

Log into your SAP Business Network account. Click on the ? in the upper right corner. Click **Support**.

The screenshot shows the SAP Business Network Enterprise Account dashboard. In the top right corner, there is a help icon (question mark) and a 'Support' button in the Help Topics sidebar, both highlighted with red boxes. The dashboard includes a navigation menu with options like Home, Enablement, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, and Messages. Below the navigation menu, there is a search bar and a 'Create' button. The main content area features a banner with a message about supporting Ukraine, followed by a search bar with filters for 'Orders and Releases', 'All customers', 'Exact match', and 'Order number'. Below the search bar, there are several data widgets showing 'New orders', 'Orders', 'Rejected invoices', 'Remittances', and 'Early payment offers', all with values of \$0.0 USD. The bottom section is titled 'My widgets' and includes 'Purchase orders', 'Invoice aging', and 'Activity feed'.

Click **Contact Us**. Search **Downgrade Account** in the search box and search.

The screenshot shows the SAP Help Center 'Contact us' page. The 'Contact us' tab is highlighted with a red box. Below the navigation menu, there is a search box containing the text 'Downgrade Account', which is also highlighted with a red box. The page lists several FAQ items related to account management:

- 1. Start here to find your answer.** (Search box: Downgrade Account)
- 2. Browse below for our AI-based 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
  - 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
  - How do I create my test account?**  
Question How do I create my test account? Answer Your test account is created the first time you switch to it from your production account. Only the account administrator can create the test account. To create your test account: L
  - How do I upgrade to an Enterprise account?**  
How do I upgrade to an Enterprise account? You can upgrade to an Enterprise account at any time by taking the following steps: Sign in to your Ariba Network Standard account. Click Get enterprise account at the top of any page.
  - How do I expire a Sourcing account**  
Question How do I expire a Sourcing account? Answer In order to expire a Business Network account, the account Administrator must speak with SAP Ariba Customer Support over the phone and meet this following criteria :
- 3. Choose from the options below to continue.**  
**Are you looking to downgrade your Enterprise account to a Standard?**

\*Powered by SAP Incident Solution Matching

Scroll down on the page to choose from the options below. These questions are to ensure that your account is ready to be downgraded. I've selected all of the correct boxes to proceed.

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

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

To proceed with downgrading your Enterprise account to Standard, you must not have outstanding fees. To ensure you 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

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.av for SCC suppliers. Contact your buyer to proceed with downgrading your account.
- URL contains Supplier.av for non-SCC suppliers.

My account is not SCC enabled

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.

After you click the last box, a Create case button will appear. Click **Create a Case**.

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?

On this page, enter in all of the information marked with an asterisks. Once Completed, click **One Last Step**.

Requested language of support: English [Change?](#)  
Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject: \*

Full description: \*   
3000 characters remaining

Attachment:

Issue type: \*

Issue area: \*

Affected buyers:

PO/Invoice Number:

Top Recommendations:

- [How do I downgrade my fully enabled account to a Standard account?](#)
- [What is a valid billing dispute?](#)

2. How does this impact your normal business processes?

Recommendations\*

Search

- [How do I downgrade my fully enabled account to a Standard account?](#)
- [What is a valid billing dispute?](#)
- [How do I create my test account?](#)
- [How do I upgrade to an Enterprise account?](#)
- [How do I expire a Sourcing account?](#)
- [Why I can't edit my child account's Company Profile?](#)
- [How do I contact the account administrator for my company?](#)
- [I only have a test account. Is it possible to create a production account from this one?](#)
- [How do I view my account subscription history?](#)
- [How do I access the test account?](#)
- [As a buyer, how do I create a test supplier account?](#)

Error: \*Another account administrator has registered the domain (ibexamole.com). [Click here to contact the administrator.](#)

**One last step**

Choose your preferred method of contact and click Submit. Customer support will then contact you.

Choose this contact method for the fastest resolution of your issue:

**Recommended**  
**Phone**  
A support engineer will respond to your case by phone.  
Estimated wait time in minutes: 59  
 Do not record my phone call.

Other methods you may choose:

**Live chat: open**  
You will chat with the same product expert that would normally work your case, soon after you click "Submit."  
**Note: Pop-ups need to be enabled in your browser.**

**Email**  
A support engineer will respond to your case by email.

[Back](#) **Submit** [Cancel](#)