



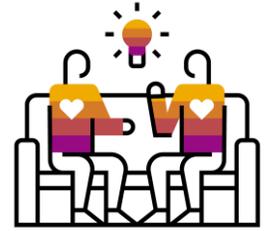
SAP Ariba 

# Ariba Network Contact channels

PUBLIC

# Contacting Ariba

## Ariba Customer Support



- Go to <https://support.ariba.com/help>
- Select **Ariba Network – Orders and Invoices**
- Click on **Support Center**
- Type in **Contact** and click **Start**
- Scroll down and click **Get help by phone**

Ariba Exchange User Community

Search...   Home | L

### Support Center

I need help with

Examples:  
Account Reassignment

Common Troubleshooting T

- Registration
- Invoice rejection messages
- Browser configuration
- Supplier account
- Customer relationship

- Scroll down and click **Get help by phone**

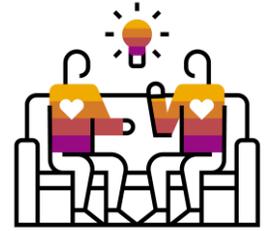
Can't find what you are looking for? Let us help you.

Choose your communication preference:

- Get help by phone Estimated wait in minutes: 2
- Attend a live webinar

# Contacting Ariba

## Ariba Billing Representative



- Login to your account at <https://supplier.ariba>
- Click **Company Settings** in the upper-right corner
- Click **Service Subscriptions**
- Click on **Address Data** for contact details of the billing representative

SAP Ariba Network Enterprise Account

Subscriptions

My Subscriptions Remaining Billing Previous Payment Methods

Subscriptions Open Bills Credits & Adjustments Paid Bills Dispute Cases Address Data Contacts Credit Cards

Address Data

To maintain address data, please visit the [profile section](#) on Ariba Network.

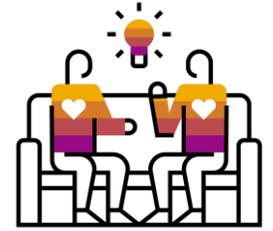
Responsible Contact Person

Address

Ariba Billing Representative

# Contacting Ariba

## Creating a Dispute Case



- Login to your account at <https://supplier.ariba>
- Click **Company Settings** in the upper-right corner
- Click **Service Subscriptions**
- Click on **Open Bills**
- Click **Create Dispute Case** under the Action section

of Open Bills

If you have a net adjustment line item listed on your TAR, you can find the details in the [Credits & Adjustments](#) tab.

Select all bills that you would like to pay:

Bill Description	Date	Payment Status	Payment Method	Due	Billed Amount	Open Payment Amount	Action
<input type="checkbox"/>	Feb 27, 2020	To Pay	Other Payments/Settlements	Mar 28, 2020			
<input type="checkbox"/>	Nov 22, 2019	To Pay	Other Payments/Settlements	Dec 22, 2019			