

Enterprise to Standard Account Downgrade Process

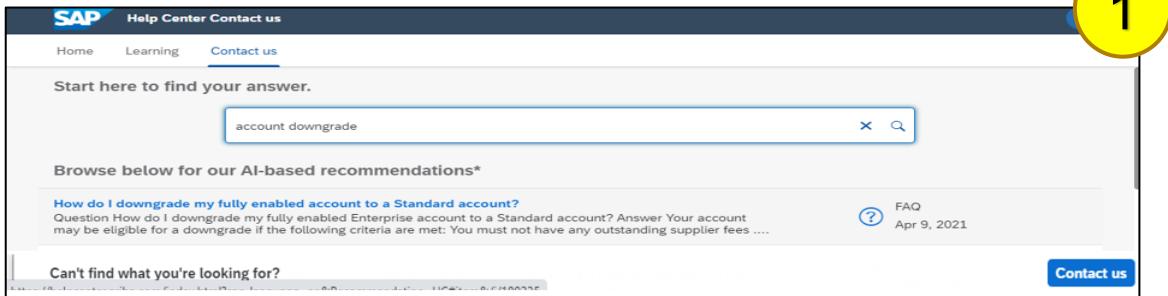
June, 2021

INTERNAL

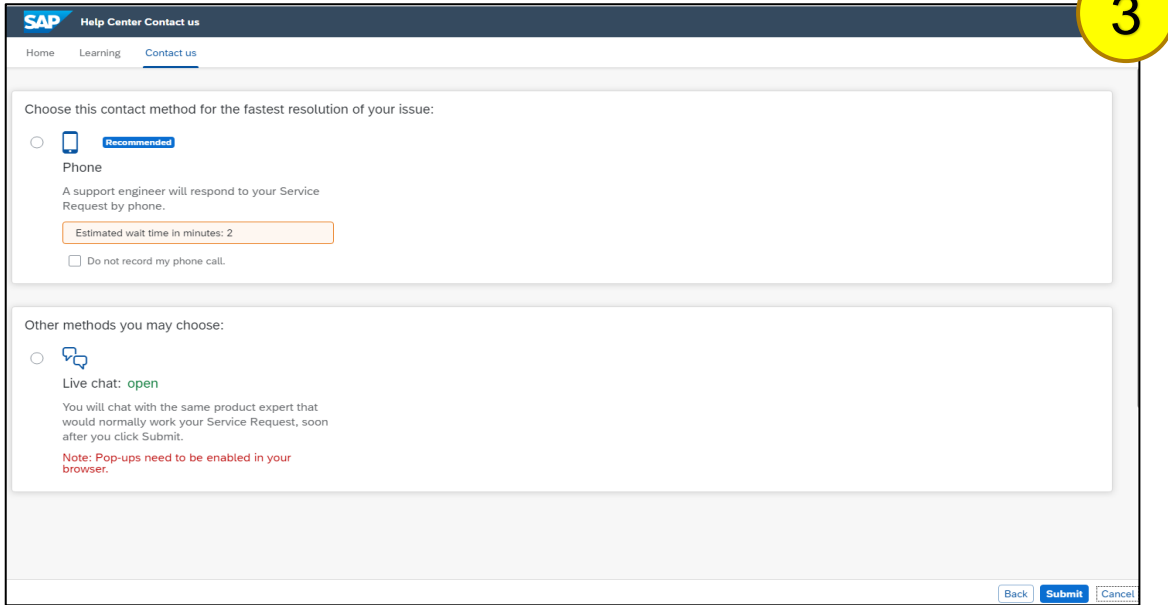
Downgrade Criteria

Downgrade Criteria	Must be met for downgrade?	Impact/Action Required by Supplier or Buyer
Account status is in good standing	Must	If account is suspended, supplier must work with Ariba to clear SMP invoice (as in AHA) prior to downgrading.
There is no outstanding supplier fee	Must	Must be paid by supplier or Ariba must cancel/write-off the fee.
Order routing method is email	Must	Order routing method must be updated to "Email" and the account admin email ID must be populated.
No Integration (cXML, EDI, Punch-out, ACIG) configuration done	Must	Buyer must remove profile and punch-out URLs and deactivate ACIG.
Catalog not published	No	Post downgrade catalog cannot be viewed/updated. Catalog suppliers cannot be Standard Account.
Not Collaborative Supply Chain (CSC) enabled	Must	Must disable CSC for all CSC relationships by respective buyers.
Reports not created	No	If reports are created access to them will be lost.
Payment Method is not AribayPay (ACH)	Must	Choose alternative method or supplier will be unable to use it when they downgrade.
No pending enablement task related to Catalog/Supply Chain Finance (SCF)/AribaPay	No	Buyer should remove Enterprise related SE task.
Long-term doc archiving not configured	Must	
Invoice zip not configured	No	Will not be able to download the archive.

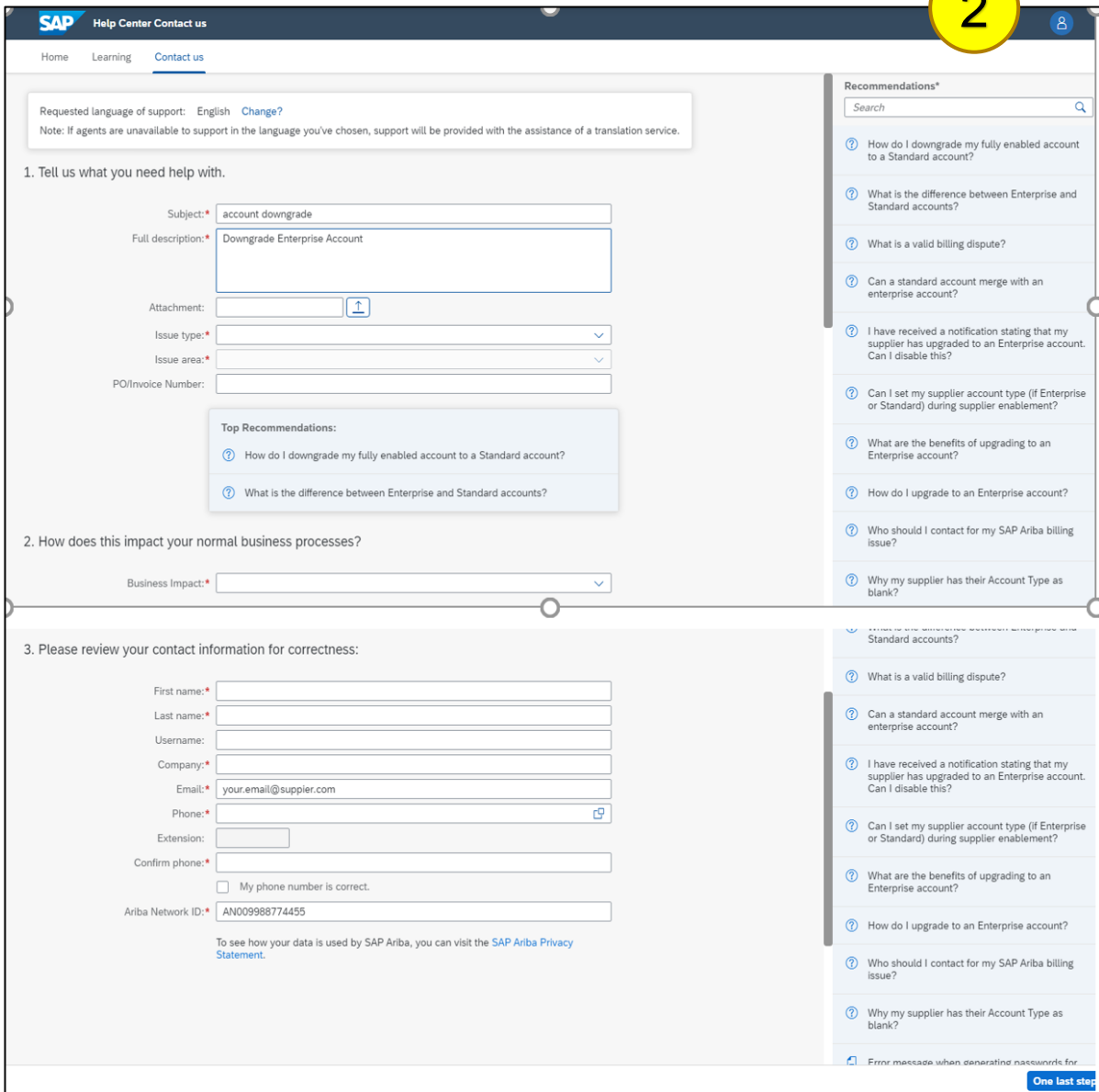
Help Center Instructions



Step 1: Click the question mark icon on top right hand side of the screen to access Help Center
 Click Contact Us
 Fill in Search with Account Downgrade
 Review the Link – How do I downgrade my fully enabled account to a Standard Account –
 Ensure you are eligible to downgrade
 If yes – Click Contact Us at the bottom right of screen



Step 3: Choose to be contact via phone or chat – Click Submit at the bottom right of the screen



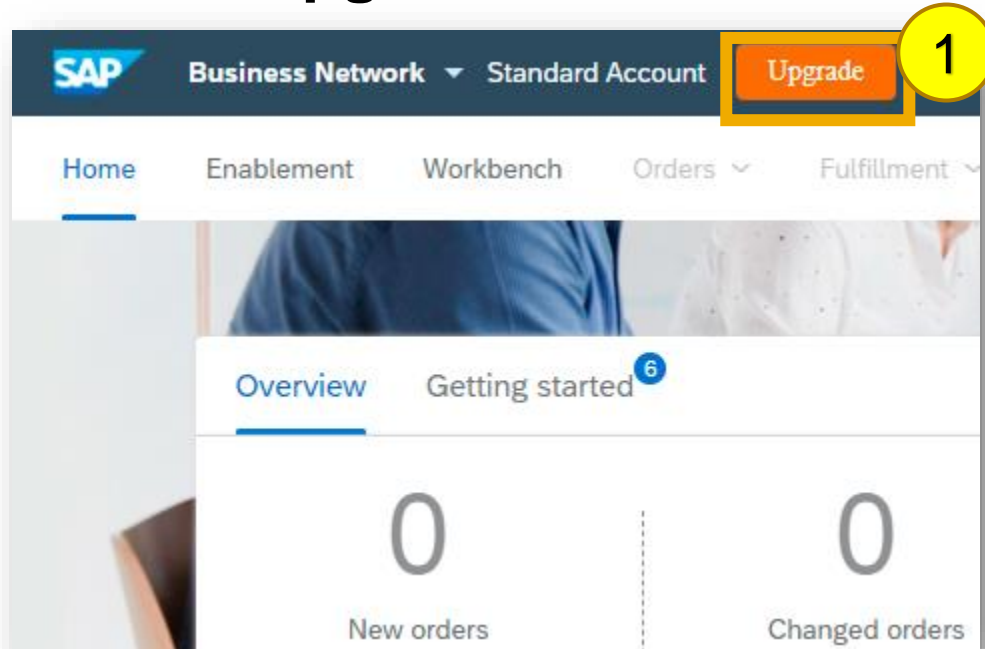
Step 2: Fill out all required fields in the form – Click One Last Step at Bottom of Screen

Standard to Enterprise Account Upgrade Process

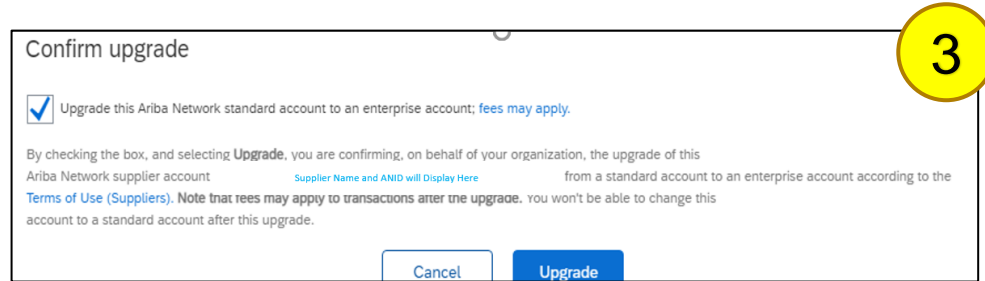
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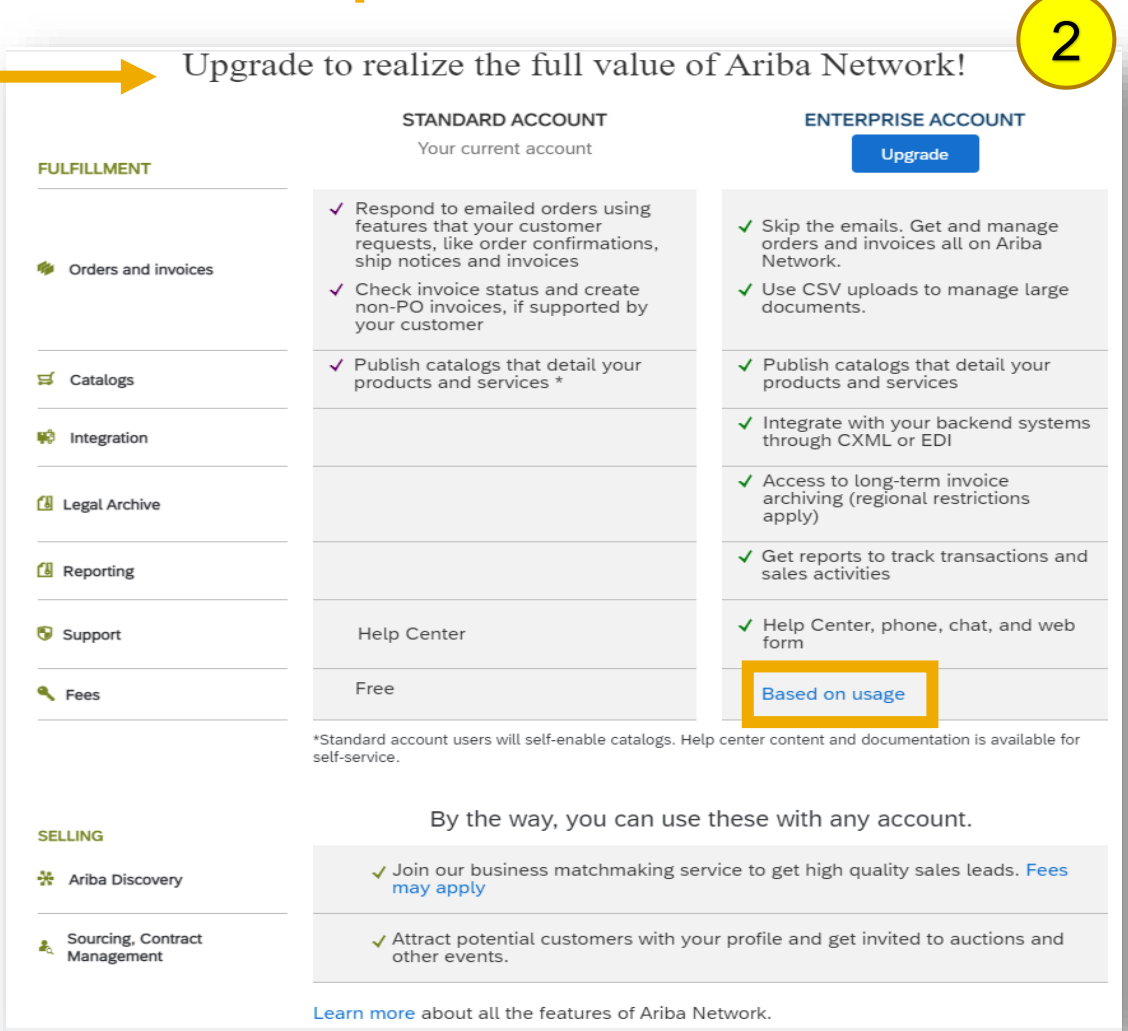
How To Upgrade from Standard Account To Enterprise Account



Step 1: If you wish to upgrade your Standard Account to an Enterprise Account Start by clicking on the “Upgrade” button at the top of your Standard account home page.



Step 3: If you click on the Upgrade button and accept the terms of use, you will now have an Enterprise account. [➤]



Step 2: When you click this button, you will be taken to a new page where you can review the differences between both types of accounts. It is important to note if you do decide to upgrade to an Enterprise account, you may be subject to fees to use the network. If you would like to learn more about Ariba Network fees, simply click on the “based on usage” hyperlink under the Enterprise account to learn more.