

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

SAP

Public

1. Supplier login to SAP Business Network

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

Supplier Login

[Forgot Username](#) or [Password](#)

New to SAP Business Network?
[Register Now](#) or [Learn More](#)

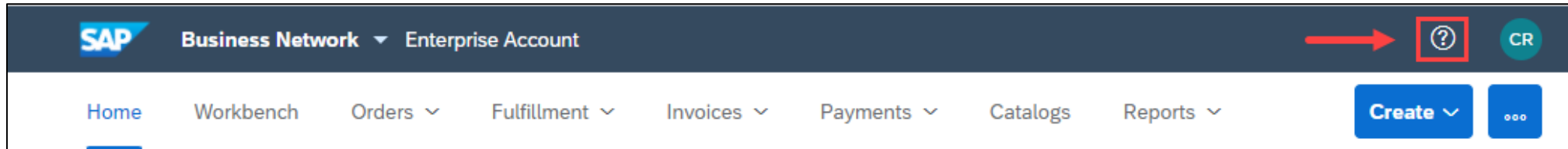


Note:

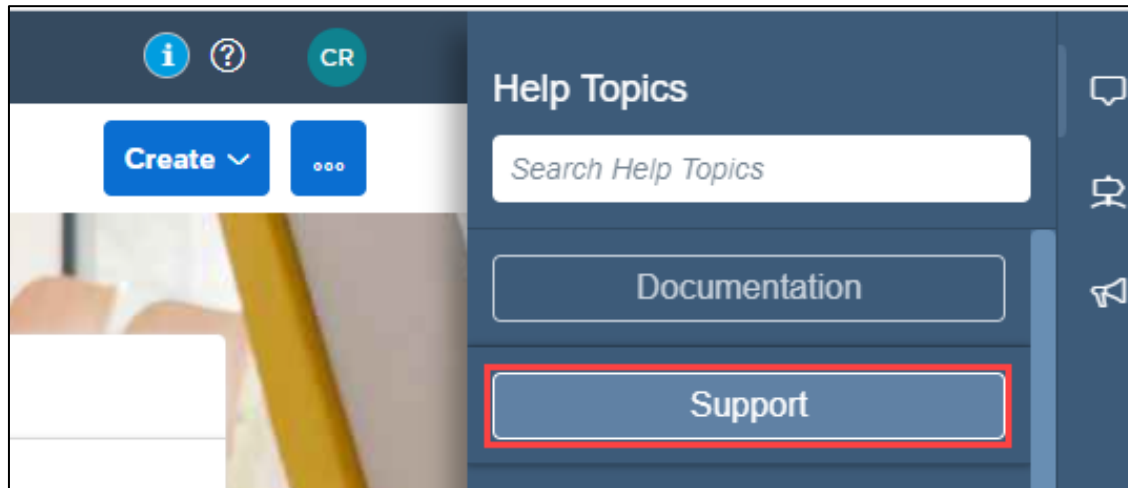
1. Prior to raising ticket for downgrading, Suppliers are recommended to use [Self-service feature: Convert Enterprise account to Standard account](#) ([Guide in hyper link](#))
2. If Supplier do not pass eligibility check in self-service feature, encounter technical issue or have any further enquiry, 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

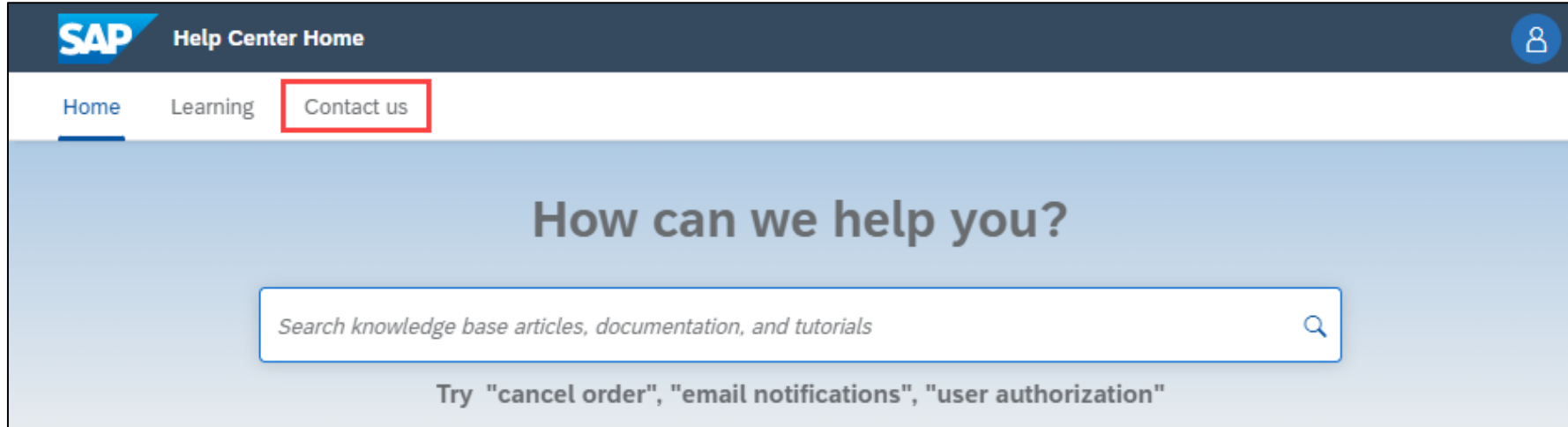


Click **Support**



2. Contact Business Network Customer Support (2)

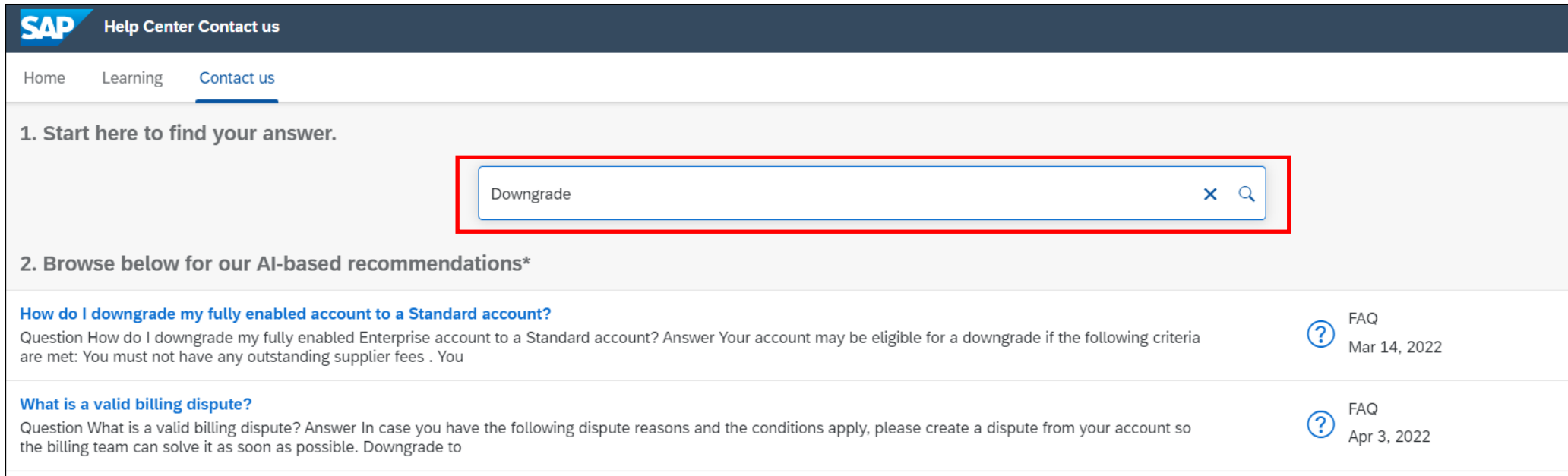
Click the **Contact us** tab.



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**”



The screenshot shows the SAP Help Center 'Contact us' page. At the top, there is a dark blue header with the SAP logo and 'Help Center Contact us'. Below the header, there are navigation links for 'Home', 'Learning', and 'Contact us'. The main content area is divided into three sections:

- 1. Start here to find your answer.** This section contains a search bar with the text 'Downgrade' entered. The search bar is highlighted with a red border.
- 2. Browse below for our AI-based recommendations*** This section displays two FAQ recommendations:
 - How do I downgrade my fully enabled account to a Standard account?** Question: How do I downgrade my fully enabled Enterprise account to a Standard account? Answer: Your account may be eligible for a downgrade if the following criteria are met: You must not have any outstanding supplier fees . You FAQ Mar 14, 2022
 - What is a valid billing dispute?** Question: What is a valid billing dispute? Answer: In case you have the following dispute reasons and the conditions apply, please create a dispute from your account so the billing team can solve it as soon as possible. Downgrade to FAQ Apr 3, 2022



This section is titled **3. Choose from the options below to continue.** It asks the user: **Are you looking to downgrade your Enterprise account to a Standard?** Below the question, there are two buttons:

- What's the difference between Enterprise and Standard?
- I would like to continue with downgrading** (This button is highlighted with a red border and a yellow arrow pointing to it.)

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"

3. Choose from the options below to continue.

Are you looking to downgrade your Enterprise account to a Standard?

What's the difference between Enterprise and Standard?

I would like to continue with downgrading

To downgrade to a Standard account, there are five qualifications your account must pass. Click below if you/your account meets the required qualification to go through all steps prior to requesting an account downgrade.

First, you *must be the administrator* of the account you'd like to downgrade. To ensure you are the administrator, click [user initials] > **Contact Administrator** in the upper-right of the application. If you do not have administrator access, contact them so they can proceed. If the listed administrator is no longer with your company, try searching 'Account Reassignment' above.

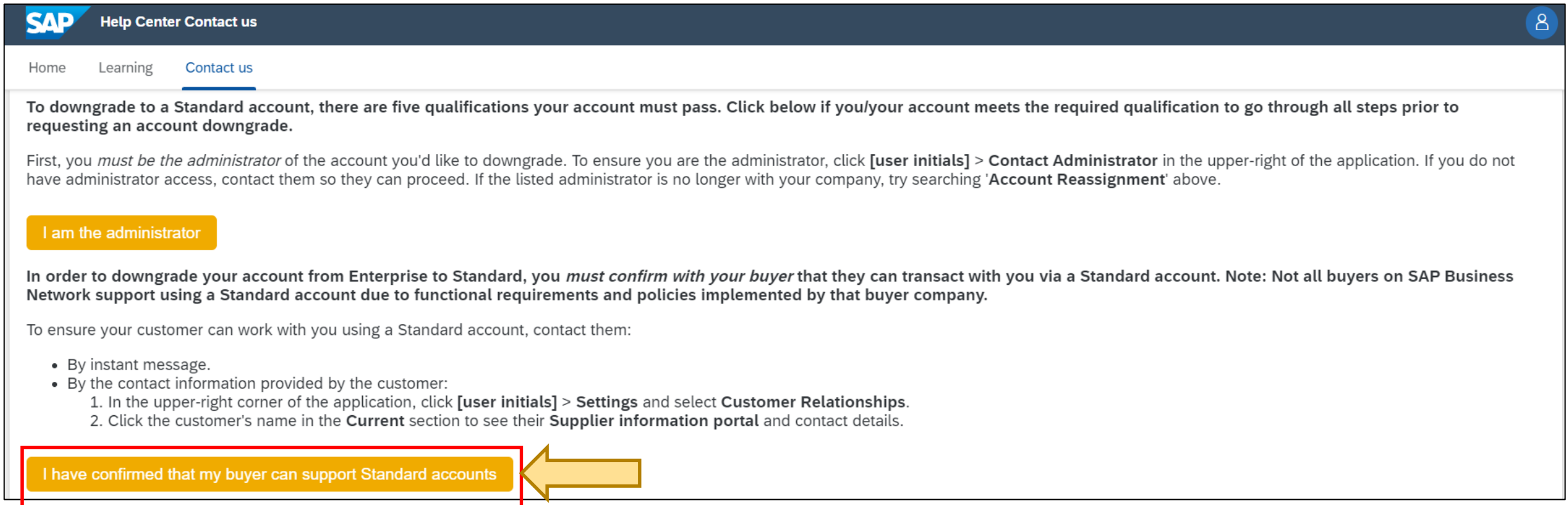
I am the administrator



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”**



The screenshot shows the SAP Help Center 'Contact us' page. The header includes the SAP logo, 'Help Center Contact us', and a user profile icon. The navigation menu has 'Home', 'Learning', and 'Contact us' (which is underlined). The main content area contains the following text:

To downgrade to a Standard account, there are five qualifications your account must pass. Click below if you/your account meets the required qualification to go through all steps prior to requesting an account downgrade.

First, you *must be the administrator* of the account you'd like to downgrade. To ensure you are the administrator, click [user initials] > **Contact Administrator** in the upper-right of the application. If you do not have administrator access, contact them so they can proceed. If the listed administrator is no longer with your company, try searching 'Account Reassignment' above.

I am the administrator

In order to downgrade your account from Enterprise to Standard, you *must confirm with your buyer* that they can transact with you via a Standard account. Note: Not all buyers on SAP Business Network support using a Standard account due to functional requirements and policies implemented by that buyer company.

To ensure your customer can work with you using a Standard account, contact them:

- By instant message.
- By the contact information provided by the customer:
 1. In the upper-right corner of the application, click [user initials] > **Settings** and select **Customer Relationships**.
 2. Click the customer's name in the **Current** section to see their **Supplier information portal** and contact details.

I have confirmed that my buyer can support Standard accounts

A red rectangular box highlights the 'I have confirmed that my buyer can support Standard accounts' button, and a yellow arrow points to it from the right.

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

To proceed with downgrading your Enterprise account to Standard, you *must not have outstanding fees*. To ensure your account is in good standing (Note: Suppliers in Chile, Peru, and Brazil can skip these steps):

1. In the upper-right corner of the application, click [user initials] > Service Subscriptions.
2. Click **Open Bills**.

If there are outstanding fees, you can see a breakdown of the invoice details by downloading a PDF copy by clicking the  icon to display bill in PDF Format.

All outstanding fees must be paid in full, and the account must have a zero-dollar balance before it can be downgraded.

My account does not have outstanding fees

I have a bill I want to dispute

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”**

Supplier accounts enabled for Supply Chain Collaboration (SCC) by your customer can only be downgraded by the buyer. Check if your account is SCC enabled by looking at the URL/web address from any page within your SAP Business Network account:

- URL contains `SCMSupplier.aw` for SCC suppliers. [Contact your buyer](#) to proceed with downgrading your account.
- URL contains `Supplier.aw` for non-SCC suppliers.

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**.
 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

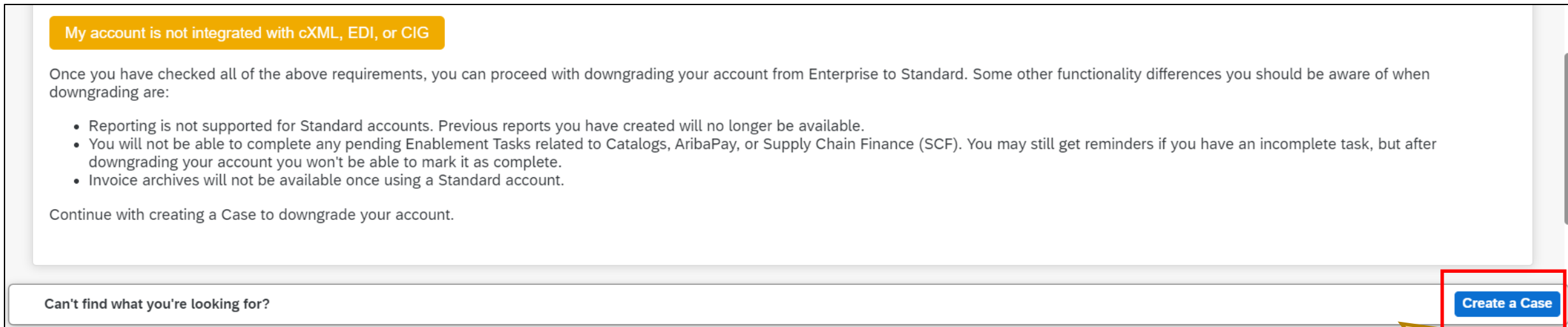


2. Contact Business Network Customer Support (9)

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”



The screenshot displays a user interface for account management. At the top left, there is a yellow warning banner that reads "My account is not integrated with cXML, EDI, or CIG". Below this, a paragraph of text states: "Once you have checked all of the above requirements, you can proceed with downgrading your account from Enterprise to Standard. Some other functionality differences you should be aware of when downgrading are:". This is followed by a bulleted list of three items: "Reporting is not supported for Standard accounts. Previous reports you have created will no longer be available.", "You will not be able to complete any pending Enablement Tasks related to Catalogs, AribaPay, or Supply Chain Finance (SCF). You may still get reminders if you have an incomplete task, but after downgrading your account you won't be able to mark it as complete.", and "Invoice archives will not be available once using a Standard account." Below the list, a line of text says "Continue with creating a Case to downgrade your account." At the bottom left, there is a search bar with the placeholder text "Can't find what you're looking for?". At the bottom right, there is a blue button labeled "Create a Case", which is highlighted with a red rectangular border. A yellow arrow points from the bottom right towards the "Create a Case" button.

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

Once you have checked all of the above requirements, you can proceed with downgrading your account from Enterprise to Standard. Some other functionality differences you should be aware of when downgrading are:

- Reporting is not supported for Standard accounts. Previous reports you have created will no longer be available.
- You will not be able to complete any pending Enablement Tasks related to Catalogs, AribaPay, or Supply Chain Finance (SCF). You may still get reminders if you have an incomplete task, but after downgrading your account you won't be able to mark it as complete.
- Invoice archives will not be available once using a Standard account.

Continue with creating a Case to downgrade your account.

Can't find what you're looking for?

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**

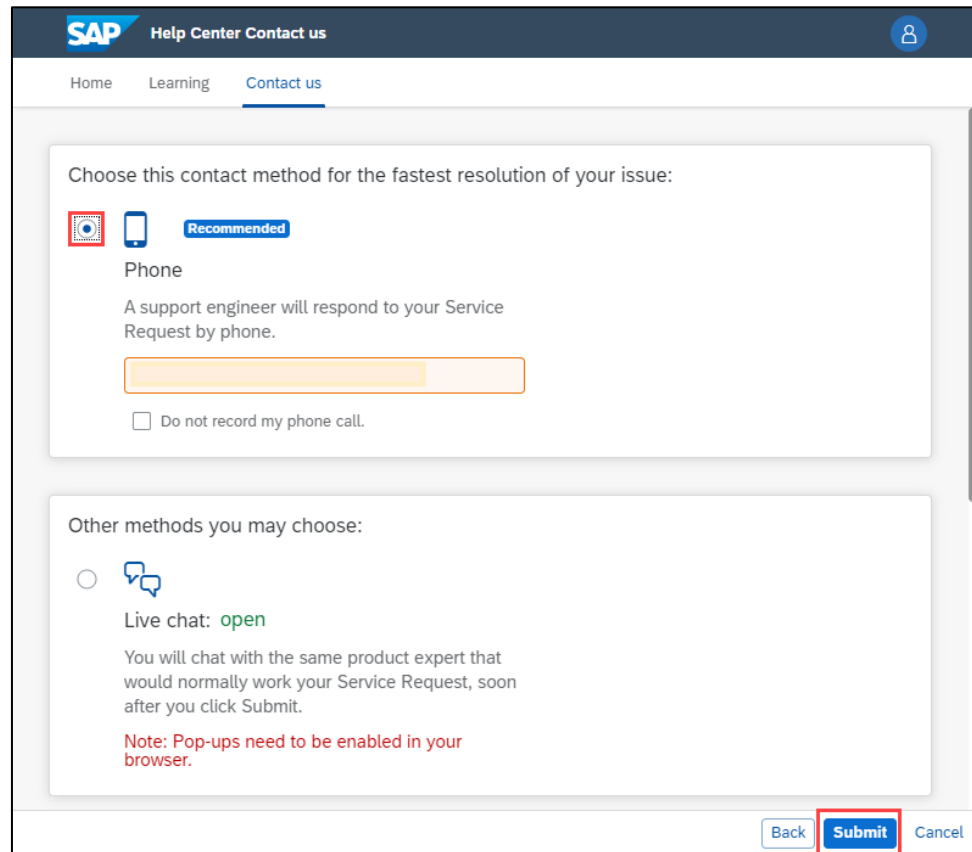
The screenshot shows the SAP Help Center 'Contact us' page. The page is divided into two main sections. The left section, titled '1. Tell us what you need help with.', contains a form with the following fields: 'Subject' (Downgrade to a Standard Account), 'Full description' (I want to downgrade my account from Enterprise to Standard Account), 'Attachment' (empty), 'Issue type' (Subscription fees), 'Issue area' (Fee inquiry), 'Affected buyers' (empty), and 'PO/Invoice Number' (empty). The right section, titled '3. Please review your contact information for correctness:', contains a form with the following fields: 'Business Impact' (Not stopping my work), 'First name', 'Last name', 'Username', 'Company', 'Email', 'Phone', 'Extension', 'Confirm phone', and 'Ariba Network ID'. A checkbox labeled 'My phone number is correct.' is checked. A 'Recommendations*' sidebar on the right lists several articles related to account management. At the bottom right of the page, there is a blue button labeled '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.

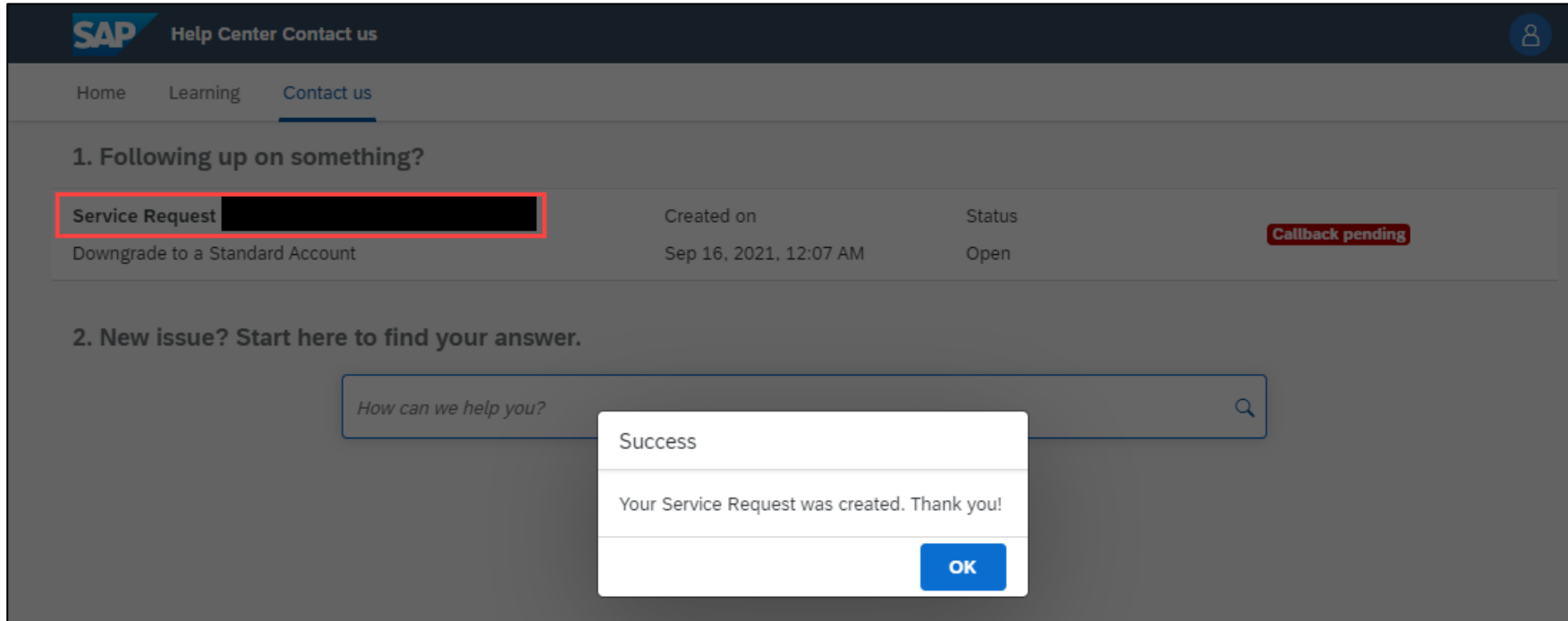
Waiting time will show in the screen.



The screenshot shows the SAP Help Center 'Contact us' page. The page title is 'SAP Help Center Contact us'. The navigation menu includes 'Home', 'Learning', and 'Contact us'. The main content area is titled 'Choose this contact method for the fastest resolution of your issue:'. There are two options: 'Phone' and 'Live chat: open'. The 'Phone' option is selected and marked as 'Recommended'. It includes a description: 'A support engineer will respond to your Service Request by phone.' and a progress bar. Below the progress bar is a checkbox labeled 'Do not record my phone call.' The 'Live chat: open' option is unselected and includes a description: 'You will chat with the same product expert that would normally work your Service Request, soon after you click Submit.' and a note: 'Note: Pop-ups need to be enabled in your browser.' At the bottom of the page, there are three buttons: 'Back', 'Submit', and 'Cancel'. The 'Submit' button is highlighted with a red box.

5. Service Request created.

Once Service Request successfully created, you will get notification.

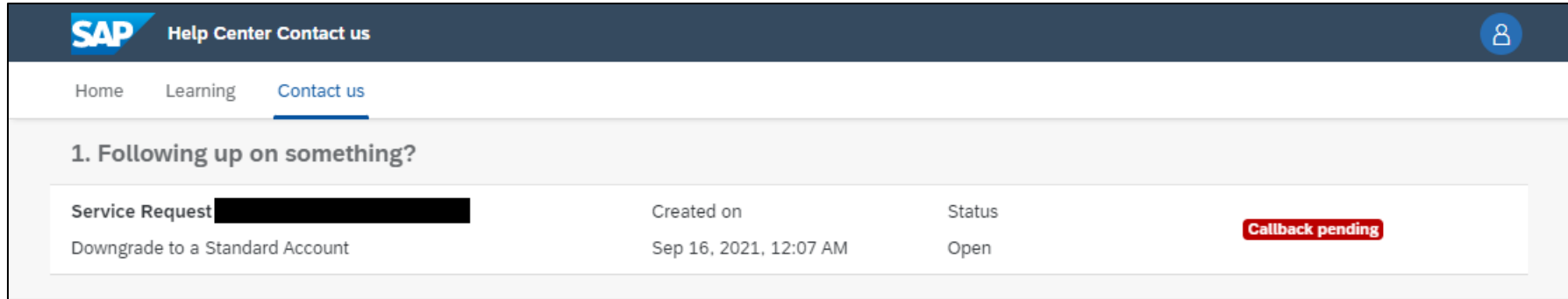


The screenshot displays the SAP Help Center interface. At the top, the SAP logo is on the left, and 'Help Center Contact us' is on the right. Below this, there are navigation links for 'Home', 'Learning', and 'Contact us'. The main content area is divided into two sections. The first section, '1. Following up on something?', contains a table with one row. The first cell of this row is 'Service Request' followed by a redacted ID, which is highlighted with a red box. The second cell is 'Created on' with the value 'Sep 16, 2021, 12:07 AM'. The third cell is 'Status' with the value 'Open'. The fourth cell is a red button labeled 'Callback pending'. The second section, '2. New issue? Start here to find your answer.', features a search bar with the placeholder text 'How can we help you?'. A white notification dialog box is overlaid on the search bar, containing the text 'Success' and 'Your Service Request was created. Thank you!', with a blue 'OK' button at the bottom right.

Service Request	Created on	Status	
[Redacted]	Sep 16, 2021, 12:07 AM	Open	Callback pending

6. Track status of Service Request

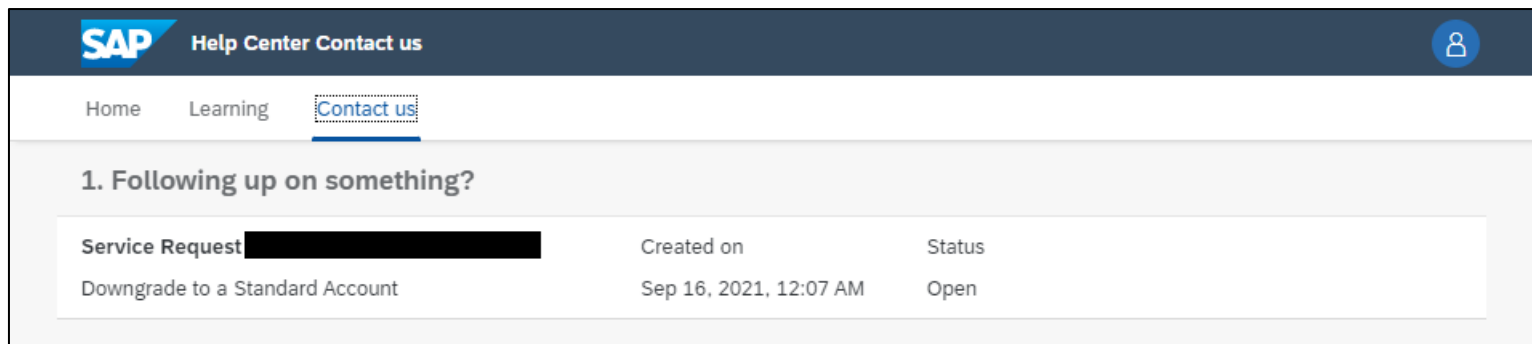
You will see your Service Request Number with status. Start from **Callback pending** which mean support team will call you for additional information and guide you with additional steps.



The screenshot shows the SAP Help Center interface. The top navigation bar includes the SAP logo, 'Help Center', and 'Contact us'. Below the navigation bar, there are links for 'Home', 'Learning', and 'Contact us'. The main content area is titled '1. Following up on something?' and displays a table with the following data:

Service Request	Created on	Status
Downgrade to a Standard Account	Sep 16, 2021, 12:07 AM	Open Callback pending

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.

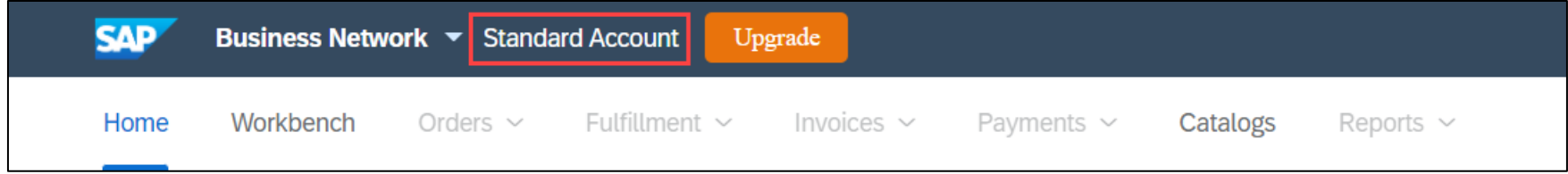
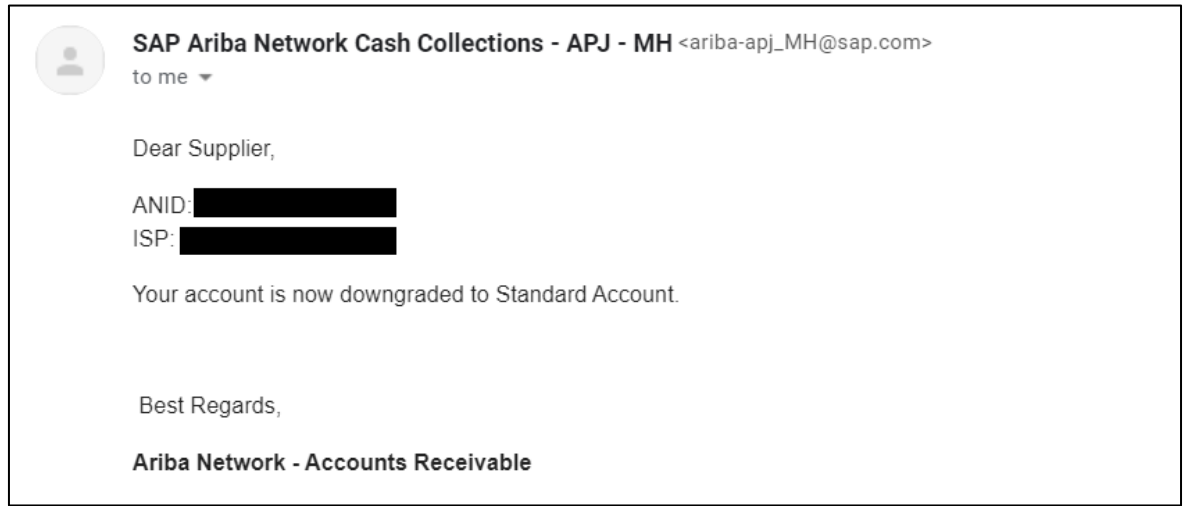
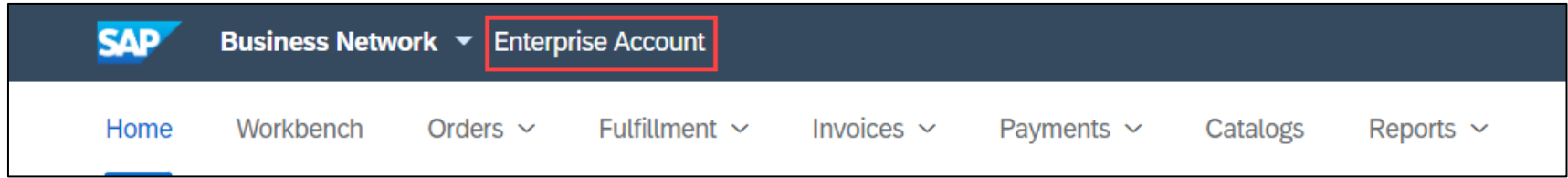


The screenshot shows the SAP Help Center interface. The top navigation bar includes the SAP logo, 'Help Center', and 'Contact us'. Below the navigation bar, there are links for 'Home', 'Learning', and 'Contact us'. The main content area is titled '1. Following up on something?' and displays a table with the following data:

Service Request	Created on	Status
Downgrade to a Standard Account	Sep 16, 2021, 12:07 AM	Open

7. Downgrading to Standard

Your account will now change from Enterprise Account to Standard Account with Email confirmation.
Note: Account type change is subjected to downgrading processing time



Thank you.

Contact information: