



# How to create a dispute on SAP Business Network

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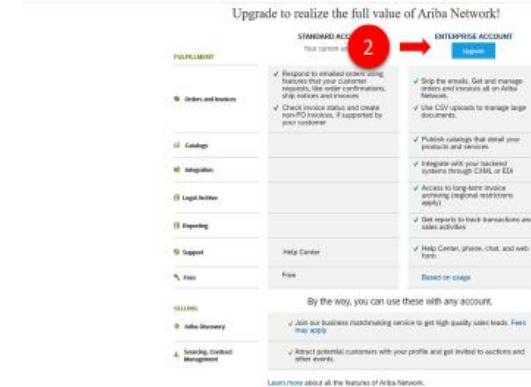


## General info

There are two types of accounts on SAP Business Network:

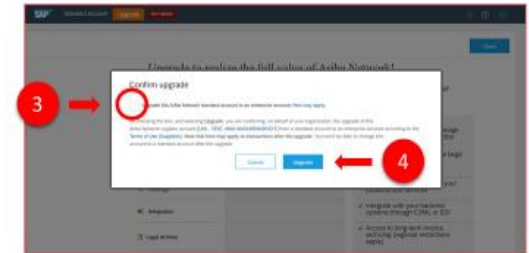
STANDARD ACCOUNT Your current account	ENTERPRISE ACCOUNT <a href="#">Upgrade</a>
<ul style="list-style-type: none"> <li>✓ Respond to emailed orders using features that your customer requests, like order confirmations, ship notices and invoices</li> <li>✓ Check invoice status and create non-PO invoices, if supported by your customer</li> </ul>	<ul style="list-style-type: none"> <li>✓ Skip the emails. Get and manage orders and invoices all on Ariba Network.</li> <li>✓ Use CSV uploads to manage large documents.</li> </ul>
<ul style="list-style-type: none"> <li>✓ Publish catalogs that detail your products and services *</li> </ul>	<ul style="list-style-type: none"> <li>✓ Publish catalogs that detail your products and services</li> </ul>
	<ul style="list-style-type: none"> <li>✓ Integrate with your backend systems through CXML or EDI</li> </ul>
	<ul style="list-style-type: none"> <li>✓ Access to long-term invoice archiving (regional restrictions apply)</li> </ul>
	<ul style="list-style-type: none"> <li>✓ Get reports to track transactions and sales activities</li> </ul>
<p>Help Center</p>	<ul style="list-style-type: none"> <li>✓ Help Center, phone, chat, and web form</li> </ul>
<p>Free</p>	<p>Based on usage</p>

Upgrading the account to Enterprise level is always the process **initiated by the supplier**. It requires few manual steps as well as the final confirmation:



Steps to take to upgrade the account:

1. Click on upgrade
2. Review Comparison (fee reference) and Click on Upgrade
3. Click the check box with fee reference
4. Click on Upgrade button



Once the account is upgraded, it is subject to fees established by SAP. Here you will find more information about prices.

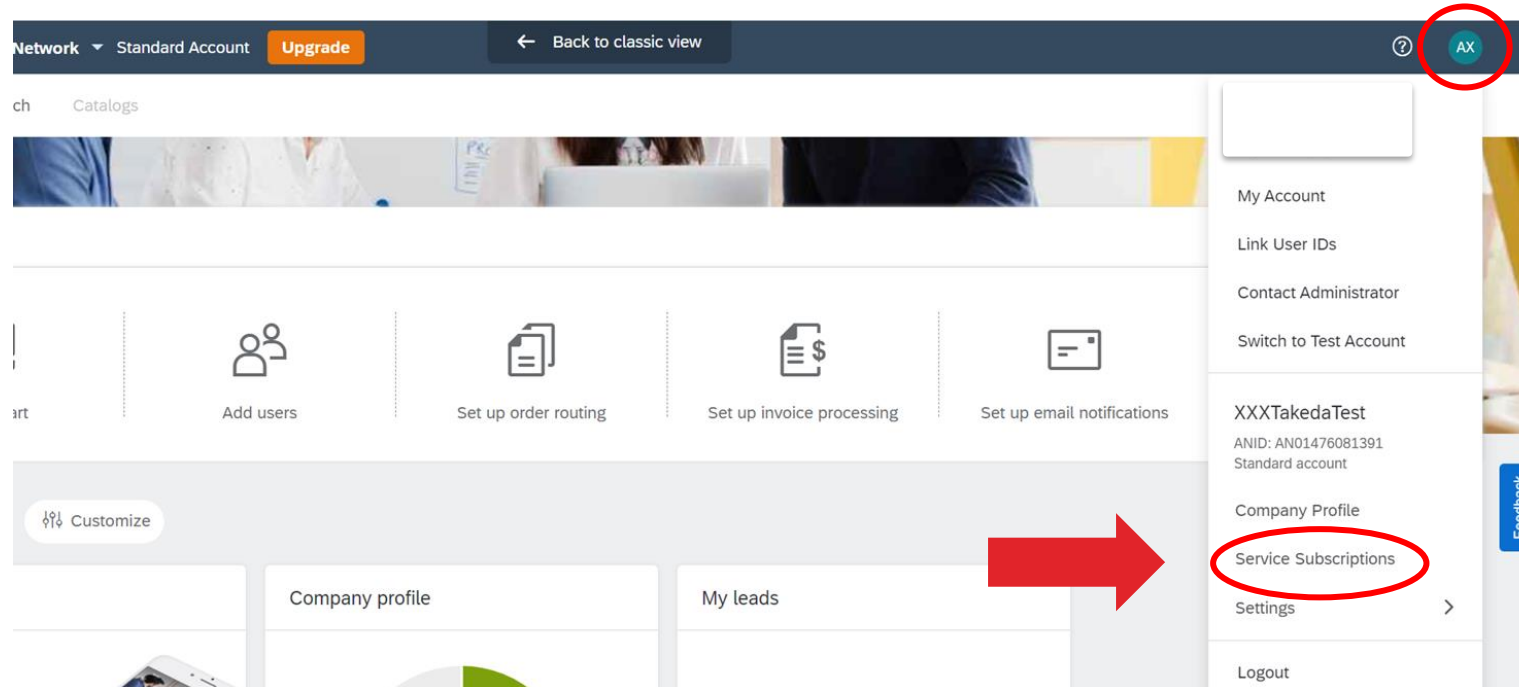
\*There are no upfront costs for Enterprise account. But if you exceed qualifying thresholds of 5 documents (POs and invoices) and \$50,000, your account becomes chargeable.

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## Creating the dispute regarding your bill



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



- Go to your Service Subscriptions.
- Click the 'Open Bills' tab and locate the bill.
- Under 'Action' to the right, click the '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.
- Double-check that the contact information listed underneath 'Contact Data' is correct.
- Click 'Send'.

**NOTE: Once your fees are paid, you can downgrade your account to the Standard option, please reach out with the request to Help Center ([LINK](#))**