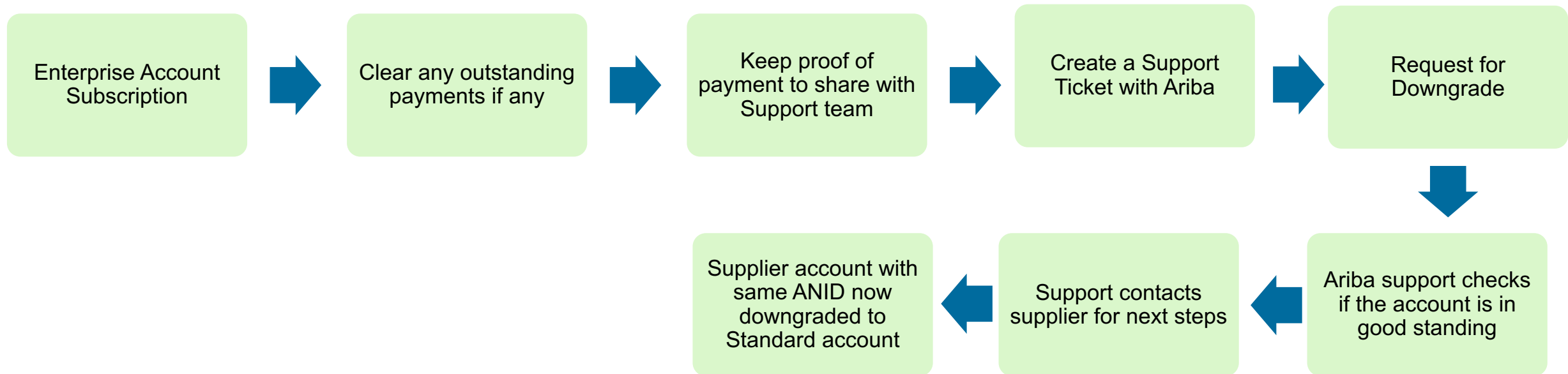


# How to Downgrade your account

EXTERNAL

# How to downgrade your Ariba account for un-suspended accounts



## 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](#).

Note that a Standard Account provides only limited access to Ariba Network and no access to reports. Before downgrading the account ensure that you [download](#) the generated reports to your hard disk.

For more information on the capabilities of Standard Account and Enterprise Account, see [What is the difference between Enterprise and Standard accounts?](#) topic.

If all the above listed criteria are met, please [contact](#) SAP Ariba Customer Support. Additional verification with the account administrator will need to be performed over the phone. Once completed, we will forward your request for further review to perform the requested downgrade to your Enterprise Account to a Standard Account.

# Pay your outstanding dues

SAP Ariba Network

SAP Ariba

### Supplier Login

User Name

Password

Login

[Having trouble logging in?](#)

**New to Ariba?**  
[Register Now](#) or [Learn More](#)

**Is your company registered?**  
[Search](#)



SAP Ariba Network Enterprise Account

Home Inbox Outbox Catalogs Reports

Orders and Releases All Customers Order Number

### Outstanding Invoices

There is no data to show on charts.

### Orders, Invoices and Payments

Account suspended

Company Profile

**Service Subscriptions**

ACCOUNT SETTINGS

Customer Relationships

Users

Notifications

Account Hierarchy

Application Subscriptions

Account Registration

View All

NETWORK SETTINGS

Electronic Order Routing

Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications

Audit Logs

View All


- Log in to your Ariba Account through [supplier.ariba.com](https://supplier.ariba.com)
- On the Ariba Dashboard click on initials icon → Select Service Subscriptions


# Bills


## Subscriptions


Close


[My Subscriptions](#) [Remaining Billing 14](#) [Previous Payment Methods](#)


 Subscriptions


 Open Bills


 Credits & Adjustments

 Paid Bills

 Dispute Cases

 Address Data

 Contacts

 Credit Cards

View your company's current subscription status and other available subscriptions for upgrade.

## Payments

Total	EUR 2,408.22	<div>Pay Now</div>
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Suspension Pending in 39 days due to non-payment. To avoid a suspension of services, please pay now.

## Services

### Transaction Service

- Click on Open bills to view your pending bills

Subscriptions

**Open Bills**

Credits & Adjustments

Paid Bills

Dispute Cases

Address Data

Contacts

Credit Cards

List of Open Bills

Ariba, Inc.

**i** If you have a net adjustment line item listed on your TAR, you can find the details in the [Credits & Adjustments](#) tab.

1. Select all bills that you would like to pay: **Find Bills**

Bill Description	Date	Payment Status	Payment Method	Due	Billed Amount	Open	Payment Amount	Action
<input checked="" type="checkbox"/> 12345	Dec 24, 2019	To Pay	Other Payments/Settlements	Jan 23, 2020	EUR 231.26	EUR 231.26		  
<input type="checkbox"/> 12345	Dec 17, 2019	To Pay	Other Payments/Settlements	Jan 16, 2020	EUR 42.57	EUR 42.57		  
Total Net Payment						EUR 273.83	EUR 0.00	
Amount								
Total Net Payment cannot exceed EUR 225631.77								

2. Select the payment method you want to use. You are paying with

▼

Add new credit card

3. Choose *Continue* to check and confirm your payment.


Continue

- Click the **Open Bills** tab and select the bill(s) that you would like to pay
- Select your payment method and click **Continue**.
- Review your payment details and click **Pay**.
  - You can use the following methods to pay for your supplier fees:
  - **Credit Card**: Ariba accepts all major credit and debit cards.
  - **Electronic Payment**: Ariba's bank information is located at the top left of your Ariba bill.
  - **Check** (if this option is enabled): The address to send checks to will appear on the very bottom of your subscription invoice. This option is enabled for suppliers whose invoice total exceeds \$750 USD.
  - **Additional Information**
  - The payment terms are NET 30 starting from date of the invoice

How do I dispute my bill from Ariba?

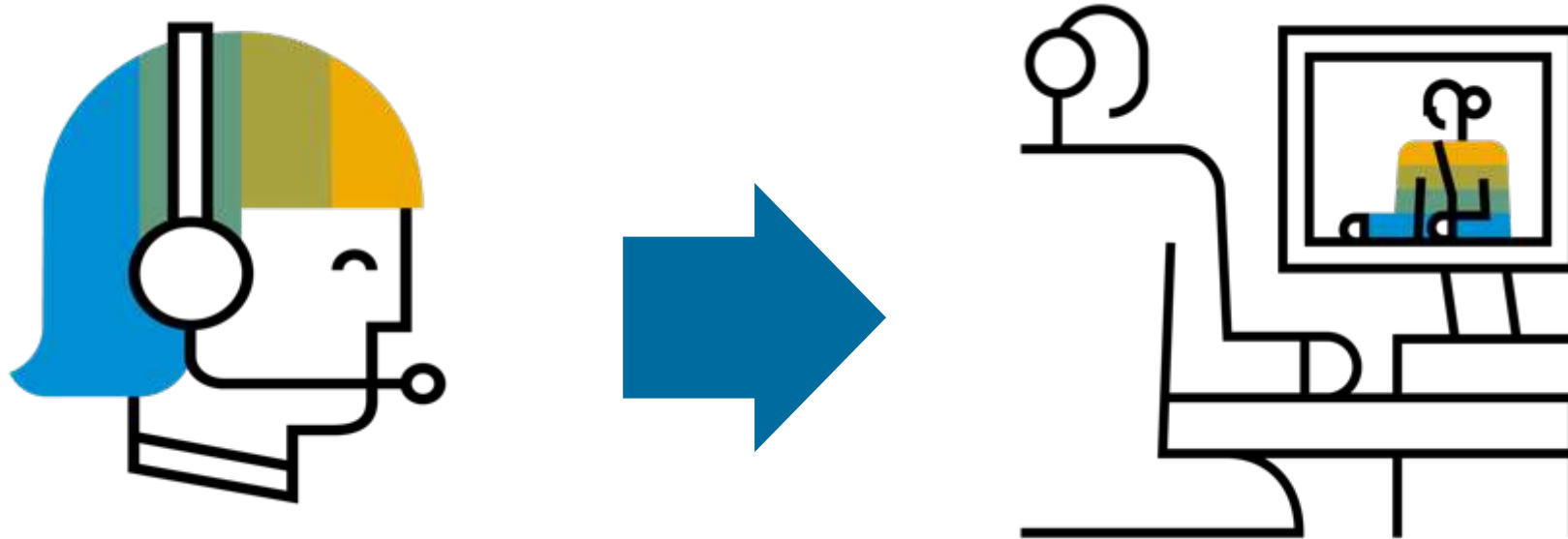
## Answer

If you believe your Ariba bill has been incorrectly calculated, you can create a dispute case by doing the following:

1. In the upper-right corner of the application, click **[user initials] > Service Subscriptions**.
2. Click the **Open Bills** tab and locate the bill.
3. Under **Action** to the right, click the .
4. Select a cause from the drop-down menu and enter a reason for your dispute in the **Comment** section with as much detail as possible.
5. Double-check that the contact information listed underneath **Contact Data** is correct.
6. Click **Send**.

Your request will be sent to the billing team and you will be contacted by a representative.

# Customer Support assists supplier to downgrade current Enterprise Account to Standard Account



\* once your support ticket is assigned, be ready to show proof of payment to expedite the process.




# How do I contact SAP Ariba Customer Support as a supplier?

## Answer

To access customer-specific data, guided assistance, support options, and additional help topics, [log in](#) to your account.

Follow the steps to login:

1. Click the help  icon in the upper-right corner of the application.
2. Click **Contact Us** at the top of the Help Center page.
3. Click a topic – Unsubscribe to get step-by-step instructions or additional buttons to narrow down your question/issue.
4. Click on **Something else** or **I am experiencing a different issue** button > **Contact us** in the bottom-right.
5. Fill the form in detail > **One last step**.
6. Select the contact method > **Submit**.