



SAP Ariba 

# Feature at a Glance

## Messaging in SAP Ariba Solutions

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Target GA: October 2018

CONFIDENTIAL

 **Run Simple**

# Feature at a Glance

## Introducing: Messaging in SAP Ariba Solutions

Ease of implementation  Some Complexity  
Geographic relevance  Global

### Customer challenge

Unstructured communication between buyers and suppliers is often done via phone or email outside the system, which is inefficient and time consuming. It is often unclear who to contact in the buyer/seller org in certain situations and both waste time trying to get to the right person.

Communications are not linked to a transactional document, which makes it hard for buyers and suppliers to reference, access, and share the right information. Buyers and sellers want to share communication with others within their organization to facilitate handoff during vacation or when somebody leaves the company

### Solution area

SAP Ariba Commerce Automation  
SAP Ariba Buying  
SAP Ariba Buying & Invoicing  
SAP Ariba Invoice Management

### Meet that challenge with SAP Ariba

Messaging capability in Operational Procurement allows buyers and suppliers to capture conversations via instant messages (through the application) or email.

Messaging is available within the Ariba Network for both Buyers and suppliers as well as for buyers using the SAP Ariba Buying & Invoicing solutions.

### Implementation information

For customers using the Commerce Automation Solution, Messaging capability in Ariba Network can be used.

For customers using Buying & invoicing solutions, Messaging capability both in Ariba Network and Buying & Invoicing solutions can be leveraged.

Suppliers can use messaging via Ariba Network or directly through email

### Experience key benefits

Enabling conversations linked in context with orders and invoices offers the following benefits:

- Direct interaction and follow-up with the appropriate stakeholders within the buyer organization or with designated contacts in the supplier organization to process orders and invoices faster.
- Audit trail of all interactions within the system to enable auditors to understand why certain decisions were made.
- Faster Accounts Payable cycles enable better cash flow management and improve supplier relationships.

### Prerequisites and Limitations

For Ariba Network messaging functionality: Buyers and suppliers must be registered on the Ariba network to use the message panel.

However both unregistered and registered suppliers can also respond to messages and participate in conversations via email

Ad-hoc context free messages are currently not supported in the Buying and Invoicing solution

# Feature at a Glance

## Enablement

- **Messaging in Ariba Network**

- This feature can be leveraged by buyers using either SAP Ariba Commerce Automation, SAP Ariba Buying or SAP Ariba Buying and Invoicing solution.
- The messaging feature will be “ON” by default to all buyers and suppliers on the Network.
- Buyers and suppliers must be registered on the Ariba network to use the message panel with the Ariba Network.
- Both unregistered and registered suppliers can also respond to messages and participate in conversations via email.
- Additional configuration steps as outlined in the feature documentation will be required from both buyers and suppliers to start using this feature.

- **Messaging in SAP Ariba Buying, SAP Ariba Buying and Invoicing, SAP Ariba Invoice Management**

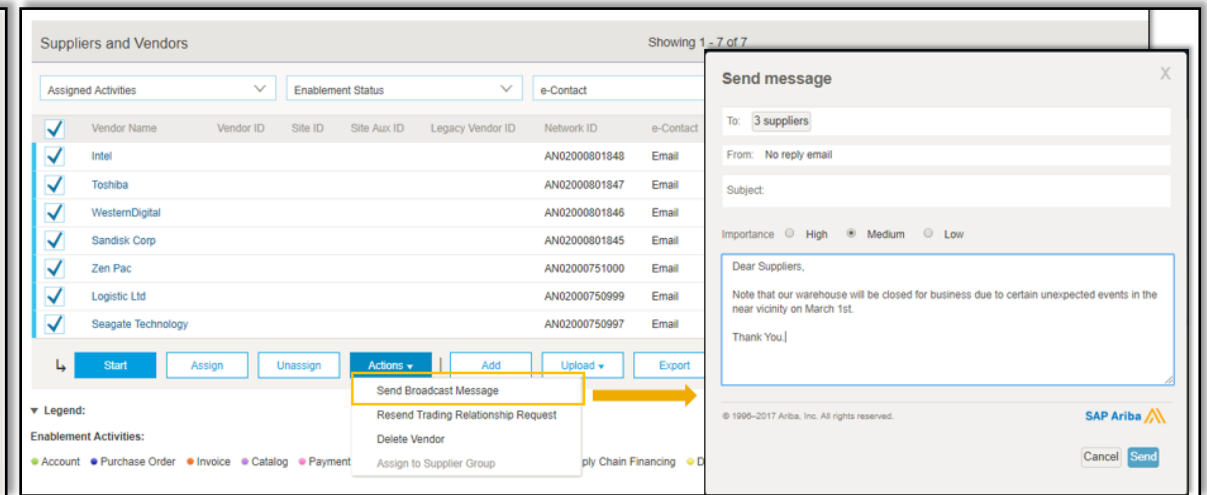
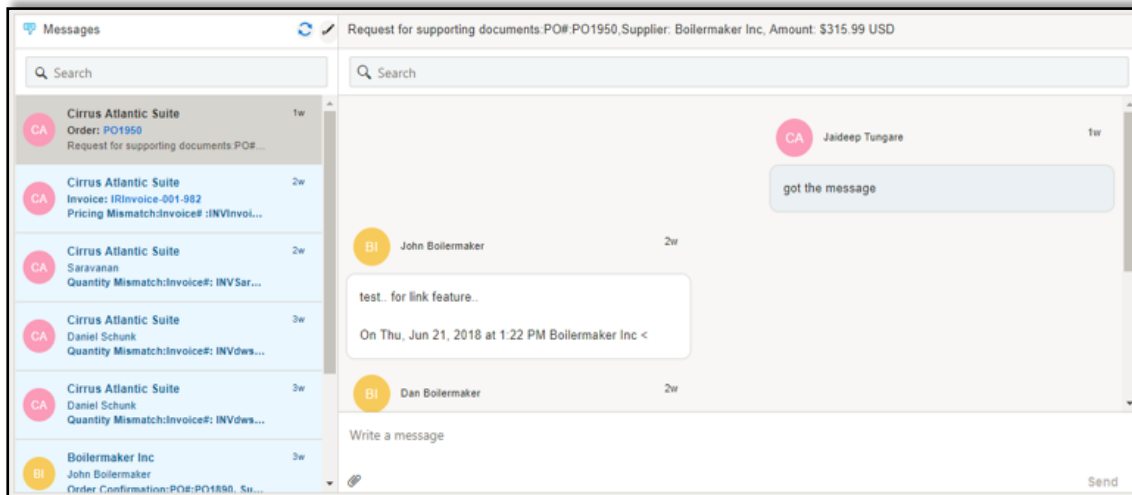
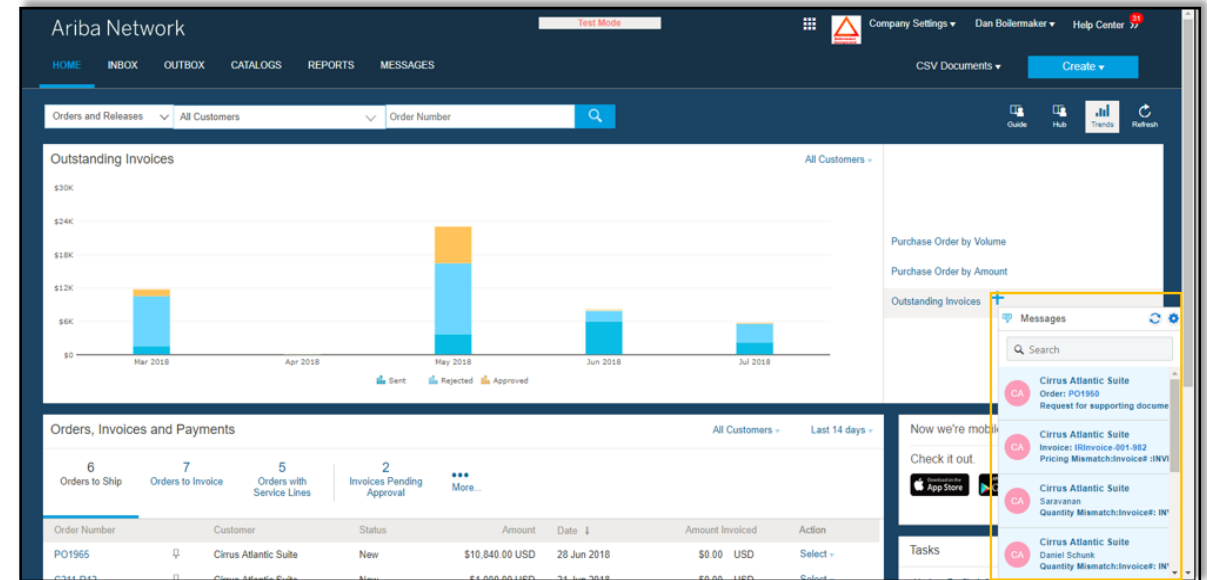
- This feature can be leveraged by buyers using the SAP Ariba Buying, SAP Ariba Buying and Invoicing solution or SAP Ariba Invoice Management solutions.
- The feature will be “OFF” by default. Please contact SAP Ariba support representative to enable this feature.
- Additional configuration steps as outlined in the feature documentation will be required from buyers to start using this feature.

# Feature at a Glance

## Introducing: Messaging

### Detailed feature information: Key highlights

- Conversations via instant messages or emails between buyers and suppliers through Ariba Network
- Buyers can initiate and respond to conversations via Buying and Invoicing solution
- Attachments shall be allowed as part of messages
- Message broadcast capability for a buyer on Ariba network to send to multiple suppliers
- API based message integration with Ariba Network possible with external systems

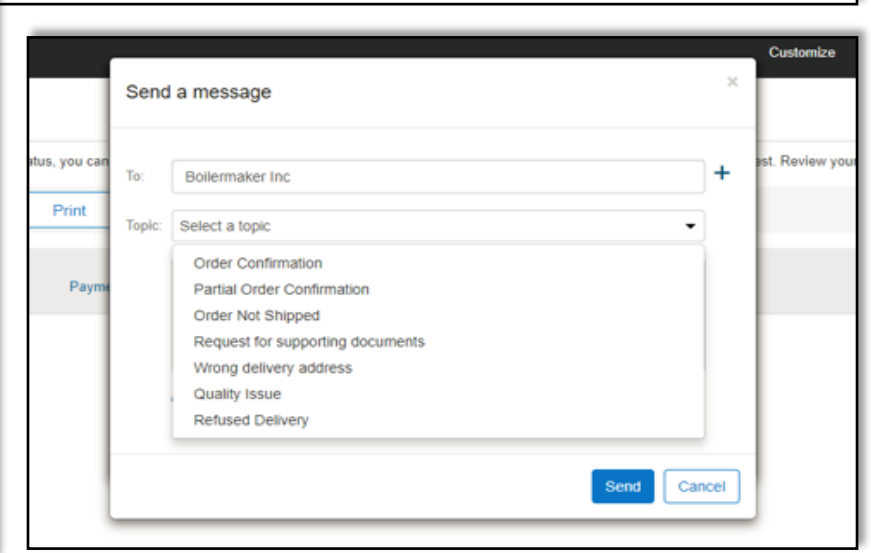
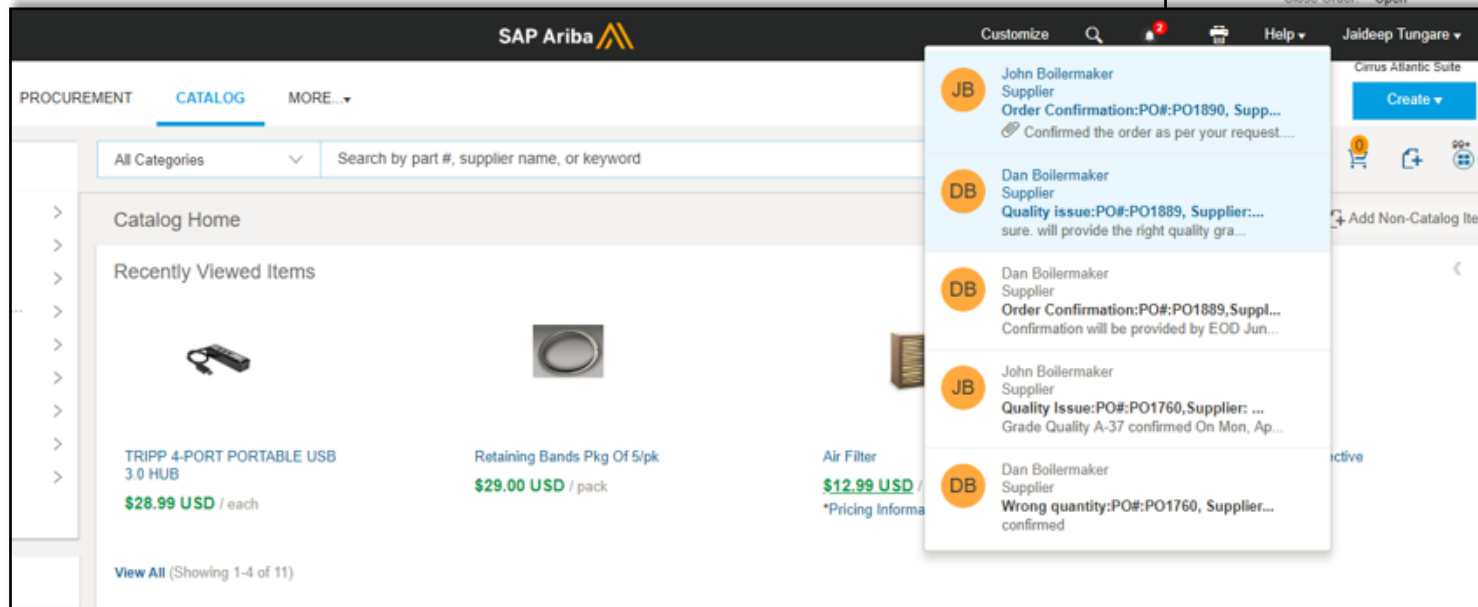
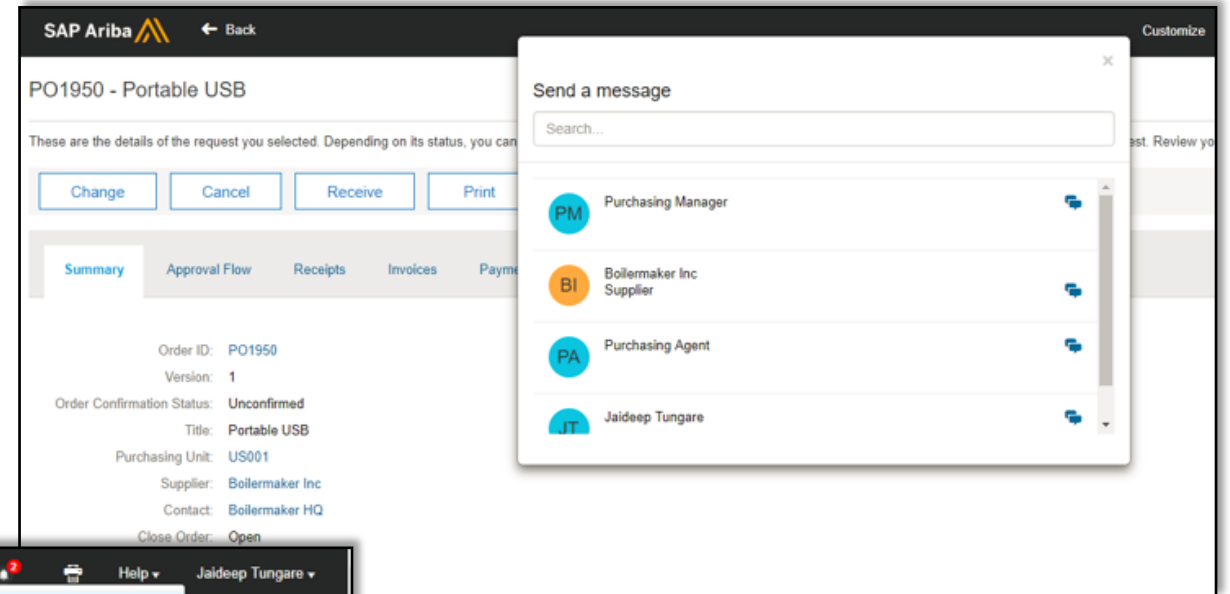


# Feature at a Glance

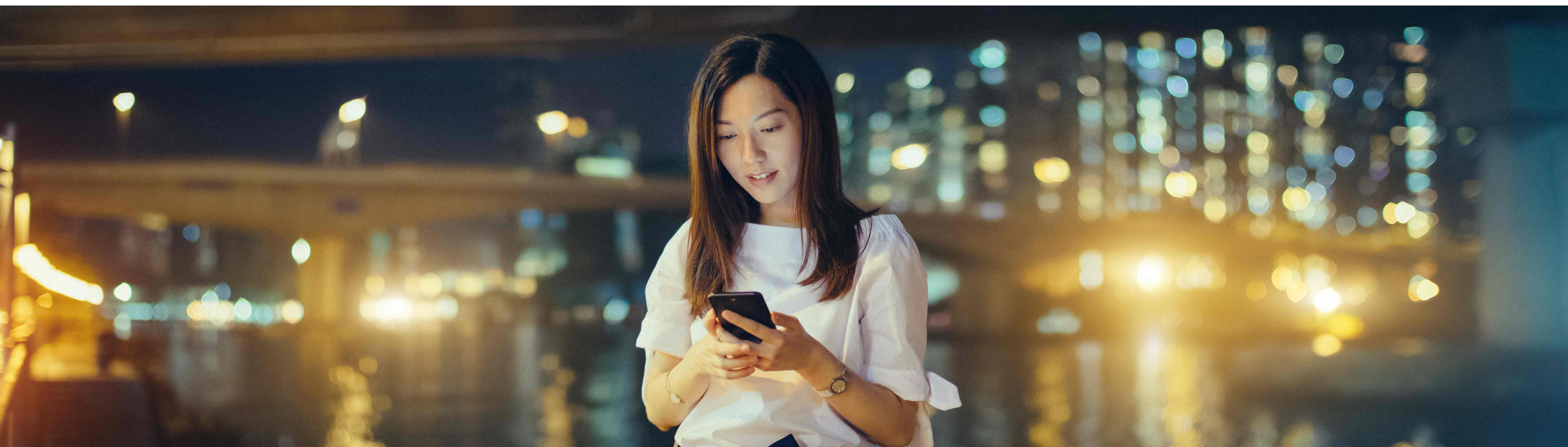
## Introducing: Messaging

### Detailed feature information: Key highlights

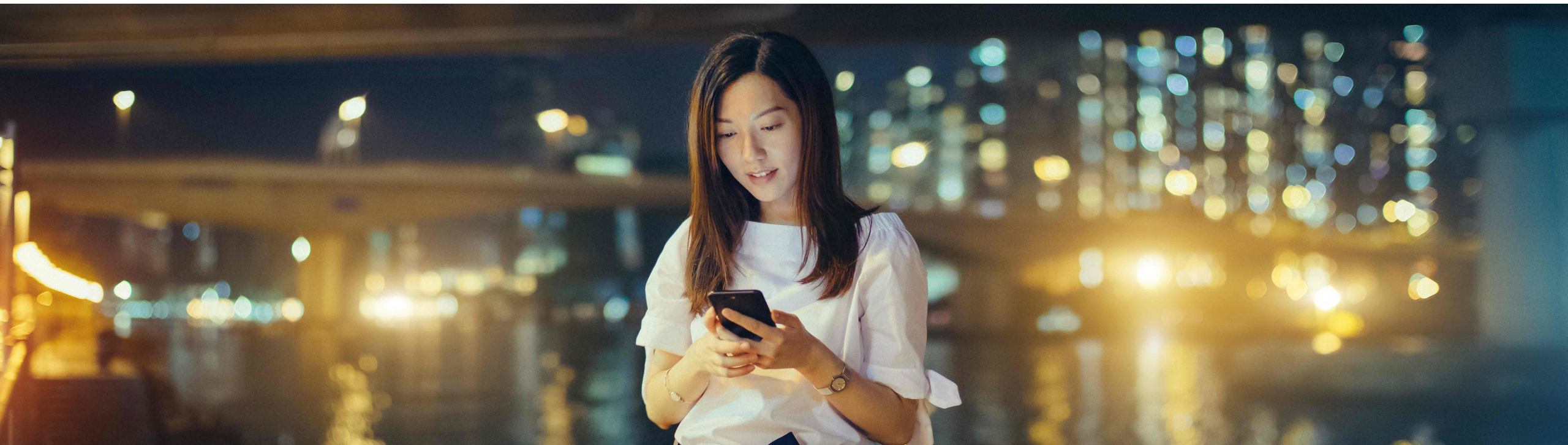
- Buying & invoicing solution: PO / Invoice based messages supported
- Ariba Network: Context free messages and PO / Invoice based messages supported.
- Messages allowed at both at header and line level
- Conversations between internal user or groups with the buyer organization allowed



# Appendix



# **Messaging in Ariba Network**



# Instant messaging pane on Ariba Network User interface

The screenshot displays the Ariba Network user interface. At the top, the header includes the Ariba Network logo, a 'Test Mode' indicator, and user information for 'Dan Boilermaker'. The main navigation bar contains 'HOME', 'INBOX', 'OUTBOX', 'CATALOGS', 'REPORTS', and 'MESSAGES'. Below this is a search bar with filters for 'Orders and Releases', 'All Customers', and 'Order Number'. The central area features a bar chart titled 'Outstanding Invoices' showing data for March, May, June, and July 2018. A yellow callout box points to the chart with the text: 'Messages pane shows all supplier – buyer conversations'. To the right, a 'Messages' pane is open, displaying a list of messages from 'Cirrus Atlantic Suite' regarding orders and invoices. Below the chart is a table titled 'Orders, Invoices and Payments' with columns for Order Number, Customer, Status, Amount, Date, and Amount Invoiced. The table lists two orders: PO1965 and 0244-P12.

Order Number	Customer	Status	Amount	Date	Amount Invoiced	Action
PO1965	Cirrus Atlantic Suite	New	\$10,840.00 USD	28 Jun 2018	\$0.00 USD	Select
0244-P12	Cirrus Atlantic Suite	New	\$1,000.00 USD	24 Jun 2018	\$0.00 USD	Select



# In-Context conversation as part of transactional PO document

Ariba Network Test Mode Company Settings Dan Boilermaker Help Center

Purchase Order: PO1950 To Inbox

Create Order Confirmation  Create Ship Notice  Create Invoice Hide | Print | Download PDF | Export cXML | Download CSV | Resend

**Order Detail** | Order History

**From:**  
New York  
691 Broadway  
NEW YORK, NY 10001  
United States  
Phone: +1 (3) 4833500  
Fax: +1 (3) 4833501

**To:**  
Boilermaker Inc  
359 Northwestern Ave  
W Lafayette, IN 47996  
United States  
Phone:  
Fax:  
Email: [daniel.schunk@sap.com](mailto:daniel.schunk@sap.com), [boilermakersupplier@gmail.com](mailto:boilermakersupplier@gmail.com)

**Payment Terms** i  
NET 0

**Comments**  
Comment Type: Terms and Conditions  
Body: All purchases made by SAP Ariba are subject to SAP Ariba Terms and Conditions of Purchase in effect at the date this purchase order ('Order') is issued to you. w  
res ... [View more](#) »

**Contact Information**  
**Supplier Account**  
**Boilermaker HQ**  
New York  
4876 Northwestern Ave  
W Lafayette, IN 47996  
United States  
Email: [work](#)  
Address ID: AD135147204

**Other Information**  
Company Code: 3000  
Purchasing Unit Name: US001

**In-Context conversations are currently supported only for PO and Invoice documents**

Request for supporting documents: PO#...

Search

CA Jaideep Tungare 1w  
got the message

BI John Boilermaker 2w

Write a message Send

Messages

Search

CA Cirrus Atlantic Suite  
Jaideep Tungare  
Request for supporting documents

# Message center on Ariba Network showing all buyer – supplier conversations

The screenshot displays the Ariba Network interface. At the top, the header includes the Ariba Network logo, a 'Test Mode' indicator, and user information for 'Dan Boilermaker'. The navigation menu shows 'HOME', 'INBOX', 'OUTBOX', 'CATALOGS', 'REPORTS', and 'MESSAGES' (which is highlighted). A 'Create' button is visible in the top right.

The main content area is divided into two sections. On the left is a 'Messages' list, and on the right is a detailed view of a selected message.

**Messages List:**

Sender	Subject	Time
CA	Cirrus Atlantic Suite Order: PO1950 Request for supporting documents:PO#...	1w
CA	Cirrus Atlantic Suite Invoice: IRInvoice-001-982 Pricing Mismatch:Invoice# :INVInvoi...	2w
CA	Cirrus Atlantic Suite Saravanan Quantity Mismatch:Invoice#: INVSar...	2w
CA	Cirrus Atlantic Suite Daniel Schunk Quantity Mismatch:Invoice#: INVdws...	3w
CA	Cirrus Atlantic Suite Daniel Schunk Quantity Mismatch:Invoice#: INVdws...	3w
BI	Boilermaker Inc John Boilermaker Order Confirmation:PO#:PO1890. Su...	3w

**Message Detail View:**

The selected message is titled 'Request for supporting documents:PO#:PO1950,Supplier: Boilermaker Inc, Amount: \$315.99 USD'. It shows a conversation between 'Jaideep Tungare' (CA) and 'John Boilermaker' (BI). The message content includes:

- A message from Jaideep Tungare: "got the message"
- A message from John Boilermaker: "test.. for link feature.."
- A timestamp: "On Thu, Jun 21, 2018 at 1:22 PM Boilermaker Inc <...>"
- A message from Dan Boilermaker (BI) with the text "Write a message" and a "Send" button.

# Email responses from buyer or supplier associated with right conversations

The image displays a screenshot of the SAP Ariba email interface. The main window shows an email from Cirrus Atlantic Suite with the subject "Message from Cirrus Atlantic Suite - Order: PO1950: Request for supporti...". The email content includes the SAP Ariba logo and a message from Cirrus Atlantic Suite, sent by Jaideep Tungare on Thursday, June 21, 2018, at 07:47 (GMT). The message details "Order: PO1950" and "Order date: Thursday, June 21, 2018, 06:54 (GMT)". A highlighted yellow box contains the text: "We require the USB 3.0 specs and will confirm the correct part no. Until then do not act on the". Below this, it says "Questions or comments? Reply to this email."

An inset window titled "Messages" shows a conversation thread for "Request for supporting documents:PO#:PO1950,Supplier: Boilermaker Inc, Amount: ...". The thread includes messages from Cirrus Atlantic Suite (CA) and Boilermaker Inc (BI). A highlighted yellow box in the conversation thread contains the text: "We require the USB 3.0 specs and will confirm the correct part no. Until then do not act on the PO". A yellow arrow points from the highlighted text in the main email to the highlighted text in the conversation thread. The conversation thread also shows a message from Dan Boilermaker (BI) with the text "attached specification for USB 3.0 part no 3509505" and a file attachment "3509505 spe... 12 Bytes".

# Buyer sending a broadcast message to multiple suppliers

The screenshot displays the SAP Ariba Supplier Enablement interface. At the top, a navigation bar includes 'HOME', 'INBOX', 'OUTBOX', 'CATALOGS', 'SUPPLIER ENABLEMENT' (highlighted), 'ADMINISTRATION', 'REPORTS', 'UPLOAD/DOWNLOAD', and 'MESSAGES'. Below this, a secondary navigation bar contains 'Manage Vendors', 'Monitor', 'Tasks', 'Active Relationships', 'Supplier Groups', 'Contacts', 'Configure', and 'Supplier Information Portal'. The main content area is titled 'Suppliers and Vendors' and shows a table of 7 suppliers. A 'Send message' dialog box is open, showing a 'To' field with '3 suppliers', a 'From' field with 'No reply email', and a 'Subject' field. The dialog also has radio buttons for 'Importance' (High, Medium, Low) and a text area containing the message: 'Dear Suppliers, Note that our warehouse will be closed for business due to certain unexpected events in the near vicinity on March 1st. Thank You.' The dialog has 'Cancel' and 'Send' buttons. In the background, the 'Actions' dropdown menu is open, with 'Send Broadcast Message' highlighted. A yellow arrow points from this menu item to the 'Send' button in the dialog box.

Manage and view details of suppliers and vendors for supplier enablement. Upload multiple vendors and invite them to register on Ariba Network. Assign activities and tasks for vendors before or after you start supplier enablement. See

Suppliers and Vendors Showing 1 - 7 of 7

Assigned Activities Enablement Status e-Contact

<input checked="" type="checkbox"/>	Vendor Name	Vendor ID	Site ID	Site Aux ID	Legacy Vendor ID	Network ID	e-Contact
<input checked="" type="checkbox"/>	Intel					AN02000801848	Email
<input checked="" type="checkbox"/>	Toshiba					AN02000801847	Email
<input checked="" type="checkbox"/>	WesternDigital					AN02000801846	Email
<input checked="" type="checkbox"/>	Sandisk Corp					AN02000801845	Email
<input checked="" type="checkbox"/>	Zen Pac					AN02000751000	Email
<input checked="" type="checkbox"/>	Logistic Ltd					AN02000750999	Email
<input checked="" type="checkbox"/>	Seagate Technology					AN02000750997	Email

Start Assign Unassign Actions Add Upload Export

Legend:  
Enablement Activities:  
● Account ● Purchase Order ● Invoice ● Catalog ● Payment ● Supply Chain Financing ● D

Send message

To: 3 suppliers

From: No reply email

Subject:

Importance  High  Medium  Low

Dear Suppliers,  
Note that our warehouse will be closed for business due to certain unexpected events in the near vicinity on March 1st.  
Thank You.

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Cancel Send

# Messaging set-up in Ariba Network (Required both on Buyer and Supplier side)

## Account Settings

Save Close

Customer Relationships Users Notifications Application Subscriptions

General Network Discovery Sourcing & Contracts Messaging

Enter up to 3 comma-separated email addresses per field. Ensure that you have any required user consents before adding email addresses for sending notifications. If the email address is that of a distribution list, ensure that you have the consent of all the persons in the distribution list.  
Notifications are in the preferred language set by the network administrator.

Country-based message settings ⓘ

### Global document-specific settings

Tell us who to notify for each type of customer message. Enter up to 3 comma-separated email addresses per notification. If you don't enter email addresses or if they've unsubscribed, we'll send the notifications to the default email addresses in Global default settings. Notifications are in the preferred language set by the network administrator.

Purchase order messages	<input checked="" type="checkbox"/> Send notifications to these addresses ⓘ	* boilermakersupplier@outlook.com,boilermakersupplier@gr
Invoice messages	<input checked="" type="checkbox"/> Send notifications when invoice messages are received ⓘ	* boilermakersupplier@outlook.com,boilermakersupplier@gr
Free Context messages	<input checked="" type="checkbox"/> Send free context notifications to these addresses ⓘ	* boilermakersupplier@outlook.com,boilermakersupplier@gr

### Global default settings

If global document-specific settings aren't defined or those email addresses have been unsubscribed from receiving notifications, we'll send notifications to the email addresses in this section. If you choose both options here, we'll send notifications to the Ariba Network administrator only when the email addresses in this section have been unsubscribed.

All document-specific messages	<input checked="" type="checkbox"/> Send notifications when customer messages are received ⓘ	* boilermakersupplier@outlook.com,boilermakersupplier@gr
Administrator	<input checked="" type="checkbox"/> Send all notifications to the Ariba Network administrator ⓘ	

# Country based Messaging configuration set-up

## Country-Based Messaging Configuration

Done

Manage and maintain country-based contact to receive messages from trading partner. Choose a country and configure.

Select Country:

### Countries

Country ↑	Status	Activated By	Activated On	Last Modified By	Last Modified On
<input type="radio"/> Germany [DEU]	Active	Dan Boilermaker	6 Feb 2018	Dan Boilermaker	6 Feb 2018

### Country-based messaging settings

Save Cancel

These override the global message settings for the selected country. For order-related messages, we'll apply these settings based on the country of the Ship to address on the orders. For invoice-related messages, we'll apply these settings based on the country of the From address on the invoices.

Country: **Germany**

#### Document-specific message settings

Tell us who to notify for each type of customer message. Enter up to 3 comma-separated email addresses per notification. If you don't enter email addresses or if they've unsubscribed, we'll send the notifications based on the default message settings. Notifications are in the preferred language set by the network administrator.

Purchase order messages  Send notifications to these addresses \*

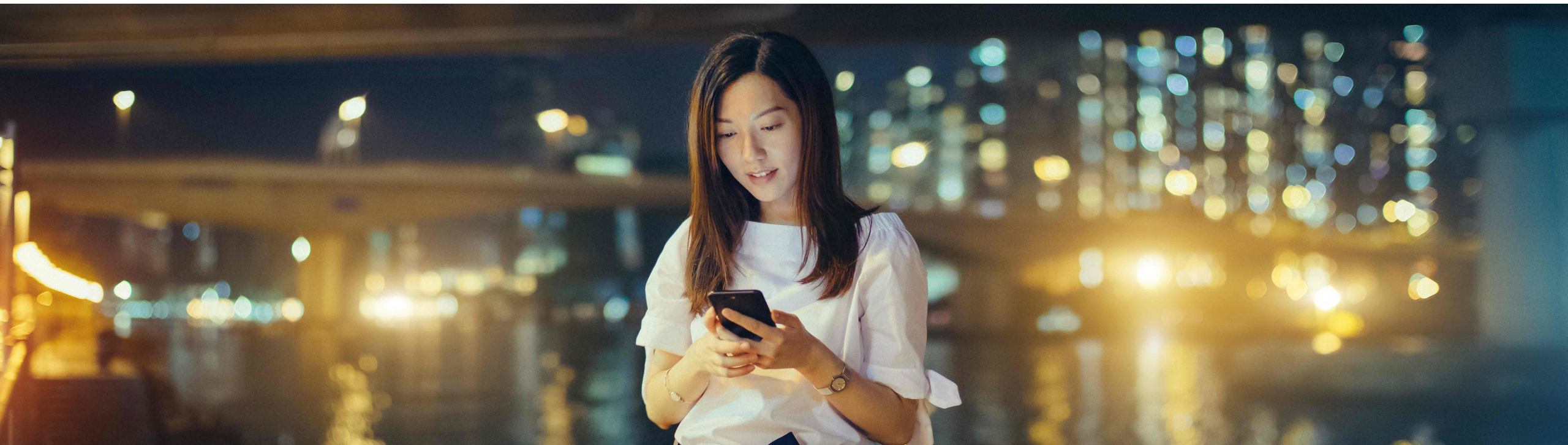
Invoice messages  Send notifications when invoice messages are received \*

#### Default message settings

If document specific message settings aren't defined or those email addresses have been unsubscribed from receiving notifications, we'll send notifications to the email addresses specified here.

All document-specific messages  Send notifications when customer messages are received \*

# **Messaging in SAP Ariba Buying and Invoicing**



# Messages notification

The screenshot shows the SAP Ariba Catalog Home interface. The top navigation bar includes 'HOME', 'CONTRACTS', 'PROCUREMENT', 'CATALOG', and 'MORE...'. The 'CATALOG' tab is active. The left sidebar contains 'Shop By Category' and 'Shop By' sections. The main content area is titled 'Catalog Home' and features a 'Recently Viewed Items' section with three items: 'TRIPP 4-PORT PORTABLE USB 3.0 HUB' (\$28.99 USD / each), 'Retaining Bands Pkg Of 5/pk' (\$29.00 USD / pack), and 'Air Filter' (\$12.99 USD). A 'Favorites' section is visible at the bottom. A notification dropdown menu is open on the right, listing five messages from suppliers John Boilemaker (JB) and Dan Boilemaker (DB). The messages include order confirmations, quality issue notices, and quantity error reports.

**SAP Ariba**

Customize Search Help Jaideep Tungare

HOME CONTRACTS PROCUREMENT **CATALOG** MORE...

Shop By Category

All Categories Search by part #, supplier name, or keyword

**Catalog Home**

Recently Viewed Items

TRIPP 4-PORT PORTABLE USB 3.0 HUB  
\$28.99 USD / each

Retaining Bands Pkg Of 5/pk  
\$29.00 USD / pack

Air Filter  
\$12.99 USD / pack

View All (Showing 1-4 of 11)

Shop By

Supplier Contract

**Favorites**

**JB** John Boilemaker Supplier  
Order Confirmation:PO#:PO1890, Supp...  
Confirmed the order as per your request...

**DB** Dan Boilemaker Supplier  
Quality issue:PO#:PO1889, Supplier...  
sure. will provide the right quality gra...


**DB** Dan Boilemaker Supplier  
Order Confirmation:PO#:PO1889, Suppl...  
Confirmation will be provided by EOD Jun...

**JB** John Boilemaker Supplier  
Quality Issue:PO#:PO1760,Supplier: ...  
Grade Quality A-37 confirmed On Mon, Ap...

**DB** Dan Boilemaker Supplier  
Wrong quantity:PO#:PO1760, Supplier...  
confirmed



# Initiating a conversation at a document header or line level

SAP Ariba  [← Back](#) Customize 🔍 🔔 2 🖨️ Help ▾ Jaideep Tungare ▾

PO1950 - Portable USB Status: **Ordered**

These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review your request and take the desired action(s).


[Change](#) [Cancel](#) [Receive](#) [Print](#) [Create Advance Payment ▾](#) [Resend to Supplier](#)



**Summary** [Approval Flow](#) [Receipts](#) [Invoices](#) [Payments](#) [Messages](#) [History](#)

Order ID: PO1950  
Version: 1  
Order Confirmation Status: **Unconfirmed**  
Title: Portable USB  
Purchasing Unit: US001  
Supplier: Boilermaker Inc  
Contact: Boilermaker HQ  
Close Order: Open  
My Labels: [Apply Label... ▾](#) ⓘ

[New Conversation](#) | [View All](#)

▼ Line Items

1 Line Item [Hide Details](#) 

<input checked="" type="checkbox"/>	Type ↑	ReqID	Qty	Unit	Description	Supplier Part Number	Price	Discount	Net Amount	Charges	Taxes	Amount	
<input checked="" type="checkbox"/>		PR91714	10	each	TRIPP 4-PORT PORTABLE USB 3.0 HUB	3509505	\$28.99 USD		\$289.90 USD		\$26.09 USD	\$315.99 USD	<a href="#">Detail</a> 

[New Conversation](#) | [View All](#)

# Internal and External messaging parties

The screenshot displays the SAP Ariba interface for a purchase order (PO1950 - Portable USB) with a status of 'Ordered'. A 'Send a message' dialog box is open, listing four messaging parties: Purchasing Manager (PM), Boilermaker Inc Supplier (BI), Purchasing Agent (PA), and Jaideep Tungare (JT). A yellow callout bubble points to the Boilermaker Inc Supplier entry with the text: 'Initiate conversations with a supplier or internal user / group'.

**Send a message**

Search...

- PM Purchasing Manager
- BI Boilermaker Inc Supplier
- PA Purchasing Agent
- JT Jaideep Tungare

**PO1950 - Portable USB**

Status: **Ordered**

Change Cancel Receive Print

Summary Approval Flow Receipts Invoices Payments

Order ID: PO1950  
Version: 1  
Order Confirmation Status: Unconfirmed  
Title: Portable USB  
Purchasing Unit: US001  
Supplier: Boilermaker Inc  
Contact: Boilermaker HQ  
Close Order: Open  
My Labels: Apply Label... ⓘ

▼ Line Items

1 Line Item

Type	ReqID	Qty	Unit	Description	Supplier Part Number	Price	Discount	Net Amount	Charges	Taxes	Amount	
	PR91714	10	each	TRIPP 4-PORT PORTABLE USB 3.0 HUB	3509505	\$28.99 USD		\$289.90 USD		\$26.09 USD	\$315.99 USD	Detail

# Conversation topics

**SAP Ariba** ← Back Customize 🔍 2 🖨️ Help ▾ Jaideep Tungare ▾

## PO1950 - Portable USB

Status: **Ordered**

These are the details of the request you selected. Depending on its status, you can

[Change](#) [Cancel](#) [Receive](#) [Print](#)

**Summary** | Approval Flow | Receipts | Invoices | Payments

Order ID: PO1950  
Version: 1  
Order Confirmation Status: **Unconfirmed**  
Title: Portable USB  
Purchasing Unit: US001  
Supplier: Boilermaker Inc  
Contact: Boilermaker HQ  
Close Order: Open  
My Labels: [Apply Label...](#) ⓘ

▼ Line Items

1 Line Item [Hide Details](#) 🗪

Type	ReqID	Qty	Unit	Description	Supplier Part Number	Price	Discount	Net Amount	Charges	Taxes	Amount	
🗪	PR91714	10	each	TRIPP 4-PORT PORTABLE USB 3.0 HUB	3509505	\$28.99 USD		\$289.90 USD		\$26.09 USD	\$315.99 USD	<a href="#">Detail</a> 🗪

**Configurable topics based on the context document (PO or Invoice)**

# Attachments with messages

**SAP Ariba** ← Back

PO1950 - Portable USB

Status: **Ordered**

These are the details of the request you selected. Depending on its status, you can...

Change Cancel Receive Print

Summary Approval Flow Receipts Invoices Payments

Order ID: PO1950  
Version: 1  
Order Confirmation Status: Unconfirmed  
Title: Portable USB  
Purchasing Unit: US001  
Supplier: Boilermaker Inc  
Contact: Boilermaker HQ  
Close Order: Open  
My Labels: Apply Label... ⓘ

Send a message

To: Boilermaker Inc

Topic: Request for supporting documents

We require the USB 3.0 specs and will confirm the correct part no. Until then do not act on the PO

Drag & Drop to upload your files or browse

Send Cancel

▼ Line Items

1 Line Item

Type	ReqID	Qty	Unit	Description	Supplier Part Number	Price	Discount	Net Amount	Charges	Taxes	Amount
	PR91714	10	each	TRIPP 4-PORT PORTABLE USB 3.0 HUB	3509505	\$28.99 USD		\$289.90 USD		\$26.09 USD	\$315.99 USD

# Viewing messages within a Conversation

The screenshot displays the SAP Ariba interface for a purchase order (PO1950 - Portable USB) with a status of 'Ordered'. The interface includes a top navigation bar with the SAP Ariba logo, a 'Back' button, and user information (Jaideep Tungare). Below the header, there are action buttons: Change, Cancel, Receive, Print, Create Advance Payment, and Resend to Supplier. A tabbed interface shows 'Summary', 'Approval Flow', 'Receipts', 'Invoices', 'Payments', 'Messages', and 'History'. The 'Messages' tab is active, showing a conversation between Dan Boilermaker Supplier and Jaideep Tungare. A callout box highlights a message from Dan Boilermaker Supplier with the subject 'Request for supporting documents: PO#: PO1950, Supplier: Boilermaker Inc, Amount: \$315.99 USD'. The message content includes 'Request for supporting documents...', 'attached specification for USB 3.0 part no 3509505', and an attachment '3509505 spec.txt 12 Bytes'. A yellow callout bubble points to the message, stating: 'Shows number of new messages and directs user the 'Messages' tab in the document'. At the bottom, a table lists items with columns for quantity, description, part number, and prices.

Quantity	Description	Part Number	Unit Price	Total Price	Net Price	Gross Price	Action
10	each TRIPP 4-PORT PORTABLE USB 3.0 HUB	3509505	\$28.99 USD	\$289.90 USD	\$26.09 USD	\$315.99 USD	Detail

# Messaging configuration

- ▼ Procure-to-Pay Manager
  - Invoice Exception Types
  - Receiving Types By Commodity
  - Payment Methods
  - Receiving Types By Part Number
  - Payment Terms
  - Payment Bank Locations
  - Supplier Payment Information
  - Messaging Setup
- Tax Manager
- Cat

## Messaging Setup

Customize how people in your organization collaborate with colleagues and suppliers For each document type, you can choose who can be contacted if someone wants to collaborate, select topics relevant to

Document	Contacts	Topics	Description
Invoice	Invoice Manager , Purchasing Agent , Purchasing Manager , Supplier , Requester ✓	Request For Credit Memo , Pricing Mismatch , Quantity Mismatch , Tax Issue , Missing Invoice Data , Payment Issue , Product/Service question , Request for supporting documents ✓	Invoice#: {0}, Supplier: {1}, Total Amount: {2}
Invoice Line Item	Purchasing Agent , Requester , Supplier ✓	Request For Credit Memo , Pricing Mismatch , Quantity Mismatch , Tax Issue , Missing Invoice Data , Product/Service question , Request for supporting documents ✓	Invoice#: {0}, Supplier: {1}, Line Item: {2}, Qty: {3}, Price: {4}, Amount: {5}
INVOICE Line Item Exception	Invoice Exception Group , Invoice Manager , Receiving Manager , Requester , Supplier ✓	Pricing Mismatch , Quantity Mismatch , Tax Issue ✓	Invoice#: {0}, Supplier: {1}, Exception Type: {2}

### Topics for Purchase Order

- General Question
- Missing invoice data
- Payment issue
- Pricing issue
- Product/Service question
- Quantity mismatch
- Request for partial credit memo
- Request for total credit memo
- Tax issue

**Selected Topics**

- Order Confirmation
- Partial Order Confirmation
- Order Not Shipped
- Request for supporting documents
- Wrong delivery address
- Quality Issue
- Refused Delivery

### Topics for Invoice

- Confirmation
- General Question
- Partial Confirmation
- Quality issue
- Refused delivery
- Request for partial credit memo
- Wrong delivery address

**Selected Topics**

- Request For Credit Memo
- Pricing Mismatch
- Quantity Mismatch
- Tax Issue
- Missing Invoice Data
- Payment Issue
- Product/Service question
- Request for supporting documents

Example of conversation topics

# Thank you.