How to raise a dispute case on Ariba invoices from Supplier SAP Business Network account? SAP Business Network Support Material

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Innovative Lightweighting



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

Note: Applicable to Enterprise Account

suppliers only

Step 1: Log into your SAP Business Network account

Step 2: Click on the administrator initial in the top-right corner

Step 3: Click on Service Subscriptions

 $\textcircled{\blue}{\blue}$ MNH My Account Link User IDs Contact Administrator Switch to Test Account Company Profile Marketing Profile Service Subscriptions Settings Back to Classic View Logout

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Step 4: 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.

SAP Business Network - Enterprise Account												
Close												
MY SUBSCRIPTIONS												
CT Subscriptions	Open Bills	Credits & Adjustments	Paid Bills	Dispute Cases	Address Data	Contacts	Credit Cards					
List of Open Bills Ariba, Inc. 0002637770 Creativepacking co.,Itd.												
1 If you have a net adjustment line item listed on your TAR, you can find the details in the Credits & Adjustments tab.												
1. Select all bills that you would like to pay: Find Bills												
	Bill Descripti	on	Date	Pay	ment Status	Payme	ent Method	Due 🗘	Billed Amount	Open	Payment Amount	Action
				То	Рау	Other	Payments/Settlements	Dec 25, 2021			Create Dispute Case - In case you have	questions, or grounds for complaint
Select A	Des	elect All Down	load Selected	d Entries					Total Net Payment Amount		USD 0.00	descent a grants in contrast
2. Select the payment method you want to use. You are paying with												
Payment Method not yet Known 🗡 Add new credit card												
3. Choose Continue to check and confirm your payment.												
Continue												

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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.

SAP Business Network - Enterprise Account											
Subscriptions											
My Subscriptions	Remaining B	lilling									
Subscriptions	Open Bills	Credits & Adjustments	Paid Bills	Dispute Cases	address Data	Contacts	Credit Cards				
Address Da	Address Data Ariba, Inc.										
To maintain address data, please visit the profile section on Ariba Network. Responsible Contact Person Im Im											
Address Contact Data											