SAP Business Network

In-portal messaging with email notifications and replies for buyers and suppliers

BNCAT-6450

Planned Release - Feb 16, 2026

Introducing: In-portal messaging with email notifications and replies for buyers and suppliers

Innovation For: Buyers & Suppliers

Enablement Model: Automatically On

Feature Description:

This feature provides in-portal messaging with email notifications for buyers and suppliers on SAP Business Network. Users can start conversations within the portal and continue participating offline through email, ensuring timely and uninterrupted collaboration

In-portal messaging with email notifications and replies for buyers and suppliers

Solution For: Commerce Automation and Supply Chain

Solution Area: Collaboration

Persona: Buyers and Suppliers

Key Benefits:

Buyers and Suppliers will see the following benefits:

1. Modern and intuitive messaging experience powered by high performance
2. Timely and uninterrupted collaboration by enabling offline participation
3. Reduce processing delays in the procurement workflow
4. Track communication within the context of a specific document
5. Resolve disputes in the context of a document
6. Request information and clarifications regarding a document

User Story – In-portal Messaging (Online Messaging)

As a user, I should be able to access all my messages which include in-context or context-free from message center in Trading Partner Portal

As a user, I should be able to start a new in-context or context-free message or reply to an existing message

As a user I should be able to select recipients from the list of trading partners in my connection

As a user I should be able to add attachments to messages

As a user I should be able to delete a conversation for in-context or context-free messages

As a user I should be able to close a conversation for in-context or context-free messages

As a user I should be able to search messages

As a user I should be able to view the conversation id of the conversation

Prerequisites, Restrictions, Cautions

Prerequisites
- None for suppliers
- Buyers have to enable messaging by going to messaging configuration page

Restrictions
- None

Cautions
- None
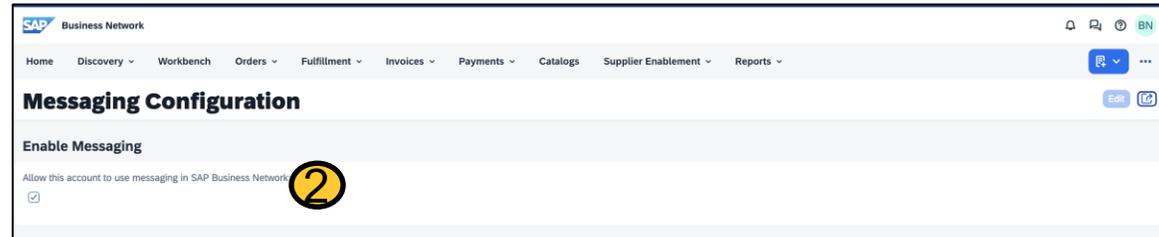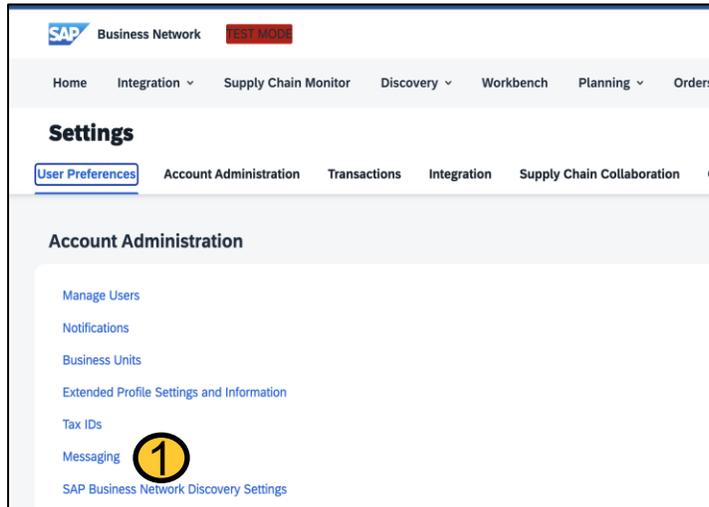
1. Buyer accesses avatar link and clicks messaging

2. Enable messaging by checking the messaging configuration checkbox

Feature Detail- View and Create Message
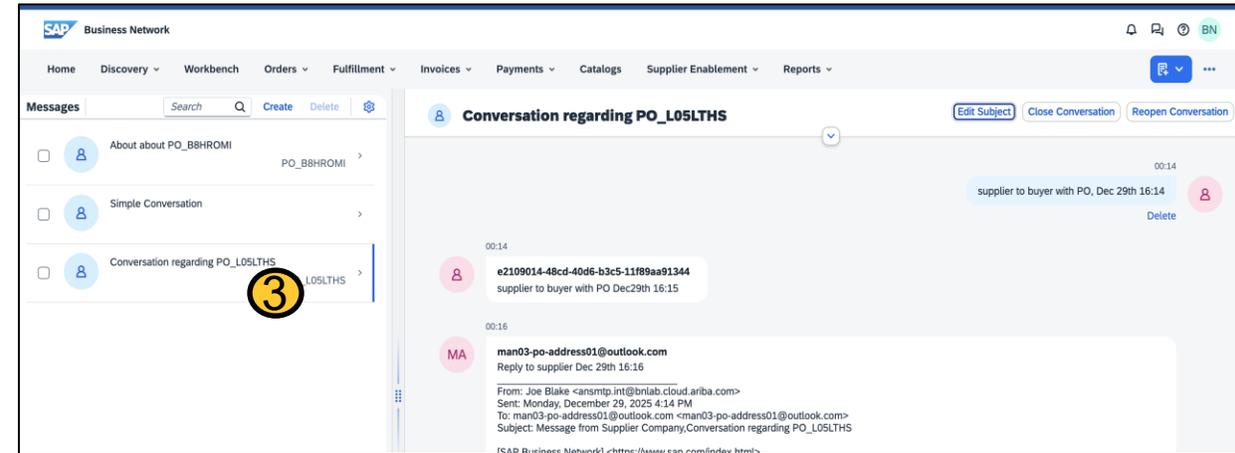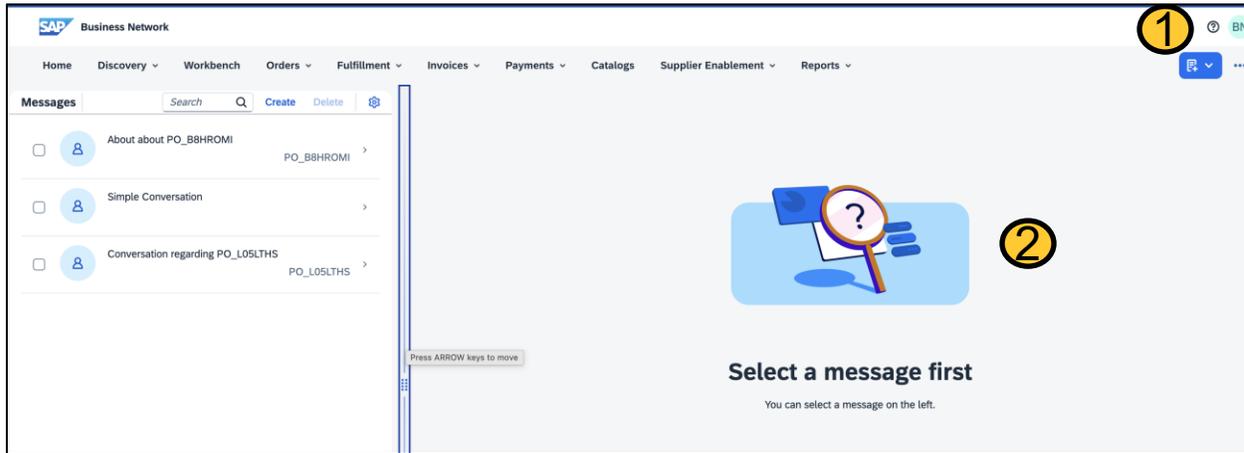
1. Click message icon

2. Message panel with all messages displayed

3. Select a message on the left panel to view the conte...

4. Click create to create a new message
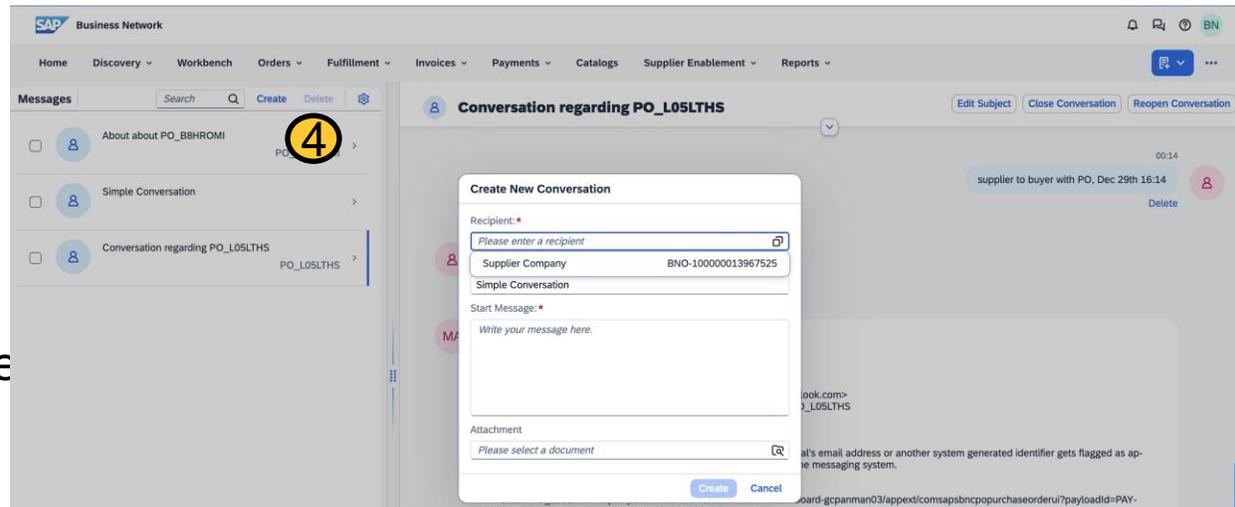
Feature Detail- Create In-Context Message

1. Access a Purchase Order or Invoice

2. Click Send Message

3. Click New Message

4. New conversation pop over for entering text

Feature Detail- Configure Email Preference to receive email notifications for messages
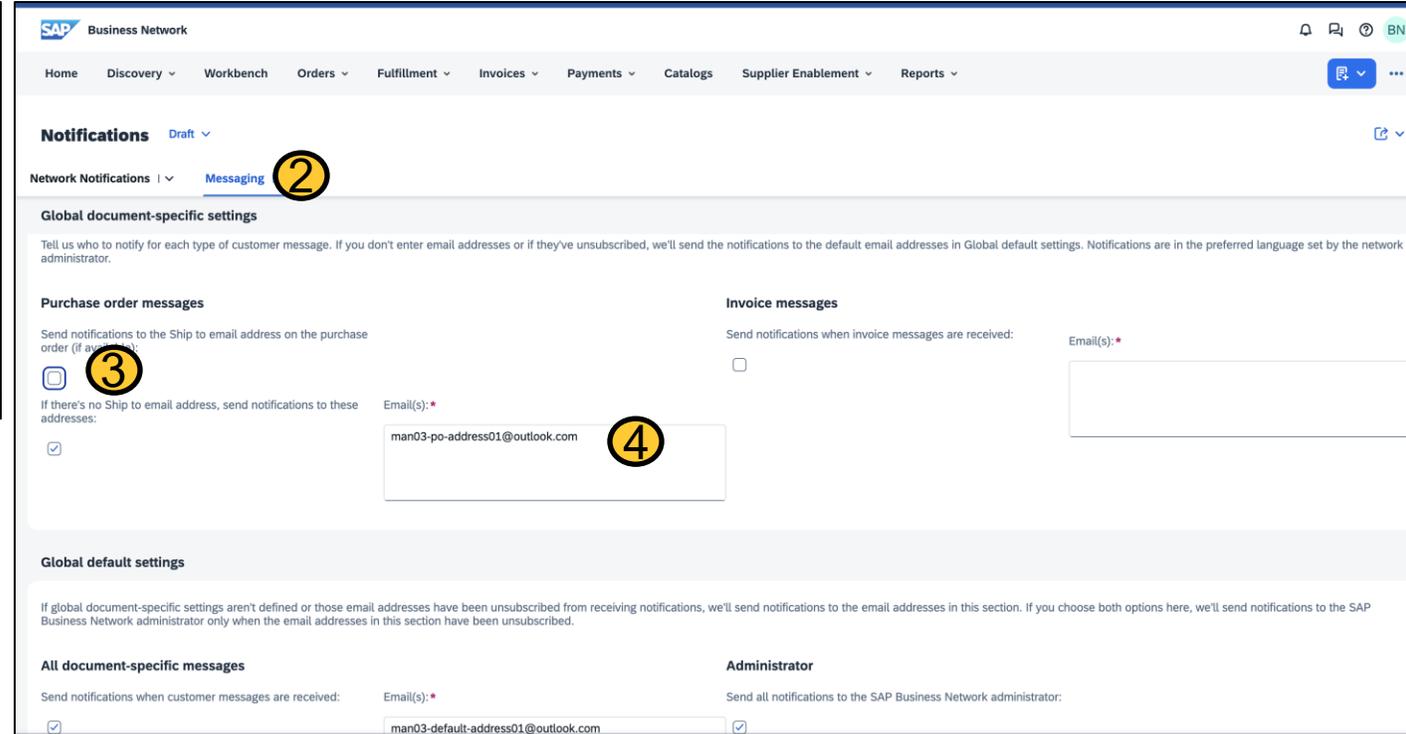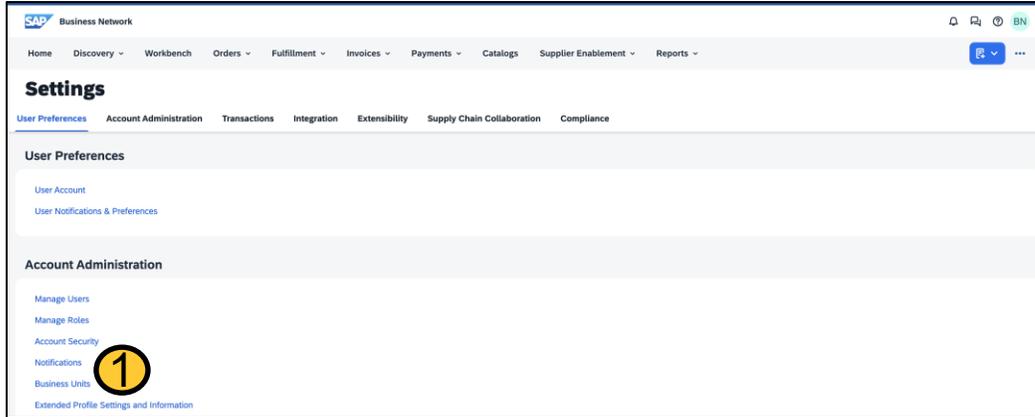
1. Notification link from settings link under the Avatar
2. Click Messaging tab
3. Check the checkbox for the message type
4. Enter email id of the recipient to receive email notification

Feature Detail-Email Notification for online message

① Send in-portal message

② Receive email notification

③ Reply to email

④ Email reply displayed on in-portal message
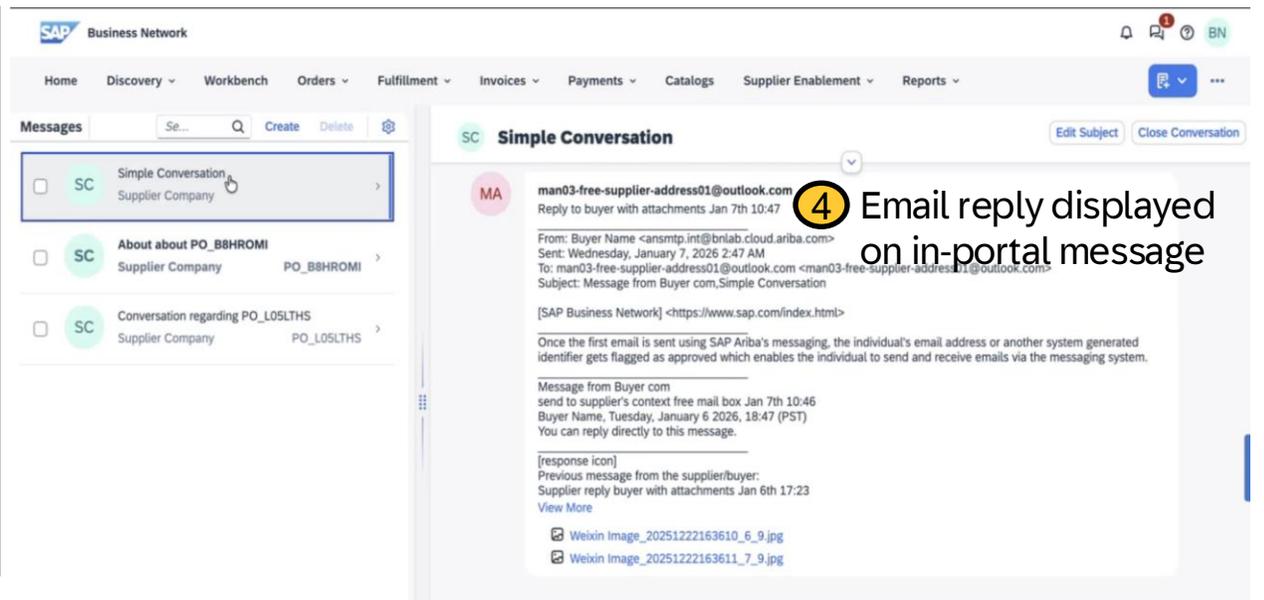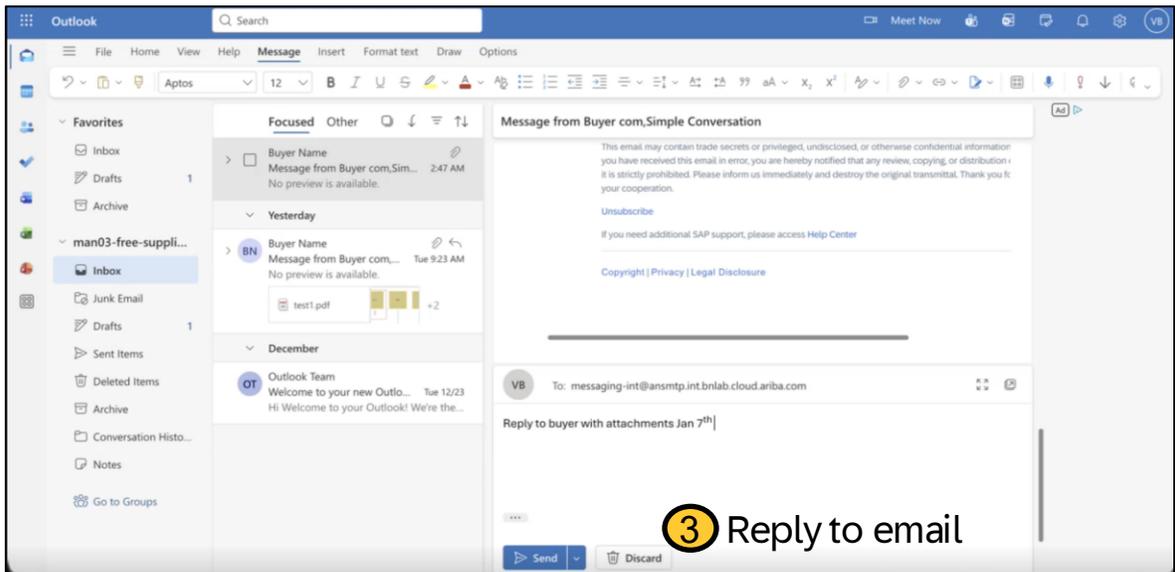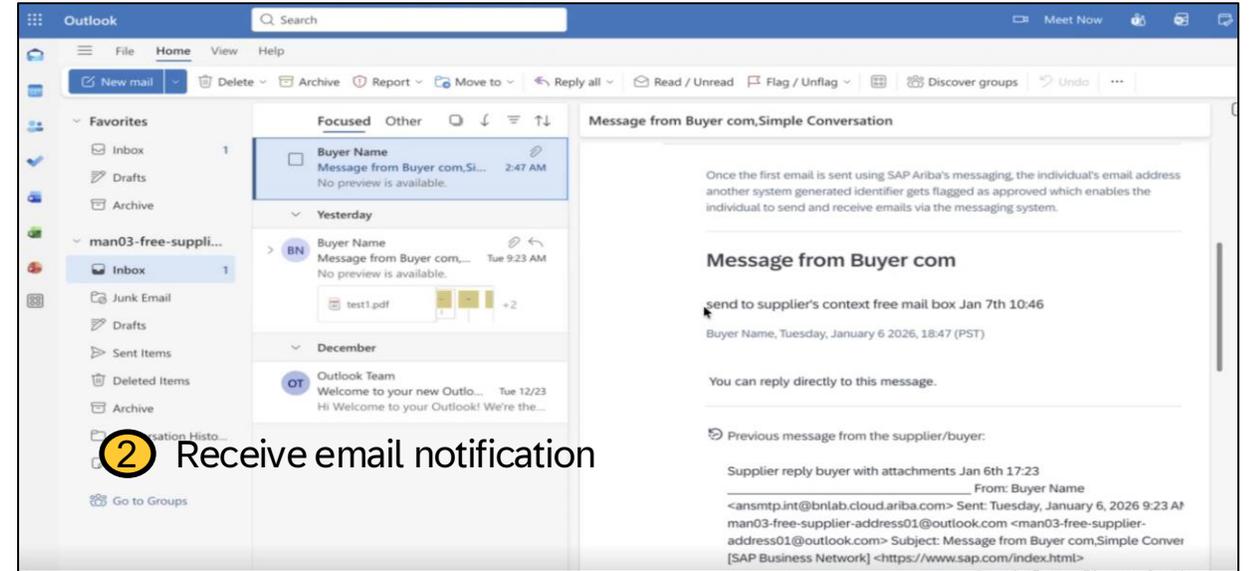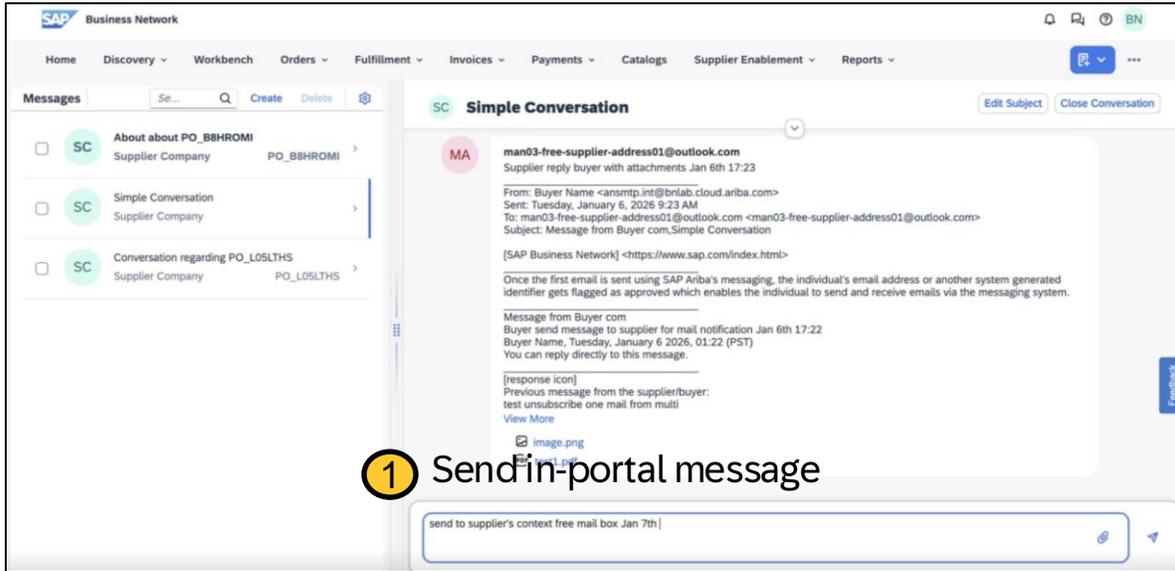
Thank you

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