

# How to raise a dispute case on Ariba invoices from Supplier Ariba Network account?

SAP

INTERNAL – SAP and Customers Only



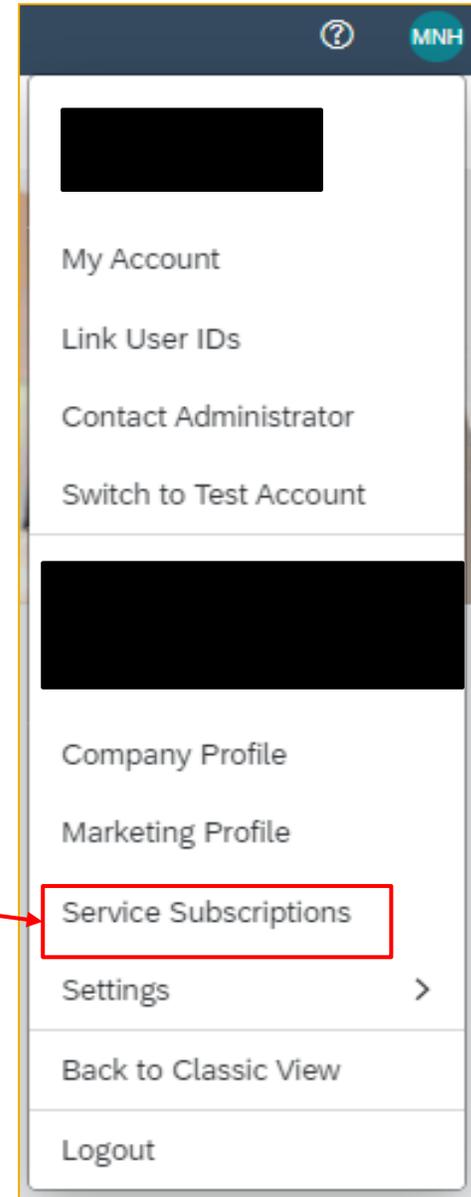
# How to raise a dispute case on Ariba invoices from Supplier Ariba Network account?

**Note:** Applicable to Enterprise Account suppliers only

**Step 1:** Log in to your Ariba Network Account

**Step 2:** Click the Administrator initials at the top right corner

Click **“Service Subscriptions”**



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**Step 3:** You can view outstanding bills under “My subscriptions” – “Open Bills”

If you would like to raise a dispute case on a specific invoice, click the Dispute icon under “Action” column on the right of your screen.

The screenshot shows the SAP Business Network interface for an Enterprise Account. The main heading is 'Subscriptions' with a 'Close' button. Below this is a navigation bar for 'MY SUBSCRIPTIONS' with icons for Subscriptions, Open Bills, Credits & Adjustments, Paid Bills, Dispute Cases, Address Data, Contacts, and Credit Cards. The 'List of Open Bills' section is for 'Ariba, Inc. 0002637770 Creativepacking co.,ltd.'. An information icon indicates that net adjustment line items can be found in the Credits & Adjustments tab. Step 1, 'Select all bills that you would like to pay', includes a 'Find Bills' button and a table of bills. The table has columns for Bill Description, Date, Payment Status, Payment Method, Due date, Billed Amount, Open status, Payment Amount, and Action. A red box highlights the 'Action' column for a bill, showing a 'Create Dispute Case' icon and a tooltip that reads 'Create Dispute Case - In case you have questions, or grounds for complaint'. Below the table are buttons for 'Select All', 'Deselect All', and 'Download Selected Entries'. Step 2, 'Select the payment method you want to use', shows a dropdown menu with 'Payment Method not yet Known' and an 'Add new credit card' link. Step 3, 'Choose Continue to check and confirm your payment', includes a 'Continue' button.

Bill Description	Date	Payment Status	Payment Method	Due	Billed Amount	Open	Payment Amount	Action
[Redacted]	[Redacted]	To Pay	Other Payments/Settlements	Dec 25, 2021	[Redacted]	[Redacted]	[Redacted]	[Redacted]
Total Net Payment						[Redacted]	[Redacted]	[Redacted]
Amount						[Redacted]	USD 0.00	[Redacted]

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If you want to check for the person in charge of your company account in terms of billing, go to **“Address Data”** under **“My Subscriptions”**. You can contact the responsible person via email/phone call.

The screenshot displays the SAP Business Network interface for an Enterprise Account. The top navigation bar includes the SAP logo, 'Business Network', and 'Enterprise Account'. Below this, the 'Subscriptions' section is visible, with 'My Subscriptions' and 'Remaining Billing' tabs. A dark blue navigation bar contains several icons: Subscriptions, Open Bills, Credits & Adjustments, Paid Bills, Dispute Cases, Address Data (highlighted with a red box), Contacts, and Credit Cards. Below the navigation bar, the 'Address Data' section is active, showing a message: 'To maintain address data, please visit the [profile section](#) on Ariba Network.' Underneath, the 'Responsible Contact Person' section is highlighted with a red box, featuring icons for a calendar, a printer, and an email. Below this, there are sections for 'Address' and 'Contact Data', each with a blurred area representing redacted information. The text 'Ariba, Inc.' is visible in the top right corner of the main content area.

# Thank you.