

CSV IMPORT FOR INVOICES

BULK INVOICING IN THE SUPPLIER NETWORK

JAGGAER ONE SUPPLIER NETWORK PORTAL



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INTRODUCTION

The JAGGAER ONE Supplier Network offers suppliers the ability to electronically invoice customers who utilize the JAGGAER Accounts Payable solution to capture and manage invoices. Suppliers can issue invoices and credits for many types of invoices and credits, including:

- Invoice for orders that did not originate from the JAGGAER ordering system, commonly referred to as non-PO invoices.
- Multiple POs on a single invoice.
- Additional lines on an order-related invoices in the event the user calls in an order modification.
- Substituted items where the item being invoiced was not the originally requested item.

There are two methods for creating invoices and credit memos within the Supplier Network. The first method involves an end user manually creating the invoice and submitting it to customers from in the Supplier Network or the Customer’s Branded Portal. The second method is to “bulk load” using a CSV flat file load in the Supplier Network.

This document will provide the understanding of the file format, data requirements and steps for loading/managing import files. Please refer to the sales invoice topics in the [Supplier Network Portal General Management Handbook](#) or online searchable help found on the [Online Training and Support](#) page in the Supplier Network. Suppliers may also refer to the [Invoicing 101](#) guide found on the [Online Training and Support](#) page.

FILE FORMAT

JAGGAER provides a standard CSV file for the use of importing invoices and credit memos. Note: Column headers are not required as part of the file. If column headers are left in the invoice import file, headers will be ignored during the import process.

FILE LAYOUT

The CSV Invoice Import file template consists of header information and line information.

Invoice Header Columns

The table below outlines the column headings for header level information in the CSV Import template format.

Column Name	Required	Description	Example
HEADER	Yes	Identifies the row as an invoice header row.	HEADER

Column Name	Required	Description	Example
		Data Requirements: Must be HEADER in all uppercase	
Supplier	Yes, if multiple suppliers managed in portal	Name of the supplier Data Requirements: Must match the name of the supplier as identified within the JAGGAER application	NovaSupplier
Customer	Yes	The customer name. Important if there are 1 or more customers to be invoiced via the supplier portal. Data Requirements: Must match the name of the customer as identified within the JAGGAER application	TeamNova
InvoiceType	Yes	Defines the type of document being imported and created. Data Requirements: Valid values - invoice or credit memo	Invoice
InvoiceNumber	Yes	The invoice number assigned to the invoice or credit memo by the supplier's financial system. When discussing invoices with customers, this number will be used to find the invoice in AP Express and the Network. Data Requirements: The invoice number must be unique across all the supplier's customers.	INV12345
InvoiceDate	Yes	The date the invoice was created by the supplier. Data Requirements: Format YYYY-MM-DD.	2009-10-01
Currency	Yes, for non-PO Invoices	The currency for the invoice. Data Requirements: Must be ISO currency codes. Currency is required for invoices that cannot be associated to sales orders (POs) within the supplier portal. For invoices associated with a sales order within the supplier portal, the currency must match the sales order's currency.	USD
PaymentTermsDiscount	No	Flat amount or percentage discount taken off the invoice total if the invoice is paid with the discount terms number of days.	Flat amount - 10.01 Percentage - 2.0
PaymentTermsType	No	Defines if the early payment discount is a percentage or flat discount amount.	Percent

Column Name	Required	Description	Example
		Data Requirements: Valid Values - Percent or Amount.	
PaymentTermsDays	No	The number of days the invoice must be paid in order to take the invoice discount. Data Requirements: nn	15
PaymentTermsNetDue	No	The number of days the invoice must be paid before late charges will be applied. Data Requirements: If provided, JAGGAER will calculate the invoice due date based on the invoice date + the net days. The date entered in the InvoiceDueDate column will be ignored.	30
InvoiceDueDate	Yes*	The date the invoice must be paid. Data Requirements: Format YYYY-MM-DD. *Required if PaymentTermsNetDue not provided.	2009-10-31
DiscountAmount	No	Any discount offered for the invoice. For example, rebates, bulk purchase discounts. This is different from the early payment discount. Data Requirements: Format: n.nn	1.12
InvoiceTax1	No	Tax charges associated with the entire invoice. Data Requirements: Format: n.nn	1.12
InvoiceTax2	No	Additional tax charges associated with the entire invoice. Data Requirements: Format: n.nn	1.12
InvoiceShipping	No	Shipping charges associated with the entire invoice. Data Requirements: Format: n.nn	1.12
InvoiceHandling	No	Handling charges associated with the entire invoice. Data Requirements: Format: n.nn	1.12
RemitToAddressName	No	The remit to address name, company name, or contact name. Data Requirements: Format: none	ABC Supplier
RemitToAddressLine1	No	The remit to address line 1. Data Requirements: Format: none	123 Main Street

Column Name	Required	Description	Example
RemitToAddressLine2	No	The remit to address line 2. Data Requirements: Format: none	Suite 100
RemitToAddressLine3	No	The remit to address line 3. Data Requirements: Format: none	Suite 100
RemitToAddressCity	No	The remit to address city. Data Requirements: Format: none	Cary
RemitToAddressState	No	The remit to address state. Data Requirements: Format: none	NC
RemitToAddressZip	No	The remit to address zip code. Data Requirements: Format: nnnnn	27511
RemitToAddressCountry	No	The remit to address country code. Data Requirements: Format: Two character abbreviation	US
RemitToEmail	No	The contact email address for the remit to address. Data Requirements: Format: none	jdoe@JAGGAER.com
RemitToPhone	No	The remit to address phone number. Data Requirements: Format: none	919-555-1212
RemitToFax	No	The remit to address fax number. Data Requirements: Format: none	919-555-3434
SupplierAccountNumber	No	The supplier account number related to the invoice.	12345678
InvoiceOwnerEmail	No	The invoice owner's email address related to the invoice.	jdoe@JAGGAER.com
ShipToAddressContact	No	The address contact for the shipto address Data Requirements: Format: none	Sam Supplier
ShipToAddressLine1	No	The ship to address line 1. Data Requirements: Format: none	456 Capital Blvd
ShipToAddressLine2	No	The ship to address line 2. Data Requirements: Format: none	Building C
ShipToAddressLine3	No	The ship to address line 3. Data Requirements: Format: none	Suite 109
ShipToAddressCity	No	The ship to address city.	Raleigh

Column Name	Required	Description	Example
		Data Requirements: Format: none	
ShipToAddressState	No	The ship to address state. Data Requirements: Format: none	NC
ShipToAddressZip	No	The ship to address zip. Data Requirements: Format: nnnnn	27609
ShipToAddressCountry	No	The ship to address country code. Data Requirements: Format: Two character abbreviation	US
EWasteFee	No	An optional EWaste Miscellaneous Fee. Validate with the customer if this fee is allowed on their invoices. Actual configured fees are displayed on the Sales Invoice for the specific customer in the UI. Data Requirements: Format: n.nn	25.00
RentalFee	No	An optional Rental Miscellaneous Fee. Validate with the customer if this fee is allowed on their invoices. Actual configured fees are displayed on the Sales Invoice for the specific customer in the UI. Data Requirements: Format: n.nn	25.00
HazardousFee	No	An optional Hazardous Miscellaneous Fee. Validate with the customer if this fee is allowed on their invoices. Actual configured fees are displayed on the Sales Invoice for the specific customer in the UI. Data Requirements: Format: n.nn	25.00
DryIceFee	No	An optional Dry Ice Miscellaneous Fee. Validate with the customer if this fee is allowed on their invoices. Actual configured fees are displayed on the Sales Invoice for the specific customer in the UI. Data Requirements: Format: n.nn	25.00
InstallationFee	No	An optional Installation Miscellaneous Fee. Validate with the customer if this fee is allowed on their invoices. Actual configured fees are displayed on the Sales Invoice for the specific customer in the UI. Data Requirements: Format: n.nn	25.00
MiscFee1 to MissFee10	No	Additional Miscellaneous Fees that may be allowed by the customer. Validate with the customer which additional fees are	25.00

Column Name	Required	Description	Example
		configured for their invoices. Actual configured fees are displayed on the Sales Invoice for the specific customer in the UI. Data Requirements: Format: n.nn	

Invoice Line Columns

The table below outlines the column headings for line level information in the CSV Import template format.

Column Name	Required	Description	Example
LINE	Yes	Identifies the row as an invoice line row. Data Requirements: Must be LINE in all uppercase	LINE
InvoiceLineNo	No	The line number assigned to the line by the supplier's financial system. Data Requirements: The line number may not be repeated within the invoice. If the line number is blank, the JAGGAER system will automatically assign a line number. 1, 2, 3	1, 2, 3
PONumber	No	The customer's purchase order number. Data Requirements: This number is used to find a corresponding sales order with the supplier's portal. If a matching sales order (PO) is found, the sales order is flipped to an invoice and the invoice information is populated	PO-123
POLineNo	No	The line number from the customer's purchase order. Data Requirements: The purchase order line number is used to find and link the invoice line to the original order line. If the PO line number is not provided, the catalog number and UOM will be used to look-up and match to the original order line.	1, 2, 3
ProductDescription	No	The long description of the item being invoiced. Data Requirements: Required for invoice lines that cannot be linked to a purchase order line within the supplier's portal. For invoice lines that can be linked to a purchase order line within the supplier's portal, the product description on the import is ignored and copied from the purchase order line.	Glass beaker, 500 ml
CatalogNo	No	The catalog number or SKU for the item. Data Requirements: Required for invoice lines that cannot be linked to a purchase order line within the supplier's portal. For invoice lines that can be linked to a	L34343

Column Name	Required	Description	Example
		purchase order line within the supplier portal, the catalog number will be copied from the sales order line and the catalog number included with the import message will be ignored.	
Size	No	<p>The size of the item being invoiced.</p> <p>Data Requirements: The Size must correspond to the JAGGAER standard size abbreviations.</p> <p>Required for invoice lines that cannot be linked to a purchase order line within the supplier's portal. For invoice lines that can be linked to a purchase order line within the supplier portal, the size will be copied from the sales order line and the size included with the import message will be ignored.</p>	1 mg
Packaging	No	<p>The packaging size or amount being invoiced.</p> <p>Data Requirements: The Packaging must correspond to the JAGGAER standard packaging abbreviations.</p> <p>Required for invoice lines that cannot be linked to a purchase order line within the supplier's portal. For invoice lines that can be linked to a purchase order line within the supplier portal, the packaging will be copied from the sales order line and the packaging included with the import message will be ignored.</p>	EA, PK
UnitPrice	No	<p>The price per unit for the item being invoiced.</p> <p>Data Requirements: Supports a maximum of four decimal places.</p>	12.99
Quantity	No	<p>The number of items being invoiced.</p> <p>Data Requirements: Whole and partial quantities are supported for invoicing; however, the ability to enter partial quantities is determined by the supplier and customer. Note: Not all customers allow for partial quantities to be invoiced.</p>	1 or 1.4
LineDiscount	No	<p>The discount amount related to the line item</p> <p>Data Requirements: n.nn</p>	1.12
LineTax1	No	<p>One of two fields available for tax charges specific to a line item</p> <p>Data Requirements: n.nn</p>	1.12
LineTax2	No	<p>The second field available for tax charges specific to a line item</p> <p>Data Requirements: n.nn</p>	1.12
LineShipping	No	<p>The shipping charges related to the line item</p> <p>Data Requirements: n.nn</p>	1.12

Column Name	Required	Description	Example
LineHandling	No	The handling charges related to the line item Data Requirements: n.nn	1.12
ContractNumber	No	The contract number associated with the invoice line	Contract-123

IMPORTING AND VALIDATING FILES

Following is information about submitting a file for validation and import.

How to Submit a File

The first step to “bulk” loading invoices into the supplier network and delivering them to customers is the file submission step. Loading invoices into the supplier network is available for any user with the **Create Sales Invoices/Credit Memos** permission. The following is a step-by-step instruction to demonstrate the process for loading invoice/credit files.

Step by Step

The goal of this task is to demonstrate importing invoices and credits in batch through the JAGGAER ONE Supplier Network.

Getting Started - Downloading the template

This task is relevant if you are starting "new" and would like to begin sending invoices to your customers.

1. Navigate to **Orders > Sales Invoices > Import Invoices**.
2. Locate the **Sales Invoice CSV Template**, select the **Click to download....** link.
3. When prompted, save the file.

Add the invoice data

After you have downloaded the template file, the next step is to begin updating the file.

4. Open the file using MS Excel. The file is a .csv file, but you can open it in MS Excel and make the updates from there.
5. There are a number of columns in the system. You cannot move or delete any of these columns, but they can be hidden while you are working. For more information on populating the columns, refer to the File Format section. Keep in mind:
 - a. The following fields have a specific date format that is not the default for MS Excel: **Invoice Date, Invoice Due Date**. MS Excel will reformat dates into a format that is incompatible with the JAGGAER standard. **It is recommended that the cell format be**

modified to Text format.

- b. Most of the fields/columns are optional and the order of columns is important. **The order of the columns may not be modified.**
 - c. All available system **Miscellaneous Fees** are listed in the template. The Customer can remove any fees submitted with an electronic invoice if they do not have the fee configured for their organization.
6. After all invoices and credits have been entered, save the file in a .csv format.

Validating invoice data

7. On the **Sales Invoices > Import Invoices** page, select the **Action** from the drop-down box. By default, the **Validate** action is selected and is recommended. An explanation of the types is listed below:
 - a. **Validate** - Will check the file for data issues. No invoices or credits will be created and delivered to customers.
 - b. **Import** – Validates the file data. All invoices and credits that are free of errors will be created in the network and delivered to customers
8. Enter a description for the file being imported. This is a required field and is the name that will be used to reference the export. We recommend using a meaningful description such as “Invoices for Q2 2013” or “August invoices”.
9. Browse and locate the file to be imported in the **File Name** field. The file must be in a .csv format.
10. Click the **Submit** button. The import file displays on the right side of the screen. If there are any issues, they will be listed on the right side of the screen. These issues should be corrected before importing the data.

Importing invoices and credits

11. It is assumed that the file has been validated. After the file is validated and found to be without errors or warnings, click the **Click to import...** link under the file name in the **Recent Activity** panel
12. A validation window displays. Click **Ok**. The invoices will be created in the supplier network and delivered to the customer(s). The import can be viewed via the application.
13. Upon import completion, you may review the invoices through **Orders > Sales Invoices > Search for Sales Invoices**.

Processing the File

Once a file has been submitted for validation or import, the file is saved within the JAGGAER system to be processed. These files are saved until the system has resources available to process the invoices, which may take a few seconds up to a few minutes depending on time of day and site activity.

Each invoice within the file is reviewed and processed individually. For requests with a type of “validate”, the invoice data will be validated but no invoices will be created within the JAGGAER system. Requests with a type of “import” will create invoices as long as they have no errors. Any invoice found to have 1 or more warnings at the header or line level, will not be created in the supplier’s portal. All errors and invoice data will be written to an output file for review at a later time. Invoices with warnings only will be created and delivered to customers. All warnings and invoice information will be written to an output file to allow the user to review at a later time.

Once the import request has completed, an email notification may be sent to the user who submitted the request. The notification will contain the number of invoices that have completed successfully, completed with warnings or failed to import due to errors. Email notifications will only be sent to users which have enabled the notification preference **Sales Invoice Import Detail Notification**. This notification preference can be set for a specific user or a user’s role.

INVOICE REQUIREMENTS DEFINED BY CUSTOMER

As each invoice is processed, the data is evaluated to make sure it is permitted by the JAGGAER system and the customer. Any issues found are reported to the output file. The customer controls the types of invoices permitted to be created and delivered. The invoice types that customers may accept based on their Settlement Manager configuration include:

- **Non-PO invoice** – an invoice that cannot be matched to a sales order within the supplier’s portal
- **Additional lines on invoices** – an invoice associated with a sales order in the supplier’s portal but includes invoice lines that cannot be associated to a sales order line.
- **Substitute items** – an invoice line associated with sales order lines but the catalog number and/or UOM is different from the original order,
- **Multiple POs on an invoice** – an invoice may contain more than 1 PO; however, customer financial systems or business practices may not have the ability to support.
- **Quantities with decimal values** – an invoice may contain a decimal quantity. This however is controlled by the customer and may not be allowed.
- **Customer and supplier configured for portal invoicing** - the customer must be configured to allow the supplier to submit invoices through the portal.
- **Supplier invoice number** – required and unique for all customers
- **Currencies** – the currency must be supported by both the customer and supplier. The currency must be provided for non-PO invoices and match the PO if associated to a PO.

If the customer does not allow one or more of these invoice types, the invoice will not be created and the invoice is be rejected with errors.

ASSOCIATING INVOICES TO PO’S VIA IMPORT

Invoice and invoice lines may be associated, linked, to sales orders and sales order lines within the supplier’s portal. This is done to expedite the process for customers to match invoices to purchase orders and speed time to payment. If a purchase order number is included with the sales invoice line, the import process will attempt to find a matching PO number for the sales orders within the supplier’s portal. If a matching PO number is found, the import process will attempt to associate the invoice line to a sales order line.

There are two ways a sales invoice line may be associated to a sales order line. First, look up the PO line by PO line number. If the PO line number has not been provided, the application will attempt to find the corresponding sales order line by catalog number and UOM. If either of these attempts are successful, the invoice line will be created using the catalog number, UOM, product size and product description of the sales order line. If the attempts fail to find a matching sales order line, the invoice line may be created if the organization supports additional lines on invoices. When the additional line is created, the product information provided in the import will be used.

Reviewing the Completed File

As the file is processed, an output file is created. The output file will contain the invoice data available with the import file along with any warnings or errors found. Two columns are added to the beginning of the output file labeled **Errors** and **Warnings**. These columns will contain a pipe | separated list of errors and warnings encountered for the invoice or invoice line. It is highly recommended that any request that completes with warnings or errors be reviewed to ensure that all invoices have been created successfully.

Output files are available to any user with the **Create Sales Invoices/Credit Memos** permission. The files may be downloaded from two locations. Recently completed requests are available on the **Sales Invoice Import** page. This page shows the user's last 5 submitted requests. All requests submitted by all supplier network users may be viewed by accessing the **Administer > Manage Imports and Exports > View Import and Export Results** page.

The following is a step-by-step instruction to demonstrate the process for downloading the output file of a completed request.

Step by Step

The goal of this exercise is to demonstrate downloading the output file of a completed request to review warning and error messages.

1. Go to **Administer > Manage Imports and Exports > View Import and Export Results**.
2. The page will list all your submitted requests:
 - To see all requests submitted by all your portal users, check the box to the right of the label **Show Company Requests** and click the **Apply** button.
3. Find the proper request and click the **Click to download...** link to the right of the file name.
4. Click the **Save** button to save to your computer.
5. The files may be viewed by using MS Excel.

Troubleshooting

Following are some of the most common error messages when importing invoices.

Message	Solution
Value is not numeric	The value entered in this field is not a number.
Value is not boolean - must be 'true','false','t','f','on','off','yes','no','y' or 'n'	Update the value to match one of the supported values.
Value is not an integer - no decimal places allowed	Contact the customer to determine how to invoice without a partial amount.
Value is not a valid name for a customer	The value does not match the customer name defined in the supplier portal. Please refer to sales order history for the correct customer name. Please note that the customer name is case sensitive. Please contact JAGGAER Customer Support if you cannot determine the correct customer name.
Value is not a valid name for a supplier managed by the portal	The value does not match the supplier name defined in the supplier portal. Please refer to sales order history for the correct supplier name. Please note that the customer name is case sensitive. Please contact JAGGAER Customer Support if you cannot determine the correct supplier name.
Value does not indicate a type of invoice - must be 'Invoice' or 'Credit Memo'	Update the value to match one of the supported values.
Value does not indicate a type of payment terms - must be 'percent' or 'amount'	Update the value to match one of the supported values.
Value does not indicate a type of import row - must be 'HEADER' or 'LINE'	Update the value to match one of the supported values.
Empty value - a value for this column is required	The specified column requires information. Update the invoice import file to include missing required information and resubmit.
Value is not a date value of the form yyyy-mm-dd	The date was not in the valid JAGGAER required format. Modify the date to the required yyyy-mm-dd format and resubmit the file.
Value is too long - maximum length is <maximum number of characters>	The information entered in the column exceeds the allowable maximum number of characters.
Value is not a valid currency	The currency must be an ISO currency code.
Currency is not supported by supplier and/or customer	The invoice contains a currency that is supported by neither the customer nor the supplier configuration. Please contact JAGGAER Customer Support to verify the supported currencies.
Incorrect number of columns for an invoice row of type	All columns are required to contain data or blanks. Update the file data and resave.
Empty File	An empty file has been submitted.
Incorrect number of columns for an invoice row of type	Header and line rows require different information. Please update the file to ensure that the row type contains all the necessary fields.

Message	Solution
Invalid phone number	Verify the phone number to ensure that it adheres to the standard phone number format.
Invalid email address	Verify the email address to ensure that it follows the standard email format.
Line row must be preceded by a header row	The file format requires that an invoice header row must precede invoice lines.
Header row must be followed by at least one line row	All invoices are required to have at least 1 line.
Although this row has no errors, other rows for this invoice have errors	The row was not able to import due to other lines for the invoice encountering errors. Once all invoice lines are free of errors, the invoice can be created in the supplier's portal.
Negative value is not allowed	Verify the column with the negative value. Negative values are only supported for unit price, tax, shipping and handling fields.
Positive value is not allowed	Verify the data and update the invoice file accordingly. Unit prices, taxes, shipping and handling must be negative for credit memos.
The PO line number does not match any lines on the corresponding PO	Review the PO line number provided with the invoice import and compare to the purchase order within the supplier's portal. Update the invoice import accordingly or request the customer to allow additional lines.
More than one PO matches the PO Number	Review the PO number provided with the invoice line. A PO number must match to a single PO in the supplier's portal.
Using a line from a PO - imported values for ProductDescription, CatalogNo, Size, and Packaging will be ignored.	Warning message. Notifies the user that the product information provided in the import file will be ignored and product information will be copied from the order line.
Payment terms discount specified without payment terms type	Update the file to define the payment terms type as 'Percent' or 'Amount' to provide the correct discount.
Due date in import ignored - will be calculated from payment terms	Warning message. The invoice due date will be calculated from the combination of invoice date and payment terms net days. Due date provided with the invoice import file will be ignored.
InvoiceDueDate or PaymentTermsNetDue is required	Update the invoice file to include either an invoice due date or payment terms net due days. An invoice due date is required to submit invoices to customers.
This invoice line number is used by more than one invoice line	The invoice line numbers cannot be duplicated, re-used, within the same invoice. Correct the invoice to remove any duplicated invoice line numbers.
Missing invoice line number-all lines must have a unique line number or all lines must have a blank line number for auto-numbering	Correct the invoice file for all invoice lines to have invoice line numbers or remove all invoice line numbers. If the invoice lines do not have line numbers, the system will automatically assign.

Message	Solution
Invoice number duplicates an invoice number that has already been used	Invoice number must be unique for all customers. Update the invoice import file to have a unique invoice number.
The supplier and customer do not have an active relationship	The supplier and customer have not been enabled for portal invoicing. Please contact JAGGAER Customer Support.
The number of decimal places in the quantity exceeds the maximum	If the customer and supplier allows for partial quantities, the quantity value exceeds the maximum allowed numbers to the right of the decimal place. Modify the quantity or contact the customer to verify the maximum number of decimal places supported by their financial system.
This customer allows only one PO per invoice but this invoice references multiple POs	The customer does not allow for an invoice to contain more than 1 PO. Update the invoice import file to have 1 PO per invoice.
Import has encountered an internal setup error. Please contact JAGGAER	A configuration issue with your supplier portal has been encountered. Please contact JAGGAER Customer Support.
No POs in the JAGGAER system match the lines in this invoice. This customer does not allow non-PO invoices	Verify the provided PO number to ensure accuracy. If the PO number is correct, contact the customer to determine if the invoice may be submitted via the supplier portal.
No matching PO in the JAGGAER system found. This customer does not allow non-PO lines.	The PO number provided with the invoice line information does not match any PO numbers in the supplier's portal and the customer does not allow invoices that cannot be associated with a sales order. Review the PO number to make sure it was entered correctly.
This file type is invalid for sales invoice import.	Resave the file as a .csv file.

WHERE TO GO FOR MORE HELP...

If you are having issues with invoicing other features in the Supplier Network, helpful information and resource documents are available on the Online Training and Support page in the Supplier Network portal. Additionally, you may reference other supplier information on the JAGGAER ONE Supplier Network Resources page at:

<https://library.jaggaer.com/supplier-network/>

If you need additional assistance, you may contact supplier support at:

<https://www.jaggaer.com/service-support/supplier-support/>