Go to https://service.ariba.com/
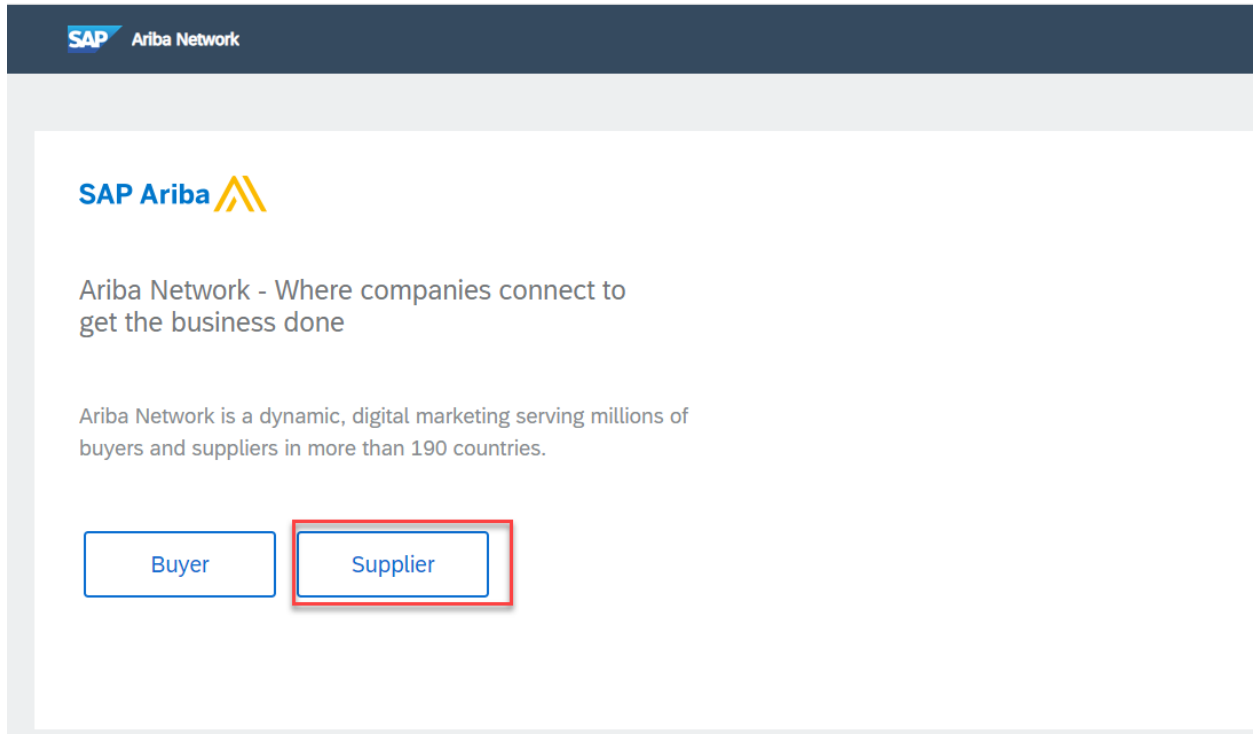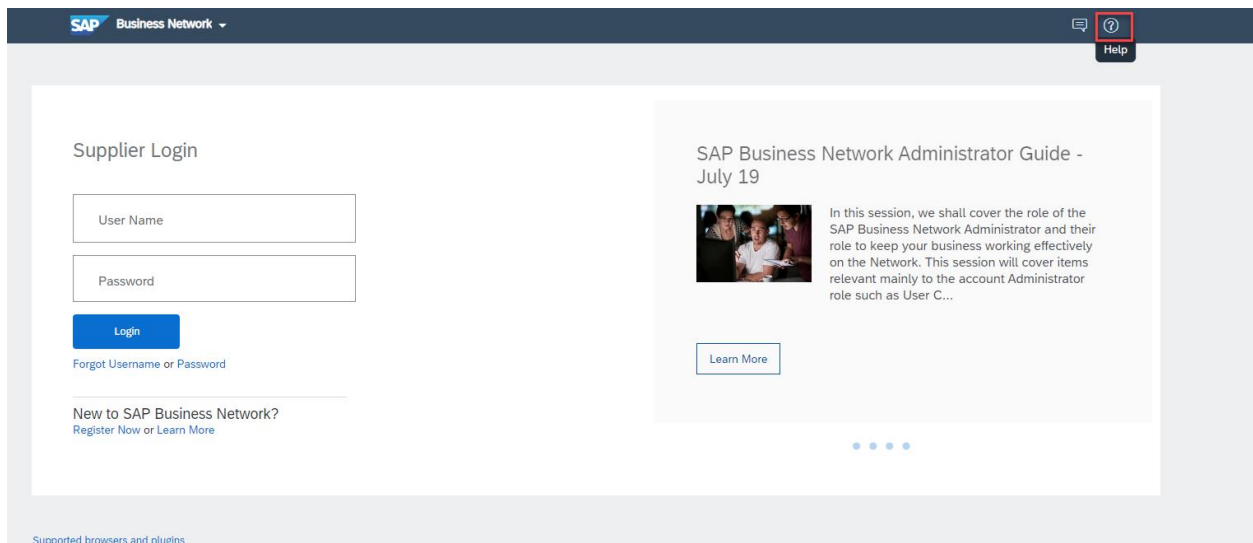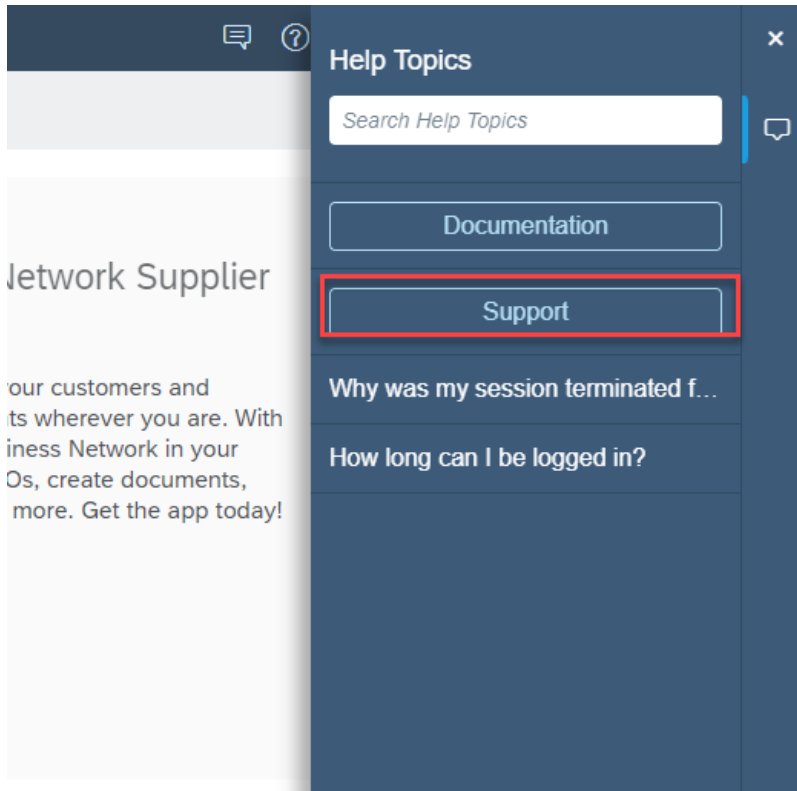Follow the steps:

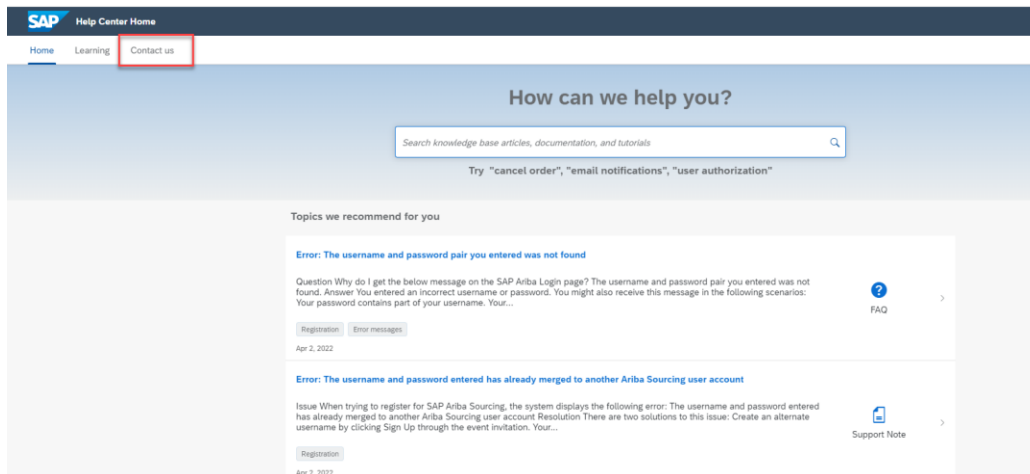1. Go to service.ariba.com and chose Supplier.

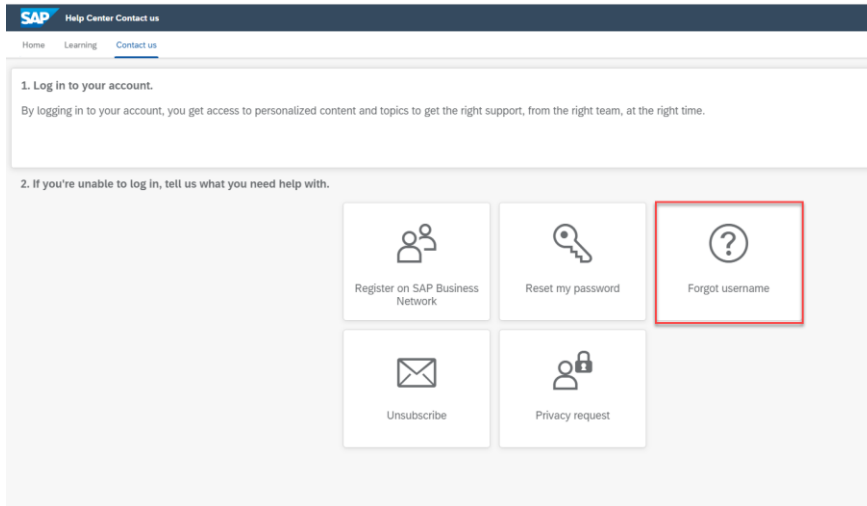
2. Click on the red market symbol in the right corner.

3. Click at Support

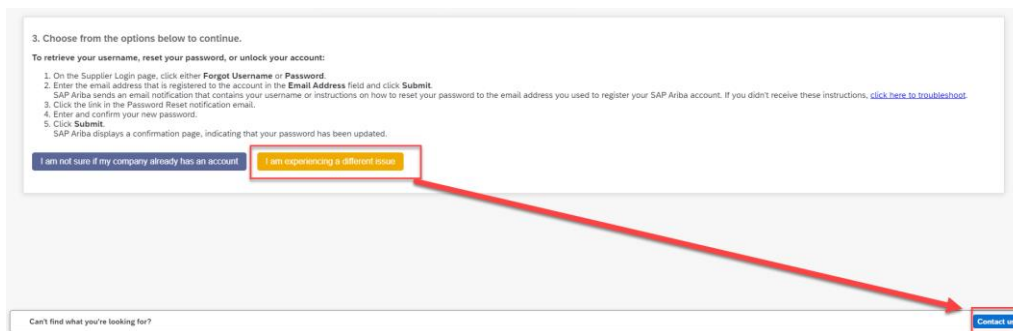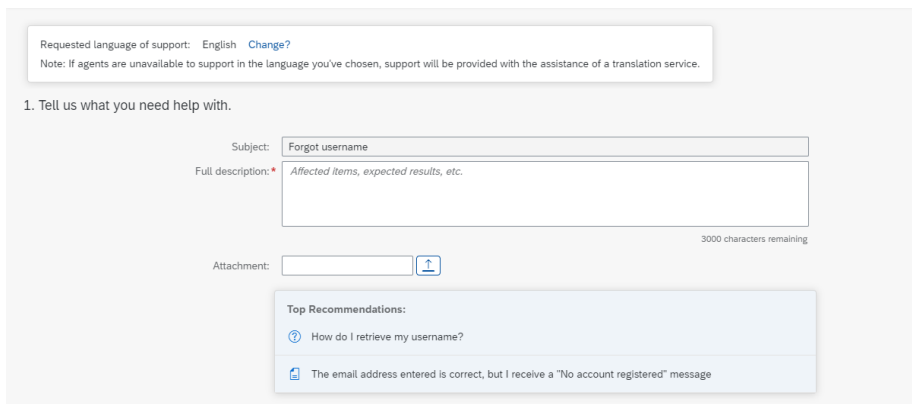
4. Click at Contact us.

5. Here you can chose one of the options, forgot username or forgot password, this is not important. You will describe later your problem.

6. Clickt at "I am experiencing a different issue" and Contact Us

7. Under Full description, you should describe your issue.

8. Please fill in the contact person, whom Ariba can contact, fill in all mandatory fields and then click to "one last step" to send and finish the request.