

# SUPPLIER PORTAL

Messages and Dialog

Abstract This job aid will show you how to utilize the Messages and Dialog feature





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Messages and Dialog

Revision: 02

Supporting Job Aid

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#### **Overview**

Suppliers can communicate back and forth with PPL buyers regarding Events, Purchase Orders, and more. This document provides step-by-step guidance on how navigate Messages and Dialogs.

## Log into Supplier Portal

You can access the Supplier Portal here.

1. Click Sign In.

Sign In Register	Supplier Portal					
Supplier Portal						
Home	Instru	ctions And Announcements				
		No Data Available				
	<b>1</b>	Links Sign In Register as a Supplier Forgot User Name Contact Us	Links And Attachments New Supplier Registration Guide	0		

- 2. Enter User Name and Password.
- 3. Click Sign In.

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User N Rec Passwi	equired
	Sign In Register Forot password?
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#### Messages and Dialog Overview

Once logged into Supplier Portal, click **Messages and Dialog.** Below is an overview of Messages and Dialog tabs:

**Dialog Requesting My Response:** Shows any incoming messages from the buyer or category manager that requires a response. Select a message and click respond to send a message back to the buyer/category manager.

AB	Sign Out 🔶 …	Messages And Dialog						Q
Welcome, Alli Browning		Dialog Requesting My Response	Inbox Tras	h Open Messages With Dialog	Historical Messages			
Q Search		Dialog Requesting My Response	5				Respond =	Q
		Date Created 🗘		Message		Dialog Contact		
Supplier Porta	l							
Home								
Events					-			

**Inbox**: Shows all messages with the most recent ones appearing at the top. Once a message is selected, the following actions and details are available:

- a. Mark as Read/Unread
- **b.** Mark as Deleted: This will move the message to Trash tab.
- c. Mark as Historical: This will move the message to Historical Messages tab.
- d. Start a Dialog: This will start a response to the buyer/category manager.
- e. Message Details
- f. **Message Dialog:** Shows additional message dialog between you and the buyer/category manager.

🖲 Sign Out 🖨 …	Messages And Dialog			Q
weicome, Alli Browning	Dialog Requesting My Response Inbox	Trash Open Messa	ges With Dialog Historical Messages	
Q Search			Mark As Read Mark As Deleted Mar	k As Historical Start A Dialog
	Creation Date/Time ≑	Priority Sta	tus Title	Dialog Contact Attachm
Supplier Portal	9/15/2023 12:43:13 PM	High Unreaded Back Unreade	ead 9/15 Message	
Home	9/13/2023 8:31:13 AM	Normal Rea	ad 9/13 Test Dialog Message	
Events	9/12/2023 9:20:35 AM	Normal Rea	ad 9/12 - Test Message for Training	
Events	9/12/2023 6:37:10 AM	Normal Rea	ad Dialog for Purchase Order: 197123	Bryce Long
My Responses	9/6/2023 12:04:34 PM	Normal Rea	ad Testing Message for Training	
+ Contracts				5 💌
+ Order Management	Message Details			
+ Manage Notices				
+ Performance	9/15 Message			
My Account	Priority Status Creation Date/Time High Unread 9/15/2023 12:43:13 PM			
Messages And Dialog	Please respond immediately with the attached in	woice.		



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**Trash**: Any deleted messages will be kept here. Once a message is selected, the following actions are available:

- a. Move to Inbox: Moves the message back to the Inbox tab.
- b. Mark as Historical: Moves the message to Historical Messages tab.
- c. Permanently Delete

AB	Sign Out 🖕 …	🗏 Me	ssages And Dialog						Q
Welcome, Alli Browning		Dialog Re	equesting My Response	Inbox Trash	Open Message	es With Dialog	Historical Messages		
Q Search		Trash					Move To Ir	box Mark As Historical Per	manently Delete
			Creation Date/Time 🌲		Priority	Title		Dialog Contact	Attachment
Supplier Portal			9/6/2023 12:04:34 PM		Normal	Testing Message	e for Training		
Home									
Events									

**Open Messages with Dialog**: shows back and forth communication from the same thread. Once a message is selected, the same actions available in the Inbox tab are available here.

**Historical Messages:** Shows archived messages. Once a message is selected, the following actions are available:

- a. Permanently Delete
- b. Move to Inbox
- c. View Purchase Order

🔒 Sign Out 🗘 …	Messages And Dialog		Q
Welcome, Alli Browning	Dialog Requesting My Response Inbox	Trash Open Messages With Dialog Historical Messages	
Q Search	Historical Messages	Permanently Delete	Move To Inbox View Purchase Order
	Creation Date/Time ≑	Priority Status Title	Dialog Contact Attachm
Supplier Portal	8/23/2023 12:37:59 PM	Normal Deleted Dialog for Purchase Order: 197123	Bryce Long
Home			
Events			
My Responses		$ \langle   \diamond   \rangle > $	5 🔻



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## Start a Dialog with Buyer for a Purchase Order

- 1. Expand Order Management.
- 2. Click Orders.
- 3. On Dashboard tab, select a Purchase Order.
- 4. Click Start A Dialog.

	/ents y Responses	Orders	Ë Q
1+	Contracts	Dashboard Den Orders Orders Not Received Open Order Lines Closed Orders	
-	Order Management	All Orders Start A Dialog ···· Overview Lines Invoices And Payments	
_	Alerts	Q Purchase Order Number =	
	Create Invoices	Purchase Order:197123 Open Purchase Order: Total:132.50 USD Order	chase Order
	Manage Self Created Invoices	Date: 12/16/2022	
	Acknowledge Orders	Purchase Order:110121	
	Orders	Purchase Order Total         Company           Total: 166.25 USD         132.50 USD         2041 - PPL Electric Utilities         Emailed	
	Receipts	Released revision         Purchase Order Date         Delivery Date         Buyer           12/16/2022         12/26/2022         Bryce Lor	ng 🗅 🕓
	Invoices	Purchase From Location Ship To Location 200-1 - PPL	
	Payments		

- 5. In the pop-up window, complete the following fields as needed:
  - a. Messages: Enter a message to the buyer.
  - b. Attachment: Include any relevant attachments including invoices or purchase orders.
  - c. Check **Response Required** Box
- 6. Click Submit.

AB Sign Out 🔶 …	≡ Orders	
Welcome, Alli Browning	Dashboard Open Order Create Supplier Message And Dialog	
् Search	All Orders Start A Di	
Supplier Portal	Q         Purchase Order Number         Purchase Order         Buyer           197123         186161 - Bryce Long	Open Purchase Order
Home	Purchase Order:197123 Total: 132.50 USD a Vessage Total: 1	Open Parchase Order
Events	Emailed	
My Responses	Purchase Order:110121 Total: 166.25 USD / Date	Emailed Buyer
+ Contracts	Date:8/1/2022 Attachment 1022	Bryce Long 🖾 🗞
— Order Management	PPL	
Alerts	Priority Normal Response Required	
Create Invoices		
Manage Self Created Invoices	Cancel Submit	
Acknowledge Orders		

The Buyer will receive an email notification about your message and respond as appropriate.





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#### Responding to a Buyer's Message

- 1. In Supplier Portal, click Messages and Dialog.
- 2. Click Inbox tab.
- 3. Select the desired message to read.
- 4. You can read the Buyer's message in the Message Details section.

Alli Browning	Dialo	g Requesting My Response	Inbox T	ʻrash O	pen Messages With Dialog Histori	cal Messages	
Q Search	Inbox				Mark As Unread Mark As Deleted	Mark As Historical	Start A Dialog
	3 =	Creation Date/Time 🌻	Priority	Status	Title	Dialog Contact	Attac
Supplier Portal		9/6/2023 12:04:34 PM	Normal	Read	Testing Message for Training		
Home		8/23/2023 12:37:59 PM	Normal	Unread	Dialog for Purchase Order: 197123	Bryce Long	
Events		8/23/2023 12:34:17 PM	Normal	Unread	Dialog for Purchase Order: 110121	Cedrina Pineiro	
My Responses	4_						5 🔻
+ Contracts	Messa	ge Details Message Dial	og				
+ Order Management	4-						
+ Manage Notices	Tes	ting Message for Trai	0				
+ Performance	Norr	nal Read 9/6/202312:	04:34 PM				
My Account	This	is a test message for training pur	poses.				

- 5. To respond, click **Message Dialog** tab.
- 6. Click Respond.

AB Sign Out 🖨 …	Messages And Dialog			Q
Welcome, Alli Browning	Dialog Requesting My Response	Inbox Trash Open Messages With Dia	log Historical Messa	ges
् Search	Inbox	Mark As Unread Ma	ark As Deleted Mark A	s Historical Start A Dialog
	Creation Date/Time ≑	Priority Status Title	0	Dialog Contact Attac
Supplier Portal	9/6/2023 12:04:34 PM	Normal Read Testing Message for Tra	aining	
Home	8/23/2023 12:37:59 PM	Normal Unread Dialog for Purchase Or	der: 197123 B	iryce Long
Events	8/23/2023 12:34:17 PM	Normal Unread Dialog for Purchase Or	der: 110121 C	edrina Pineiro
My Responses	5	$K \triangleleft P \rtimes$		5 💌
+ Contracts	Message Details Message Dial	log	6	
+ Order Management	Message Dialog			Respond 🖻 🗇 \Xi
+ Manage Notices	Date Created	Message	Response Origin	Status
+ Performance	9/7/2023 11:00:59 AM	Testing for Training purposes 9/7	Supplie	er No Response
My Account				



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- 7. Enter your response.
- 8. Click Submit.

AB Sign Out 🗘 …	≡ Messages	s And Dialog				Q
Alli Browning	Dialog Requesti	Desmanas To Dia	log	/ith Dialog Hist		
Q Search	Inbox	Response To Dia	log	d Mark As Delet	ed Mark As Histori	cal Start A Dialog
Supplier Portal	Creation (	Supplier 9 - ALL THREAD INDUSTRIAL	Supplier Contact 2 - Alli Browning	e for Training	Dialog Co	ntact Attac
Home	8/23/2023	Message Testing for Training purposes	9/7	hase Order: 197123	Bryce Long	
Events	8/23/2023	7 <sup>sponse</sup>		hase Order: 110121	Cedrina Pi	
My Responses						5 🔻
+ Contracts	Message Details					
+ Order Management	Message Dialog	Response Attachment			Resp	ond 🗁 🗇 \Xi
+ Manage Notices	Date Created		Þ	Response	Origin	Status
+ Performance	9/7/2023 11:00:59 A	Original Message Title Testing Message for Training				
My Account		Cancel	Submit			
Messages And Dialog						5 🔻

Once the Buyer responds back, you will receive a notification and can view the message under <u>Messages and Dialogs</u>.