



SAP Ariba 

# Feature at a Glance

## Messaging in SAP Ariba Solutions

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Target GA: October 2018

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# Feature at a Glance

## Introducing: Messaging in SAP Ariba Solutions

### 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

Ease of implementation



Some Complexity

Geographic relevance



Global

### 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

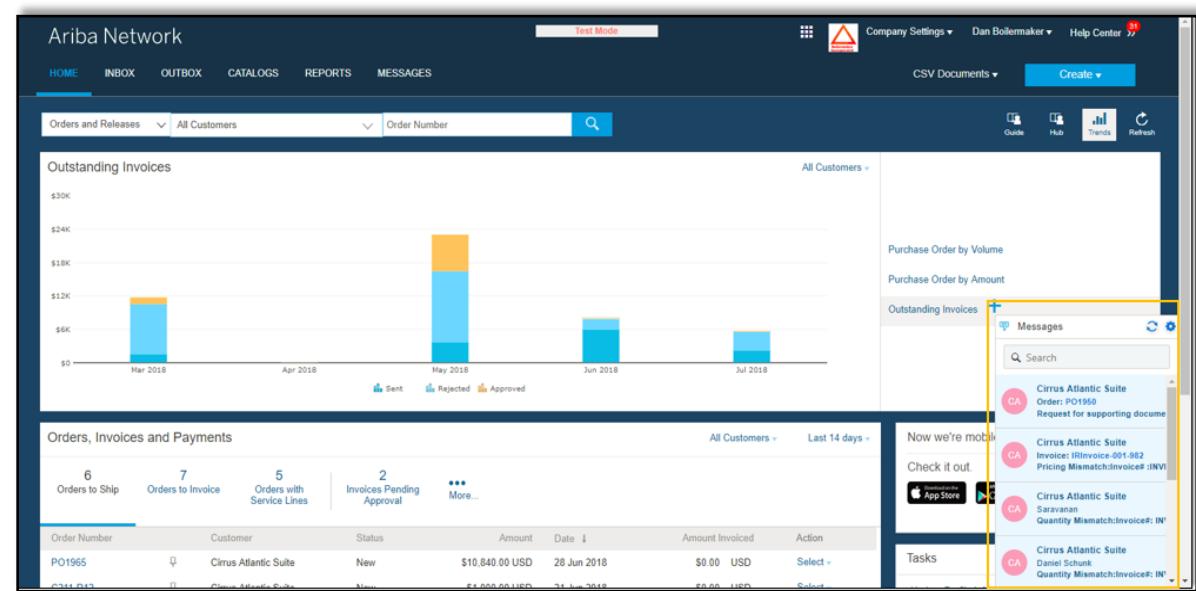
- **Messaging in Ariba Network**
  - This feature can be leveraged by buyers using either SAP Ariba Commerce Automation, SAP Ariba Buying or SAP Ariba Buying and Invoicing solution.
  - The messaging feature will be “ON” by default to all buyers and suppliers on the Network.
  - Buyers and suppliers 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



This screenshot shows the messaging interface within the Ariba Network. It features a left sidebar with a list of messages from different users, each with a profile icon and a timestamp. The main pane shows a conversation between 'John Boilemaker' and 'Jaideep Tungare'. John has sent a message saying 'got the message'. Below the messages, there's a text input field with placeholder 'Write a message' and a 'Send' button. A yellow box highlights the message input field.

This screenshot shows the Ariba Network interface for managing suppliers and vendors. On the left, a table lists suppliers with columns for Vendor Name, Vendor ID, Site ID, Site Aux ID, Legacy Vendor ID, Network ID, and e-Contact. Several checkboxes are checked next to vendor names like Intel, Toshiba, WesternDigital, Sandisk Corp, Zen Pac, Logistic Ltd, and Seagate Technology. On the right, a 'Send message' dialog box is open, showing fields for 'To' (3 suppliers), 'From' (No reply email), 'Subject', and a message body. A yellow box highlights the 'Send Broadcast Message' button in the 'Actions' dropdown menu.

# 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

The screenshot shows the SAP Ariba interface. On the left, there's a purchase order detail page for 'PO1950 - Portable USB'. On the right, a modal window titled 'Send a message' is open, listing recipients: 'Purchasing Manager' (PM), 'Boilermaker Inc Supplier' (BI), 'Purchasing Agent' (PA), and 'Jaideep Tungare' (JT). Each recipient has a small profile icon and a blue 'Send' button.

The screenshot shows the SAP Ariba Catalog interface. On the left, there's a catalog item detail page for 'TRIPP 4-PORT PORTABLE USB 3.0 HUB'. On the right, a modal window titled 'Send a message' is open, showing a list of topics: 'Order Confirmation', 'Partial Order Confirmation', 'Order Not Shipped', 'Request for supporting documents', 'Wrong delivery address', 'Quality Issue', and 'Refused Delivery'. The 'To:' field is populated with 'Boilermaker Inc'.

# Appendix



# Messaging in Ariba Network



# Instant messaging pane on Ariba Network User interface

The screenshot displays the Ariba Network User Interface. At the top, there's a navigation bar with links for HOME, INBOX, OUTBOX, CATALOGS, REPORTS, and MESSAGES. A 'Test Mode' button is also present. On the right side of the header, there are icons for Company Settings, Dan Boilermaker (with a notification count of 31), and Help Center. Below the header, there's a search bar with dropdowns for 'Orders and Releases' and 'All Customers', and a search input field with a magnifying glass icon. To the right of the search bar are buttons for 'CSV Documents' and 'Create'. Further down, there are links for 'Guide', 'Hub', 'Trends', and 'Refresh'. The main content area features a chart titled 'Outstanding Invoices' showing invoice amounts over time (Mar 2018 to Jul 2018) with categories Sent (blue), Rejected (white), and Approved (orange). A yellow callout box points to the 'Messages' pane on the right, which is highlighted with a yellow border. The 'Messages' pane has a search bar and a list of messages from 'Cirrus Atlantic Suite' about invoices and quantity mismatch. Below the messages, there's a 'Tasks' section.

Test Mode

Company Settings ▾ Dan Boilermaker ▾ Help Center 31

HOME INBOX OUTBOX CATALOGS REPORTS MESSAGES CSV Documents ▾ Create ▾

Orders and Releases ▾ All Customers Order Number

Outstanding Invoices

All Customers ▾ Purchase Order by Volume Purchase Order by Amount Pending Invoices

Messages pane shows all supplier – buyer conversations

Orders, Invoices and Payments

All Customers ▾ Last 14 days ▾

6 Orders to Ship 7 Orders to Invoice 5 Orders with Service Lines 2 Invoices Pending Approval More...

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 ▾
G211-B12	Cirrus Atlantic Suite	New	\$1,000.00 USD	21 Jun 2018	\$0.00 USD	Select

Now we're mobile. Check it out. Download on the App Store

CA Cirrus Atlantic Suite Order: PO1950 Request for supporting docume

CA Cirrus Atlantic Suite Invoice: IRInvoice-001-982 Pricing Mismatch:Invoice#: INVI

CA Cirrus Atlantic Suite Saravanan Quantity Mismatch:Invoice#: IN'

CA Cirrus Atlantic Suite Daniel Schunk Quantity Mismatch:Invoice#: IN'

Messages

Search

CA Cirrus Atlantic Suite Order: PO1950 Request for supporting docume

CA Cirrus Atlantic Suite Invoice: IRInvoice-001-982 Pricing Mismatch:Invoice#: INVI

CA Cirrus Atlantic Suite Saravanan Quantity Mismatch:Invoice#: IN'

CA Cirrus Atlantic Suite Daniel Schunk Quantity Mismatch:Invoice#: IN'

Tasks

# In-Context conversation as part of transactional PO document

Ariba Network      Test Mode      Company Settings ▾      Dan Boillmaker      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:  
Boillmaker Inc  
359 Northwestern Ave  
W Lafayette, IN 47996  
United States  
Phone:  
Fax:  
Email: [daniel.schunk@sap.com](mailto:daniel.schunk@sap.com), [boilmakersupplier@gmail.com](mailto:boilmakersupplier@gmail.com)

**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 Boillmaker 2w

Write a message

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

Ariba Network

Test Mode

Company Settings ▾ Dan Boilemaker ▾ Help Center 29

HOME INBOX OUTBOX CATALOGS REPORTS MESSAGES CSV Documents ▾ Create ▾

Messages

Request for supporting documents:PO#:PO1950,Supplier: Boilermaker Inc, Amount: \$315.99 USD

Search	Search
Cirrus Atlantic Suite Order: PO1950 Request for supporting documents:PO#...	1w
Cirrus Atlantic Suite Invoice: IRInvoice-001-982 Pricing Mismatch:Invoice# :INVI... Cirrus Atlantic Suite Saravanan Quantity Mismatch:Invoice#: INV Sar...	2w
Cirrus Atlantic Suite Daniel Schunk Quantity Mismatch:Invoice#: INVdws... Cirrus Atlantic Suite Daniel Schunk Quantity Mismatch:Invoice#: INVdws...	3w
Boilermaker Inc John Boilemaker Order Confirmation:PO#:PO1890. Su...	3w

got the message

test.. for link feature..  
On Thu, Jun 21, 2018 at 1:22 PM Boilermaker Inc <

Write a message

Send

SAP Ariba   
Dan Boilemaker (admin@boilermaker.com) last visited 2 Jul 2018 2:28:33 PM | Boilermaker Inc | AN01055684192-T

# Email responses from buyer or supplier associated with right conversations

The screenshot illustrates the SAP Ariba platform's integration between emails and internal messaging. On the left, a detailed view of an email message is shown, while on the right, a messaging inbox displays the same interaction.

**Email Message View:**

- Subject:** Message from Cirrus Atlantic Suite - Order: PO1950: Request for support...
- From:** Cirrus Atlantic Suite (to me)
- Date:** Thu, Jun 21, 12:47 AM (11 days ago)
- Content:** You can reply to this message. Ariba Network or other Ariba cloud services will send your reply to the appropriate message recipient(s) and link it to its corresponding document. SAP Ariba stores your contact information (email and name) according to the policy at <https://service.ariba.com/w/collab-platform/common/tou/en/MessagingPolicy.html>. By replying to this message, you're accepting the terms in the policy.
- SAP Ariba Logo:** SAP Ariba A
- Message Content:** We require the USB 3.0 specs and will confirm the correct part no. Until then do not act on the PO.
- Call-to-action:** Questions or comments? Reply to this email.

**Messaging Inbox View:**

- Subject:** Request for supporting documents:PO#:PO1950,Supplier: Boilermaker Inc, Amount: ...
- Participants:** Dan Boilermaker (BI), Jaideep Tungare (CA)
- Messages:**
  - Dan Boilermaker (BI): attached specification for USB 3.0 part no 3509505 (12 Bytes)
  - Jaideep Tungare (CA): We require the USB 3.0 specs and will confirm the correct part no. Until then do not act on the PO.
- Compose Area:** Write a message
- Send Button:** Send

# Buyer sending a broadcast message to multiple suppliers

HOME INBOX OUTBOX CATALOGS **SUPPLIER ENABLING** ADMINISTRATION REPORTS UPLOAD/DOWNLOAD MESSAGES

Manage Vendors Monitor Tasks Active Relationships Supplier Groups Contacts Configure Supplier Information Portal

Manage and view details of suppliers and vendors for supplier enabling. Upload multiple vendors and invite them to register on Ariba Network. Assign activities and tasks for vendors before or after you start supplier enabling. Set up notifications for vendor activity.

Suppliers and Vendors Showing 1 - 7 of 7

Assigned Activities	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

**Actions ▾** Start Assign Unassign Add Upload Export

Send Broadcast Message Resend Trading Relationship Request Delete Vendor Assign to Supplier Group Supply Chain Financing D

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  Send notifications to these addresses ⓘ \* boilmakersupplier@outlook.com,boilmakersupplier@gm

Invoice messages  Send notifications when invoice messages are received ⓘ \* boilmakersupplier@outlook.com,boilmakersupplier@gm

Free Context messages  Send free context notifications to these addresses ⓘ \* boilmakersupplier@outlook.com,boilmakersupplier@gm

### 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  Send notifications when customer messages are received ⓘ \* boilmakersupplier@outlook.com,boilmakersupplier@gm

Administrator  Send all notifications to the Ariba Network administrator ⓘ

# Country based Messaging configuration set-up

## Country-Based Messaging Configuration

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

Select Country: (no value) [Add Country Configuration](#)

Country	Status	Activated By	Activated On	Last Modified By	Last Modified On
Germany [DEU]	Active	Dan Boilermaker	6 Feb 2018	Dan Boilermaker	6 Feb 2018

### Country-based messaging settings

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	<input type="button" value="Use global"/> Send notifications to these addresses	*	<input type="text" value="boilmakersupplier@outlook.com,boilmakersupplier@gm"/>
Invoice messages	<input type="button" value="Use global"/> Send notifications when invoice messages are received	*	<input type="text" value="boilmakersupplier@outlook.com,boilmakersupplier@gm"/>

#### 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	<input type="button" value="Use global"/> Send notifications when customer messages are received	*	<input type="text" value="boilmakersupplier@outlook.com,boilmakersupplier@gm"/>
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# Messaging in SAP Ariba Buying and Invoicing



# Messages notification

SAP Ariba 

HOME CONTRACTS PROCUREMENT CATALOG MORE... ▾

Shop By Category

- Books, Forms and Printed Media >
- Computers and IT equipment >
- Machinery and Tools >
- Maintenance, Repair and Operati... >
- Miscellaneous >
- Office Products >
- Promotional Items >
- Raw Materials >
- Services >
- Uncategorized Items >

Shop By

- Supplier >
- Contract >

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  
\*Pricing Information

 View All (Showing 1-4 of 11)

Favorites

Customize  Help  Jaideep Tungare 

2

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

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

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

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

Dan Boilermaker Supplier Wrong quantity:PO#:PO1760, Supplier... confirmed

Cirrus Atlantic Suite Create  0  +  Add Non-Catalog Item  

# Initiating a conversation at a document header or line level

The screenshot shows the SAP Ariba interface for a purchase order (PO1950) titled "Portable USB". The top navigation bar includes links for "Customize", "Search" (with a red notification badge), "Help", and "Jaideep Tungare". The main content area displays the PO details and a toolbar with buttons for "Change", "Cancel", "Receive", "Print", "Create Advance Payment", and "Resend to Supplier". Below this is a tab navigation bar with "Summary" selected, followed by "Approval Flow", "Receipts", "Invoices", "Payments", "Messages", and "History". The "Summary" section contains the following details:

- 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... ⓘ

A yellow box highlights the "New Conversation | View All" link located next to the messaging icon in the "Summary" section.

Below the summary is a section titled "Line Items" with a table showing one item:

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>	<a href="#">New Conversation</a>   <a href="#">View All</a>

A yellow box highlights the "New Conversation | View All" link located next to the messaging icon in the "Line Items" section.

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# Internal and External messaging parties

The screenshot shows the SAP Ariba interface for a purchase order (PO1950) for a Portable USB. The main window displays the order details, including the title, supplier, and contact information. A modal window titled "Send a message" 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 BI entry, with the text "Initiate conversations with a supplier or internal user / group".

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

Type ↑	ReqID	Qty	Unit	Description	Supplier Part Number	Price	Discount	Net Amount	Charges	Taxes	Amount	Hide Details	⋮
<input 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>		

Send a message

Search...

Purchasing Manager (PM)

Boilermaker Inc Supplier (BI)

Purchasing Agent (PA)

Jaideep Tungare (JT)

Initiate conversations with a supplier or internal user / group

# Conversation topics

The screenshot shows the SAP Ariba interface for managing purchase orders. A modal window titled "Send a message" is open, allowing users to communicate with suppliers about specific topics related to the selected order. The "To:" field is populated with "Boilermaker Inc". The "Topic:" dropdown menu lists various communication types:

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

At the bottom of the modal are "Send" and "Cancel" buttons. A yellow callout bubble points to the "Topic:" dropdown with the text: "Configurable topics based on the context document (PO or Invoice)".

**PO1950 - Portable USB**

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...](#) [\(i\)](#)

**Line Items**

Type	ReqID	Qty	Unit	Description	Supplier Part Number	Price	Discount	Net Amount	Charges	Taxes	Amount
<input 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> <a href="#">(i)</a>

# Attachments with messages

SAP Ariba  Back

PO1950 - Portable USB

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

Type	ReqID	Qty	Unit	Description	Supplier Part Number	Price	Discount	Net Amount	Charges	Taxes	Amount
<input 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> 

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](#)

Status: Ordered

Test. Review your request and take the desired action(s).



# Viewing messages within a Conversation

The screenshot shows the SAP Ariba interface for a purchase order (PO1950) for a Portable USB. The top navigation bar includes links for 'Customize', 'Search', 'Help', and 'Jaideep Tungare'. The main content area displays the PO details: 'PO1950 - Portable USB' and 'Status: Ordered'. Below the details are action buttons: Change, Cancel, Receive, Print, Create Advance Payment, and Resend to Supplier. A tabs section includes Summary, Approval Flow, Receipts, Invoices, Payments, Messages (which is selected), and History. A yellow callout box points to the 'Messages' tab, stating: 'Shows number of new messages and directs user the 'Messages' tab in the document'. On the right, a sidebar shows a list of messages from 'Dan Boilermaker' and 'Jaideep Tungare' with a count of 2 new messages.

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

SAP Ariba A Back Customize Search 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

Request for supporting documents: PO#: PO1950, Supplier: Boilermaker Inc, Amount: \$315.99 USD

Reply 06/21/2018 at 1:22PM

DB Dan Boilermaker Supplier Request for supporting documen... attached specification for USB 3.0 part no 3509505

DB Dan Boilermaker attached specification for USB 3.0 part no 3509505 3509505 spec.txt 12 Bytes

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

New Conversation | View

Shows number of new messages and directs user the 'Messages' tab in the document

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

# 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 Topics for Purchase Order

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 the conversation, and define the message content.

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

Selected Topics

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

Topics for Invoice

Selected Topics

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

Example of conversation topics

Save

Save

# Thank you.