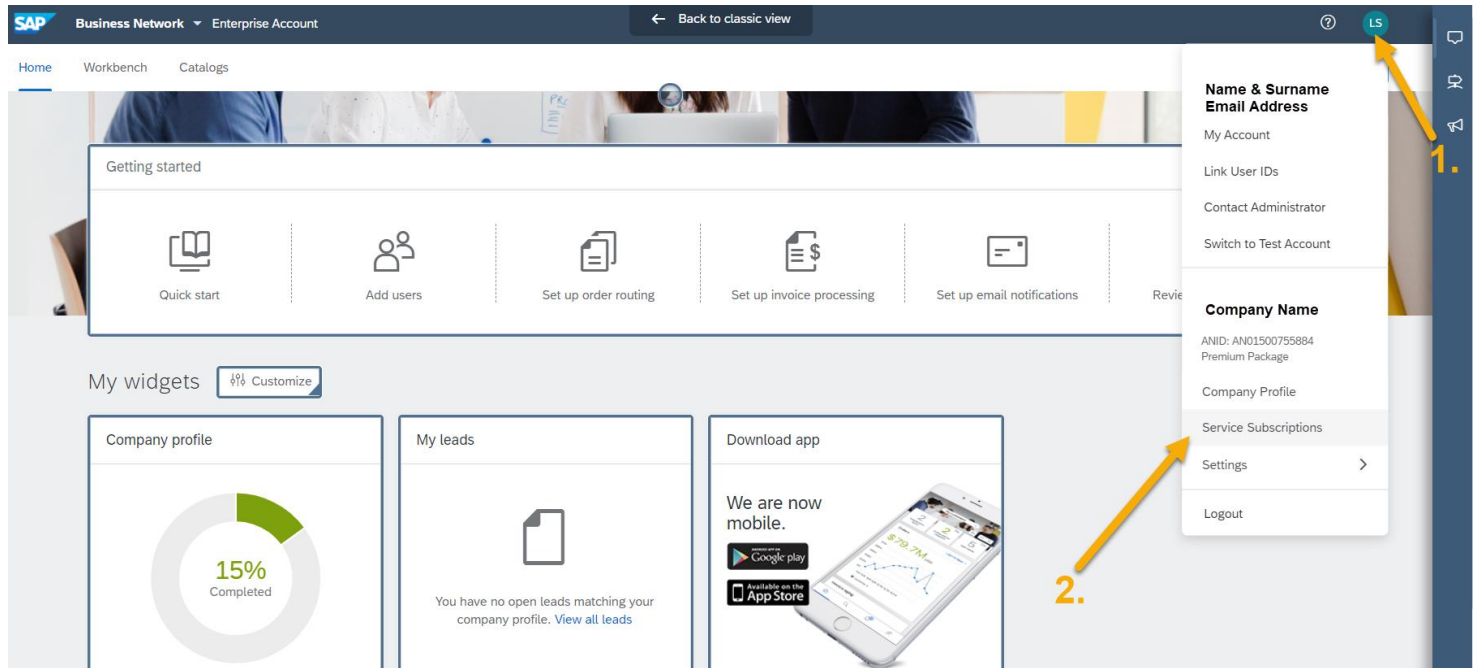


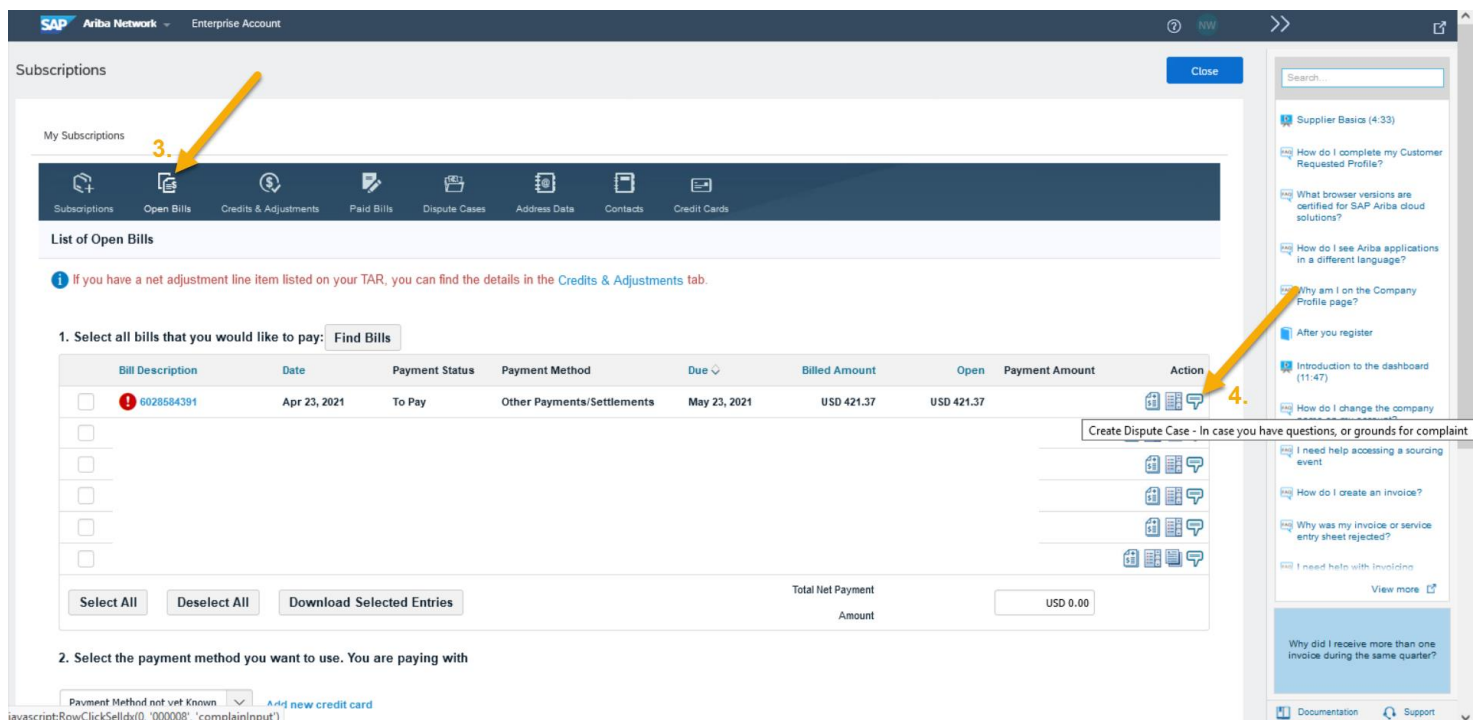
# How do I dispute my Ariba bill?

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**.

My Subscriptions

The screenshot shows the 'Enter Dispute Case' form. At the top, there is a navigation bar with icons for Subscriptions, Open Bills, Credits & Adjustments, Paid Bills, Dispute Cases, Address Data, Contacts, and Credit Cards. Below this is a section titled 'Enter Dispute Case' with instructions: 'To view a list of credits that can be applied towards an invoice, please visit the Credits Section.' and 'To create a dispute case for the following document, enter the required data. To send your inquiry, choose Send. To return to the overview, choose Back.'

The main form area contains 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 'Comment' text area is annotated with a yellow arrow and the number '5.'. Below the comment area is a 'Contact Data' section with a dropdown menu set to 'Contact Details', annotated with a yellow arrow and the number '6.'. At the bottom, there is an 'Append File' section with a 'Browse...' button, an 'Upload' button (annotated with a yellow arrow and the number '7.'), and 'Send' and 'Back' buttons.






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 shows the SAP Ariba Network interface. At the top, there is a navigation bar with icons for Subscriptions, Open Bills, Credits & Adjustments, Paid Bills, Dispute Cases, Address Data, Contacts, and Credit Cards. Below this is a section titled 'List of Open Bills' with a search bar and a 'Close' button. A message states: 'If you have a net adjustment line item listed on your TAR, you can find the details in the Credits & Adjustments tab.'

Below the message, there is a section titled '1. Select all bills that you would like to pay: Find Bills'. This section contains a table with the following data:

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"/>								

At the bottom of the table, there are buttons for 'Select All', 'Deselect All', and 'Download Selected Entries'. To the right of the table, there is a 'Total Net Payment' section showing 'Amount' and 'USD 0.00'. On the far right, there is a sidebar with a search bar and a list of help topics, including 'Supplier Basics (4.33)', 'How do I complete my Customer Requested Profile?', 'What browser versions are certified for SAP Ariba cloud solutions?', 'How do I see Ariba applications in a different language?', 'Why am I on the Company Profile page?', 'After you register', 'Introduction to the dashboard (11.47)', 'How do I change the company name on my account?', 'I need help accessing a sourcing event', 'Why was my invoice or service entry sheet rejected?', 'I need help with Invoicing', 'I need help connecting with a customer', and 'When will my invoice be paid? (Enterprise users)'. A yellow arrow points to the 'Display Transaction Activity Report' icon in the 'Action' column of the first row.