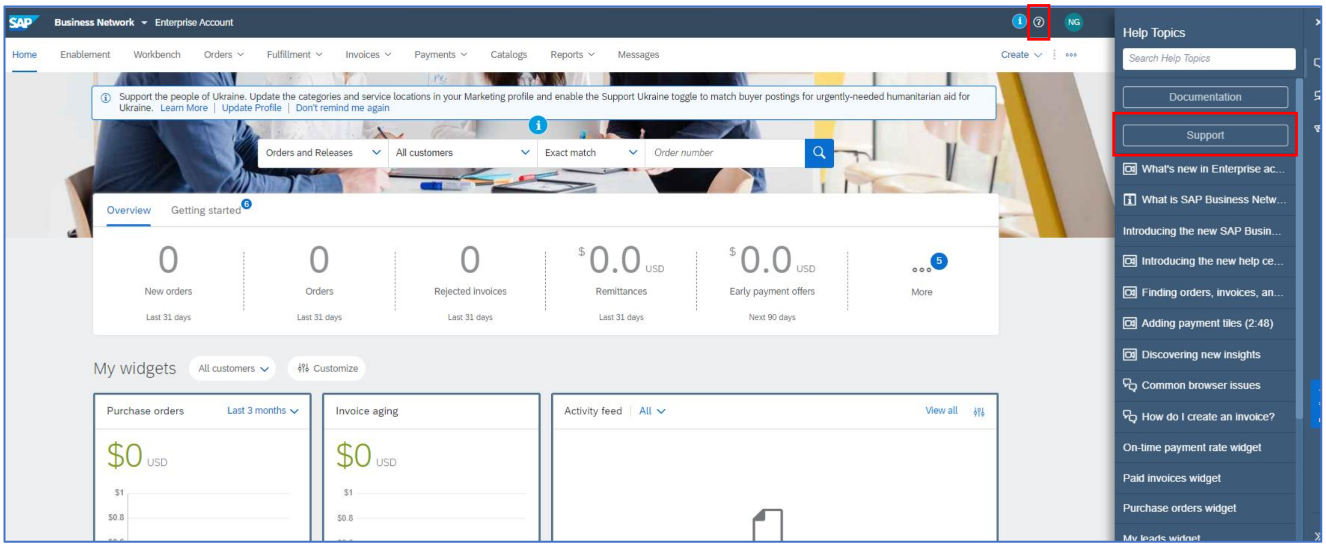
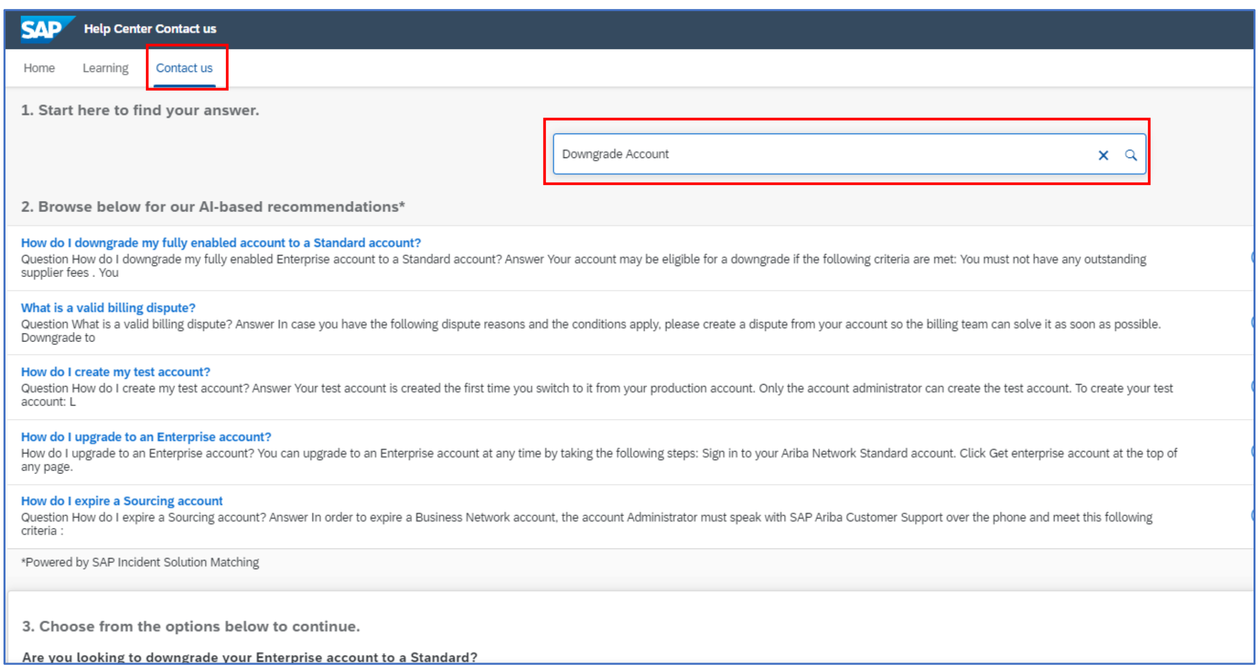
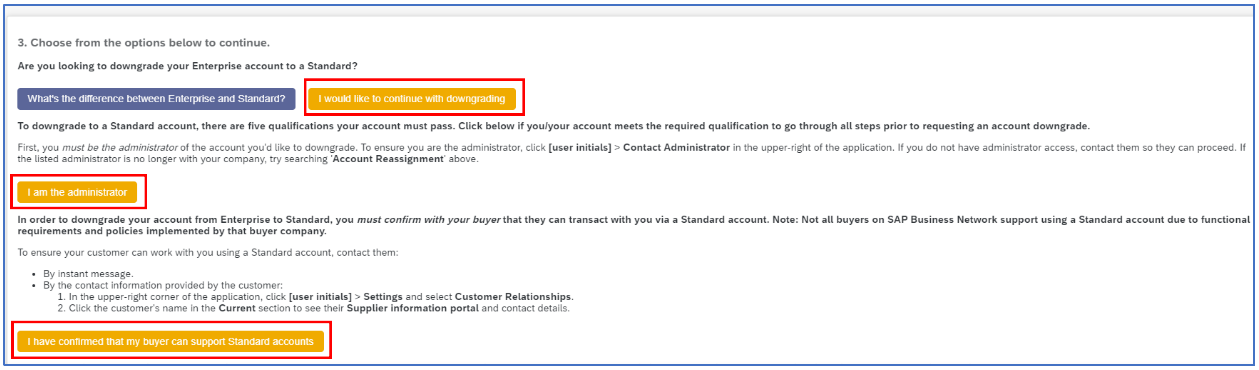
Log into your SAP Business Network account. Click on the **?** in the upper right corner. Click **Support**.

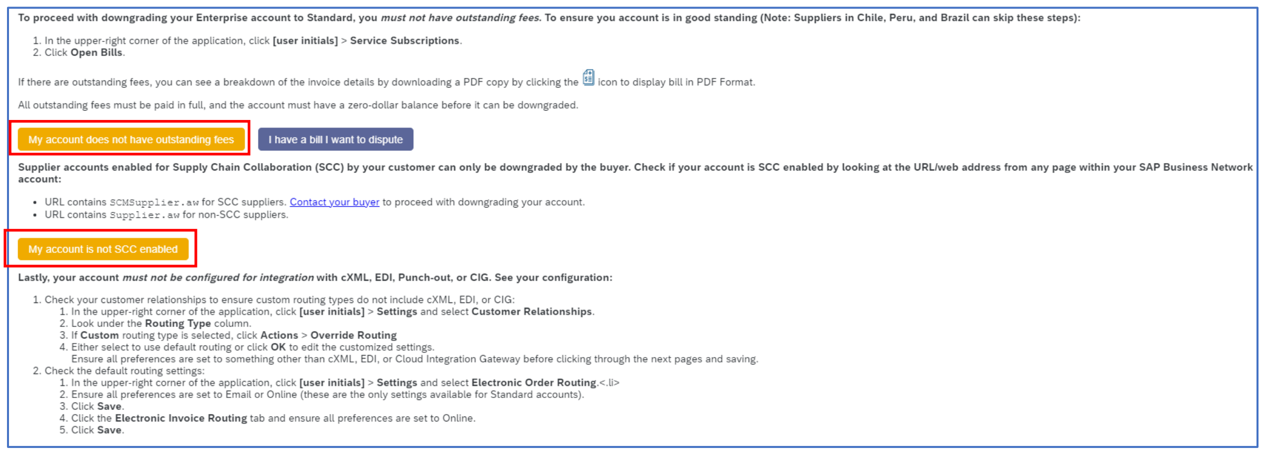


Click **Contact Us**. Search **Downgrade Account** in the search box and search.

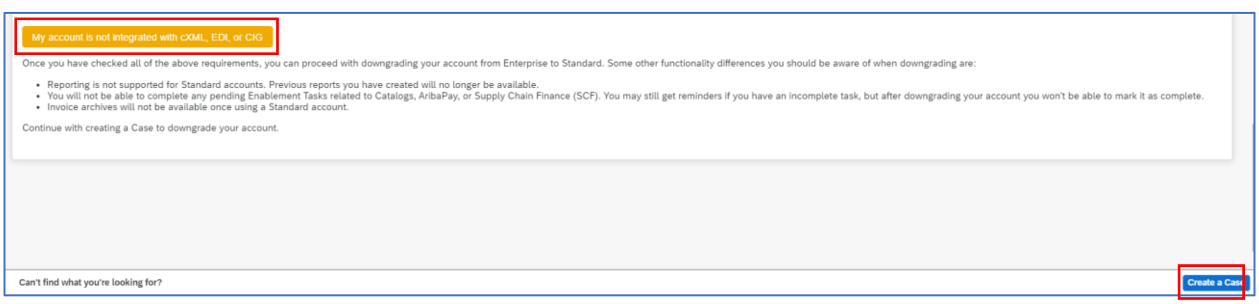


Scroll down on the page to choose from the options below. These questions are to ensure that your account is ready to be downgrade. I've selected all of the correct boxes to proceed.

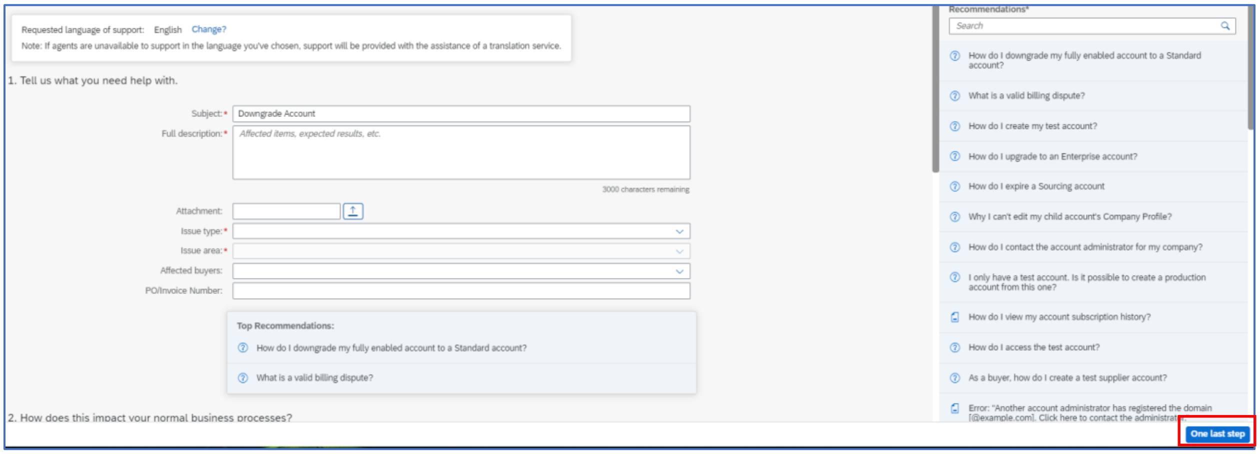




After you click the last box, a Create case button will appear. Click **Create a Case**.



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



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