Axalta Coating Systems

How can I downgrade my Enterprise account – Work Instructions

SAP Business Network

Index

AXALTA

How do I downgrade my fully enabled account to a Standard account?

1. In the upper-right corner of the application, click **[user initials]** > **Convert to Standard Account**.

2. Review the differences between Enterprise and Standard accounts and eligibility requirements.

3. If you'd like to continue with downgrading, click **Check eligibility now.**

4. Check the **Status** column to ensure your account is eligible for downgrade.
    1. Perform the **Action** next to any criteria that did not pass eligibility.
    2. Click **Re-check eligibility now** to ensure all actions have been taken.

5. Once your account meets all criteria, click **Convert now** and confirm.

Watch step by step video: [How to downgrade from Enterprise to Standard.]()

What if my account isn't eligible to Convert to Standard?

What if my account isn't eligible to **Convert to Standard**? I keep getting the following errors after trying to **Convert to Standard**.

Error: Your account is part of a multi-organizational billing structure and can't be converted to a standard account.

Error: Your account cannot be converted to a standard account as it it a part of a Quadrem Network billing plan.

Resolution

Some Enterprise accounts cannot use the self-downgrade tool. If your account has a multi-org billing structure or uses legacy Quadrem billing, you may encounter an error or not see the **Convert to Standard** option. Your account may still be eligible for a downgrade if the following criteria are met:

•We recommend not having any pending Enablement Tasks.

•You must not have any integration configured (cXML, Electronic Data Interchange (EDI), SAP Integration Suite, managed gateway for spend management and SAP Business Network).

•You must not have an active Supply Chain Collaboration(SCC) relationship. Respective buyers must disable the SCC relationship.

•You must not have Long Term Document Archiving configured or you will lose access to the archive.

•You must not have Invoice Archiving configured or you will lose access to the archive.

•You must no have any outstanding bills.

Note that a Standard Account provides only limited access to Business Network and no access to Reports. Before downgrading the account ensure that you download the generated reports to your hard disk.

Once the account has been downgraded to standard, you will notice that the home page will look different from the enterprise homepage. The **orders**, **fulfilment**, **invoices**, **payments**, and **reports** tabs at the top of the screen will be greyed out and no longer available to use. In order to view purchase orders and create invoices on a standard account, you must navigate by using the workbench area that is located in the overview section of the homepage.

If your account meets all criteria above, contact SAP Support. Additional verification with the account administrator will need to be performed. Once completed, we will forward your request to the responsible department to check if there is any outstanding **Quadrem fees**.

What is a valid reason to create a billing dispute?

If your billing dispute falls under any of the below reasons and meets all the necessary conditions, you can create a dispute from your account for the billing team to review.
If a dispute case is created, your request will be sent to the billing team and you will be contacted by a representative.
Please note that if you do not have a valid reason, your dispute will be rejected.

Eligibility Check

Account change eligibility check
You must meet ALL the eligibility criteria below to convert to a Standard account:

•You must not have any outstanding fees.
•You must remove the external integration configured as well as Profile URL in cXML setup.
•Your Supply Chain Collaboration relationship status must be disabled.
•You must not have any Long-term document archiving configured or you will lose access to the archive.
•You must not have any Invoice Archiving configured or you will lose access to the archive.
•You must not have a pending enablement task related to Supply Chain Financing.

Important:

•When you first enroll into an SAP Business Network account, there are no upfront costs. But if you exceed our qualifying thresholds of 5 documents (POs and invoices) and $50,000, your account becomes chargeable (Enterprise account).
•The invoices generated with an Enterprise account are valid per SAP Business Network ’s Terms of Use, which were accepted in order to use the platform.
•Review with your customer(s) if it's profitable for you to have a Standard account with them since the network works as a procurement imprint tool for both of you to get and follow payments as well as routing POs, stock’s control and more.

Downgrade to a lower package

Conditions:

•The Q1 invoice containing the subscription fee must be within 60 days of being issued.

•You must provide a confirmation email from your customer that the transactions will decrease in the new billing cycle.

Transactions in error

Important:

•Before you raise a dispute, download and review the Transaction Activity Report. See What does each column in the Transaction Activity Report mean? for information on how to understand the report.

•Any documents that are rejected/cancelled for a specific quarter will be reconciled in the next quarter as an adjustment.

Exemptions

Conditions:

The following exemptions will be valid with the proper certifications. Learn how to upload a certificate in your account.

•Certification from the SBA (Small Business Certification) or NMSDC (National Minority Supplier Development Council) – valid for small company, a HUBZone company or an entity.

•Certification from WBENC (Women's Business Enterprise National Council) or National Women Business Owners Corporation Network.

•Certification that the Buyer is a federal, state, or local government agency, or a 501(c)(3) organization under U.S. laws.

•Tax exemption.

Important:

•The certificates must cover the invoice’s date. Invoices created outside of the valid certification dates won’t be credited.

•The buyer relationship must qualify for the exemption.

•We do not have an exemption for suppliers that are a 501(c)(3) organization.

Expire/Delete Account

Conditions:

•No due invoices in your account.

•If you have just one invoice due in the account for the subscription package, it can be credited as a one-time concession in order to close the account.

•Expirations must be requested by the account administrator.

•Buyers must be aware of the intent to close the account.

•Ensure that all credit cards have been removed from the account.

•All customer trading relationships must be rejected in both the Production and Test accounts.

Thank you.

Contact information:

Aribaenablement@axalta.com