

# 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

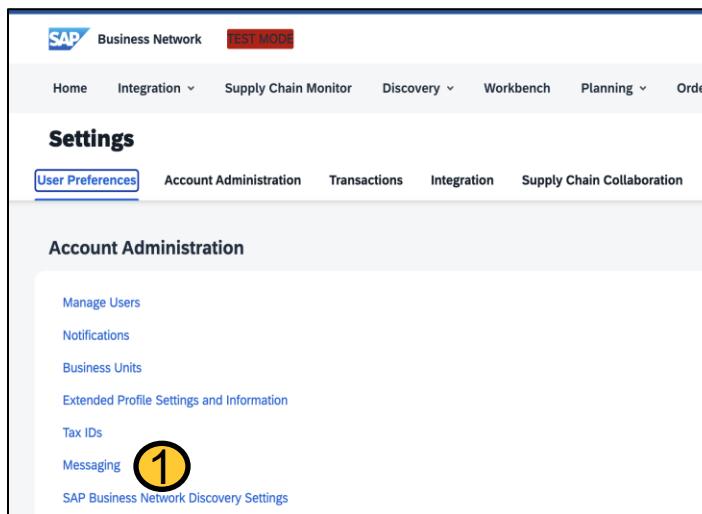
- None for suppliers
- Buyers have to enable messaging by going to messaging configuration page

## Restrictions

- None

## Cautions

- None



SAP Business Network TEST MODE

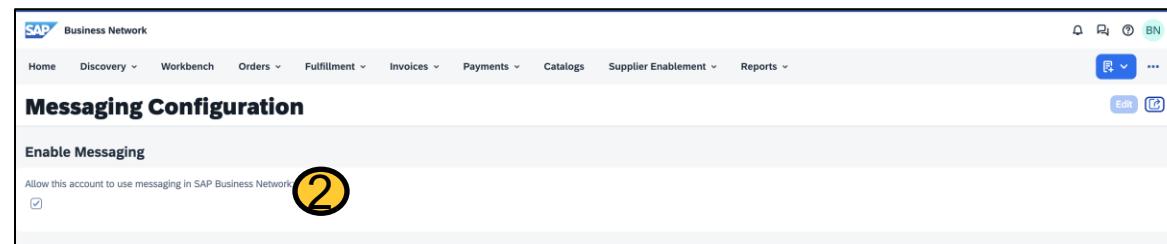
Home Integration Supply Chain Monitor Discovery Workbench Planning Orders

**Settings**

User Preferences Account Administration Transactions Integration Supply Chain Collaboration

**Account Administration**

- Manage Users
- Notifications
- Business Units
- Extended Profile Settings and Information
- Tax IDs
- Messaging** (Yellow circle 1)
- SAP Business Network Discovery Settings



SAP Business Network

Home Discovery Workbench Orders Fulfillment Invoices Payments Catalogs Supplier Enablement Reports

**Messaging Configuration**

**Enable Messaging**

Allow this account to use messaging in SAP Business Network  (Yellow circle 2)

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

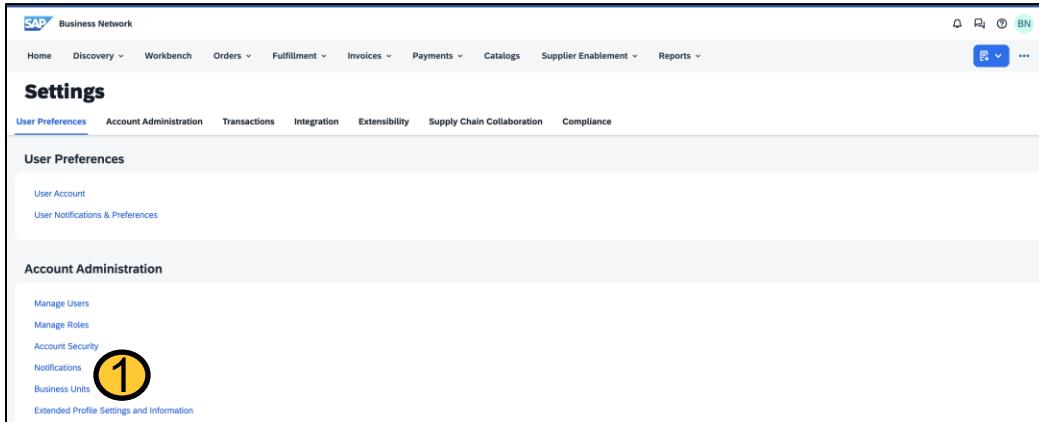
4. Click create to create a new message

# Feature Detail- Create In-Context Message

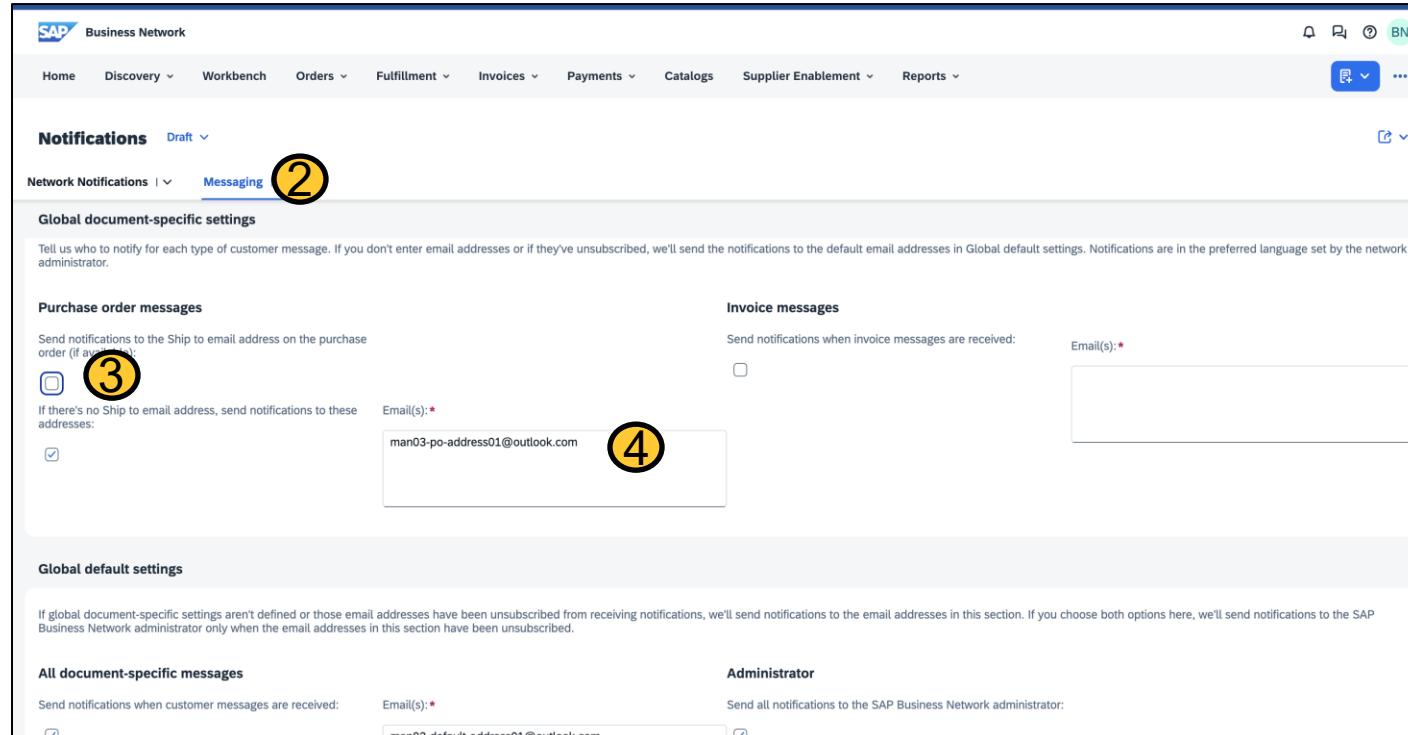
1. Access a Purchase Order or Invoice
2. Click Send Message
3. Click New Message
4. New conversation pop over for entering text

The screenshot illustrates the SAP Business Network interface for creating an in-context message. The main window shows a Purchase Order (PO\_B8HROMI) with details like Name: Ambev S.A. - Escr. Adm. AC, Phone: (650) 123-4567, and Email: test@test.com. A 'Create New Conversation' pop-over window is displayed, with the recipient field (Supplier Company) highlighted with a yellow circle labeled '4'. The message body is empty, with the placeholder 'Write your message here.' The sidebar on the right, labeled 'Messages', shows a list of messages related to the PO\_B8HROMI purchase order, with a yellow circle labeled '2' near the 'Send Message' button. A yellow circle labeled '3' is also present near the 'New Message' button in the sidebar. The bottom right corner of the sidebar has a 'Feedback' button.

# Feature Detail- Configure Email Preference to receive email notifications for messages



The screenshot shows the SAP Business Network Settings page. The 'User Preferences' tab is selected. In the 'Account Administration' section, the 'Notifications' link is highlighted with a yellow circle and the number 1.



The screenshot shows the SAP Business Network Notifications page. The 'Messaging' tab is selected, highlighted with a yellow circle and the number 2. The 'Purchase order messages' section is shown, with a checkbox for 'Send notifications to the Ship to email address on the purchase order (if available)' checked, highlighted with a yellow circle and the number 3. The 'Invoice messages' section shows an input field for 'Email(s):' with the value 'man03-po-address01@outlook.com' and a yellow circle and the number 4. The 'Global default settings' section shows a checkbox for 'Send notifications when customer messages are received:' checked, and an input field for 'Email(s):' with the value 'man03-default-address01@outlook.com'.

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

send to supplier's context free mail box Jan 7th

2 Receive email notification

Message from Buyer com, Simple Conversation

Once the first email is sent using SAP Ariba's messaging, the individual's email address or another system generated identifier gets flagged as approved which enables the individual to send and receive emails via the messaging system.

Message from Buyer com

send to supplier's context free mail box Jan 7th 10:46

Buyer Name, Tuesday, January 6 2026, 18:47 (PST)

You can reply directly to this message.

Previous message from the supplier/buyer:

Supplier reply buyer with attachments Jan 6th 17:23

From: Buyer Name <ansmtp.int@bnlab.cloud.ariba.com> Sent: Tuesday, January 6, 2026 9:23 AM To: man03-free-supplier-address01@outlook.com <man03-free-supplier-address01@outlook.com> Subject: Message from Buyer com, Simple Conversation

3 Reply to email

Reply to buyer with attachments Jan 7th

4 Email reply displayed on in-portal message

Simple Conversation

man03-free-supplier-address01@outlook.com

Reply to buyer with attachments Jan 7th 10:47

From: Buyer Name <ansmtp.int@bnlab.cloud.ariba.com> Sent: Wednesday, January 7, 2026 2:47 AM To: man03-free-supplier-address01@outlook.com <man03-free-supplier-address01@outlook.com> Subject: Message from Buyer com, Simple Conversation

[SAP Business Network] <https://www.sap.com/index.html>

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[response icon]

Previous message from the supplier/buyer:

Supplier reply buyer with attachments Jan 6th 17:23

View More

Weixin Image\_20251222163610\_6\_9.jpg

Weixin Image\_20251222163611\_7\_9.jpg

# Thank you

Contact information:

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