

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

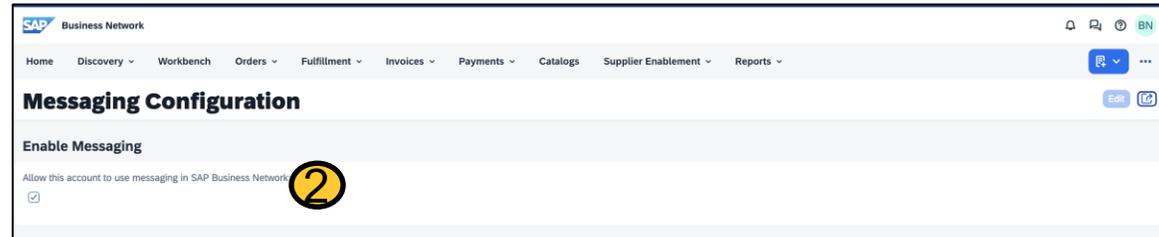
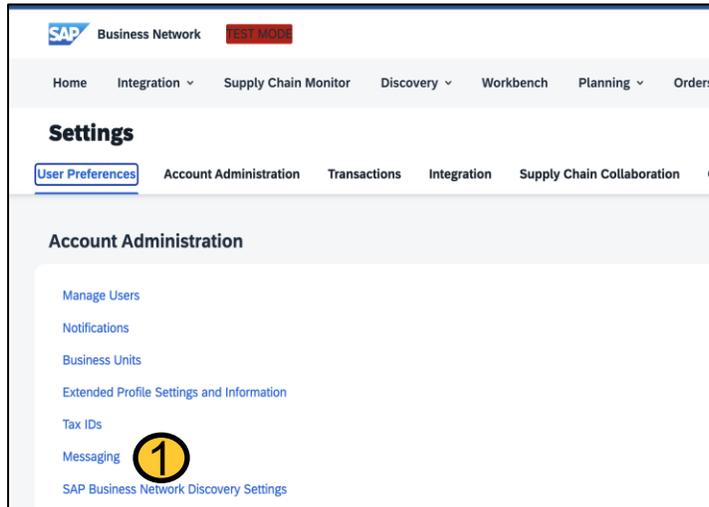
- None for suppliers
- Buyers have to enable messaging by going to messaging configuration page

Restrictions

- None

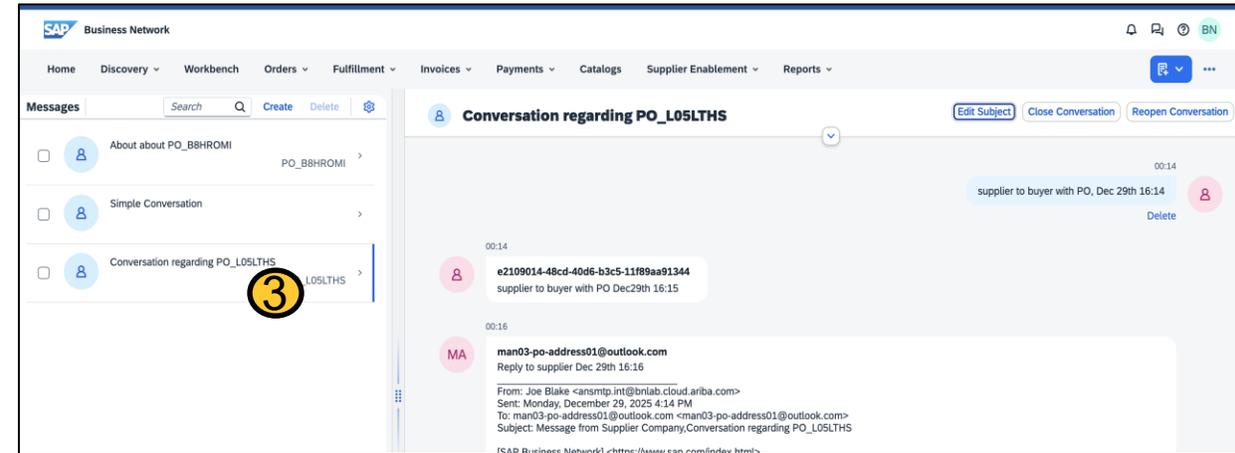
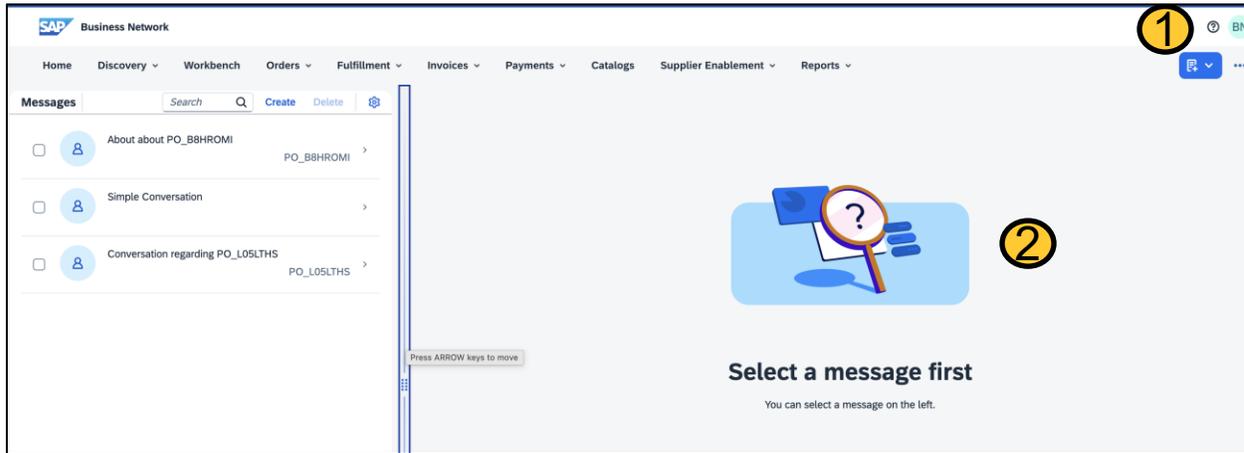
Cautions

- None

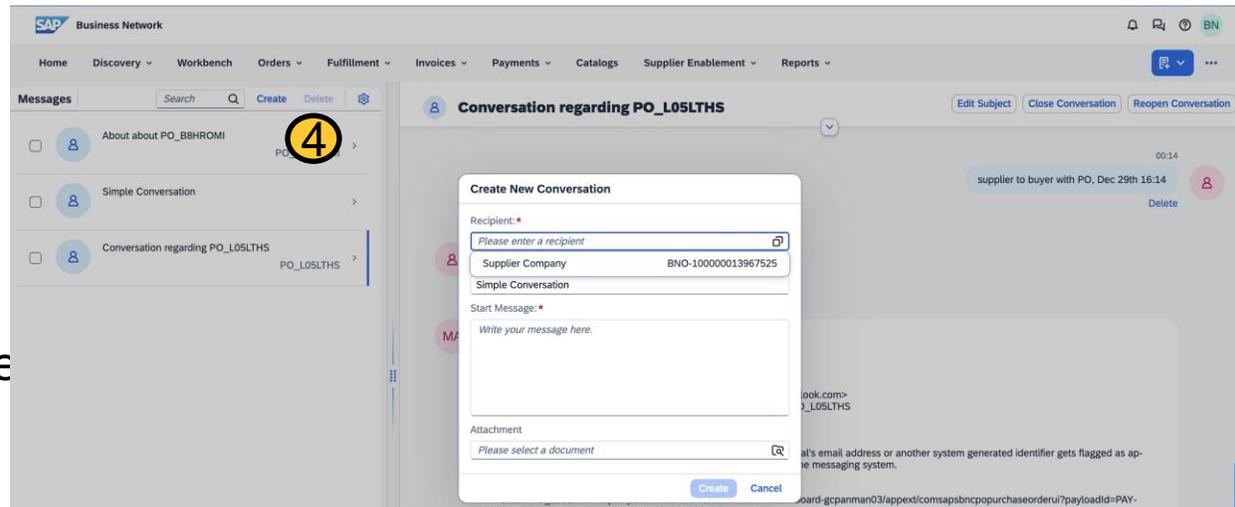


1. Buyer accesses avatar link and clicks messaging
2. Enable messaging by checking the messaging configuration checkbox

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 content
4. Click create to create a new message

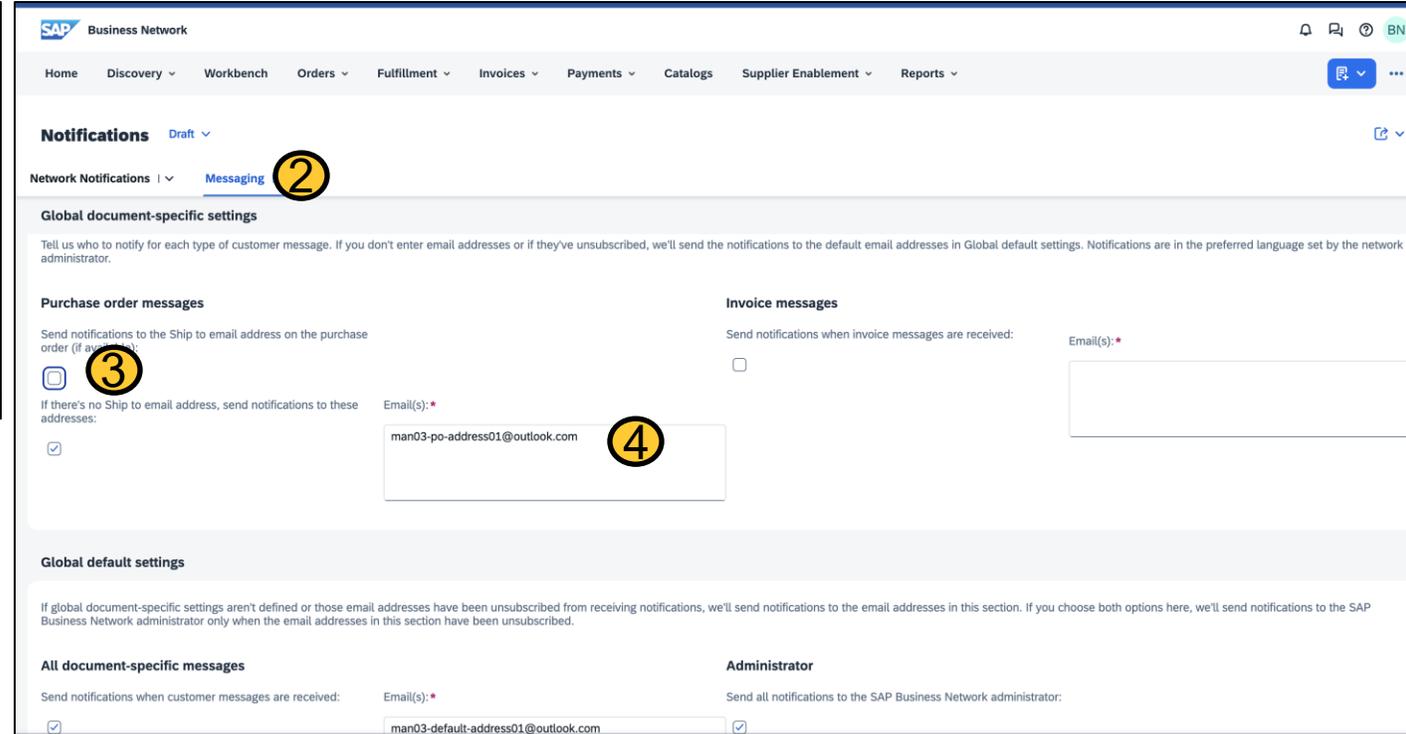
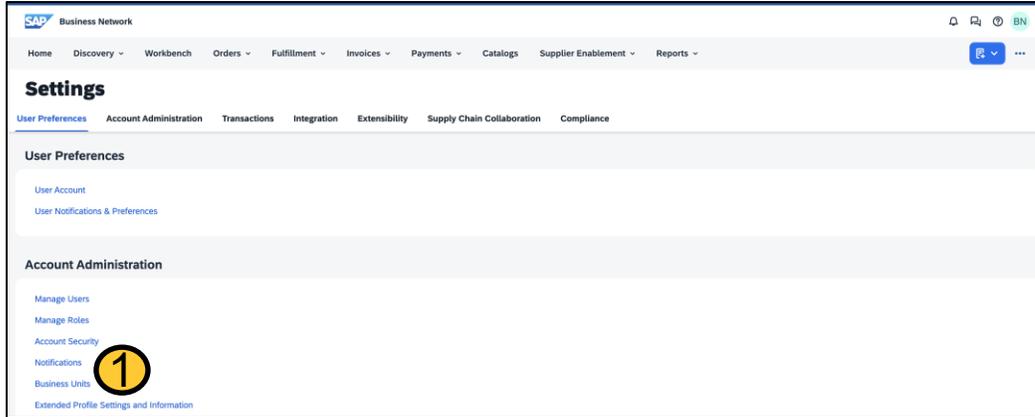


Feature Detail- Create In-Context Message

1. Access a Purchase Order or Invoice
2. Click Send Message
3. Click New Message
4. New conversation pop over for entering text

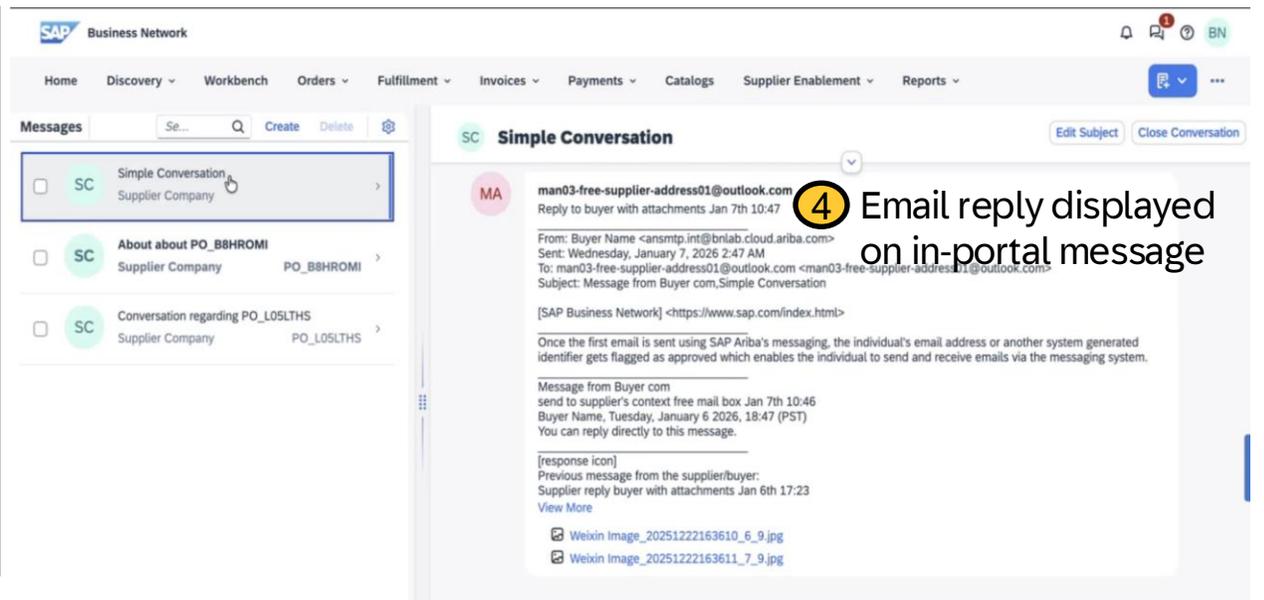
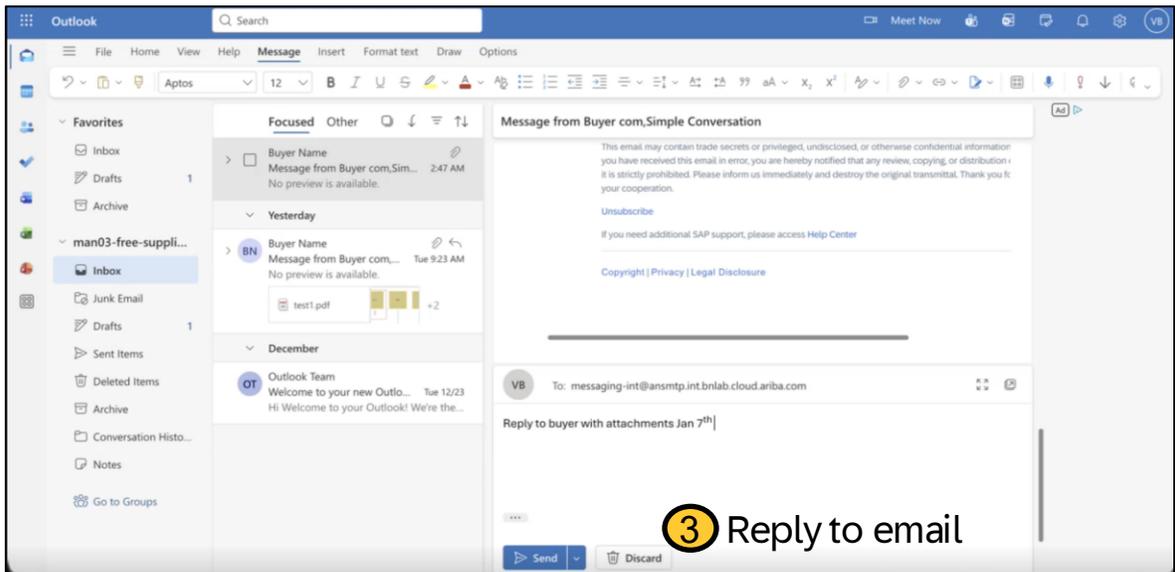
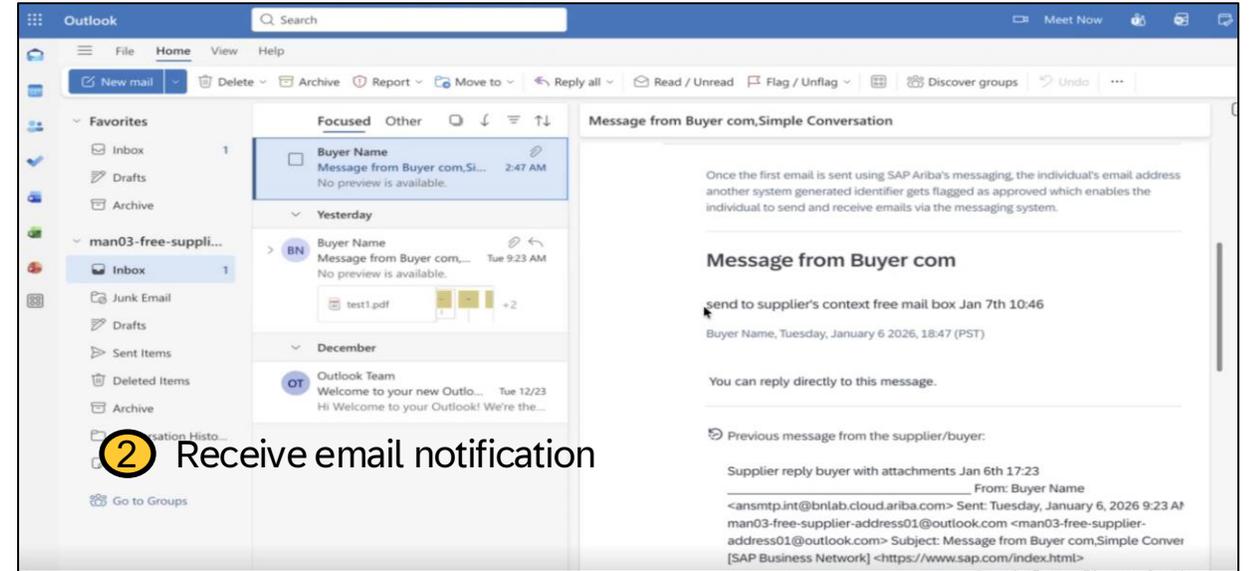
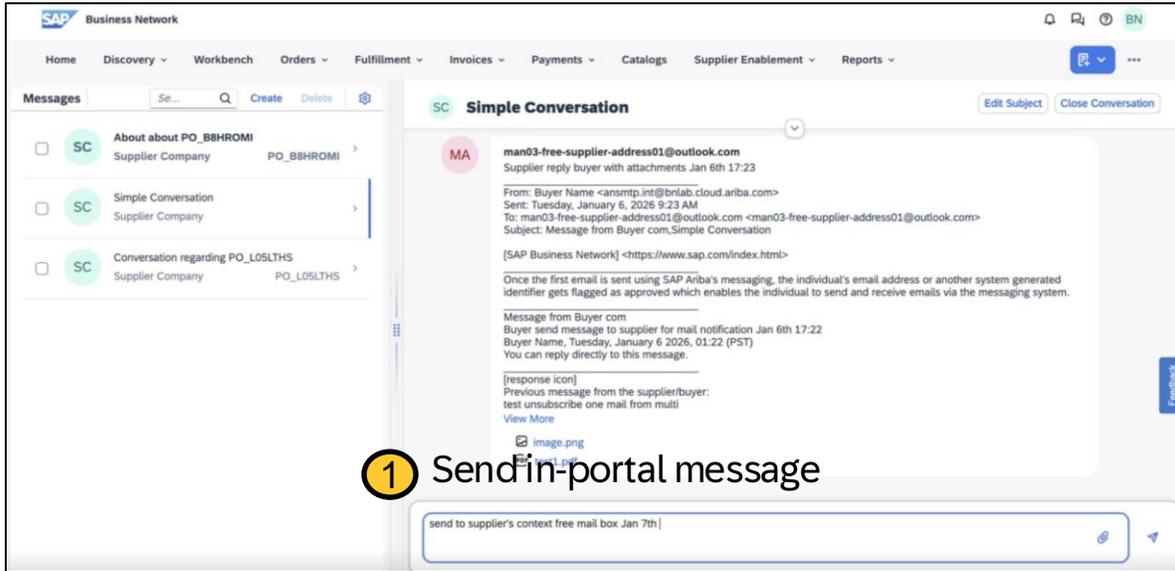
The screenshot displays the SAP Business Network interface for a Purchase Order (PO_B8HROMI). The 'Details' tab is selected, showing the 'General' section with contact information for Ambev S.A. - Escr. Adm. AC. A 'Create New Conversation' dialog box is open, allowing the user to send a message. The dialog box includes fields for Recipient (Supplier Company), Subject (Simple Conversation regarding PO_B8HROMI), and a text area for the message content. The 'Send Message' button in the top right corner of the PO details and the '+ New Message' button in the Messages panel are also visible.

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



Thank you

Contact information:

Sushma Verma
Sushma.verma@sap.com



Follow us



www.sap.com/contactsap

© 2025 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company. The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary. These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty. In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions. SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies. See www.sap.com/trademark for additional trademark information and notices.