SUPPLIER PORTAL

Messages and Dialog

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

	Business Process:	Effective Date: 9/19/2023
	Messages and Dialog	
		Revision: 02
	Supporting Job Aid	

Table of Contents

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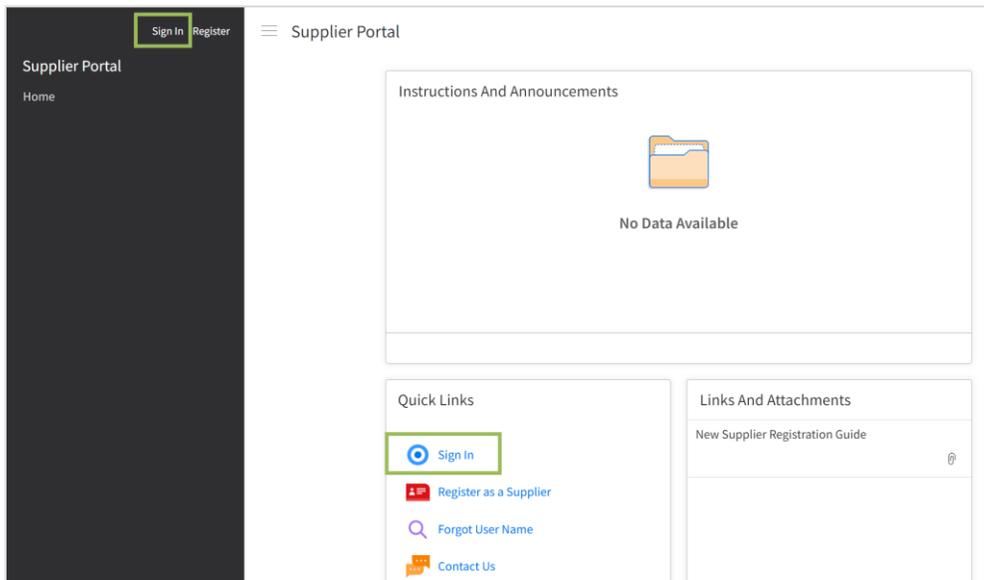
Business Use   Page 1

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.**

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

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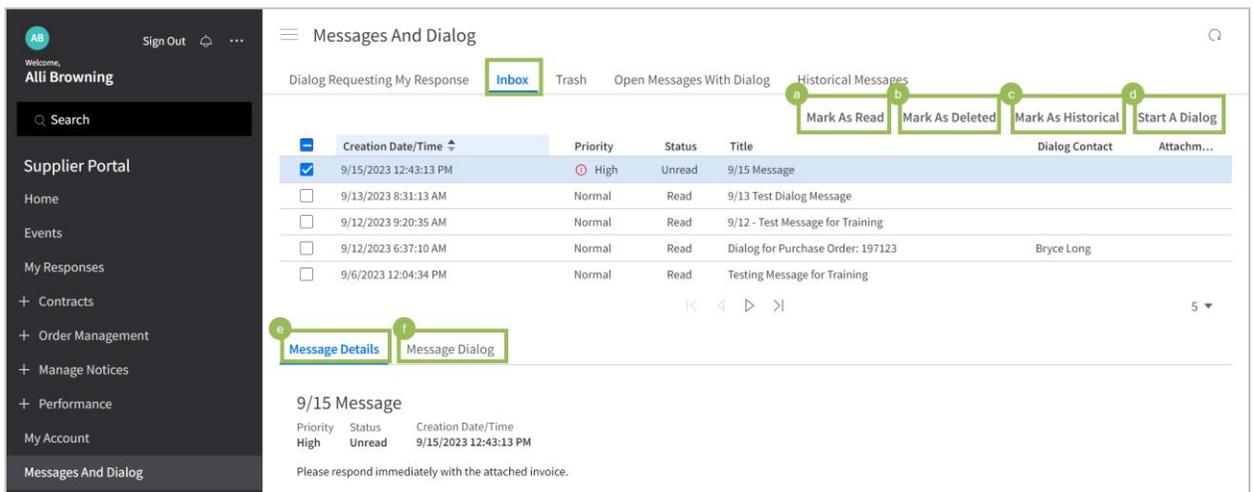Business Use   Page 2

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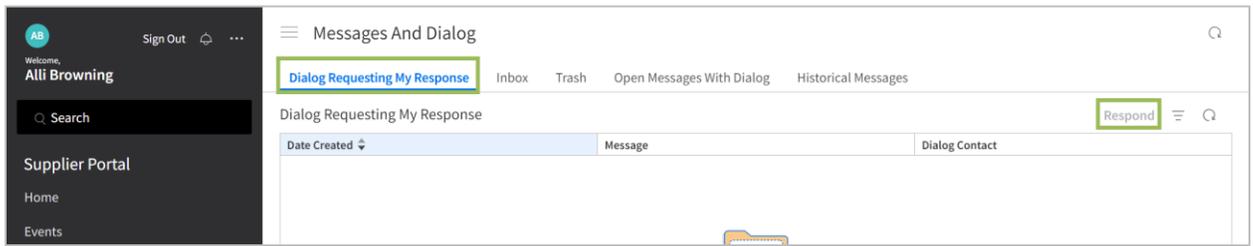
Inbox: Shows all messages with the most recent ones appearing at the top. Once a message is selected, the following actions and details are available:

   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.

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Business Use   Page 3

Trash: Any deleted messages will be kept here. Once a message is selected, the following actions are available:
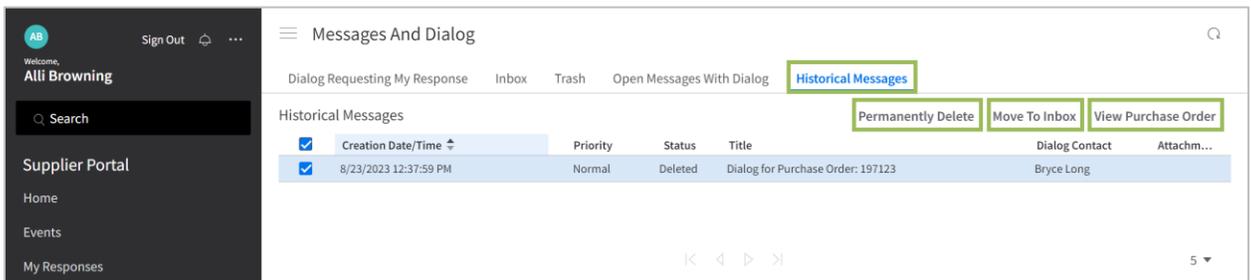
    a. **Move to Inbox:** Moves the message back to the Inbox tab.
    b. **Mark as Historical:** Moves the message to Historical Messages tab.
    c. **Permanently Delete**
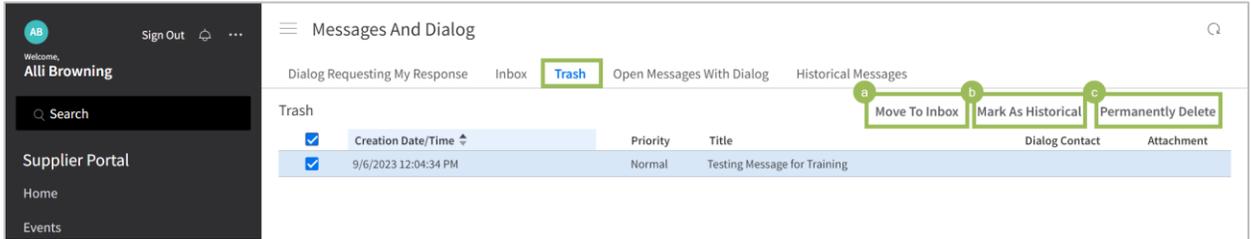
Open Messages with Dialog: shows back and forth communication from the same thread. Once a message is selected, the same actions available in the Inbox tab are available here.

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

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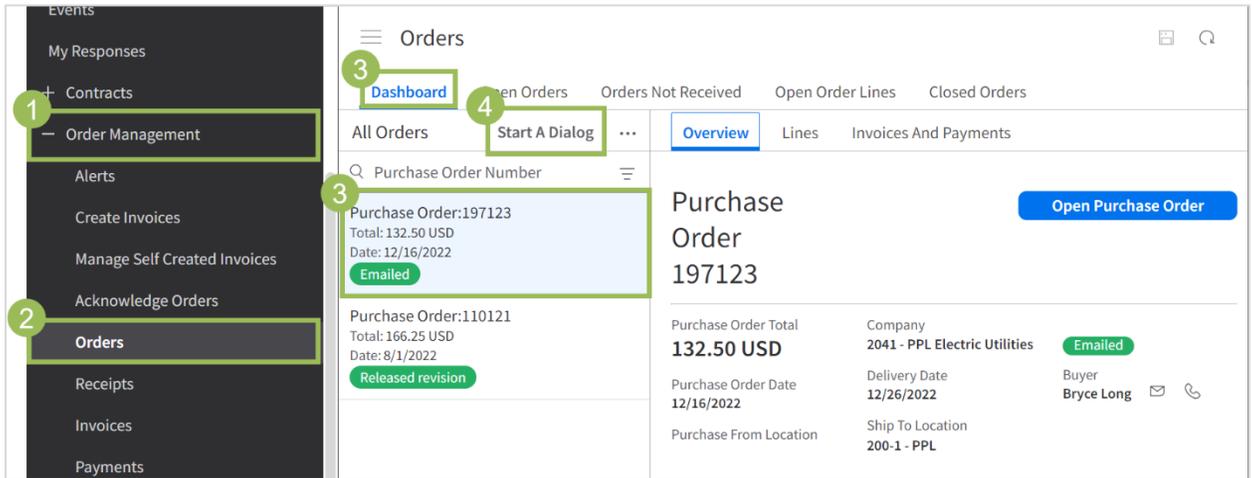   b. **Move to Inbox**
    c. **View Purchase Order**

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Business Use   Page 4

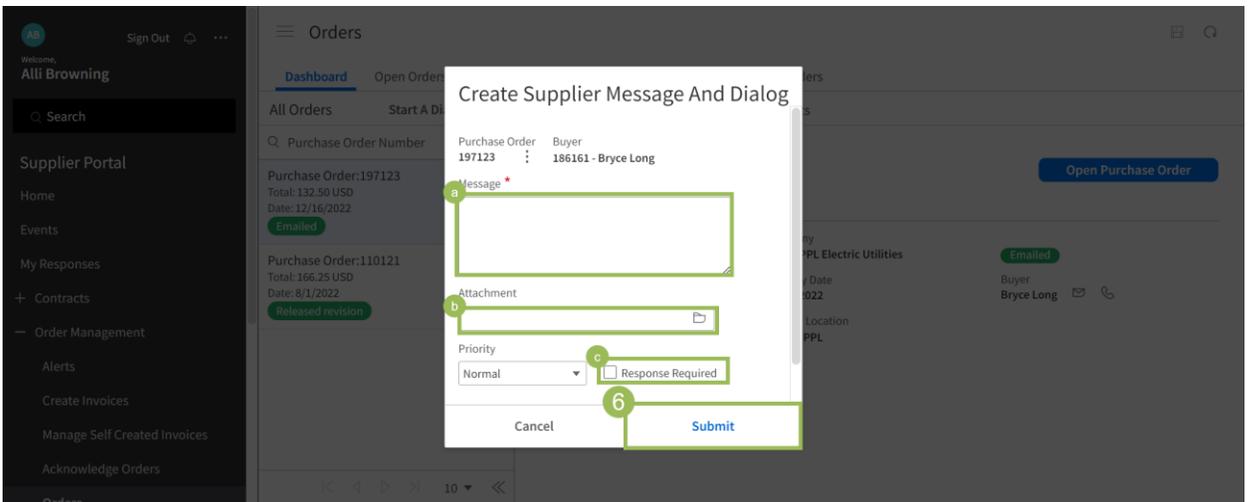## Start a Dialog with Buyer for a Purchase Order

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

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**.

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

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Business Use   Page 5

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.

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

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Business Use   Page 6

7. Enter your **response**.
8. Click **Submit**.
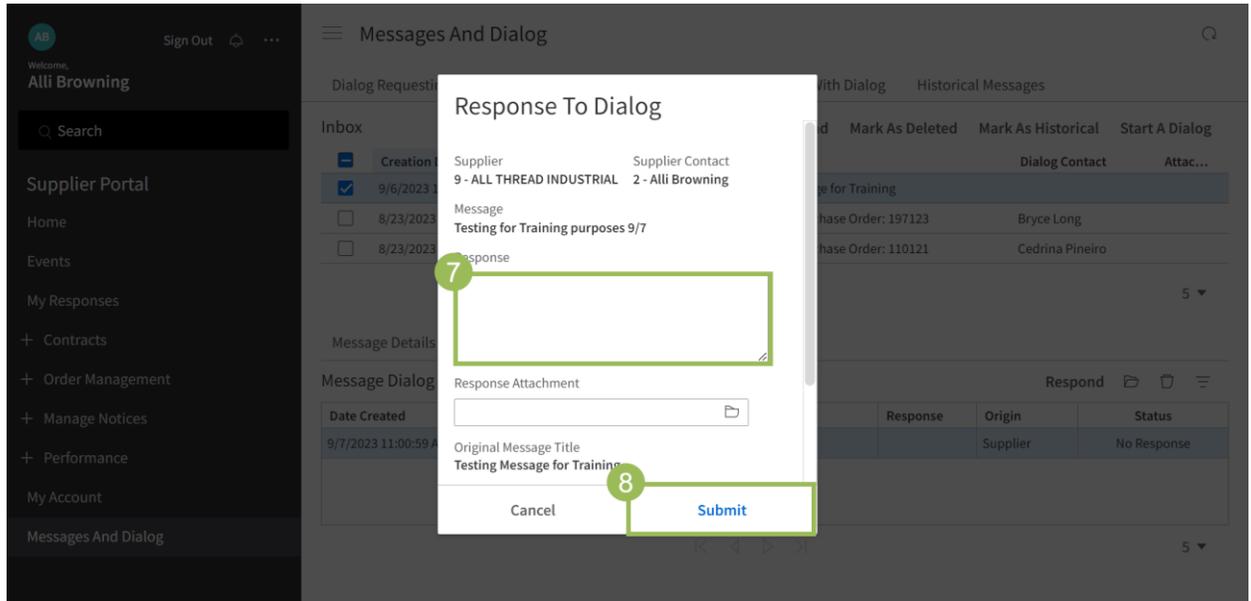
Once the Buyer responds back, you will receive a notification and can view the message under [Messages and Dialogs](#).

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Business Use   Page 7