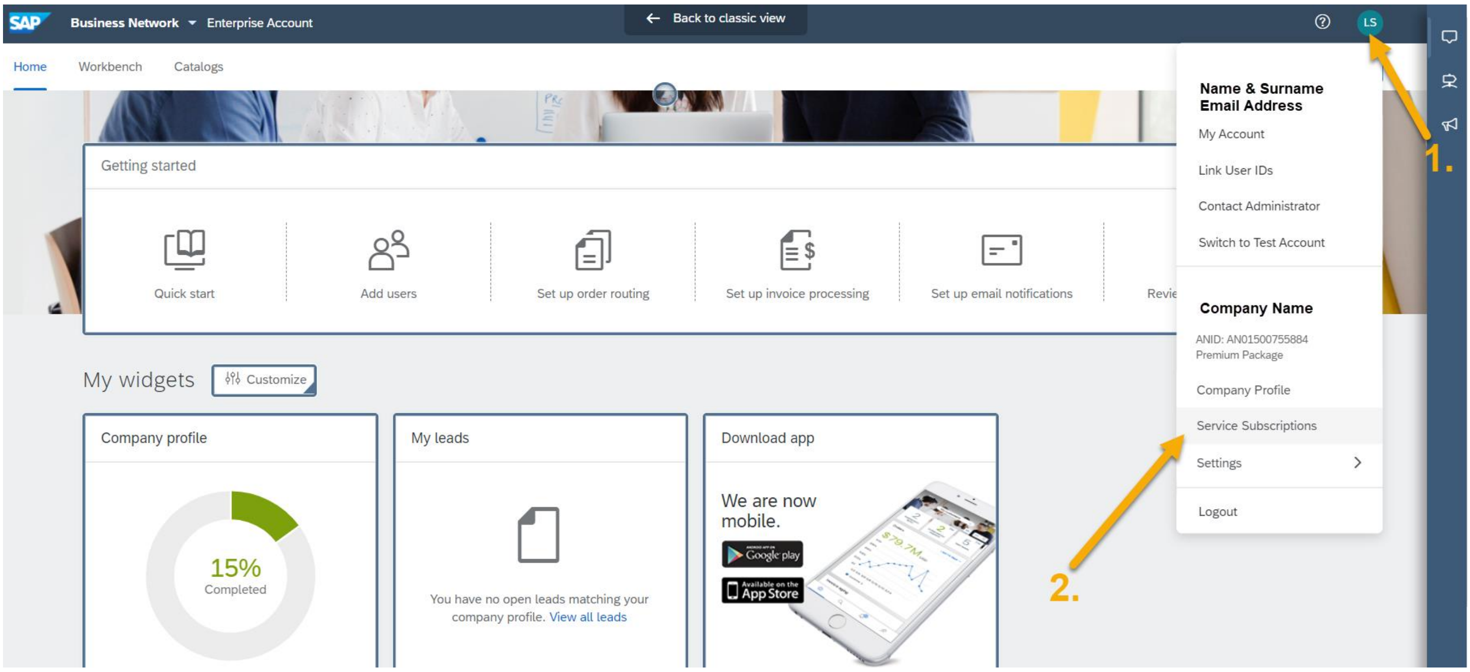
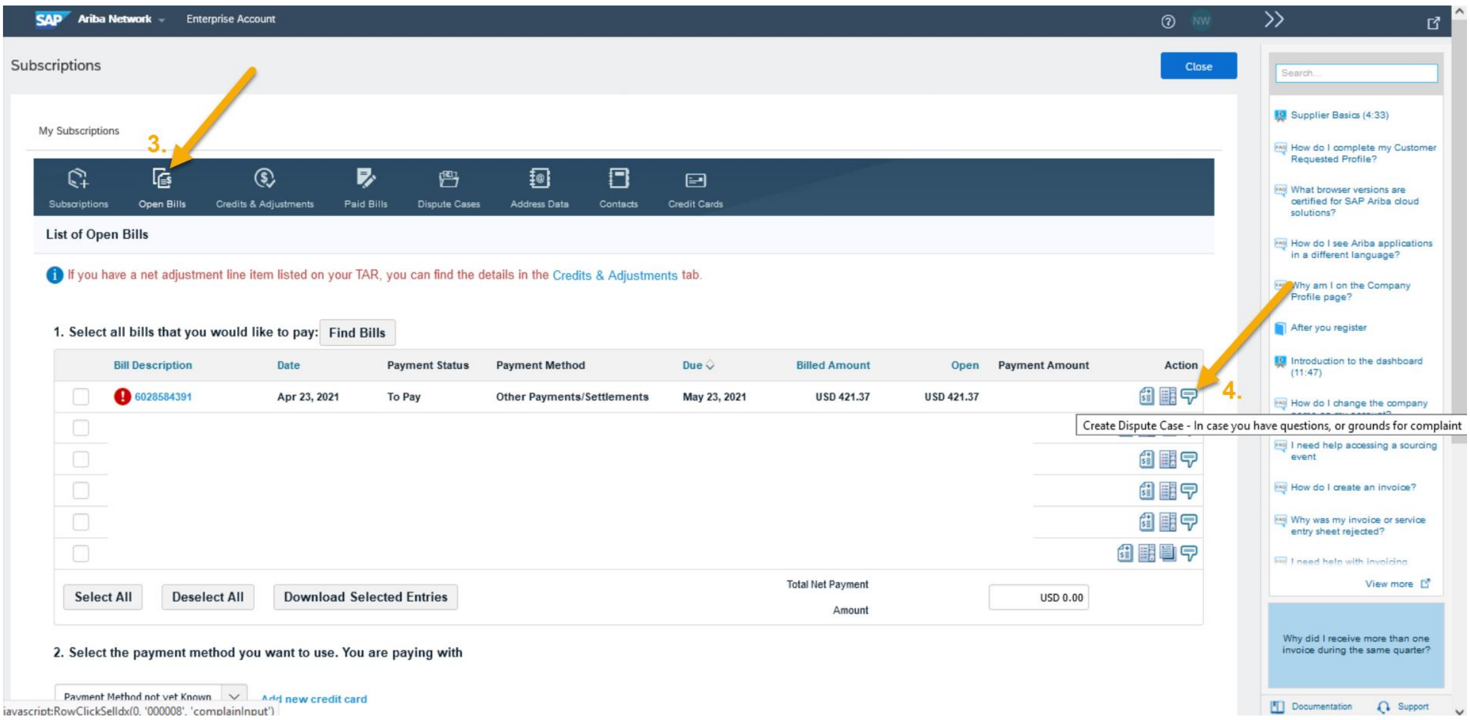
How do I dispute my Ariba bill?

If you believe your Ariba bill has been incorrectly calculated, you can create a dispute case by doing the following:

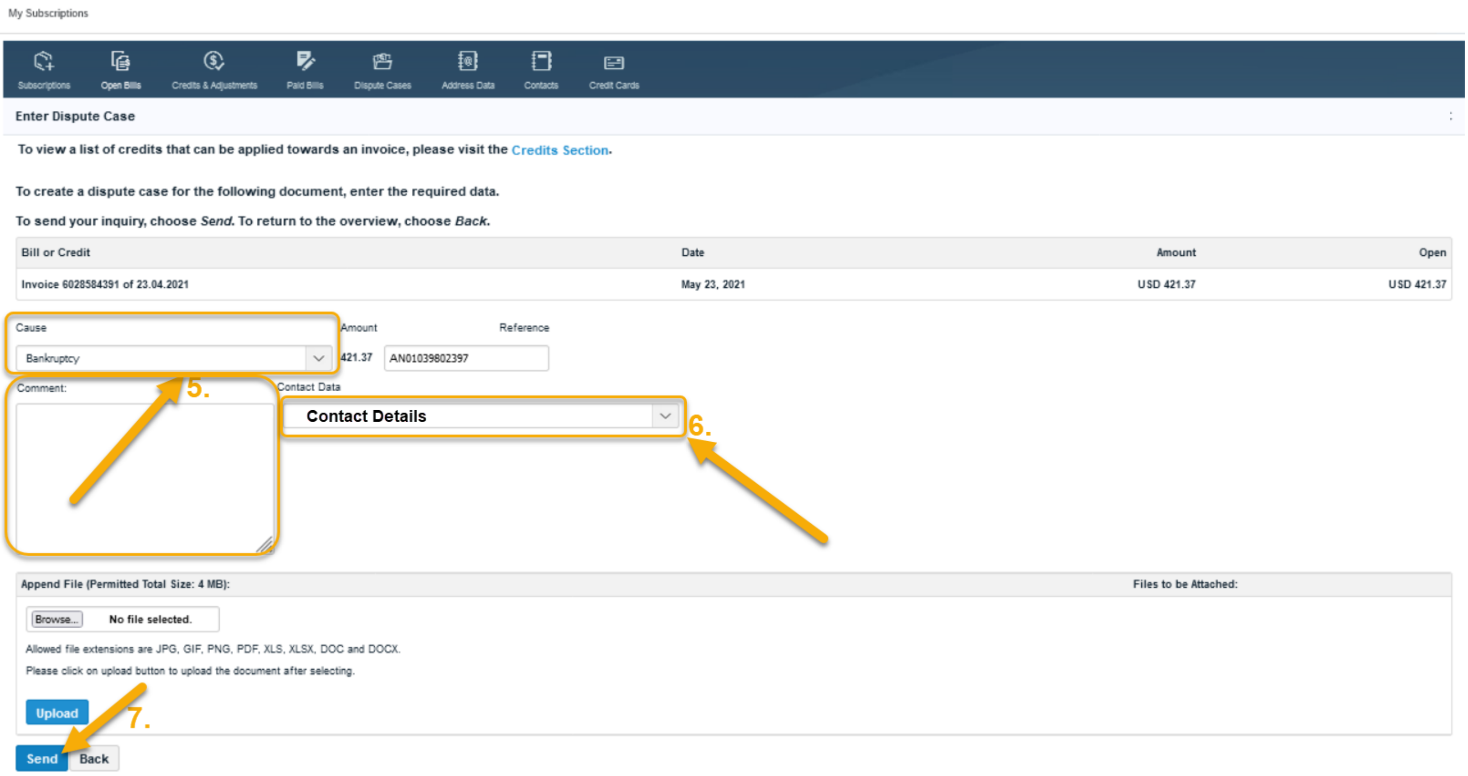
1) In the upper-right corner of the application, click **[user initials]** in the upper right corner of the Home page.
2) Select **Service Subscriptions** in the drop-down menu**.**



3) Click the **Open Bills** tab and locate the bill.
4) Under **Action** to the right, click the **Dispute icon**



5) Select a cause from the drop-down menu and enter a reason for your dispute in the **Comment** section with as much detail as possible.
6) Double-check that the contact information listed underneath **Contact Data** is correct.
7) Click **Send**.



Your request will be sent to the billing team and you will be contacted by a representative.

Additional Information

Prior to creating a dispute case, we advise that you check your transaction activity report, which lists all the documents used to calculate your Ariba fees. You can view the transaction activity report by clicking the **Display Transaction Activity Report** icon which appears to the right of your bill under the **Action** column on the **Open Bills** tab.