

ARIBA – KEYSTONE – SUPPLIER FAQ

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](#).
- Your [Order Routing Method](#) must be **Email** and you cannot have any integration configured (cXML, EDI, Punch-Out, CIG).
- **Supply Chain Collaboration (SCC)** must not be enabled. SCC must be disabled for SCC relationships by respective buyers.
- Payment method must not be AribaPay (check this by clicking the **Enablement Tasks** tab. If you do not see AribaPay as a category for any customers, you do not have AribaPay enabled).
- You should not have a published **Catalog**. You will not be able to view/edit catalogs post downgrade.
- You should not have any created **Reports**. You will lose access to any created reports.
- You should not have any pending **Enablement Tasks** related to catalogs/AribaPay/SCF.
- You should not have [Invoice Archiving](#) configured or you will lose access to the archive.

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.

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

Question

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Answer

SAP Ariba Customer Support is proud of being able to provide answers to the most common questions immediately in our **Help Center** without the need of engaging Customer Support. To access the Help Center:

1. Click the **Help** icon () on the top right corner of the page.
2. Access the **Help Center** by clicking **Support** in the bottom right corner, next to the headset icon.
3. Enter a brief description of your question or issue in the **I need help with** field.
 - You can improve your search results by searching for only the most important words. Search strings of three or fewer words tend to return better results than longer phrases or sentences.
 - [Learn more](#) about how you can find solutions in the Help Center.
4. Click **Start**.

Search results will appear below your search term. If you were unable to find a solution, respond to the questions under **Contact Ariba Customer Support** and you will be presented with available contact methods. SAP Ariba uses Click-to-Call, a streamlined phone support experience. Follow these steps to request a call:

1. Click **Get help by phone**.
2. Be as detailed as possible in the problem description and complete all required fields.
3. Click **Submit**.

A confirmation screen will appear once your request has been submitted and will provide you with an estimated wait time. You can also use the above steps to get help by live chat (when available) and by email. See [here](#) to learn about when you should contact Support and when you should contact your customer.

Additional Information

If you would like to request a follow up to your original submission, please follow the steps below:

1. Once in the Support Center, click the title of your service request underneath **My Open Service Requests**.
2. Next to **Request a follow up**, click your preferred contact method.

Link to the Ariba Supplier Portal

[Ariba Network Supplier Membership Program - Cash Collections Supplier Info Portal](#)