Guide for supplier: how to raise ticket for Downgrading Enterprise to Standard account

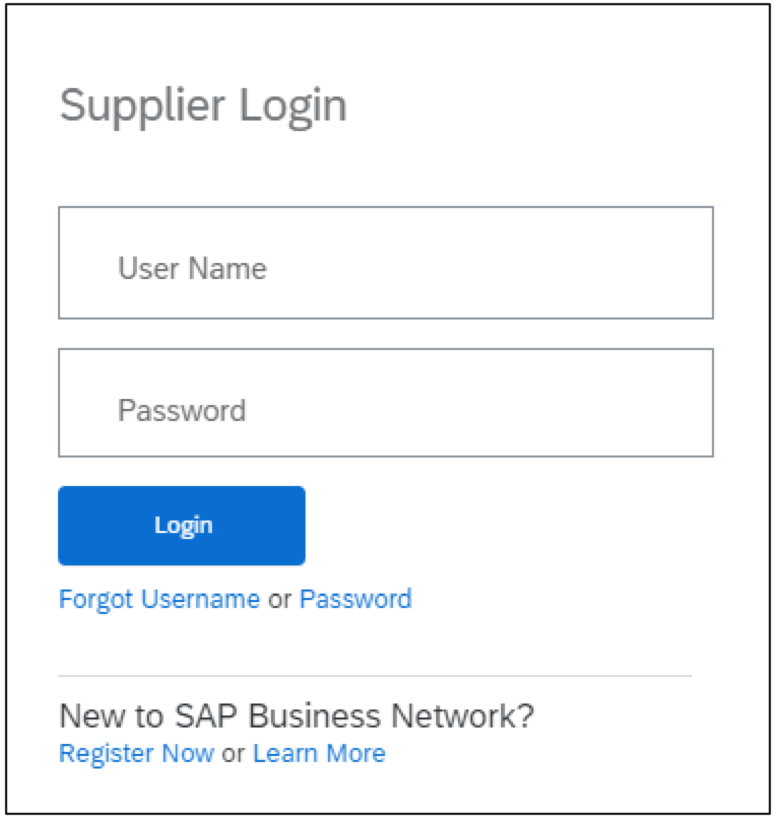
SAP

Public

THE BEST RUN

1. Supplier login to SAP Business Network

Log in via https://supplier.ariba.com



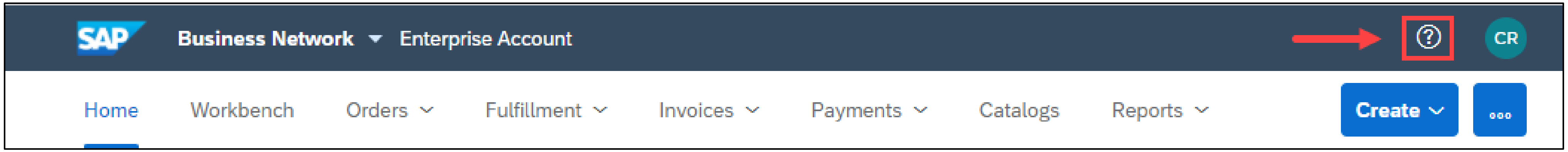
Note:

1. Prior to raising ticket for downgrading, Suppliers are recommended to use **Self-service feature: Convert Enterprise account to Standard account** **(Guide in hyper link)**

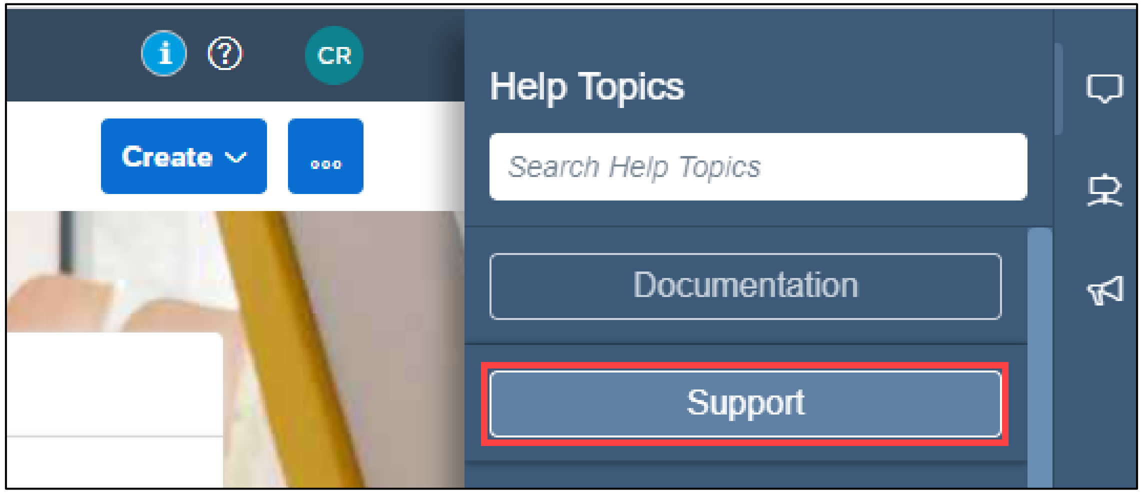
2. If Supplier do not pass eligibility check in self-service feature, encounter technical issue or have any further enquiry, follow this guide to raise an Ariba Support ticket on downgrading.

2. Contact Business Network Customer Support (1)

Click the **Help** icon in the upper-right corner of the application

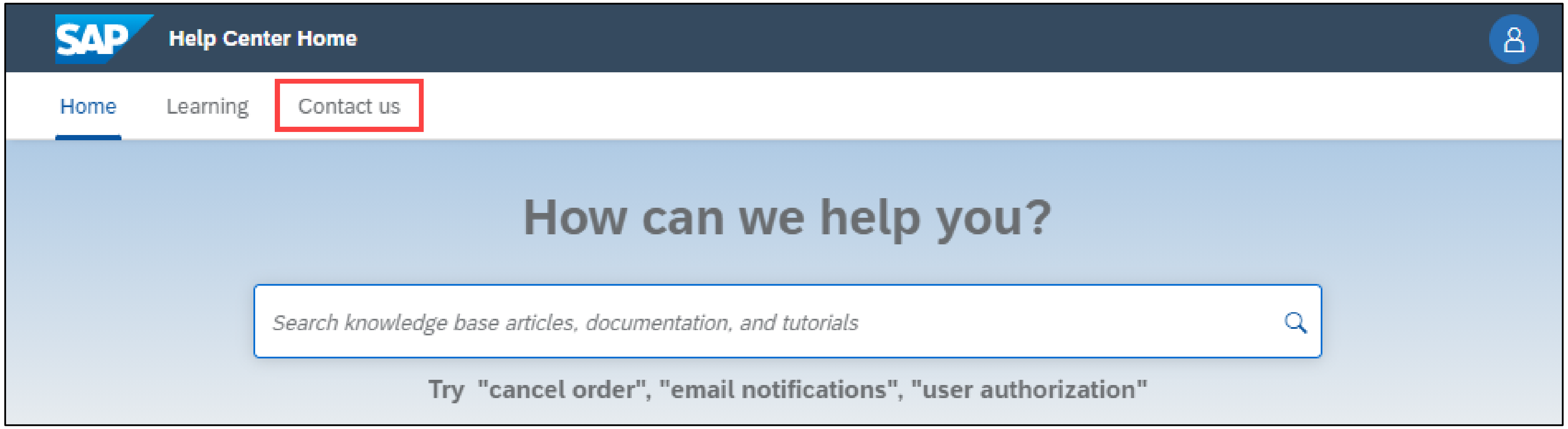


Click **Support**



2. Contact Business Network Customer Support (2)

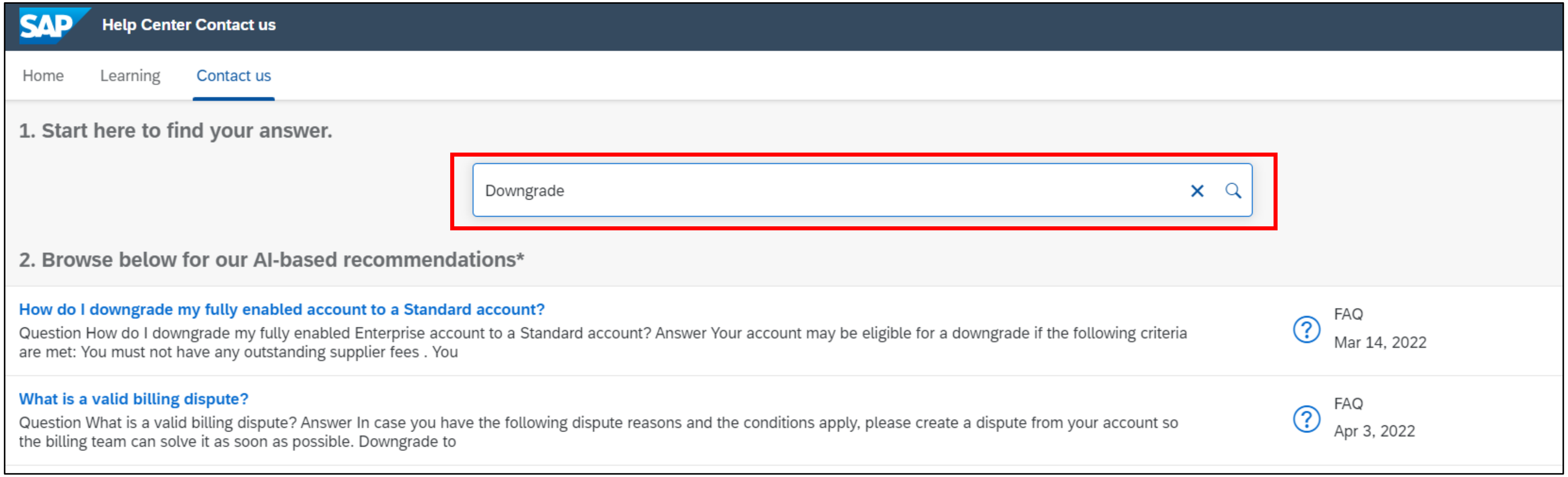
Click the **Contact us** tab.



2. Contact Business Network Customer Support (3)

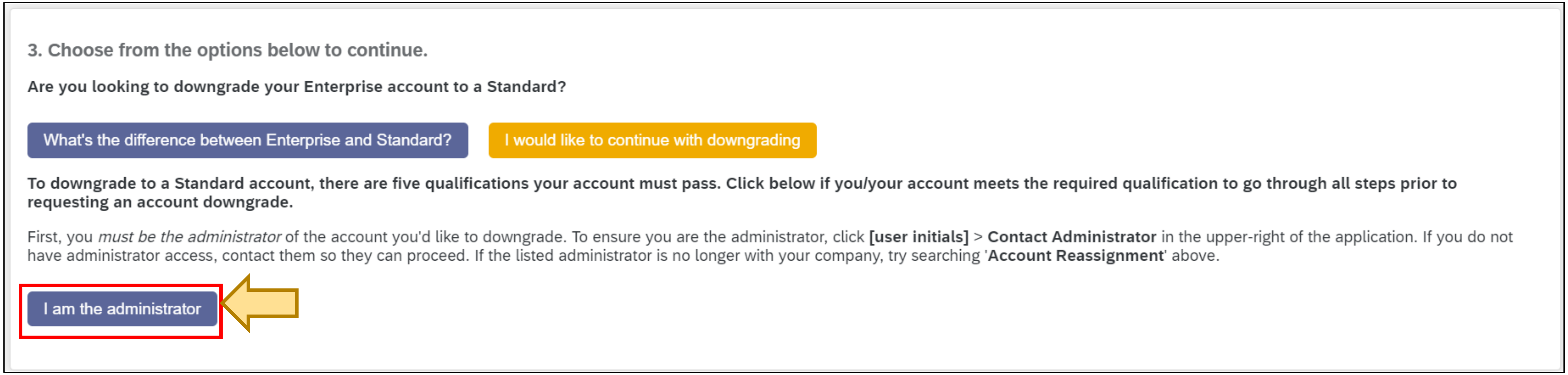
Enter a brief description of your question or issue in the **Start here to find your answer** field, example “*Downgrade*”

Scroll down to section 3, click **“I would like to continue with downgrading”**



2. Contact Business Network Customer Support (4)

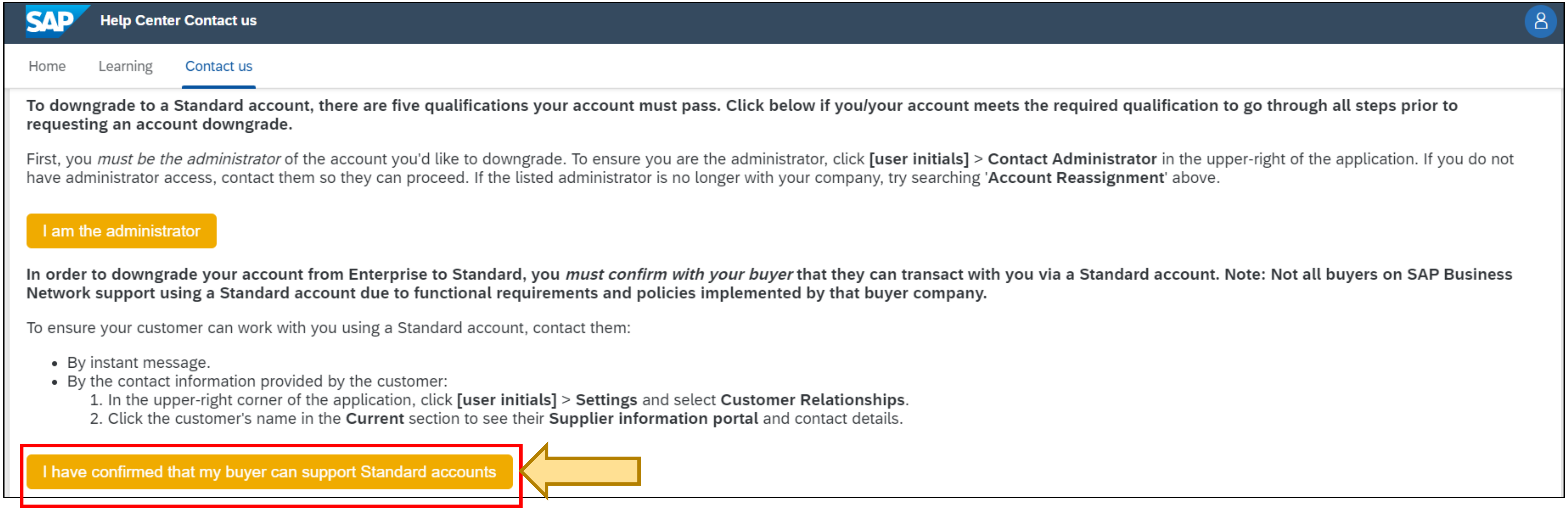
Read and review the information carefully. Ensure you are the administrator of your company’s account. If yes, click “I am the administrator”



2. Contact Business Network Customer Support (5)

Read and review the information carefully. Ensure you have discussed with your Buyer(s) that they can transact with you via a Standard account.

If you have checked and confirmed with your Buyers, click **“I have confirmed that my buyer can support Standard accounts”**



2. Contact Business Network Customer Support (6)

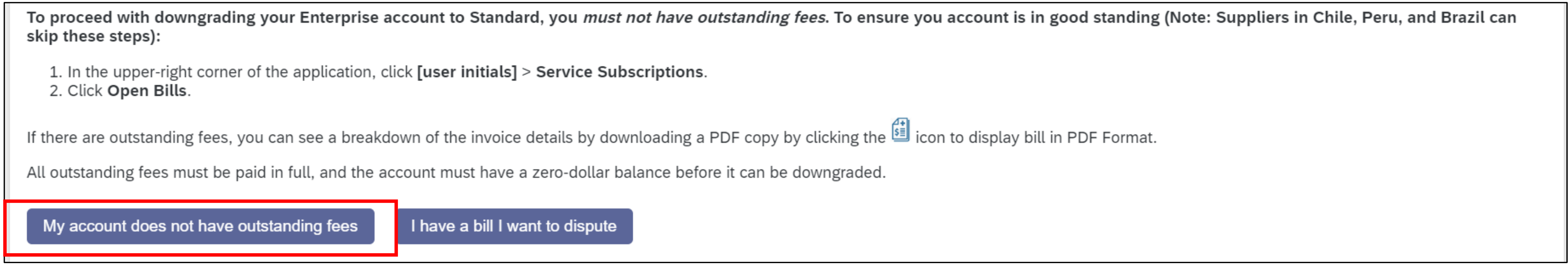
Read and review the information carefully. Ensure you have checked on your own Enterprise account's subscription fee for any outstanding.

Follow the steps on the screen to check for open bills in your Ariba Network Supplier account.

If you have checked and ensure there is no open bills, click **"My account does not have any outstanding fees"**

Alternatively, if you have open bills and want to raise a dispute, click **"I have a bill I want to dispute"**

Important note: if there is outstanding Ariba fees in your account, downgrading request might not be approved

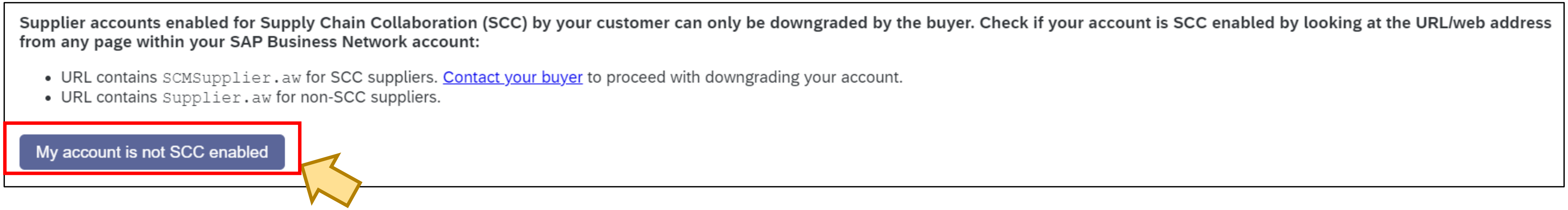


2. Contact Business Network Customer Support (7)

Read and review the information carefully.

Follow the steps to check whether your account is enabled for Supply Chain Collaboration.

If you have checked and confirmed your account is not SCC enabled, click **“My account is not SCC enabled”**



2. Contact Business Network Customer Support (8)

Read and review the information carefully.

Follow the steps to check whether your account is configured for integration.

If you have checked and confirmed your account is not integrated, click **“My account is not integrated with cXML, EDI, or CIG”**

Lastly, your account *must not be configured for integration* with cXML, EDI, Punch-out, or CIG. See your configuration:

1. Check your customer relationships to ensure custom routing types do not include cXML, EDI, or CIG:
    1. In the upper-right corner of the application, click **[user initials]** > **Settings** and select **Customer Relationships**.
    2. Look under the **Routing Type** column.
    3. If **Custom** routing type is selected, click **Actions** > **Override Routing**
    4. Either select to use default routing or click **OK** to edit the customized settings.
       Ensure all preferences are set to something other than cXML, EDI, or Cloud Integration Gateway before clicking through the next pages and saving.
2. Check the default routing settings:
    1. In the upper-right corner of the application, click **[user initials]** > **Settings** and select **Electronic Order Routing**.<.li>
    2. Ensure all preferences are set to Email or Online (these are the only settings available for Standard accounts).
    3. Click **Save**.
    4. Click the **Electronic Invoice Routing** tab and ensure all preferences are set to Online.
    5. Click **Save**.

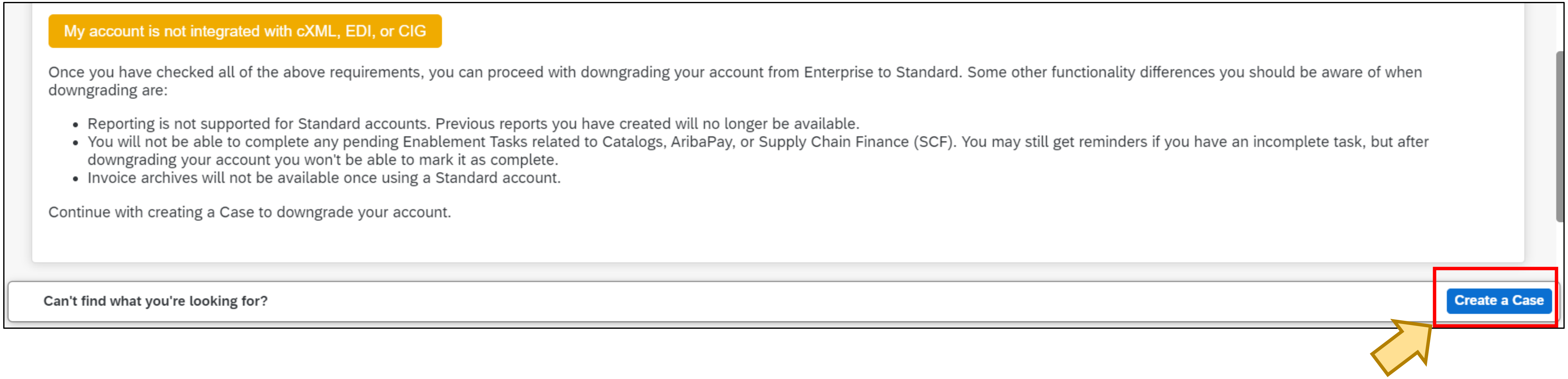
My account is not integrated with cXML, EDI, or CIG

2. Contact Business Network Customer Support (9)

Read and review the information carefully.

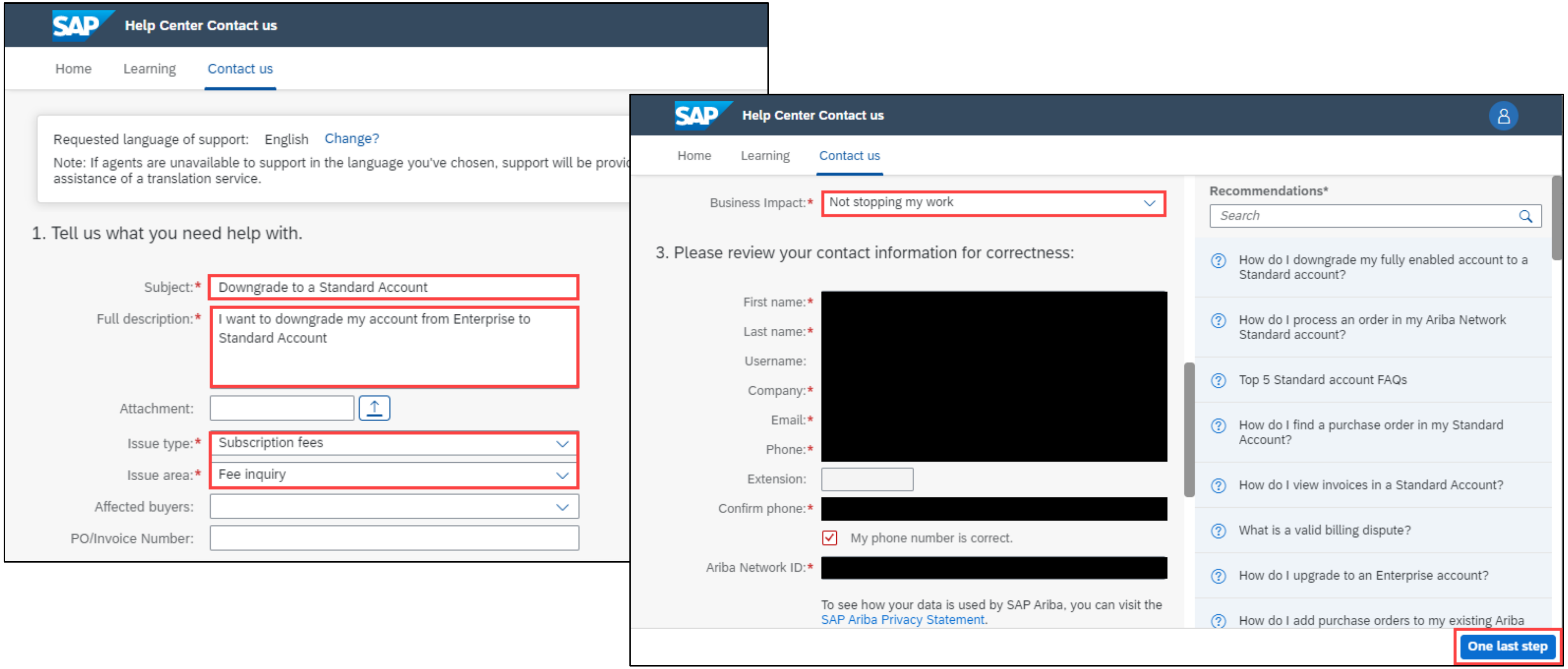
Review the differences in functionality between Standard and Enterprise account shown on the screen.

If you have reviewed and decide to continue with downgrading account, click “Create a Case”



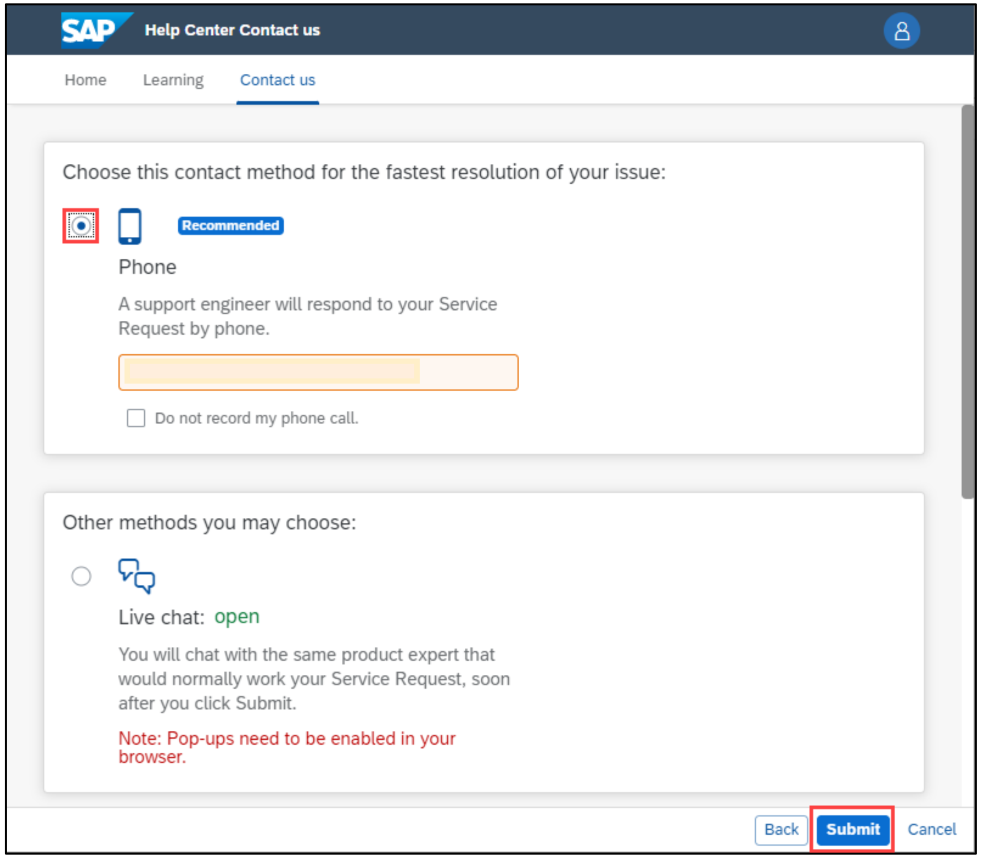
3. Provide information about downgrading

Provide information about downgrading account and all required field
Issue Type : Subscription fees, **Issue area** : Fee inquiry, **Business Impact** : Not stopping my work
Click **One last step**



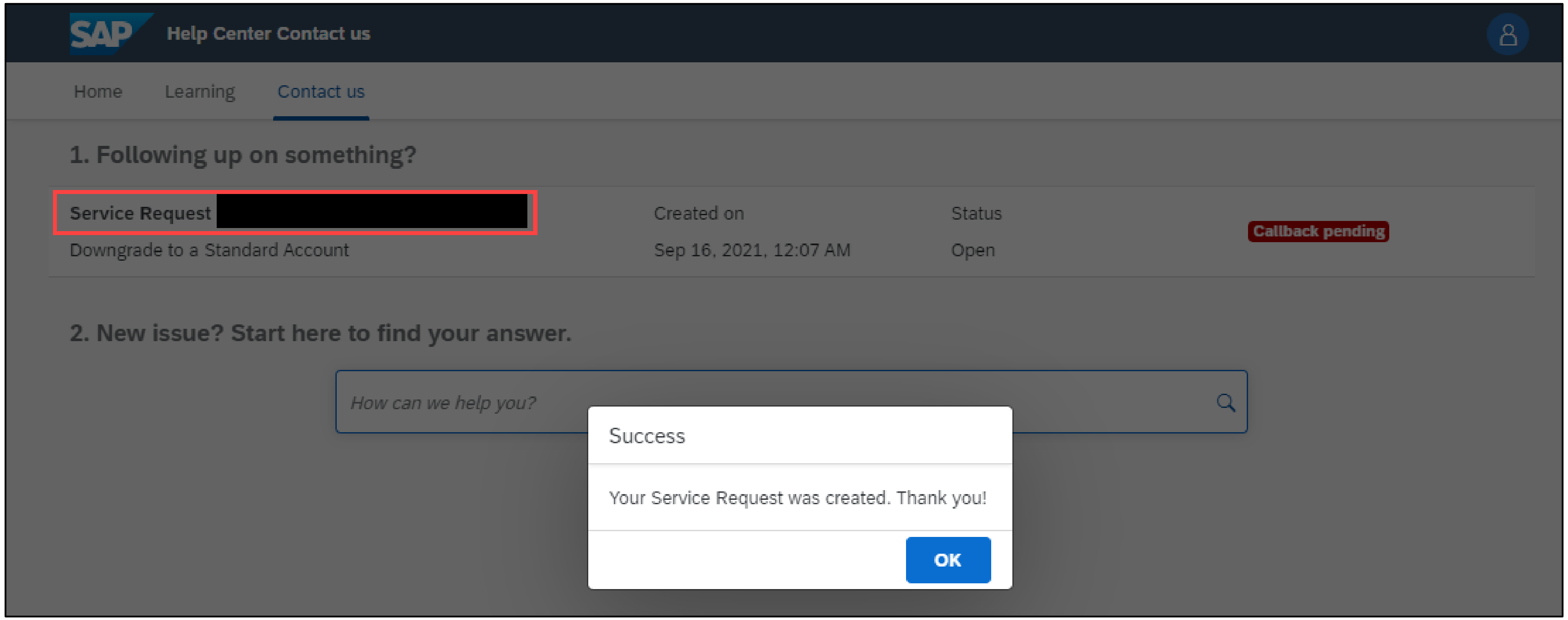
4. Ready for support call

Select Phone and click **Submit**.
Support team will call back to phone number provided in previous step.
Waiting time will show in the screen.



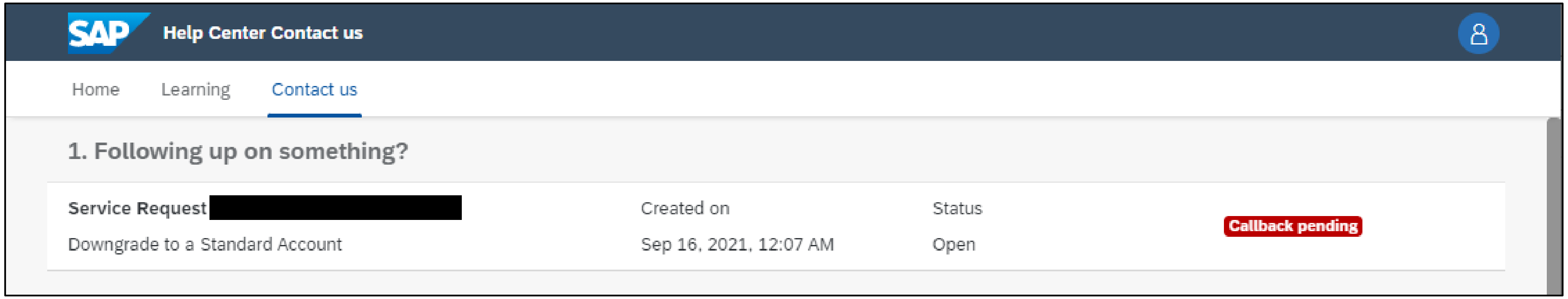
5. Service Request created.

Once Service Request successfully created, you will get notification.

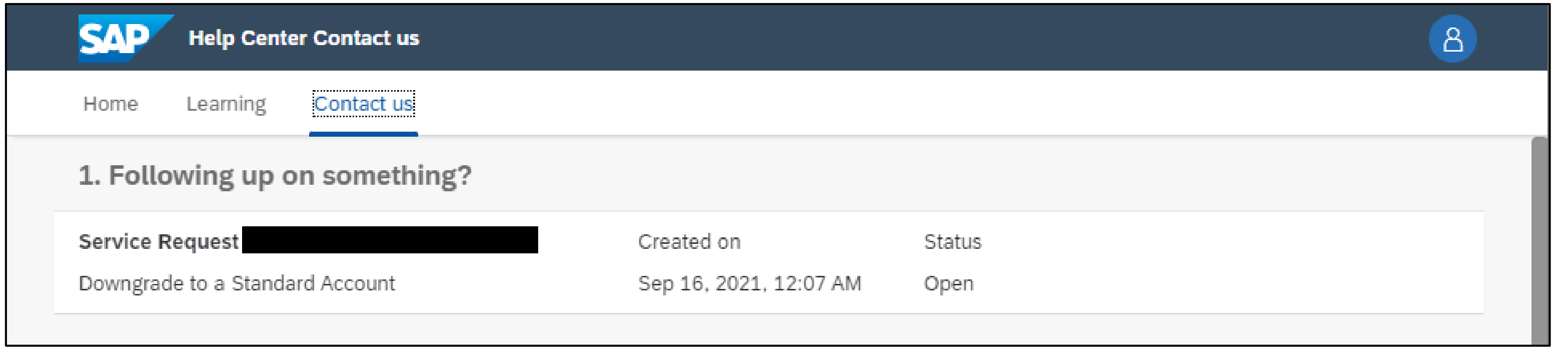


6. Track status of Service Request

You will see your Service Request Number with status. Start from **Callback pending** which mean support team will call you for additional information and guide you with additional steps.

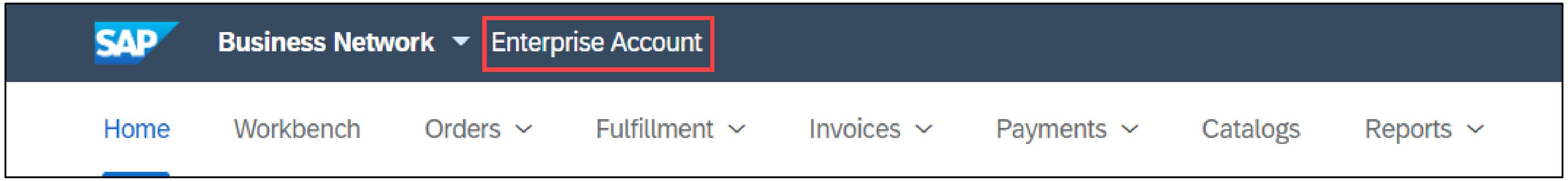


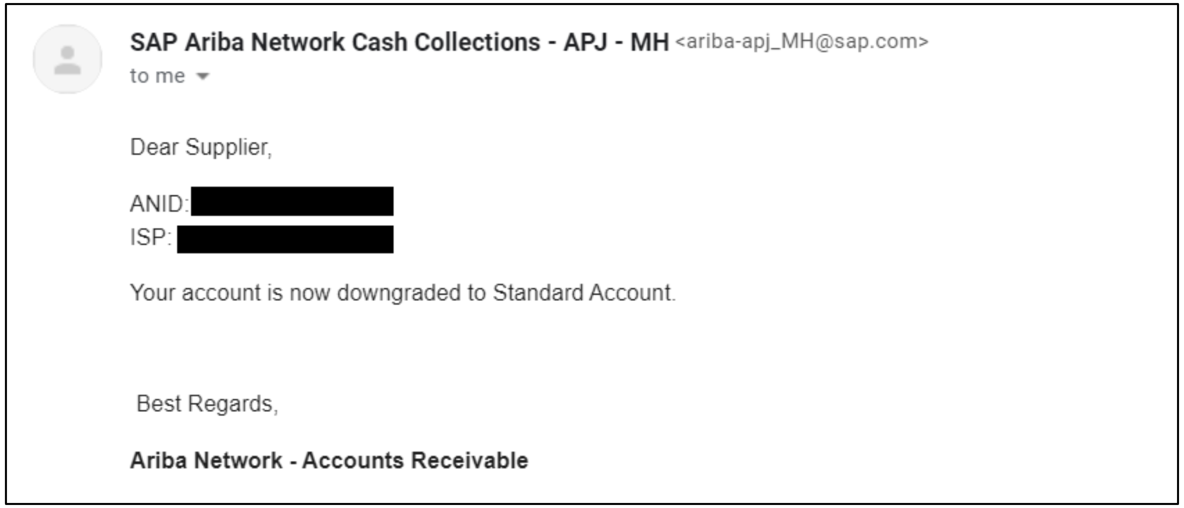
After Support team made a phone call already, status **Callback pending** will disappear. You can track status in this screen by clicking Service Request to view more information.

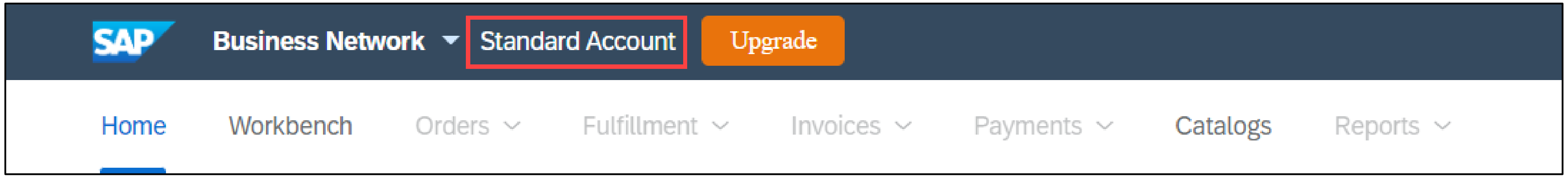


7. Downgrading to Standard

Your account will now change from Enterprise Account to Standard Account with Email confirmation.
N<u>ote</u>: Account type change is subjected to downgrading processing time







Thank you.

Contact information:

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