative Invoice

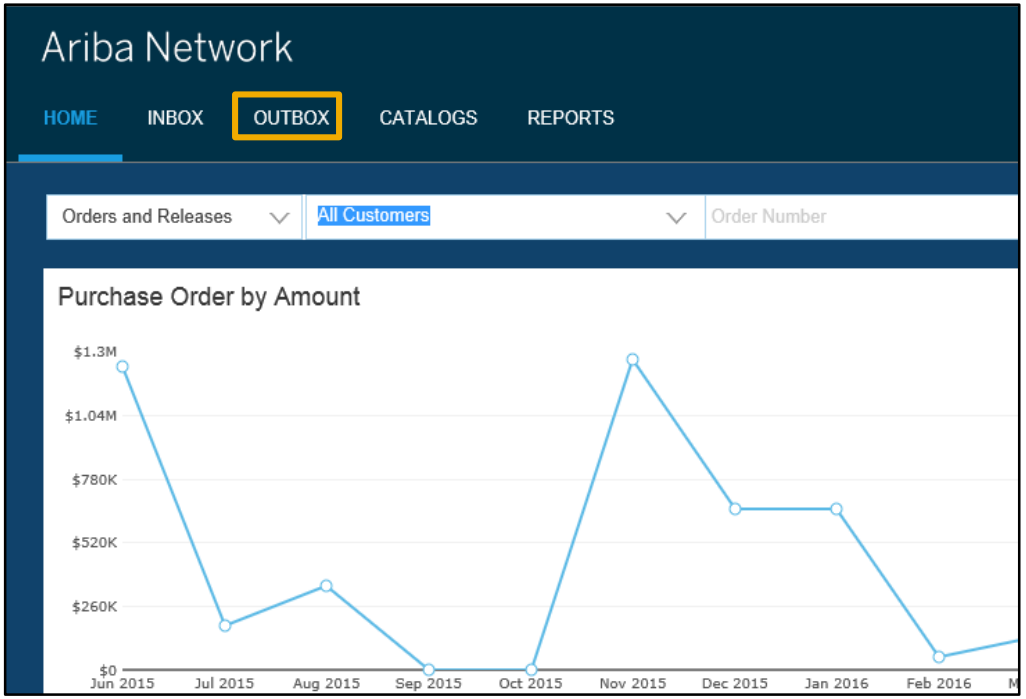
To create a credit memo against an Invoice, select your previously created invoice in your Outbox.

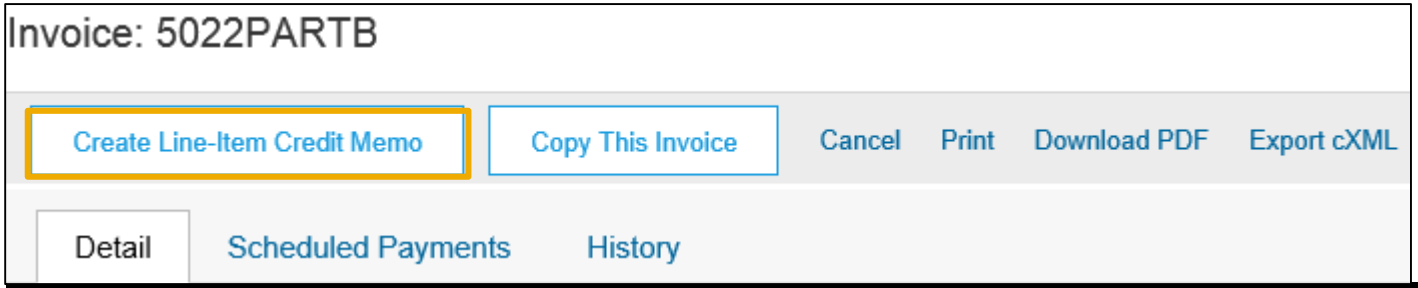
A button appears on the Invoice screen for **Create Line-Item Credit Memo.**

Complete information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisk are filled in.

Click **Next** once done.

Review Credit Memo. Click **Submit.**





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Header Level Credit Memo

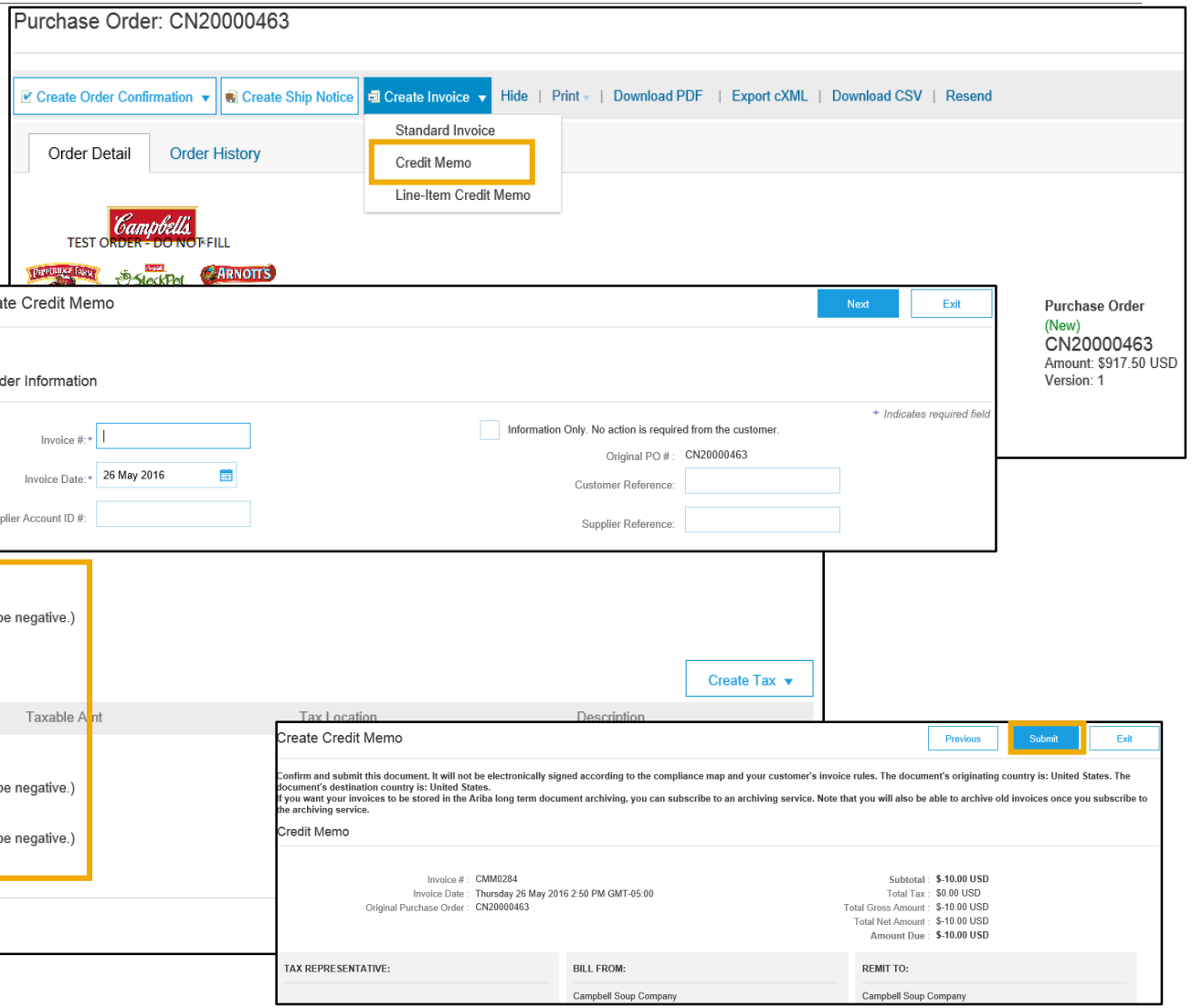
To create a header level Credit Memo, select the PO and choose **Credit Memo** from the **Create Invoice** button.

Complete the information on the form.

Enter the Adjustment amounts to be credited.

Click **Next** once done.

Review Credit Memo. Click **Submit.**



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Modifying Invoices

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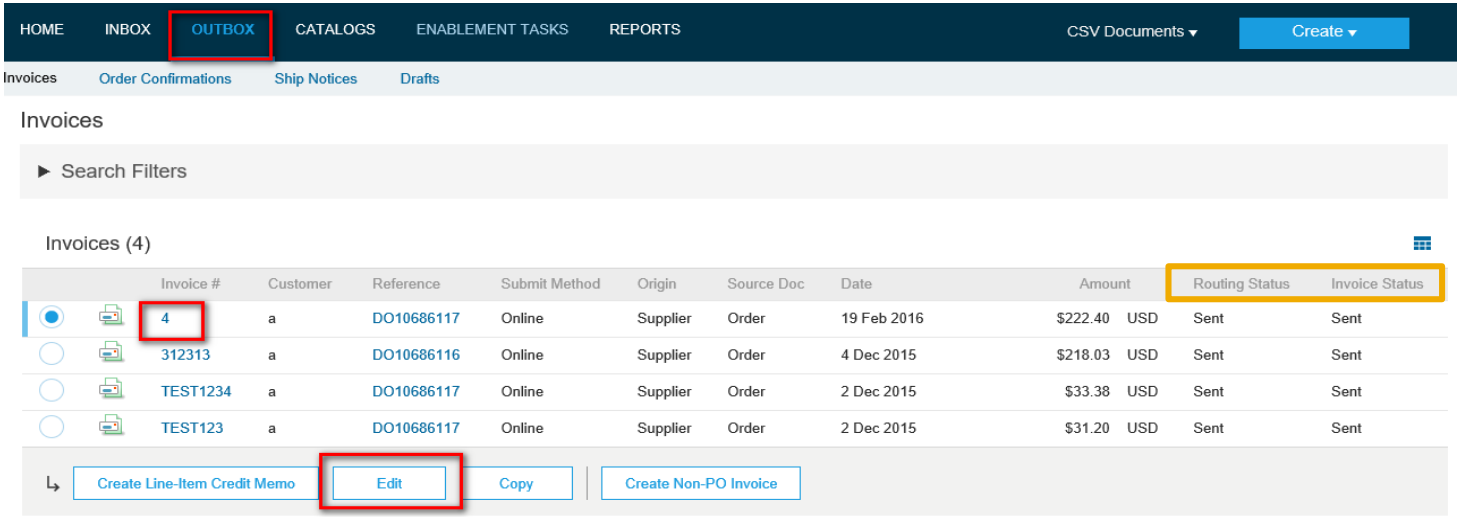
Edit and Resubmit Invoices

You may edit and resubmit invoices with a **Failed** status.

- Click the **Outbox tab.**
- In the **Invoice #** column, click a link to view details of the invoice.
- Click the **Invoice #** for the failed invoice that you want to resubmit and click **Edit.**
- After making updates, click **Submit** on the Review page to send the invoice**.**



Note: Campbell Soup only allows the reuse of invoice numbers for invoices with a **Failed** status. If the invoice has a **Rejected** status, supplier must use a new invoice number to resubmit. They should append a unique letter or number to the original invoice number if correcting a previously rejected invoice (e.g., INV123A).

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Copy this Invoice Feature

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“Copy This Invoice”

Suppliers can copy an existing invoice to use as a basis for a new invoice. The copy includes all fields except the invoice date, invoice number, exchange rate, and attachments. The supplier can edit and submit the new invoice without having to re-enter information. This feature applies to standard invoices and contract-based invoices. Invoices can be copied regardless of status.

Common uses for this feature include:

- Submitting invoices for a balance due
- Submitting corrected invoices in cases where the first attempt was rejected

Enabling This Feature

This is an out-of-the-box feature available to all customers. It requires no action to configure it.

Limitations

You cannot copy the following:

- Summary invoices (invoices that refer to multiple purchase orders)
- Credit memos and line-level credit memos
- Self-signed invoices (invoices that are digitally signed by the supplier)
- Invoices with 1000 or more invoice lines

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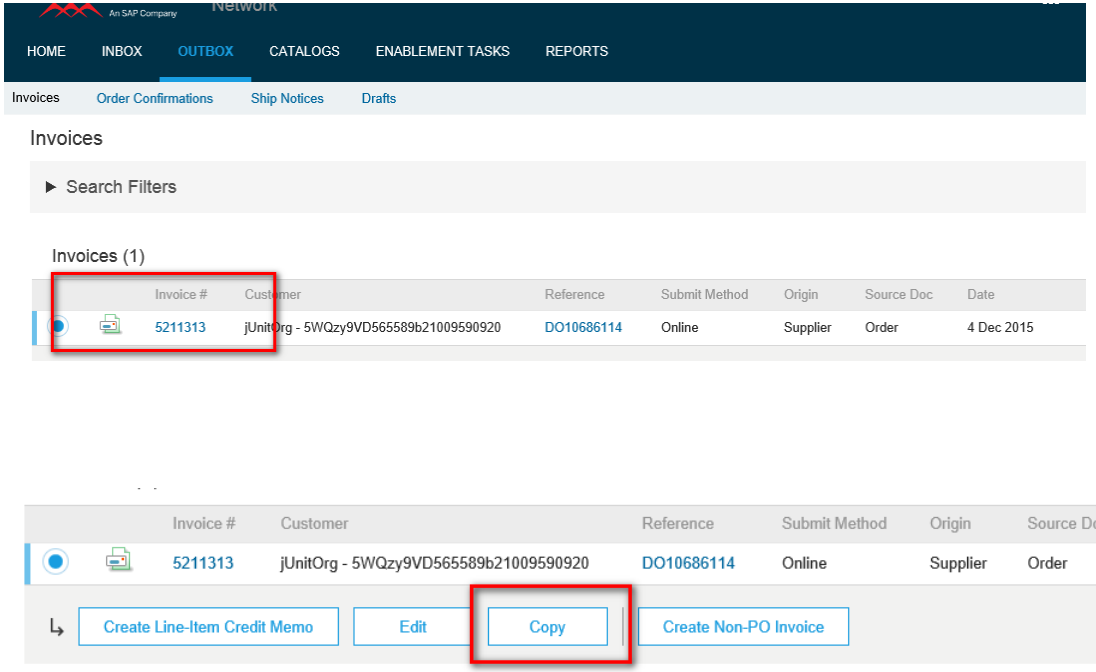
How to Copy this Invoice

To copy an existing invoice in order to create a new invoice

1) On Ariba Network, go to the Outbox.
2) Either:
• Select the radio button for the invoice you want to copy, and click **Copy**.
OR
• Open the invoice you want to copy, and on the Detail tab, click **Copy This Invoice**

3) Enter an invoice number.
4) For VAT lines, make sure the date of supply at the line level is correct.
5) Edit the other fields as necessary.
6) Click **Next**, review the invoice, and save or submit it.



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Document Status, Searches, and Reports

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Check Invoice Status

If you configured your Invoice Notifications as noted earlier in this presentation, you will receive emails regarding invoice status.

You can also check invoice status from the **Outbox**.

ROUTING STATUS

Reflects the status of the transmission of the invoice to Campbell Soup via the Ariba Network.

- **Obsoleted** – You canceled the invoice
- **Failed** – Invoice failed Campbell Soup invoicing rules. Campbell Soup will not receive this invoice
- **Queued** – Ariba Network received the invoice but has not processed it
- **Sent** – Ariba Network sent the invoice to a queue. The invoice is awaiting pickup by the customer
- **Acknowledged** – Campbell Soup invoicing application has acknowledged the receipt of the invoice

Note: Invoice Status will be implemented in a later phase for Campbell Soup.

INVOICE STATUS

Reflects the status of Campbell Soup's action on the Invoice.

- **Sent** – The invoice is sent to the Campbell Soup but they have not yet verified the invoice against purchase orders and receipts
- **Cancelled** – Campbell Soup approved the invoice cancellation
- **Paid** – Campbell Soup paid the invoice or is in the process of issuing payment. This status applies only if Campbell Soup uses invoices to trigger payment
- **Approved** – Campbell Soup has verified the invoice against the purchase orders or contracts and receipts and approved if for payment
- **Rejected** – Campbell Soup has rejected the invoice or the invoice failed validation by Ariba Network. If Campbell Soup accepts invoice or approves it for payment, invoice status updated to Sent (invoice accepted) or Approved (invoice approved for payment)
- **Failed** – Ariba Network experienced a problem routing the invoice

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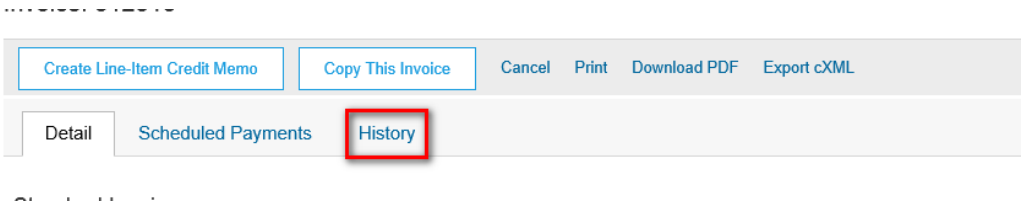
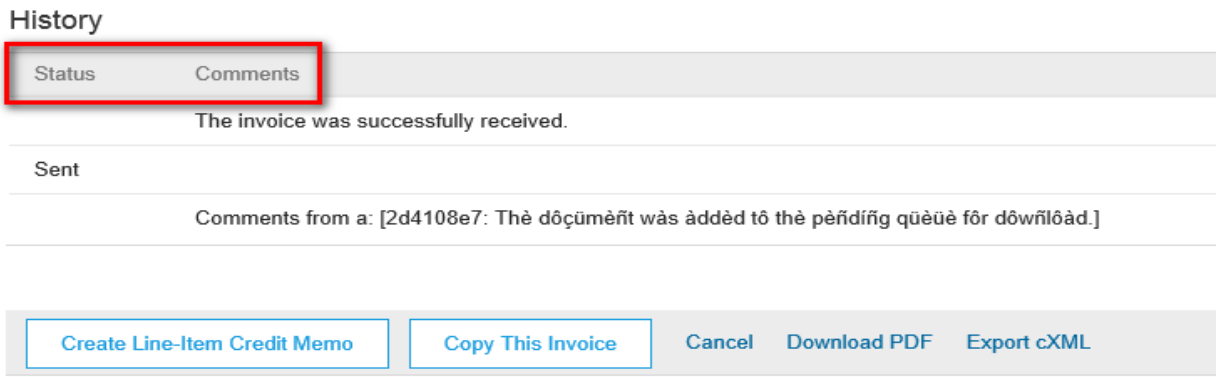
Check Invoice History

Access any invoice.

- Click on the **History** tab to view status details and invoice history.
- History and status comments for the invoice are displayed.
- Transaction history can be used in problem determination for failed or rejected transactions.
- When you are done reviewing the history, click **Done**.





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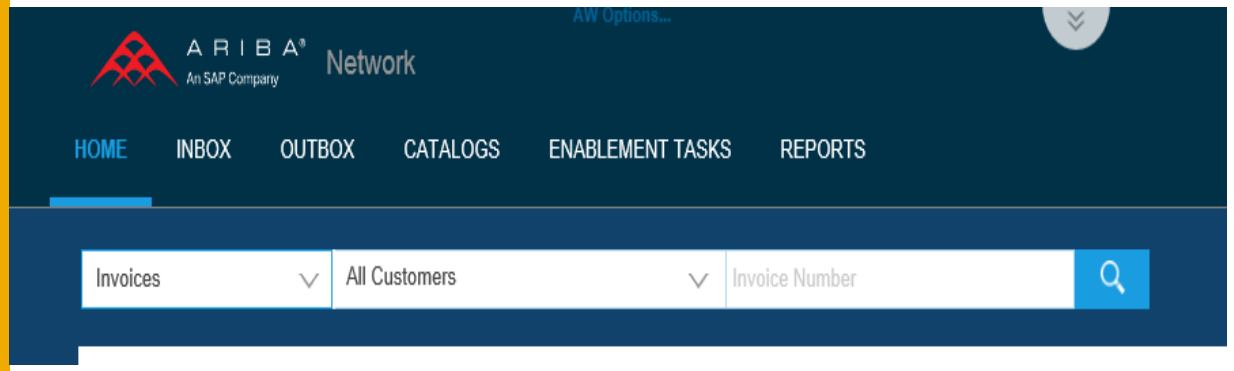
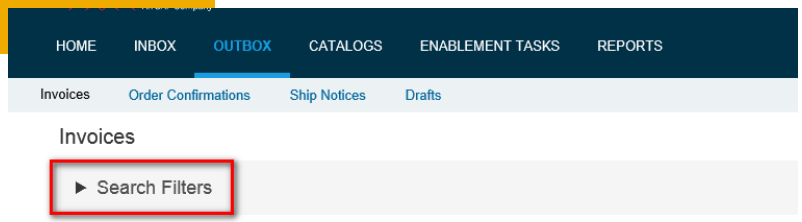
Search for invoice - Quick Search and Refined Search

QUICK SEARCH

1. From the **Home** Tab,
2. Select **Invoices** in the **Document type** to search,
3. Select Campbell Soup from **Customer** Drop down menu.
4. Enter **Document #** , if known.
5. Select **Date Range**, up to 90 days for Invoices.
6. Click **Search.**





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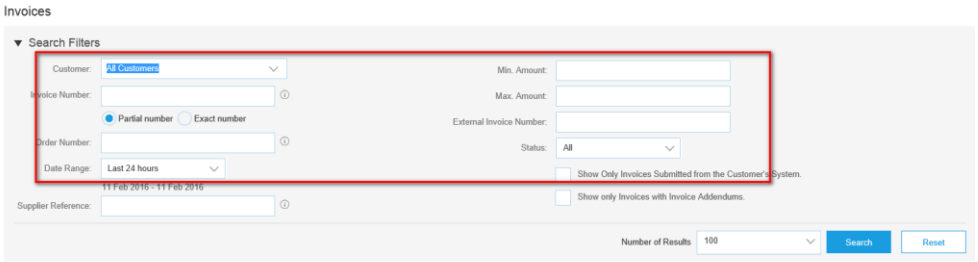

REFINED SEARCH

Allows a refined search of Invoices within up to 90 last days.

Click the arrow to expand

1. **Search Filters** from **Outbox** (Invoices).
2. Enter the criteria to build the desired search filter.
3. Click **Search.**

3

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Search for invoice - Reports

Invoice reports provide information on invoices you have sent to customers for tracking invoices over time or overall invoice volume for a period of time.

Failed Invoice reports provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail to route correctly.

Note: Reports can be created by Administrator or User with appropriate permissions.

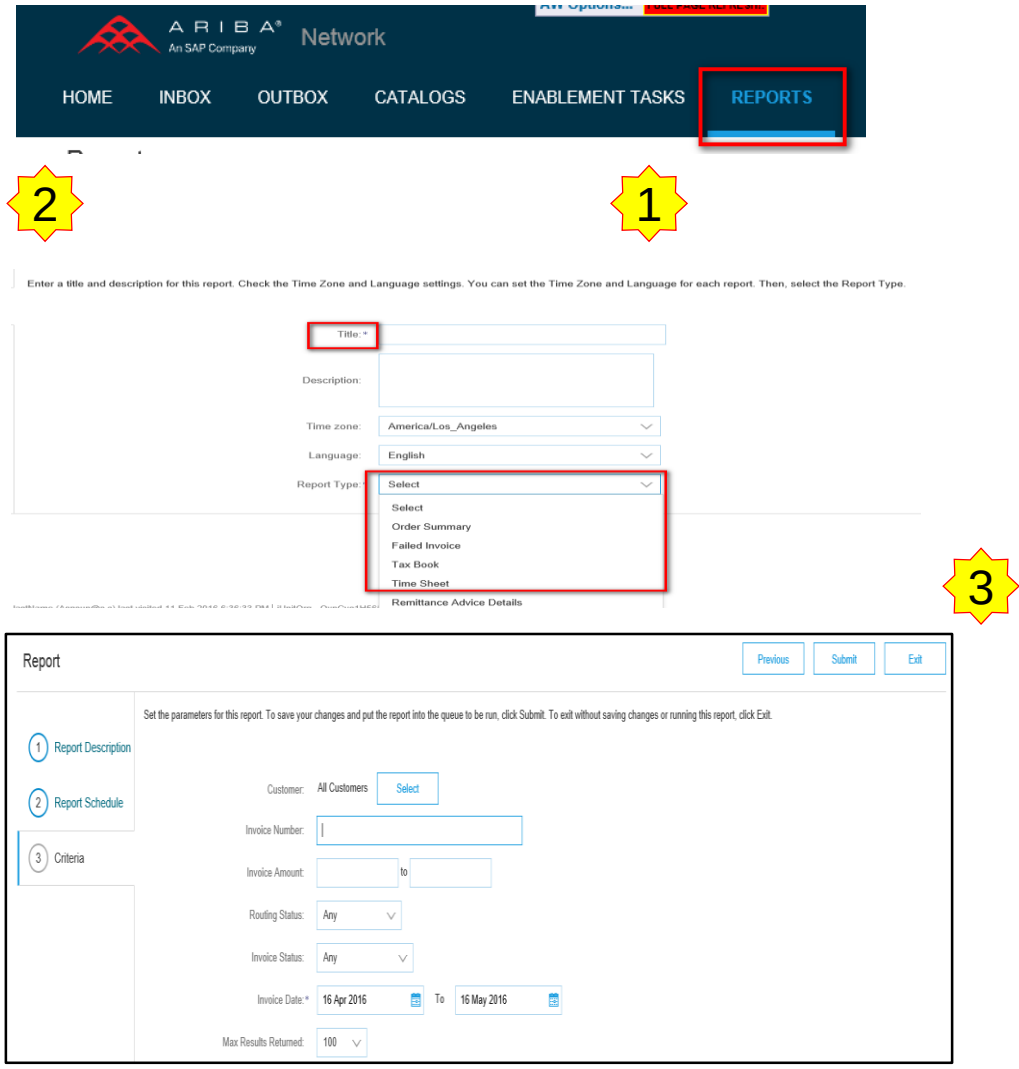
1. Click the **Reports** tab from the menu at the top of the page.
2. Click **Create**. Fill in required Information. Select an Invoice report type — **Failed Invoice** or **Invoice**.
3. Click **Next**.

Note: **Select** (and higher) members may choose **Manual** or **Scheduled** report. Set scheduling information if Scheduled report is selected.

After specifying **Customer** and **Created Date** in Criteria click **Submit**.

You can view and download the report in CSV format when its status is **Processed**.

For more detailed instructions on generating reports, refer to the **Ariba Network Transactions Guide** found on the **HELP** page of your account.



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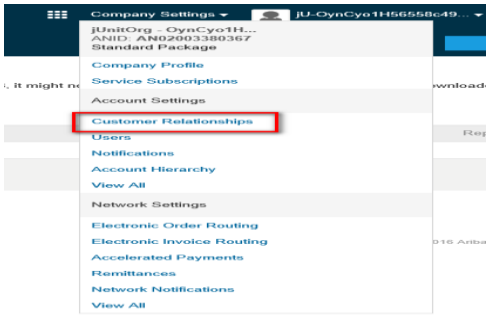
Ariba Network Support

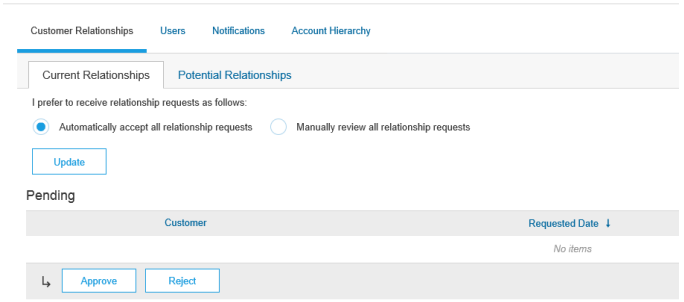
SAP Ariba

Training and resources

Campbell Soup Supplier Information Portal

Buyer specific information is available in one place. Select the name of your company in the top right corner and then click the **Customer Relationships** link.





1. Select the buyer name to view **transactional rules**:
   - Customer Invoice Rules determine what you can enter when you create invoices
2. Select **Supplier Information Portal** to view the following presentations to learn more about transacting with Campbell Soup:
   - Account Configuration Guide
   - Campbell Soup Purchase Order Guide
   - Campbell Soup Invoice Guide
   - Supplier Registration Guide

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Training and resources and support numbers

Useful links

Useful Links

- **Ariba Supplier Membership page** - http://www.ariba.com/suppliermembership
- **Ariba Network Hot Issues and FAQs** - https://connect.ariba.com/anfaq.htm
- **Ariba Cloud Statistics –** http://trust.ariba.com
  Detailed information and latest notifications about product issues and planned downtime—if any—during a given day
- **Ariba Discovery** - http://www.ariba.com/solutions/discovery-for-suppliers.cfm
- **Ariba Network Notifications** - http://netstat.ariba.com
  Information about downtime, new releases and new features

The Ariba Support number is 1-866-218-2155 and is used for technical issues and support POST go-live after a first transaction.

The Supplier Enablement Help Desk # is 1-800-974-4899 and is used for first-time enablement suppliers, account configuration, and anything prior to Go-Live and first PO/Invoice.

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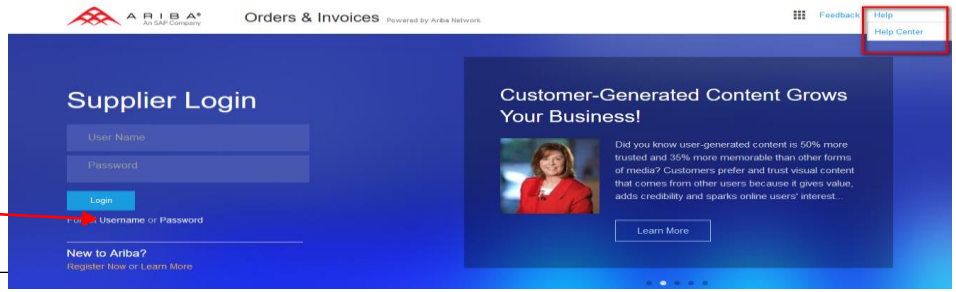
Supplier support post Go-Live

Help Center

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

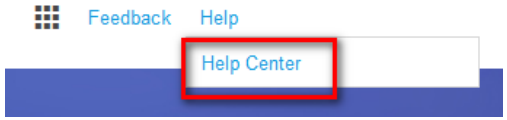
If you forgot your username or password click on the link **Forgot Username** or **Forgot Password.**

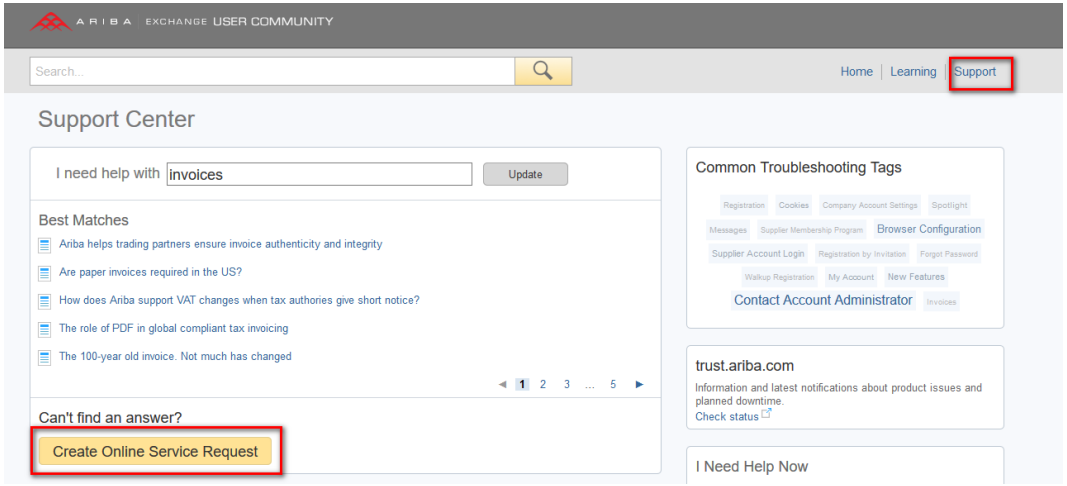


To access our Help Center, log into your account
or go to http://supplier.ariba.com.
Click the **Help** link in top right corner. Click **Help Center** and go to **Support** section.

Search for any topic you would like to know more about. If none of the articles answers your query, click on **Create Online Service Request** button to contact our Customer Support.

Fill out our web form. Select Problem Type. Note Campbell Soup in the **Issue Description**.





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