


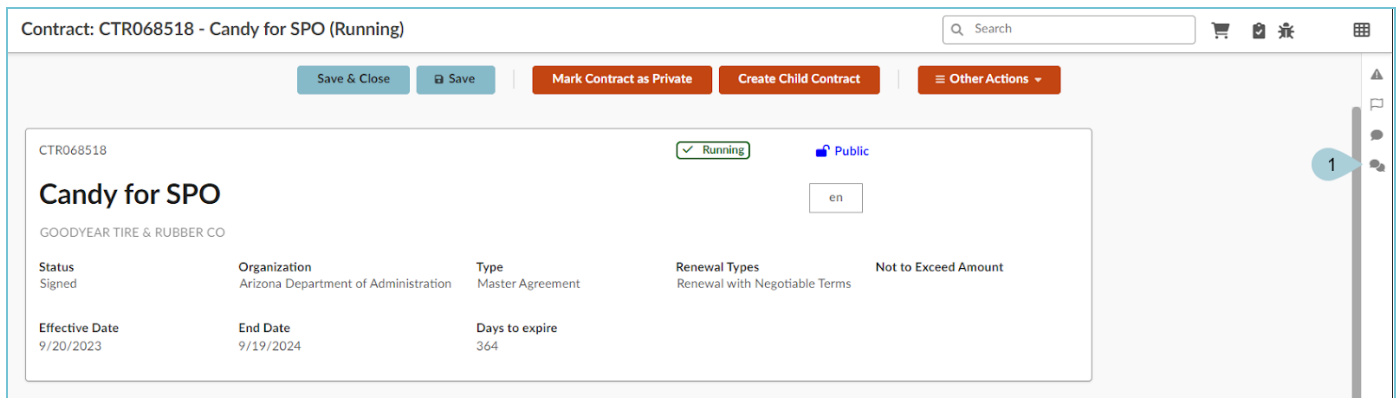
# External Chat Communication

This document is a quick reference guide for users wishing to use the chat functionality in the Arizona Procurement Portal (APP). If you have any questions, please contact the APP Help Desk at [app@azdoa.gov](mailto:app@azdoa.gov). Additional resources are also available on the SPO website: <https://spo.az.gov/>.

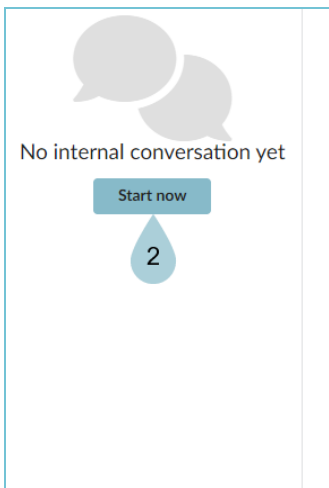
APP allows communication with suppliers within a contract and Purchase Order, identified as “external conversation.”

## Open an External Conversation

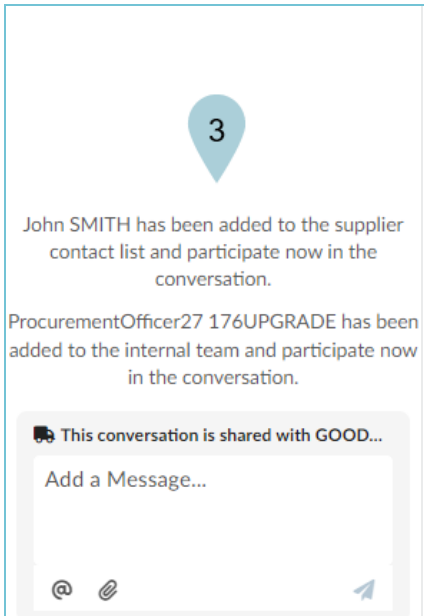
1. While in a contract, click the **chat** icon  in the right corner of the page.




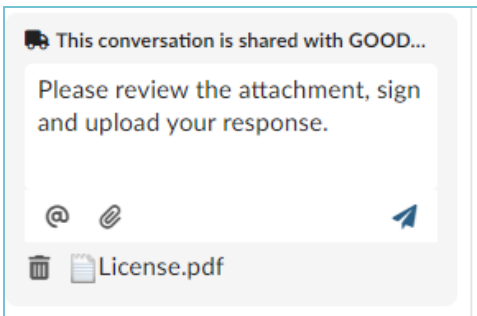
2. Click the **Start now** button.



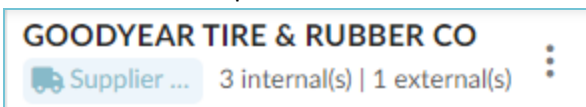
3. The message field opens, identifying the supplier listed in the contract as the participant in the conversation.



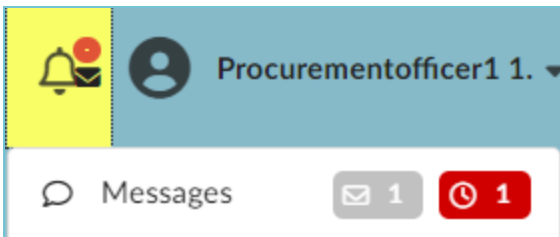
4. Add communication to the chat. An attachment can also be added when applicable.
5. Click the arrow  to send and open an **External conversation thread**.



6. The thread is now open.

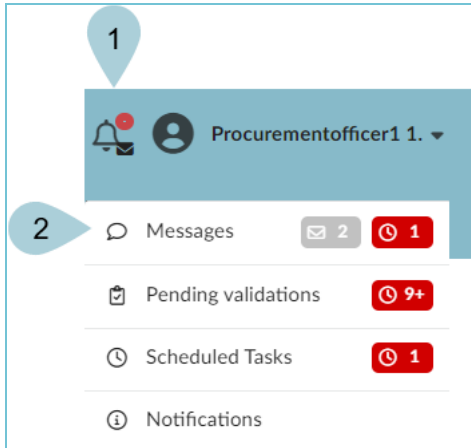


7. Click **Save**.
8. A notification email is sent to those users who are listed in the chat. They also receive a notification in APP advising of the communication and an action that requires attention when applicable.

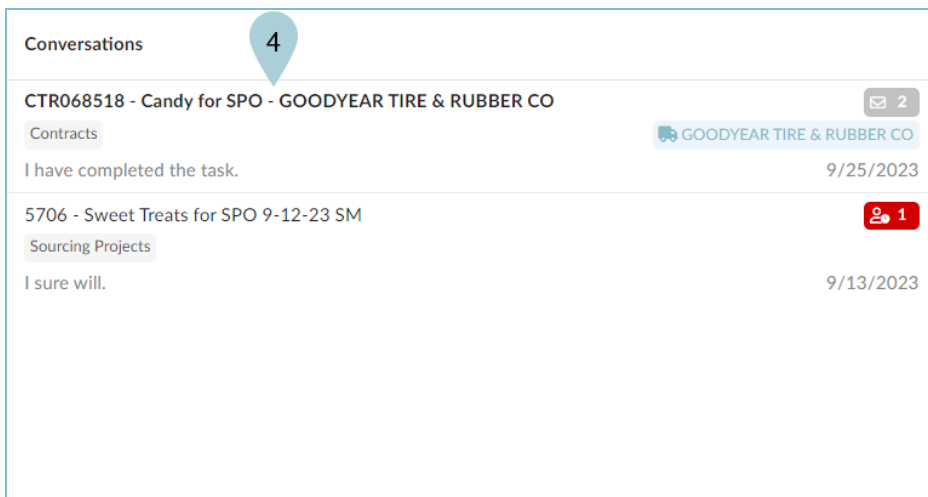




## Responding to an External Conversation

1. Log in to APP and access your messages by clicking the **Notification Bell**.
2. Click **Messages**.



3. The Message Center opens.
4. Click on the **Conversation** you wish to open.



5. The **Envelope**  icon identifies unread messages.
6. The **Required Action**  icon identifies remaining actions assigned to you.

- The Conversation Thread opens for you to identify any required actions, review and/or reply when applicable.
- Click the conversation you wish to open.

**Conversations**

CTR068518 - Candy for SPO - GOODYEAR TIRE & RUBBER CO  
 Contracts GOODYEAR TIRE & RUBBER CO  
 Thank you! 9/25/2023

REC1238833 - Delivery of 2 cases of masks 9/19/2023 - GOODYEAR TIRE & RUBBER CO - 09/19/2023  
 Receipts  
 Please review invoice 9/19/2023

PO0000591562 - Protective Gear for SPO SM 9/14/2023-GOODYEAR TIRE & RUBBER CO - GOODYEAR TIRE & RUBBER CO  
 Orders  
 Packing Slip 9/18/2023


5706 - Sweet Treats for SPO 9-12-23 SM  
 Sourcing Projects 1 1  
 I sure will. 9/13/2023

- Review and add a response.

John SMITH 34 minutes ago  
 I have completed the task.  
 License.pdf

This conversation is shared with GOODYEAR TIRE & RUBBER CO

Thank you!

- Click the arrow  to send response.
- Click **Save**.
- Click the Other Actions menu (three dots) to edit, delete or reply to a response.

John SMITH 35 minutes ago  
 I have completed the task.  
 License.pdf

Me 10 seconds ago  
 Thank you!

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## Resources

Click the link below for more general information on processes in APP:

<https://spointra.az.gov/arizona-procurement-portal/app-support/quick-reference-guides-176-upgrade/quick-reference-guides-176>