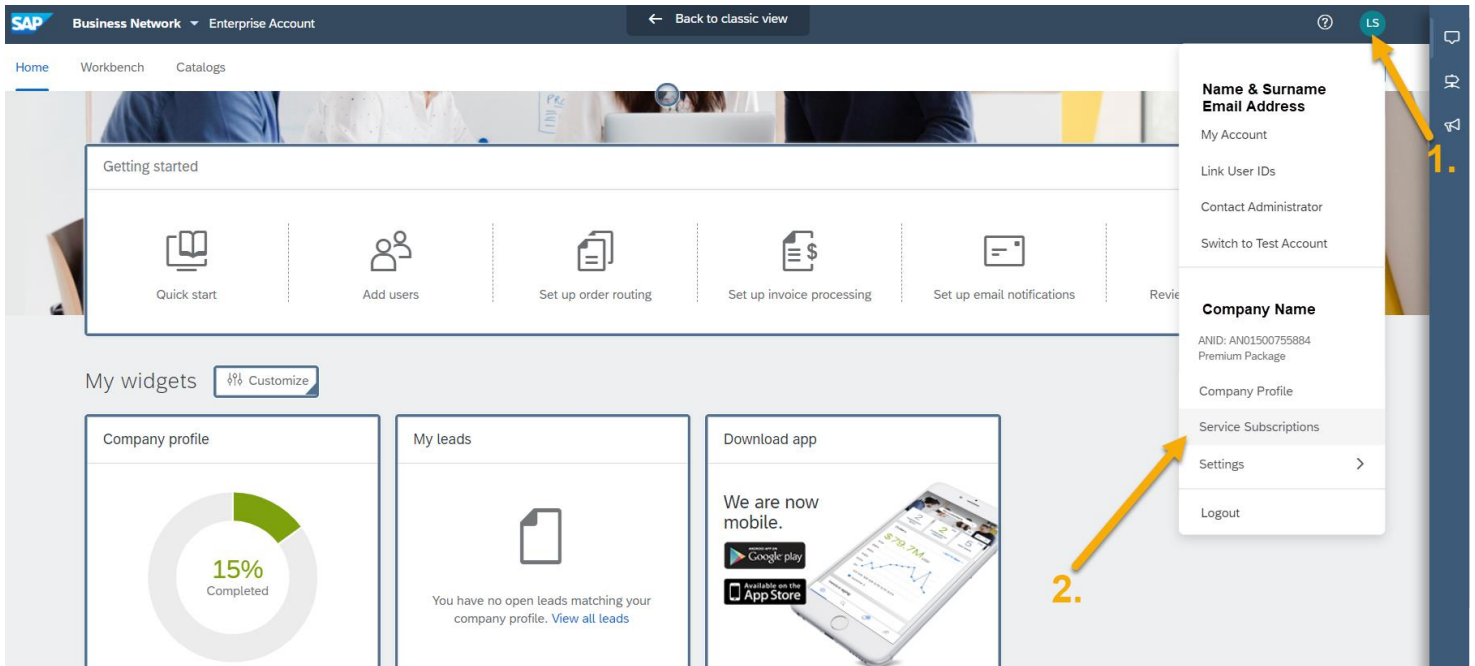


How do I dispute my Ariba bill?

If you believe your SAP Business Network 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**

The screenshot shows the SAP Arriba Network 'Subscriptions' page. At the top, there's a navigation bar with 'Subscriptions', 'Open Bills', 'Credits & Adjustments', 'Paid Bills', 'Dispute Cases', 'Address Data', 'Contacts', and 'Credit Cards'. A yellow arrow labeled '3.' points to the 'Open Bills' icon. Below this is a 'List of Open Bills' section with a table:

Bill Description	Date	Payment Status	Payment Method	Due	Billed Amount	Open	Payment Amount	Action
6028584391	Apr 23, 2021	To Pay	Other Payments/Settlements	May 23, 2021	USD 421.37	USD 421.37		[Icons]

Below the table are buttons for 'Select All', 'Deselect All', and 'Download Selected Entries'. A 'Total Net Payment' summary shows 'Amount' as 'USD 0.00'. A yellow arrow labeled '4.' points to the 'Create Dispute Case' button in the 'Action' column. A sidebar on the right contains a search bar and a list of help articles.

- 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**.

The screenshot shows the 'Enter Dispute Case' form. It includes a table with the following data:

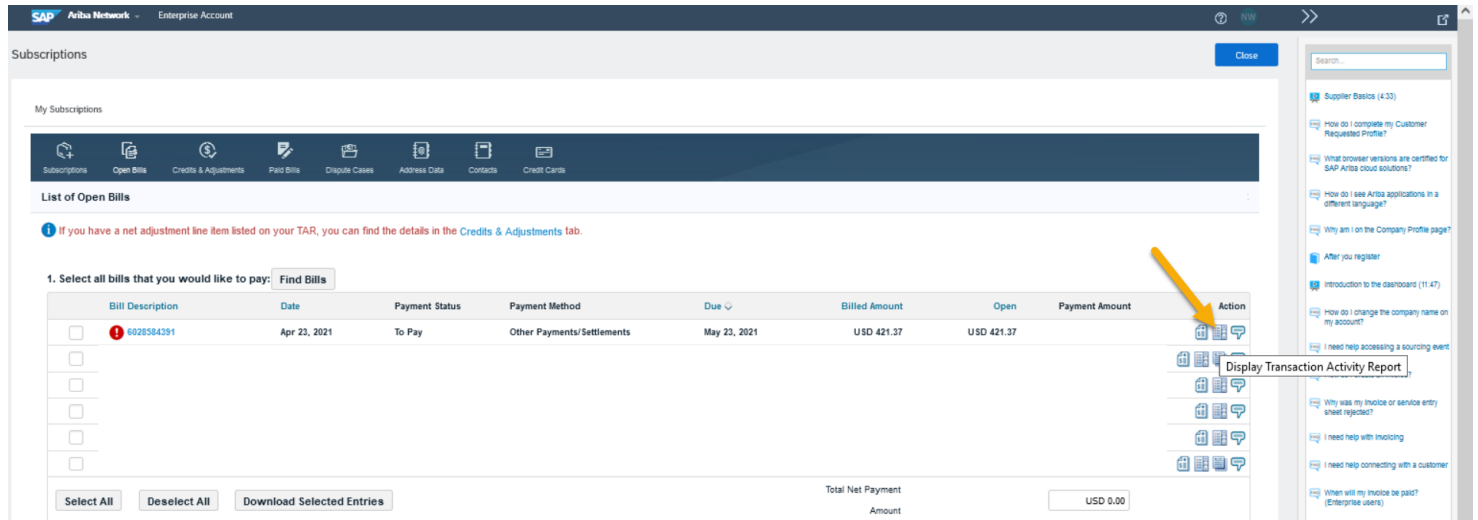
Bill or Credit	Date	Amount	Open
Invoice 6028584391 of 23.04.2021	May 23, 2021	USD 421.37	USD 421.37

Below the table, there are input fields for 'Cause' (set to 'Bankruptcy'), 'Amount' (421.37), and 'Reference' (AN01039602397). A yellow arrow labeled '5.' points to the 'Cause' dropdown. Below this is a 'Comment' text area and a 'Contact Data' dropdown menu (set to 'Contact Details') with a yellow arrow labeled '6.' pointing to it. At the bottom, there is an 'Append File' section with a 'Browse...' button, 'Allowed file extensions' (JPG, GIF, PNG, PDF, XLS, XLSX, DOC and DOCX), and an 'Upload' button with a yellow arrow labeled '7.' pointing to it. Finally, there are 'Send' and 'Back' buttons at the bottom left.







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.



The screenshot displays the SAP Ariba Network interface for an Enterprise Account. The main section is titled "Subscriptions" and contains a "My Subscriptions" area with a navigation bar for "Open Bills". Below this is a "List of Open Bills" section with a "Find Bills" button. A table lists bills with the following columns: Bill Description, Date, Payment Status, Payment Method, Due, Billed Amount, Open, and Payment Amount. The first bill has a red warning icon and the ID 6028584391. An arrow points to the "Action" column of the first row, where a "Display Transaction Activity Report" icon is visible. At the bottom, there are buttons for "Select All", "Deselect All", and "Download Selected Entries", along with a "Total Net Payment" summary showing "USD 0.00".

Bill Description	Date	Payment Status	Payment Method	Due	Billed Amount	Open	Payment Amount	Action
<input type="checkbox"/> 6028584391	Apr 23, 2021	To Pay	Other Payments/Settlements	May 23, 2021	USD 421.37	USD 421.37		
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								

Total Net Payment Amount: USD 0.00