SAP Ariba

How to Downgrade your account

EXTERNAL

SAP Run Simple

How to downgrade your Ariba account for un-suspended accounts

Enterprise Account Subscription → Clear any outstanding payments if any → Keep proof of payment to share with Support team → Create a Support Ticket with Ariba → Request for Downgrade → Ariba support checks if the account is in good standing → Support contacts supplier for next steps → Supplier account with same ANID now downgraded to Standard account
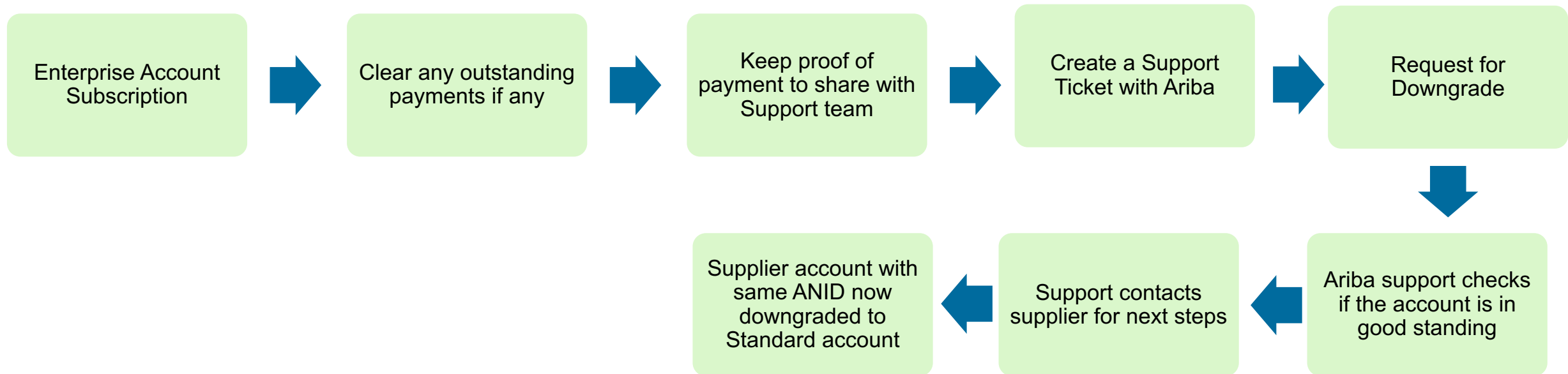
How do I downgrade my fully enabled Enterprise account to a Standard account?

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

- Log in to your Ariba Account through supplier.ariba.com
- On the Ariba Dashboard click on initials icon → Select Service Subscriptions

Bills

- Click on Open bills to view your pending bills

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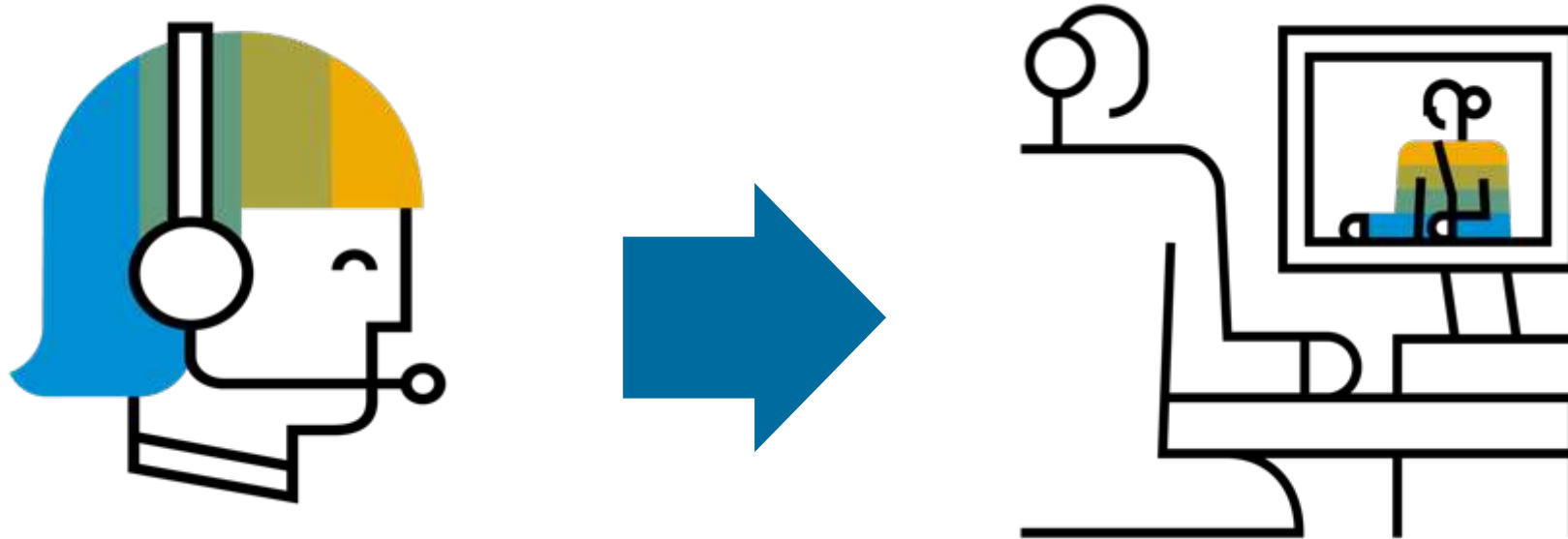
* once your support ticket is assigned, be ready to show proof of payment to expedite the process.

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, <u>log in</u> 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**.