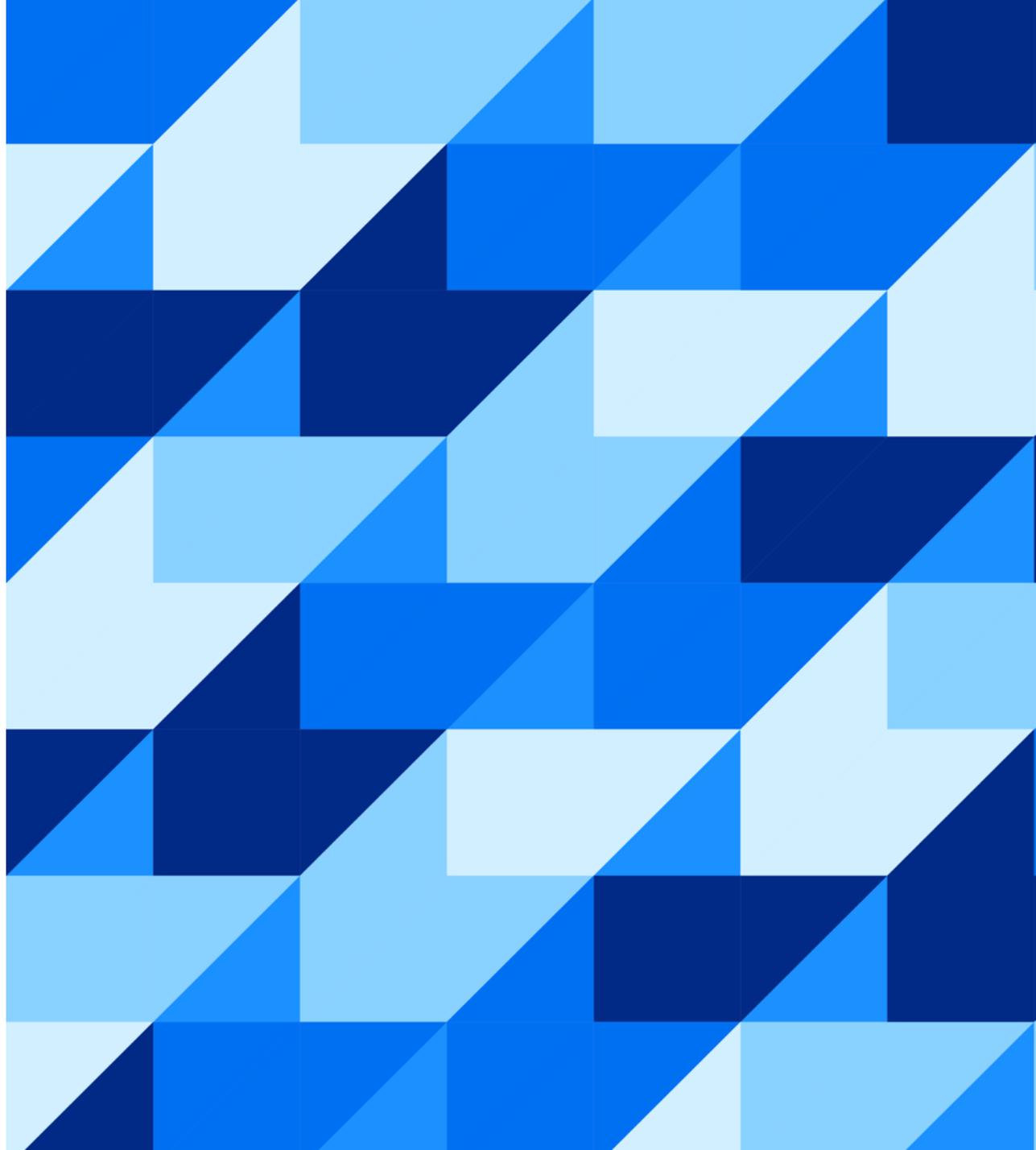


# Kyndryl SAP Ariba with billing team

Public



# Before disputing an invoice

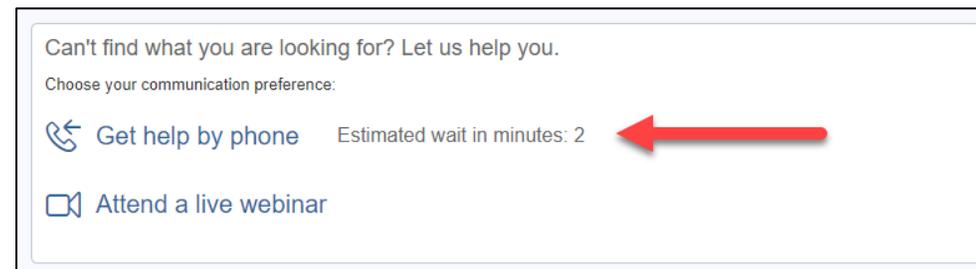
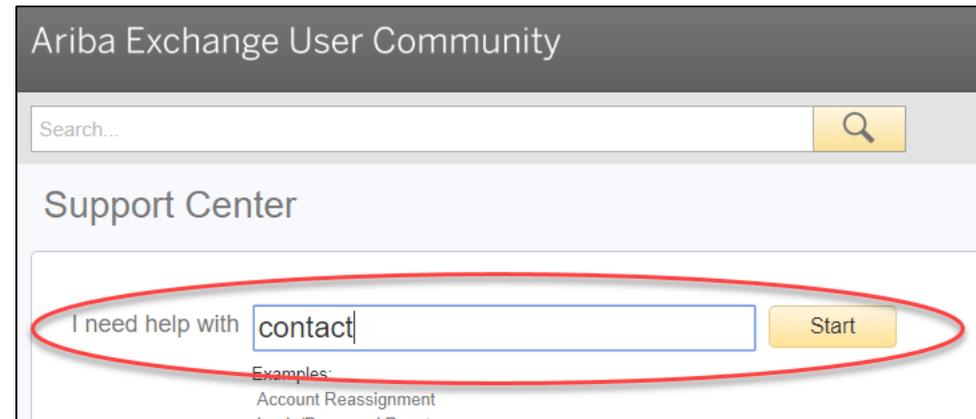
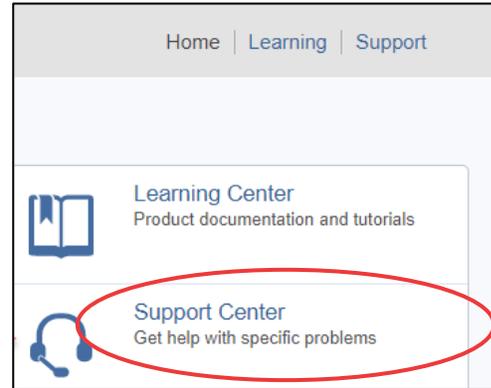
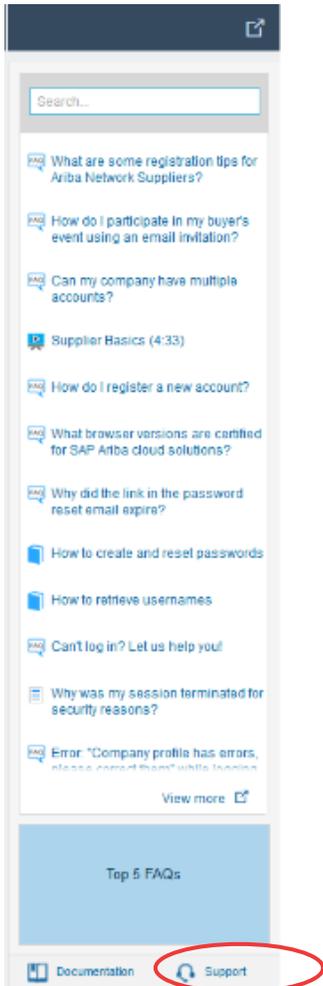
Prior to creating a dispute case, suppliers are advised to :

- Check transaction activity report, which lists all the documents used to [calculate your SAP Business Network fees](#).
- [View the transaction activity report](#) by clicking the **Display Transaction Activity Report** icon to the right of the bill under the **Action** column on the **Open Bills** tab.
- Review the [valid billing dispute reasons](#).
- Access the [SAP Business Network Portal](#) for Suppliers for support content related to billing.

# Creating a dispute case

- In the upper-right corner of the application, supplier to click **[user initials] > Service Subscriptions**.
  1. Click the **Open Bills** tab and locate the bill.
  2. Under **Action** to the right, click the message icon.
  3. Supplier to select a cause from the drop-down menu and enter a reason for the dispute in the **Comment** section with as much detail as possible.
  4. Double-check that the contact information listed underneath **Contact Data** is correct.
  5. Click **Send**.
  6. Request will be sent to the billing team and supplier will be contacted by a representative.
- **Or** Supplier to submit a Support Ticket with Customer Support from within the Supplier Portal (Login > Support Center > Contact) (not the preferred option)

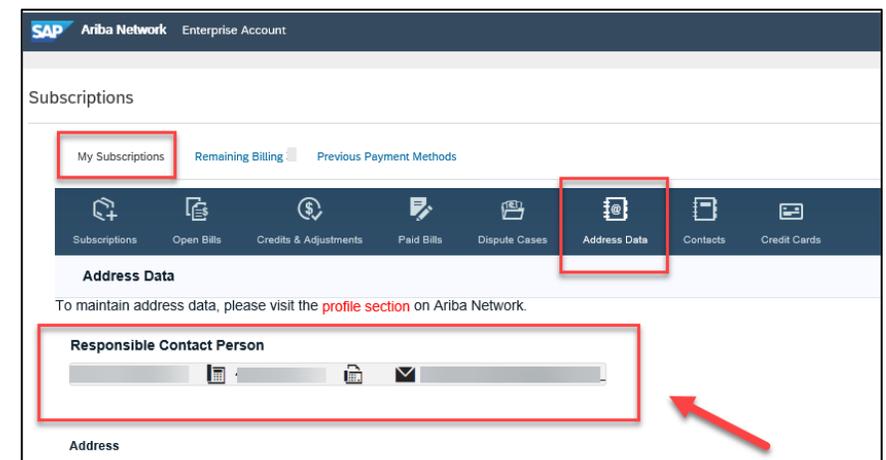
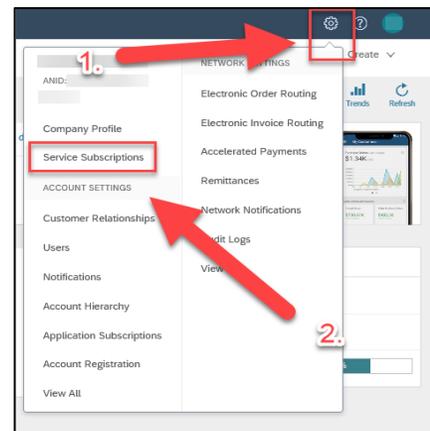
# Contacting customer support



# Contacting a billing representative

When assigned, the contact details for the supplier **Responsible Contact Person** for billing questions can be found by doing the following:

1. In the upper-right corner of the application, supplier to click **[user initials] > Service Subscriptions**.
2. Click **Address Data**.
3. Find the name, phone number and email address of your billing contact person under **Responsible Contact Person**.



# Contacting collection team

If no person is assigned, billing can be contacted by email:

- North America customers: [ariba-na@sap.com](mailto:ariba-na@sap.com)
- Latin America: [ariba-latam@sap.com](mailto:ariba-latam@sap.com)
- Europe, Middle East, and Africa: [Ariba-emea\\_mh@sap.com](mailto:Ariba-emea_mh@sap.com)
- Asia Pacific and Japan: [Ariba-apj\\_mh@sap.com](mailto:Ariba-apj_mh@sap.com)

Supplier to make sure to include his ANID or customer number is in the email's subject line.

# USEFUL LINKS FOR SUPPLIERS

- [Calculate your SAP Business Network fees](#)
- [View your transaction activity report](#)
- [List valid billing dispute reasons](#)
- [Who should I contact for my SAP Ariba billing issue?](#)
- [How do I contact my SAP Ariba billing representative?](#)
- [How do I dispute my SAP Business Network bill?](#)
- [Billing video training](#)
- [SAP Business Network Portal](#) for Suppliers for support related to billing
- [Billing Support Portal](#)