

1. **What are SAP Ariba's payment terms for suppliers?**
 - a. Net 30 days
2. **What makes a Supplier eligible for suspension?**
 - a. An account can only become eligible if it has one or more invoices that are at least 60+ days overdue (90 days from invoice date).
3. **When do eligible suppliers get suspended?**
 - a. Eligible suppliers will be suspended on the 15th of each month.
4. **What will prevent suspension?**
 - a. An open balance that is zero or less (this includes an overall credit balance).
 - b. A Promise to Pay created for the invoices that would trigger suspension (managed by collections team).
 - c. An open Dispute Case for the invoices that would trigger suspension (must be active and a valid dispute).
5. **How were the suppliers notified about the suspension?**
 - a. A 3-level dunning process - dunning letters to stored dunning email address on day 45, 60, 75 after invoice date.
 - b. A pre-suspension notification - a pre-suspension notification to all stored email addresses on day 90 after invoice date.
 - c. A suspension notification - a suspension notification to all stored email addresses on day 105 after invoice date.
 - d. A final demand letter - a letter 75 days after suspension.
 - e. Moreover, there are notices posted on the supplier accounts when invoices are past due alerting the supplier of a pending suspension. Once suspended, there is a notice on the buyer portal alerting them of the suppliers suspended.
6. **Which supplier contact receives the Dunning notice?**
 - a. Dunning letters are sent to the dunning contacts that is set by the supplier on the billing tool in supplier's Ariba Network account. Pre-note and Suspension notifications are sent to all the contacts including the Ariba account administrator.
7. **Who from SAP Ariba can help the supplier?**
 - a. **Open a Dispute Case:** In case of valid billing dispute, please [create a dispute using the dispute tool](#).
 - b. **Global Billing Team**
 - i. For topics: Fee information, payment methods, delayed invoices, document request (W9, Vendor Forms, Bank Information, Terms of Use), refund requests.
 - ii. **Contact SAP Ariba directly via email** using the regional contacts below, please indicate your ANID or customer number in the subject line:
Americas: ariba-na_MH@sap.com
EMEA: ariba-emea_MH@sap.com
APJ: ariba-apj_MH@sap.com
 - c. **Global Suspension Team**
 - i. For topics: "I sent payment but still suspended", "Payment was sent, can I be unsuspending today?", "I promise to pay, can I be unsuspending today?"
 - ii. Contact SAP Ariba directly via email using the regional contacts below, please indicate your ANID or customer number in the subject line:
Americas: ariba.suspension.office@sap.com
EMEA: ariba.suspension.emea@sap.com
APJ: ariba.suspension.office.apj@sap.com

8. Where can suppliers find self-help content?

[SAP Ariba Billing](#)

[Ariba Network Supplier Information](#)

9. Where can a supplier open a billing dispute?

a. [How to create a billing dispute using the dispute tool](#)

10. What happens to the suspension when the supplier pays their bill?

a. The suspension will be lifted automatically.

11. How can a supplier downgrade from an Enterprise account to a Standard account?

a. Supplier can submit an SR with Customer Support or a [Dispute](#) to request downgrade.

b. If all outstanding bills are paid, relationship will be downgraded to Standard and retain same supplier ANID and Buyer relationships.

c. If there are outstanding bills, supplier is required to make payment before account will be downgraded.