

**1 To downgrade your Enterprise account please follow the steps below:**

1. Access the Ariba support page. Click on "Contact us". Ariba Support page: [https://support.ariba.com/interactive\\_email?locale=en](https://support.ariba.com/interactive_email?locale=en)
2. Choose "Reset my password" and then "I am experiencing a different issue".
3. Then select "Contact us" at the bottom of the page.
4. Fill out the contact form indicating that you wish to downgrade your account type and complete your account information. Submit the form.

**NOTE:** all potential outstanding invoices as a result of your account upgrade to Enterprise are not related to Boehringer Ingelheim. This is an agreement between your company and SAP Ariba.

The screenshot shows the SAP Ariba Help Center 'Contact us' page. The navigation bar includes 'Home', 'Learning', and 'Contact us' (highlighted with a yellow box and callout 1). Below the navigation bar, there are two main options: 'Register on SAP Business Network' and 'Reset my password' (highlighted with a yellow box and callout 2). Underneath, there is a section titled '3. Choose from the options below to continue.' with the heading 'To retrieve your username, reset your password, or unlock your account:'. This section contains a list of five steps and two buttons: 'I am not sure if my company already has an account' and 'I am experiencing a different issue' (highlighted with a yellow box and callout 2). To the right of this section is a contact form titled '1. Tell us what you need help with.' which includes fields for 'Subject', 'Full description' (with a placeholder 'Affected items, expected results, etc.'), 'Attachment', and 'Top Recommendations' (with two suggestions: 'Why is my account locked and how do I unlock it?' and 'Where is my password reset email?'). Below the form is a section titled '2. Please review your contact information for correctness:' with fields for 'First name', 'Last name', and 'Username'. At the bottom right of the form is a button labeled 'One last step' (callout 4). At the bottom of the page, there is a search bar with the text 'Can't find what you're looking for?' and a 'Contact us' button (highlighted with a yellow box and callout 3).