Quick Reference Guide

How to create a supplier dispute

INTERNAL – SAP and Partners Only

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Introduction

This is a support material which aims indicate how to open a dispute case with SAP Collections and how to identify what types of information are mandatory to fill in so that you don't have problems with your account being suspended or blocked.

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Types of possible requests that may result in your account being suspended or blocked

Currently we have 3 quests that we can suspend or block your account, they are:

1. Missing Tax/VAT id information (can block your account)
2. Missing Payment method information (can block your account)
3. Expired invoice for subscriptions and transactions due to use of Enterprise account (can suspend your account)

Purchase documents can be created the same as your account is suspended (with the exception of customer invoices).

Notifications are only sent on the portal as well as access, and it functions as a letter indicating the necessary actions before any action is taken by SAP.

Therefore, we request attention to these notifications so that they do not suffer any type of rupture in the process with your registered clients.

When to open a dispute case with SAP?

The dispute opening process is handled by the supplier, who can open a request by accessing their SAP Business Network portal. This request should be directed to a review of the costs charged, as irregularities were detected in the charge or due to queries regarding the invoice.

Opening this request does not guarantee exceptions for the removal of transaction and subscription costs. Since the supplier is responsible for managing your account and accepting relationship invitations, they must accept the **terms and conditions** and provide information regarding possible charges.

It is important that you clearly explain why you disagree with the charge. This will facilitate analysis and feedback from the Collections team.

Only the SAP Collections team has the necessary visibility to review your invoice costs. However, once the request is opened and there is no response within 5 business days, we ask that you inform your Nemak focal person so that they can direct the SAP focal person to support the analysis of the case.

Dispute cases can be created individually for each registered invoice. If you want to open a review request for all open invoices, you'll need to open more dispute cases.

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How do I dispute my SAP Business Network bill?

In the upper-right corner of the application, click **[user initials]** > **Service Subscriptions**.

Click the **Invoices** tab and locate the bill.

Click the [**...**] to the far right of the invoice row. > **Create dispute case**.

Select a cause from the drop-down menu and enter a reason for your dispute in the **Comment** section with as much detail as possible. For example:

“Hello Collections team,

I need your support with reviewing my invoices registered to account ANxxxxxxx (always provide your account number). The reason is that we found irregularities on the invoice, so we request a review of the fees.”

Please attach all evidences (if applicable) on your request.

Click **Create**.

Reference link: [How do I dispute my SAP Business Network bill?]

How do I dispute my SAP Business Network bill?

Once you open the dispute case, you can also reach the Collections team on the e-mails below. Please pick for one from your region:

- North America - Ariba-na_mh@sap.com
- LATAM - ariba-latam_MH@sap.com
- Europe, Middle East, and Africa - Ariba-emea_mh@sap.com
- Asia Pacific and Japan - Ariba-apj_mh@sap.com

These are shared mailbox, someone from SAP Collections team will reply to you soon.

If you don’t receive a feedback from your request on the following 5 business days, please escalate your request to your Nemak focal point.

What to do when the account is paid off?

If you no longer wish to maintain your Enterprise account, pay attention to your account release after paying off the incurred costs. You must immediately downgrade your account to avoid further charges.

Important notes:

If you intend to downgrade your account, please keep in mind that suppliers who have other Supply Chain Collaboration customers on the same account will not be able to downgrade their account, as this product does not allow the use of a Standard account.

If this is the case, contact your Nemak focal point so that we can work with SAP to support you in this process.

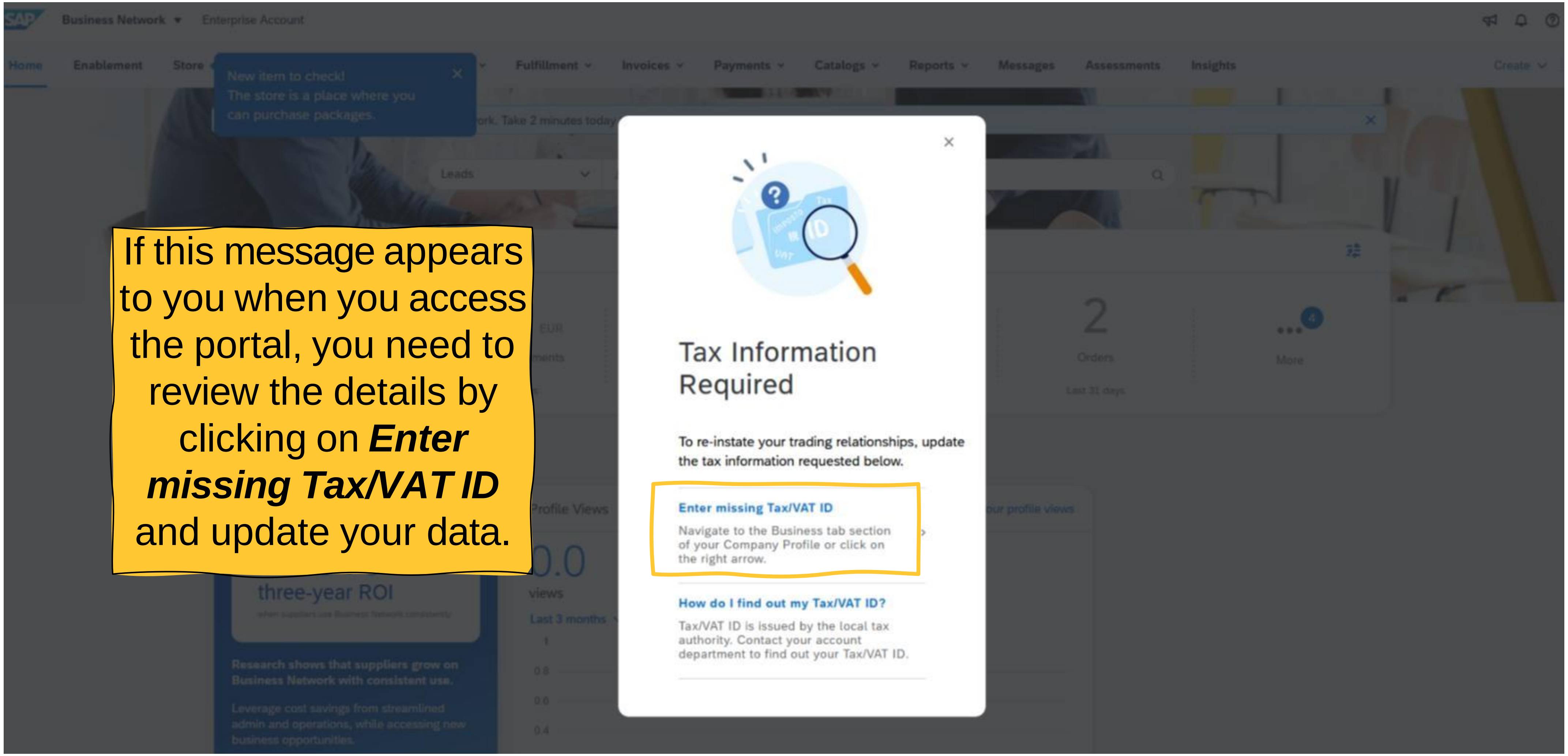
Do not decline the relationship with your customer without following the appropriate guidelines. Rejecting a relationship will result in the loss of transaction rights for any documents with that customer.

For more information please check this selection of helpful videos for support (videos' reference on last slide "Useful links")

SAP Learning Videos

How it looks the notifications

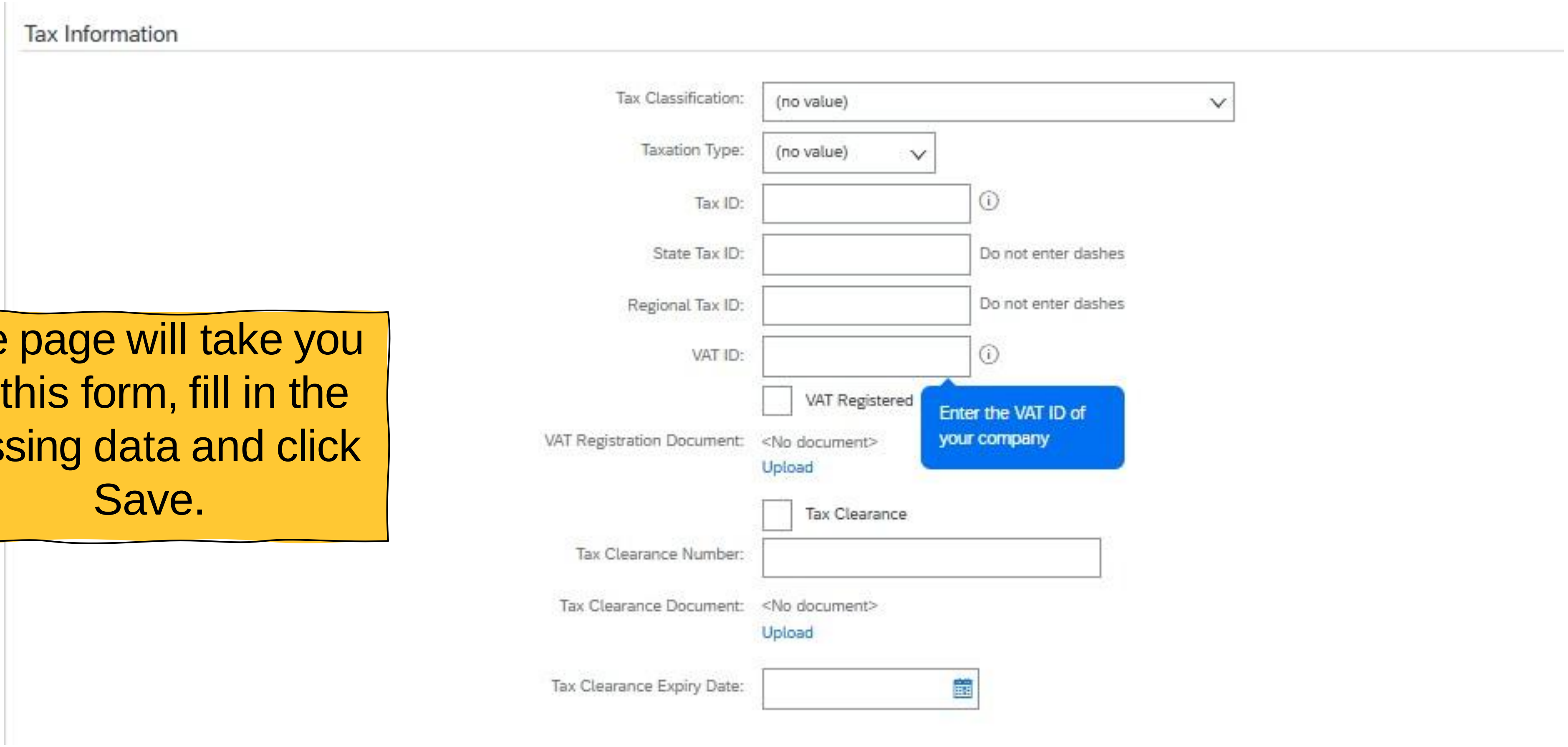
Tax id information



If this message appears to you when you access the portal, you need to review the details by clicking on ***Enter missing Tax/VAT ID*** and update your data.

How it looks the notifications

Tax id information



The page will take you to this form, fill in the missing data and click Save.

How it looks the notifications

Invalid Payment Method

Invalid Payment Method

To proceed, please update your payment method.

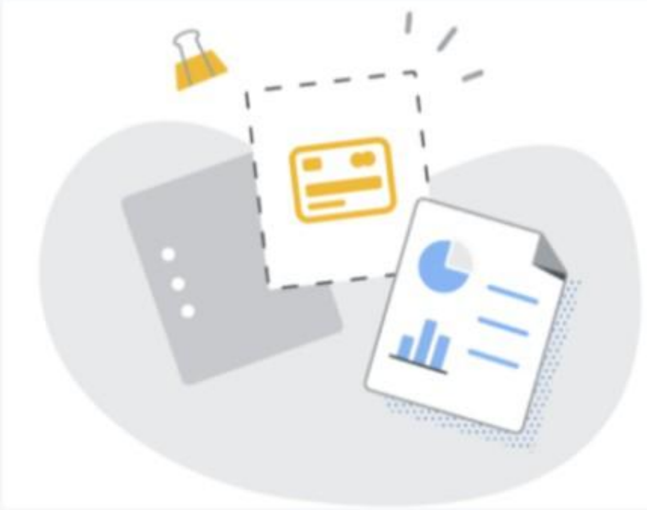
If you've already done it, note that changes may take a few minutes to reflect on this page. You can try refreshing the page after updating.

Update

Log out

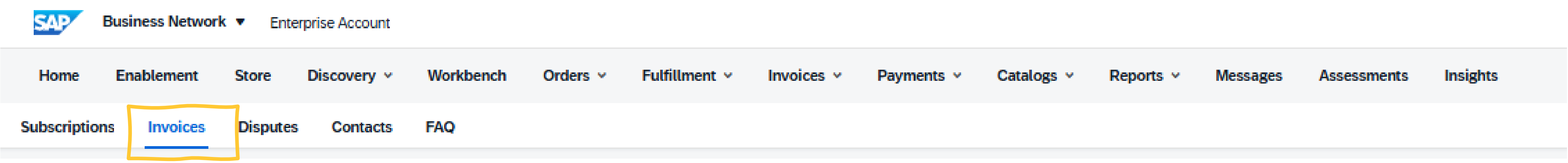
If you see this message when accessing the portal, it means you didn't enter your credit card information or entered it incorrectly. Please click Update to review.

Note: Once you've entered your card information, the SAP team will be free to charge your account.

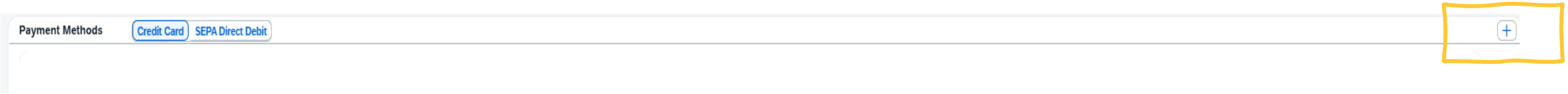


How it looks the notifications

Invalid Payment Method

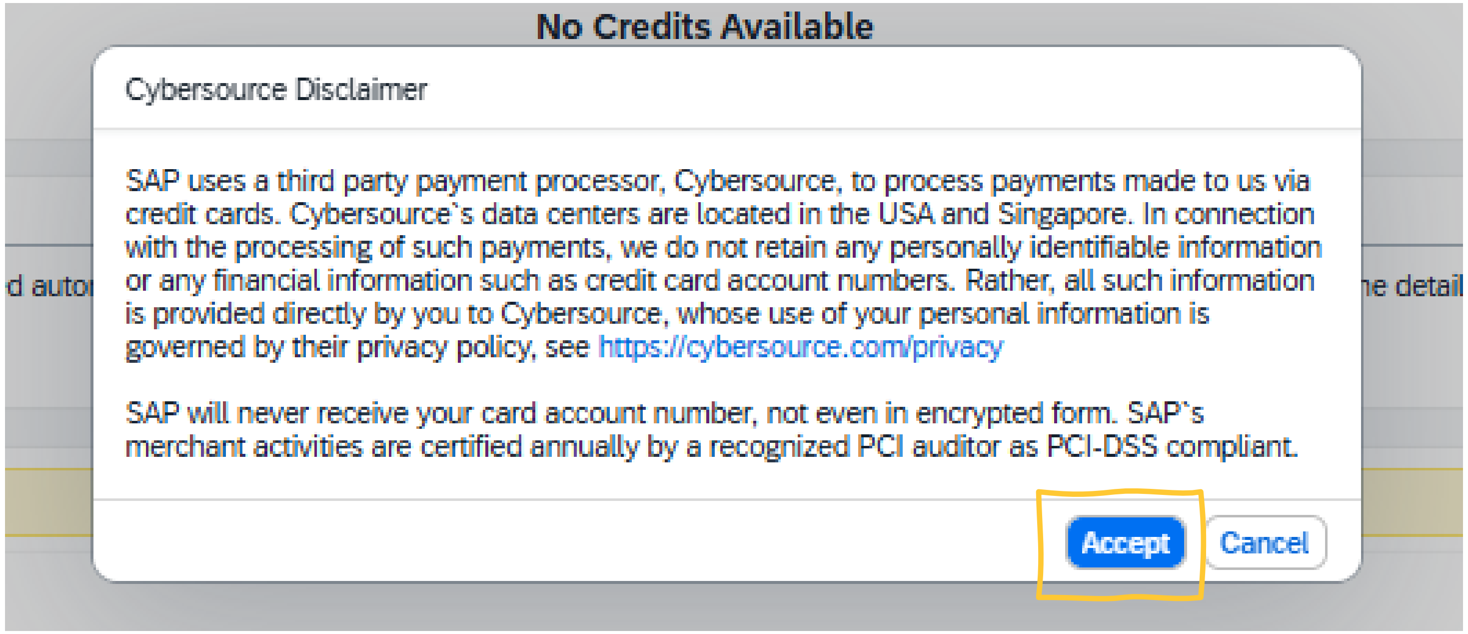


The page will take you to this Subscription Services page where you can see few tabs. Please click on Invoices tab and scroll down the page to the Payment Methods heading and click on "+" to add the details



How it looks the notifications

Invalid Payment Method

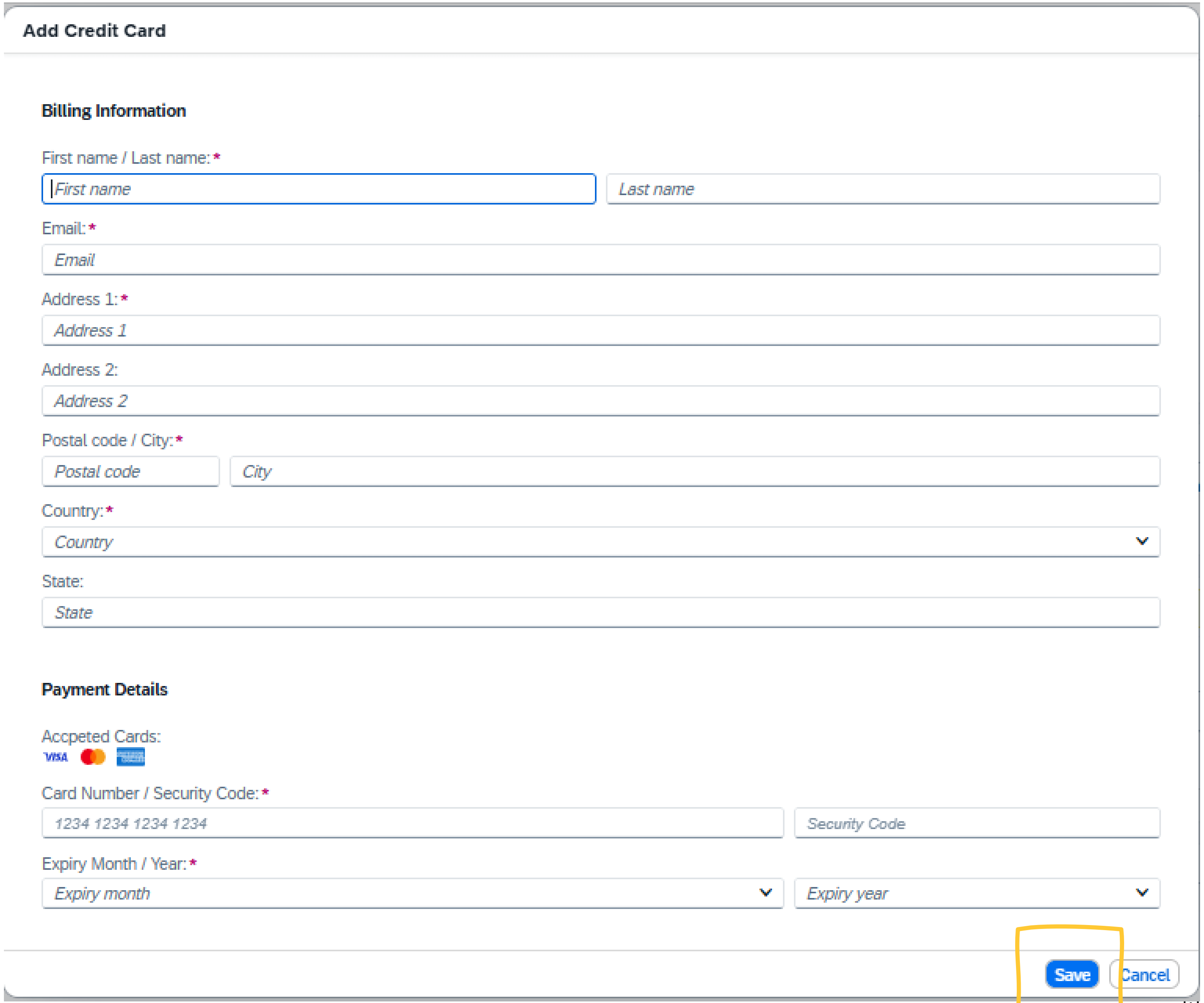


It will pop up this Disclaimer message, please read with attention and proceed clicking on Accept.

How it looks each request

Invalid Payment Method

Please fill all the information requested with an "*" and click on Save.


Add Credit Card

Billing Information

First name / Last name:*

First name | Last name

Email:*

Email

Address 1:*

Address 1

Address 2:

Address 2

Postal code / City:*

Postal code | City

Country:*

Country

State:

State

Payment Details

Accpeted Cards:

VISA

Card Number / Security Code:*

1234 1234 1234 1234 | Security Code

Expiry Month / Year:*

Expiry month | Expiry year

Save | Cancel

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Useful Links

We also recommend visiting our video page, which we offer in several languages to help you with this process.

SAP Learning Videos

Below are the most commonly used references:

Video 3: How to downgrade your account

Video 5: How to pay your bill

Video 6: How to download invoices

Video 9: How to add, delete, and edit a credit card

Video 15: Direct Debt

Video 16: Paying by credit card

Video 17: Standard vs. Enterprise accounts (here you'll find the differences between account types)

Thank you.

Contact information:

Name
Email

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