This guide will provide information on the best practice for supplier communication using the Email Supplier tool in the Supplier Portal.

1. Search for the supplier you are intending to contact by browsing to Suppliers>Manage Suppliers>Search for a Supplier.

2. Enter the supplier name and select Go.

3. Select Manage>Send Email next to the correct supplier record.

4. Select the Supplier Support contact to notify any supplier contact who has access to the Supplier Portal. Additional contacts can be emailed as well by selecting the appropriate contact type.

5. Selecting Next will allow you to draft the email or communication to the supplier contacts. You can view your audience by selecting View Targeted Contacts.

6. Best practice is to use a template which includes support information along with a link for the supplier to log into the Supplier Portal. To find the email template, select the icon highlighted below and search for the template Supplier Correspondence Template.

7. You can also adjust the from and reply to address, if the supplier should reply directly back to you, add your email into the From and Reply To fields.

8. Add your note by replacing the highlighted [Add Note Here] placeholder.

9. Select Send Email to send the email to the targeted supplier contacts.