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• Ariba Network Support
Introduction

Campbell Soup e-Procurement Process

This document contains training for your organization around transmitting purchase orders, order confirmations and ship notices with Campbell Soup through the Ariba Network.

A copy of this document will be posted to the Supplier Portal for future reference.
Purchase Order Management
Click on **Inbox** tab to manage your Purchase Orders.

Your **Inbox** will contain a list of Purchase Orders sent to you from Campbell Soup.

**Search filters** allows you to search using multiple criteria. Click the **arrow** next to Search Filters to display the query fields. Enter your criteria and click **Search**

Click the link in the **Order Number** column to view the purchase order details.

Click this icon for additional display and Group-by options.
Purchase Order Detail

Header section

View the details of your order. The order header includes the order date and information about Campbell Soup and the supplier that is being sent the order.

There are options available for Create Confirmation, Create Ship Notice, Create Invoice or Print.

Additional options:
- Resend to reprocess orders with failed status or test changes made to order routing settings
- Export cXML to save a copy of the cXML source information
- Order History for diagnosing problems and for auditing
Purchase Order Detail

Header section

Review **Payment Terms** information also displayed in the Header section.

**Ship To** and **Bill To** information appear in the header section.

The Requestors Phone & Email address are provided. All questions should be directed to this person.

Scroll down to view the **Line Items** and purchase order sub-total at the bottom of order.

At the bottom, the purchase order **Sub-total** is displayed.
The **Line Items** section describes the ordered items. Each line describes a quantity of items Campbell Soup wants to purchase. Set the status of each line item by sending order confirmations clicking **Create Order Confirmation**.

<table>
<thead>
<tr>
<th>Line #</th>
<th>Part # / Description</th>
<th>Qty (Unit)</th>
<th>Need By</th>
<th>Price</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SW154033 Swingline Finger Tips</td>
<td>100 (EA)</td>
<td>23 Jul 2014</td>
<td>$4.20 USD</td>
<td>$420.00 USD</td>
</tr>
</tbody>
</table>

**STATUS**

- 50 Unconfirmed
- 50 Confirmed As Is  (Estimated Shipment Date: 30 Jul 2014; Estimated Delivery Date: 31 Jul 2014)

**ACCOUNTING**

<table>
<thead>
<tr>
<th>Percentage</th>
<th>GL Account ID</th>
<th>Cost Center ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>100</td>
<td>0056012500</td>
<td>USF1000378</td>
</tr>
</tbody>
</table>

**OTHER INFORMATION**

- Requester: Vince Bordillo
- PR No.: PR110

<table>
<thead>
<tr>
<th>Line #</th>
<th>Part # / Description</th>
<th>Qty (Unit)</th>
<th>Need By</th>
<th>Price</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>649335 SFP07 Provision Wallet</td>
<td>100 (EA)</td>
<td>23 Jul 2014</td>
<td>$3.64 USD</td>
<td>$364.00 USD</td>
</tr>
</tbody>
</table>
Campbell Soup may also send Change Orders. These will be noted with the word “Changed”.

Links to previous versions of the purchase order and related documents appear for easy access.

Edits and changes will be highlighted.

Suppliers should also confirm Change Orders.
Order Confirmations
Create Order Confirmation

From the PO view, click the Create Order Confirmation button. Within the drop menu, there are options to select Confirm Entire Order, Update Line Items to provide status details for individual line items or Reject Entire Order. Campbell does not require Order Confirmations but it is Preferred.

See examples of each option on the following slides.
Create Order Confirmation
Confirm Entire Order

This slide explains how to Confirm Entire Order.

Enter the Confirmation Number, which is any number you choose to use to identify the order confirmation.

If you specify Est. Shipping Date or Est. Delivery Date information, it is applied to all line items.

You can group related line items or kit goods so that they can be processed as a unit.

Click Next when finished.

Review the order confirmation and click Submit.

Your order confirmation will be sent to Campbell Soup.

Once the order confirmation is submitted, the Order Status will display as Confirmed. When viewing documents online, links to all related documents are displayed. Click Done to return to the Inbox.
Select **Update Line Items** to set the status of each line item.

Fill in the requested information.

Scroll down to view the line items and choose among possible values:

- **Confirm** – You received the PO and will send the ordered items.

- **Backorder** – Items are backordered. Once they available in stock, generate another order confirmation to set them to confirm.

- **Reject** – Enter a reason for rejecting these items in the **Comments** field by clicking the **Details** button.
Enter the quantity in the **Confirm** data entry field.

Click **Details** to enter item details such as shipping and delivery dates or comments.

**NOTE:** If changes are needed to **Price**, **Part**, etc. Campbell requests that you Reject the incorrect line item with Comments advising the Requestor to make changes to the PO and re-submit (see slide 16).

Campbell does not accept Item substitutions. If a substituted item is needed please Reject the line item as noted above with Comments.

Click **OK** when done.
Enter the quantity backordered in the **Backorder** data entry field.

Click **Details** to enter **Comments** and **Estimated Shipping** and **Delivery Dates** for the backordered items on the **Status Details** page.

Click **OK** when done.

**Note:** If using several statuses for a line item, the sum of the quantities for the statuses should equal the line item quantity.

Click **Next**.
Enter the quantity in the **Reject** data entry field to reject item.

Click the **Details** button to enter a reason for the rejection in the **Comments** field on the **Status Details** page.

Click **OK** when done.
Continue to update the status for each line item on the purchase order. Once finished, click **Next** to proceed to the review page. Review and click **Submit**. Your order confirmation will be sent to Campbell Soup.

The Order Status will display as **Partially Confirmed** if items were backordered or not fully confirmed. Generate another order confirmation to set them to confirm if needed.

Click **Done** to return to the Inbox.
Create Order Confirmation: Reject Entire Order

From the PO view, click the Create Order Confirmation button. From the drop menu, you can choose to Confirm Entire Order, Update Line Items for individual line items or Reject Entire Order.

The entire order should be rejected with comments if the information on the PO is not correct like price or unit of measure. If the order is not revised prior to creating an invoice, you will be limited to what can be revised on the invoice and potential delay payment for the item.

Provide comments explaining the reason for rejection.
Ship Notices
Create Ship Notice

Create **Ship Notices** once items are shipped. Multiple ship notices per purchase order may be sent. Click the **Create Ship Notice** button. Campbell does not require Ship Notices but it is **Preferred**.

**Purchase Order: EP60**

- [Create Order Confirmation] [Create Ship Notice] [Create Invoice]
- [Order Detail] [Order History]

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Fill out the requested information on the Ship Notice form.

The **Packing Slip ID** is any number you choose to use to identify the Ship Notice.

Choose **Carrier Name** and then **Tracking #** and **Shipping Method** will appear.

Enter **Shipping and Delivery Dates**.

**Create Ship Notice**

- *Indicates required field

**Ship Notice Header**

- **Packing Slip ID:**
- **Invoice #:**
- **Ship Notice Type:** Select
- **Actual Shipping Date:**
- **Actual Delivery Date:**

**Ship From:** Campbell Soup Company Supplier - TEST - NA
FRAMINGHAM, MA
United States

**Deliver To:** Campbell AK Sales Office
Benton, AK
United States

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Review **Ship From** and **Deliver To** information by clicking on **View/Edit Addresses**.
Attachments can also be added to the ship notice.
Scroll down to view line item information.

Update the **quantity shipped** for each line item.

If not shipping a line item, enter 0.

Click **Next** to review your Ship Notice.

<table>
<thead>
<tr>
<th>Item</th>
<th>Part # / Description</th>
<th>Qty</th>
<th>Unit</th>
<th>Need By</th>
<th>Unit Price</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SW154033 Swingline Finger Tips</td>
<td>100</td>
<td>EA</td>
<td>23 Jul 2014</td>
<td>$4.20 USD</td>
<td>$420.00 USD</td>
</tr>
<tr>
<td></td>
<td><strong>Shipped:</strong> 100</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>of 100 Confirmed As Is</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Batch ID:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>649335 SMEAD Expansion Wallet</td>
<td>100</td>
<td>EA</td>
<td>23 Jul 2014</td>
<td>$3.64 USD</td>
<td>$364.00 USD</td>
</tr>
<tr>
<td></td>
<td><strong>Shipped:</strong> 50</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>of 100 Backordered</strong> (Estimated Delivery Date: 28 Jul 2014)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Ship Notice: Item Details

Click **Details** to enter additional line item information such as Instructions for Hazardous materials or Serial Numbers / Asset Tags.
Submit Ship Notice

After reviewing your Ship Notice, click **Submit**.
Ship Notices provide improved communications to help avoid unnecessary calls to order support department.

After submitting your Ship Notice, the **Order Status** will be updated to **Shipped**.
Submitted Ship Notices can be viewed from **Outbox** or by clicking the link under the Related Documents from the PO View.
Click **Done** to return to the **Home** page.
Terms & Conditions
Campbell Soup Terms & Conditions

Campbell Soup Terms and Conditions (T&C’s) will be provided to the Supplier via a URL. All suppliers must review the T&C’s upon receipt of the Purchase Order.

Some Purchase Orders will include Direct Pay Permit language in the Header of the Purchase Order. PO’s with this language should not include sales and use tax charges on the Invoice.

** screen shot pending**
Ariba Network Support
Training and resources
Campbell Soup Supplier Information Portal

Buyer specific information is available in the Supplier Information Portal. Select your company name in the top right corner and then click the **Customer Relationships** link.

1. Select Campbell Soup Company to view transaction 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:
   - Supplier Registration / Supplier Membership
   - Account Configuration Guide
   - Purchase Order, Confirmation and Ship Notice Guide
   - Campbell Soup Invoicing Guide
Training and resources
Ariba Network standard documentation and useful links

Go to: http://supplier.ariba.com
Click on the Help link in the upper right hand corner of the page to access Help Center. In Learning center there is Product Documentation available for Users or Administrators.

Useful Links

- Ariba Supplier Membership page - http://www.ariba.com/suppliermembership
- 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 Network Notifications - http://netstat.ariba.com
  Information about downtime, new releases and new features
Who should you contact?

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.

• **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**

<table>
<thead>
<tr>
<th>Region</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>US/Canada Toll Free</td>
<td>1-866-31ARIBA (1-866-312-7422)</td>
</tr>
<tr>
<td>North/South America</td>
<td>+1-412-222-6170</td>
</tr>
<tr>
<td>Europe, Middle East and Africa</td>
<td>+44 (0) 20 7187 4185</td>
</tr>
<tr>
<td></td>
<td>00 800 22227422 (toll free number for France, Germany, Italy, Netherlands, Spain, Sweden, Switzerland &amp; UK)</td>
</tr>
<tr>
<td>Asia Pacific</td>
<td>+65 6311 4585</td>
</tr>
</tbody>
</table>
Supplier support post Go-Live
Help Center


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 answer your query, click on Create Online Service Request button to contact our Customer Support.

Fill out our webform. Select Problem Type. Note Campbell Soup in the Issue Description.