

Kyndryl SAP Ariba with billing team



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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 <u>calculate your SAP</u> <u>Business Network fees</u>.
- <u>View the transaction activity report</u> 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 <u>SAP Business Network Portal</u> 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

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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
- Latin America: ariba-latam@sap.com
- Europe, Middle East, and Africa: Ariba-emea_mh@sap.com
- Asia Pacific and Japan: 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

- <u>Calculate your SAP Business Network fees</u>
- 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
- <u>SAP Business Network Portal</u> for Suppliers for support related to billing
- Billing Support Portal