

How to downgrade from an Enterprise account to a Standard account:

1. A standard account works through interactive email with limited functionalities. Please watch this video to ensure a standard account fits your needs: [Video - Standard Account](#). Please also review the [Criteria for Downgrading](#).
2. All pending invoices must be paid. [Login to your Account](#), go to Company Settings --> Service Subscriptions --> Invoices. Note: these are outstanding invoices due to SAP Ariba, not outstanding invoices with your customers.
3. After the account is settled, have the administrator of the account click the initials in the top right corner of the page, then select **Convert to Standard Account** → **Check eligibility now**. If your account is eligible, select **Convert Now**. If your account is not eligible, review the **Action** column to determine what steps must be taken before downgrading.

Contact Ariba Support for assistance with creating, connecting, or managing your SAP Business Network account:

- Follow the [SAP Business Network Customer Support](#) process to request a callback ← *Recommended*
- Call **800-974-4899**, Monday - Friday, 8:00 AM - 5:00 PM ET
- Submit a [Supplier Enablement Inquiry](#) to open support ticket for Ariba

See links below for additional information about SAP Business Network accounts, fees and billing:

[Ariba Network Billing Information](#)

[Ariba Network Standard Account for Suppliers.pdf](#)

[Ariba Network Enterprise Account for Suppliers.pdf](#)

[Ariba Network Enterprise Accounts Supplier Fee Schedule.pdf](#)