How do I dispute my bill from Ariba?

Answer

If you believe your Ariba bill has been incorrectly calculated, you can create a dispute case by doing the following:

1. In the upper-right corner of the application, click **[user initials]** > **Service Subscriptions**.
2. Click the **Open Bills** tab and locate the bill.
3. Under **Action** to the right, click the 🗨
4. 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.
5. Double-check that the contact information listed underneath **Contact Data** is correct.
6. Click **Send**.

Your request will be sent to the billing team and you will be contacted by a representative.