


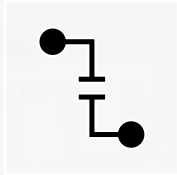
Supplier Registration in Business Network

A close-up, shallow depth-of-field photograph of a person's hands typing on a laptop keyboard. The background is blurred, showing other people in an office setting. The lighting is bright and natural.

Do you need
assistance?

Important considerations

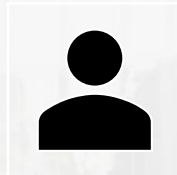
SAP BUSINESS NETWORK



There are two types of accounts to be used:

1. **Standard:** Completely free and address all your needs for your operation with **Santander**
2. **Premium:** Subject to a **cost for the company** as it includes improvements that the Standard type does not allow

The **default account assigned** on the Business Network platform is the **Standard type**. In cases where an **Enterprise** account has been incorrectly assigned, you can change your account type here: [link](#)



Configure your **Remittance Address** and **Bank Details**⁽¹⁾ in your SAP Business Network profile. The Bank Details collected during Registration as well as in the configuration of your Business Network **must match** the bank details provided later during the invoicing and payment process (mandatory).

Finally, if you belong to a Business Group, we appreciate that you reflect its name during the Registration.



Configure the **different Profiles** and **Permissions** at the “Business Relationship” section in SAP Business Network to have access to all stages of the process with Santander. If you do not have access to any management features in Business Network, your account administrator can assist you. Additionally, it is important to keep the **email address for Purchase Orders (P.O.)** updated.

(1) At the time of the Registration as a supplier, the consistency and validity of the bank account will be confirmed with the bank statement requested during the registration. This account must match the one selected during invoicing to receive the payment. If you wish to change it, you must update the initial information provided during the registration.

Content

Supplier Registration in Business Network

One of the first steps in your business relationship with Santander is Supplier Registration. During this first stage it will be necessary to fill in the registration questionnaires available on the SAP Business Network with all your information. This information together with the configuration of your profile will be fundamental for a successful collaboration between both parties.

In this section, you will find the following **content**:

- Select account type
- Access to Business Network
- Registration questionnaire and information fields

Registration

The supplier is free to choose any type of **Standard/Enterprise** account that best suits its business relationship with **Grupo Santander**.

Types of accounts

By default, a Standard account is assigned

1 Standard Account

These are free and easy to use accounts in Business Network that allow suppliers to exchange an unlimited number of basic documents or even make a catalogue. This account allows you to operate normally with Grupo Santander without the need to upgrade to an Enterprise account.

2 Enterprise Account

They give access to all Business Network supplier features and may involve subscription fees.

	1 Standard Account	2 Enterprise Account
Orders and invoices	<ul style="list-style-type: none"> ✓ Respond to emailed orders using features that your customer requests, like order confirmations, ship notices and invoices ✓ Check invoice status and create non-PO invoices, if supported by your customer 	<ul style="list-style-type: none"> ✓ Skip the emails. Get and manage orders and invoices all on Business Network. ✓ Use CSV uploads to manage large documents.
Catalogs	<ul style="list-style-type: none"> ✓ Publish catalogs that detail your products and services * 	<ul style="list-style-type: none"> ✓ Publish catalogs that detail your products and services
Integration		<ul style="list-style-type: none"> ✓ Integrate with your backend systems through CXML or EDI
Legal Archive		<ul style="list-style-type: none"> ✓ Access to long-term invoice archiving (regional restrictions apply)
Reporting		<ul style="list-style-type: none"> ✓ Get reports to track transactions and sales activities
Support	Help Center	<ul style="list-style-type: none"> ✓ Help Center, phone, chat, and web form
Fees	Free	Based on usage

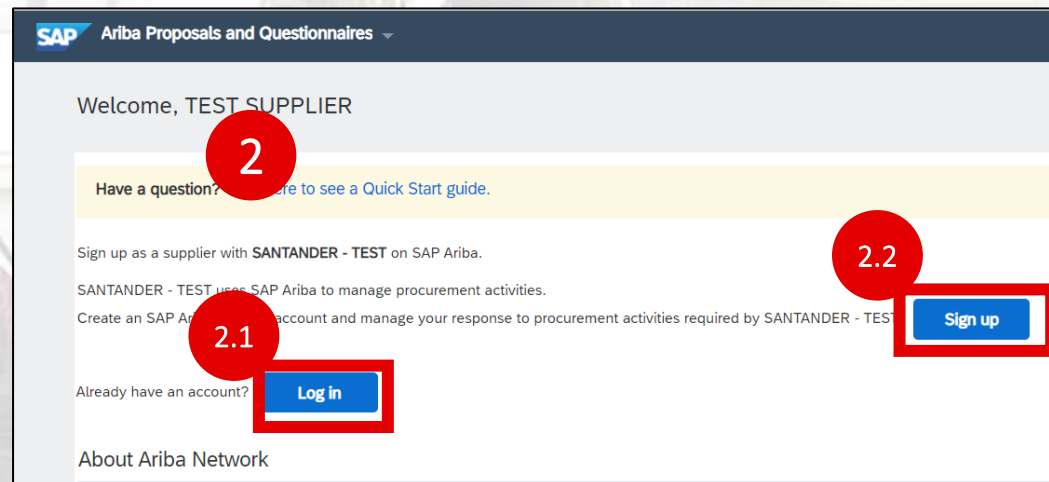
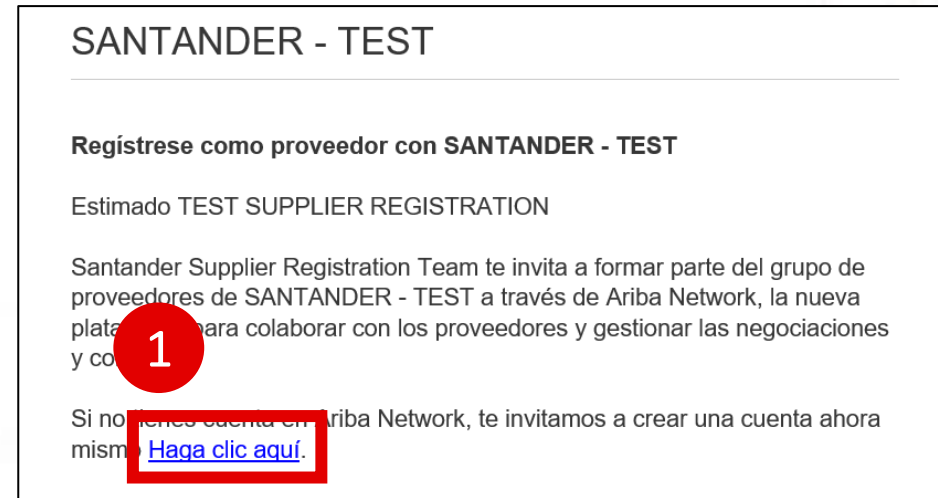
*Standard account users will self-enable catalogs. Help center content and documentation is available for self-service.

*For more information on how to **downgrade** your account back to Standard, please go to the following [link](#)

Registration

Registration Questionnaire

- 1 In the **e-mail invitation**(1), click on the 'click here' link. The welcome page of the Business Network is displayed.
- 2 Click on 'Log in' to access the Business Network platform with your credentials to continue the approval process (2.1) or click on 'Subscribe' if you do not have an account yet (2.2).



⁽¹⁾ Communication with suppliers through the Business Network is via automated emails, which in some firewall systems may be considered de **SPAM**.

Registration

Registration Questionnaire

3 Access the questionnaire through your profile..

4 Fill in the fields of the questionnaire. When you have finished, click on 'Submit completed answer'. Please note that all fields marked with '*' are mandatory and you will not be able to submit the questionnaire if you do not fill them in. Remind you of the importance of the **Bank Information** section by filling in your bank information with the same account that will be used later in the invoicing and payment process.

SAP Ariba Proposals and Questionnaires - Standard Account Upgrade TEST MODE

SANTANDER - TEST

There are no matched postings.

Welcome to the Ariba Spend Management site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.

Events

Title	ID	End Time ↓	Event Type	Participated
No Items				

Risk Assessments

Title	ID	End Time ↓	Event Type
No Items			

Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Abierto (1)			
Supplier registration questionnaire	Doc841094478	1/21/2022 9:54 AM	Invited

Ariba Sourcing

Go back to SANTANDER - TEST Dashboard

Doc841094478 - Supplier registration questionnaire

Time remaining: 29 days 23:41:41

All Content

1 If you are a Supplier from Santander Group, leave the answer as 'Yes'. In case you are not the Supplier, please indicate 'No' to start the process. * Yes

2 Privacy Policy

2.1 I acknowledge that I have read and agree to the attached Privacy Policy. * Unspecified

3 Corporate Group

3.1 Does your Company belongs to a Corporate Group? * Unspecified

3.2 Indicate Corporate Group NA

4 General Information

4.3 Company Legal Name * TEST SUPPLIER REGISTRATION

4.4 Year of Incorporation

4.5 DUNS

(*) indicates a required field

Submit Entire Response Save draft Compose Message Excel Import

Registration

***Mandatory fields**

Street: The street name of the address must be indicated.

Postal code: Refers to the postal code of the address indicated.

Country: Country of the address indicated.

Region: The code of the region of the indicated address must be indicated.

*Show More

Street: ⓘ House Number: ⓘ

Street 2: ⓘ

Street 3: ⓘ

District: ⓘ

Postal Code: ⓘ City: ⓘ

Country: (no value) ▼ ⓘ Region: * (no value) ▼ ⓘ

Registration

*Mandatory Fields

Country: Select the country to which your bank or bank account belongs from the drop-down list.

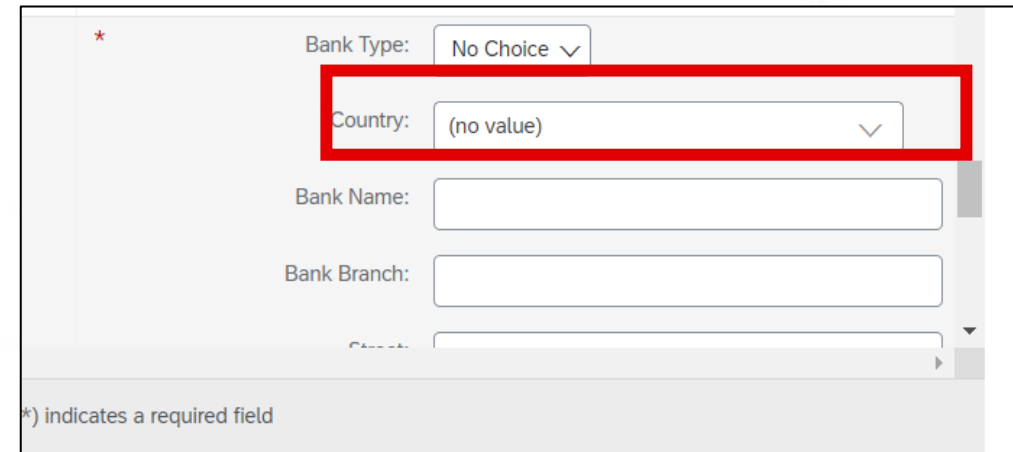
Bank code: the unique identifier of the bank's entity must be indicated.

Account number: This is a unique string of numbers (and letters depending on the country) that identifies the owner of an account and grants access to it.

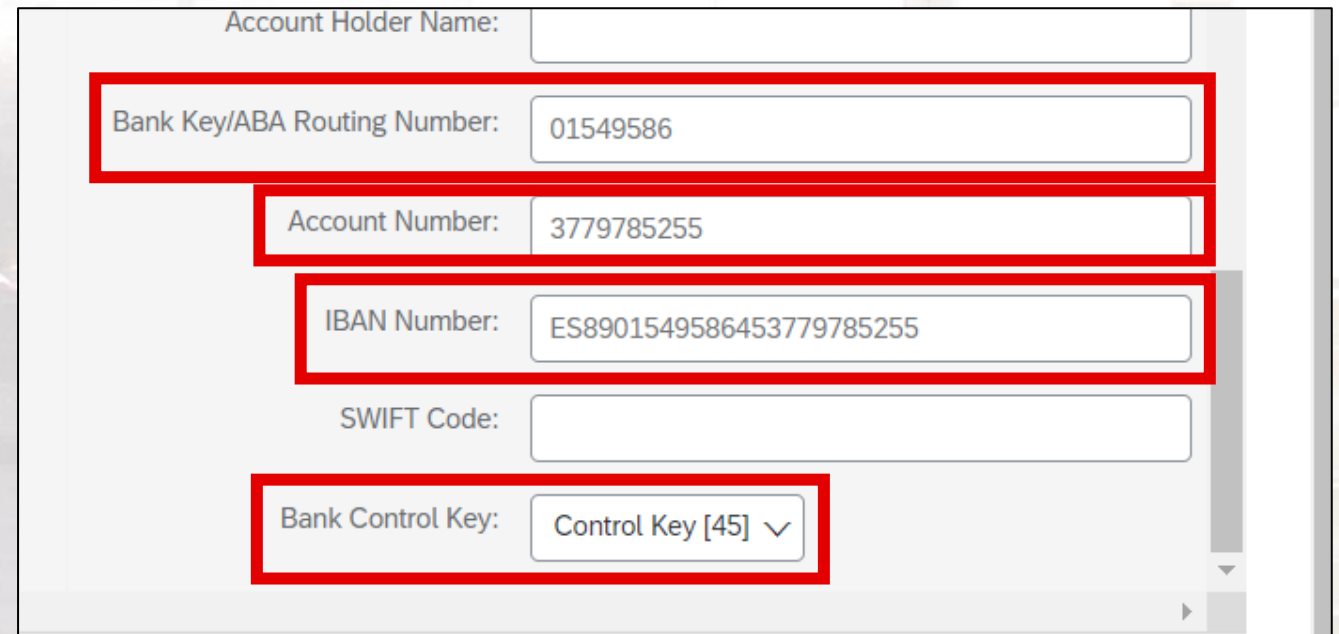
IBAN: International Bank Account Number. Only those countries that have an IBAN number.

Bank control key: The bank control key identifies the type of provider's account (savings, etc.) or the check digit that owns the account number or IBAN.

This control key is only applicable for bank/IBAN accounts belonging to the following countries: Argentina, Spain, France, India, Italy, Japan, Mexico, Portugal, USA, Venezuela, South Africa. .



* indicates a required field



Registration

Control Key

Brazil, France, Spain, Mexico, Portugal and Italy:

This is a verification key for the combination of bank code and bank account number.

USA, South Africa, Argentina, Venezuela and India:

The account typology for each country is indicated.

Japan

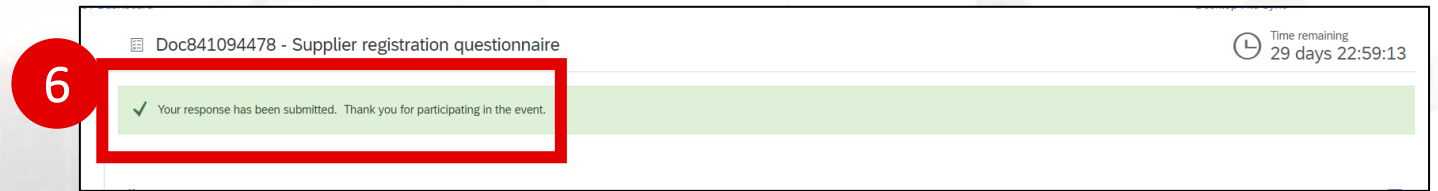
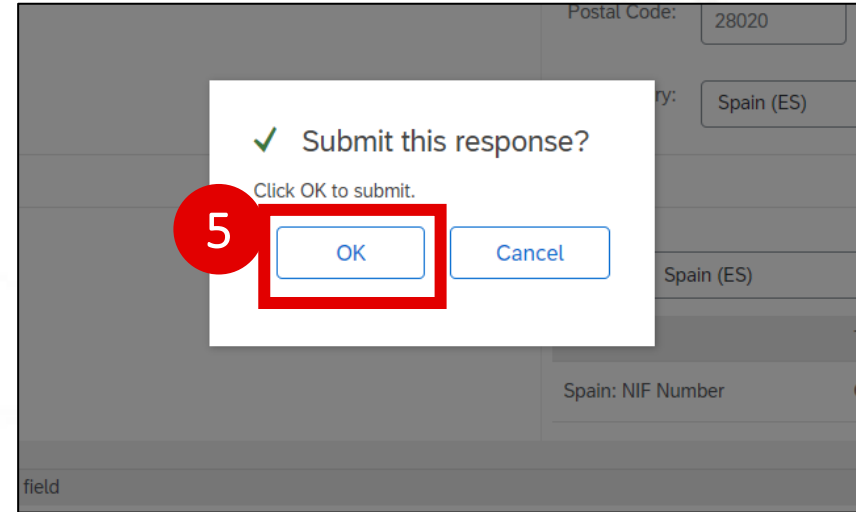
In Japan the content of the field indicates the account type

Account Holder Name:	<input type="text"/>
Bank Key/ABA Routing Number:	<input type="text" value="01549586"/>
Account Number:	<input type="text" value="3779785255"/>
IBAN Number:	<input type="text" value="ES8901549586453779785255"/>
SWIFT Code:	<input type="text"/>
Bank Control Key:	<input type="text" value="Control Key [45]"/>

Registration

Registration Questionnaire

- 5 Click 'OK' to confirm the submission of your answers.
- 6 The system confirms the submission of the registration questionnaire.
- 7 The status remains 'pending approval' until approved. **Business Network will send an automatic email confirming the registration as a supplier.**



Title	ID	End Time ↓	Status
▼ Status: Finalizado (1)			
Supplier registration questionnaire	Doc841094478	12/22/2021 10:55 AM	Pending Approval

Title	ID	End Time ↓	Commodity	Regions	Status
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Support & Frequently Asked Questions (FAQ's)



Do you need
assistance?

FAQs

Business Network

What is Business Network?

Business Network is the way to connect companies to do business, it is the leader in spend management. Its main goal is to help companies control and reduce costs by making it easier for buyers and suppliers to work together. Companies can connect to their trading partners anywhere, anytime, from any application or device to buy, sell and manage their cash more efficiently and effectively than ever before. More than just a network of suppliers, Business Network is a dynamic digital marketplace that helps you manage sales cycles, improve cash flow and grow your business efficiently.

Buyers ask suppliers to join the Business Network so they can work together more efficiently and effectively on all shared aspects of business commerce: proposals, contracts, orders, invoices and payments. Doing so through the Business Network saves both of you a lot of time.

As a Business Network supplier, you access the world's largest B2B marketplace, with millions of companies doing business. It helps:

- Accelerate the sales cycle while reducing the cost of sales
- Find new customers who are ready to purchase
- Respond to RFPs/RFIs, submit proposals and negotiate contracts
- Drive sales through catalogues
- Manage purchase orders, send invoices and receive payments

What is Docusing?

DocuSign is an application designed to collect and manage digital signatures for your business documents, including contracts, budgets, purchase orders and agreements.

FAQs

Business Network

If we have not received the invitation, what should we do??

Contact provedoreseuropa@gruposantander.com

If you have not received the invitation, Grupo Santander will resend it to you so that you can register on the platform. In addition, please provide the NIF of the contact company, to send the corresponding briefing or communication.

There are two types of accounts, Standard and Enterprise, which one should I choose?

When registering with SAP Business Network, there are two types of accounts available: Standard and Enterprise.

The Standard account does not involve any cost for our suppliers, regardless of the volume of orders and invoices. On the other hand, the Enterprise account implies a cost due to the operational facilities it offers, mainly aimed at companies with a high volume of invoices or that need to directly integrate their local systems with those of Grupo Santander. To operate with Grupo Santander it is enough to have the Standard account, considering that the Enterprise account offers additional resources that can improve the digitalisation of daily operations. In case you need to change the modality, in the upper right corner of the account you will find a round icon with the initials.

When you click on it, a menu appears with the option 'Switch to standard account'. However, before making the change, it is recommended to check if the system allows it and if the established business relationships with your customers allow such a change. It is important to keep in mind that by switching to the Standard account, you may lose some of the special benefits and exclusive features of the Enterprise account.

FAQs

Business Network

I have received a message from Santander to register in Business Network, what should I do?

If you are the administrator in your company, access the account with your usual Business Network username and password, or create a new account in case your company is not registered on the platform, and establish the relationship with Santander Group. If you are not the administrator of the account, please contact him/her so that he/she can complete the registration.

My company is already registered with Business Network, but I cannot log in with my credentials.

Contact the administrator of your company's service account and check that your user is registered on the Business Network.

How can I retrieve my username?

If you forgot your Business Network username, click on the following link to retrieve it.

[Retrieve username](#)

How do I change or update my email address or username?

To update the email address, username, contact information, preferred language, Timezone, or currency in your account: 1) Click on your initials in the top right corner of the application. 2) Select My Account. 3) Edit the fields as needed. 4) Click Save

How do I reset my Business Network password?

If you have forgotten your password, click on the link below to reset your password.

[Reset password](#)

Can I access Ariba on any device?

Yes, you can access your Business Network account through the Business Network Supplier mobile app.

[SAP Ariba app for suppliers](#)

FAQs

Business Network

Can I make Contracts, Orders and Invoices with the Standard account?

Santander Group does not require an Enterprise account for business relations with the bank. With the Standard account, it is possible to carry out all the necessary processes, including invoicing and contract management. The Enterprise account, on the other hand, provides additional services if required.

Are the menu options disabled? Also, when selecting 'Activation' nothing appears.

The menu options are not enabled until the first order is received. Once the first order is received, you will be able to access invoicing, purchase orders, fulfillment, etc. It is also important that you have a profile to manage orders. That type of user must be granted by the account administrator.

How do we access the SAP Business Network Portal? The first time we receive a notification, is it by mail?

You will be able to access the portal through an invitation notification to register in SAP Business Network sent by Grupo Santander. There is also the possibility to access the portal and create an account independently through the Business Network Suppliers website.

Can a user have two company names?

A Business Network account can only have one company name; however, a user can manage or belong to 2 Business Network accounts and perform operations in both accounts.

Nowadays only Grupo Santander Spain is on the SAP Business Network, when will Santander Digital Services join, and in which group companies will we use the SAP Business Network?

SAP Business Network is currently working for Santander Group Spain, Santander Consumer Spain, and Santander Corporate and Investment Banking. In the case of Santander Digital Services (formerly Santander Global T&O), we will start integrating the tool into its acquisition process in 2025. The timeline for this will be confirmed shortly.

FAQs

Business Network

Can there be several account administrators or just one? Can we change the portal administrator? How can I register new users?

There can only be one administrator per account.

Yes, it is possible to change the administrator within the account from the SAP Business Network Portal.

If you are the administrator of the account, you can add users by following these steps:

To add users to the account, you must first create at least one role. You can assign multiple users to the same role or create a different role for each user.

To create a role:

1. In the upper-right corner of the application, click [Your initials] > Settings and select Users
2. Click on the Manage Roles tab
3. Enter a name for the role.
4. Select the appropriate permissions by selecting the checkboxes.
5. Click Save

To create a user:

1. In the upper right corner of the application, click [Your initials] > Settings and select Users.
2. Click the Manage Users tab.
3. Click the icon
4. Enter the user information (user name, email address, first name, last name, and phone number)
5. Select a role in the Role Assignment section.
6. Assign a client (All Clients or Selected Clients)
7. Click Save

FAQs

Business Network

Will SAP Business Network be used to handle only invoicing issues or also negotiations, contracts and other functionalities?

SAP Business Network will manage Orders, Service Invoices, Invoices, Negotiations, Contracts. We will also send questionnaires for registration as a Santander Group supplier for approvals and certifications.

How do I select the language of the platform?

The language of the questionnaires and the platform is preceded by the language of the browser. If the browser is in English, the platform and questionnaires will appear in English. You will have to change the browser language to English for the questionnaires to appear in English.

If we have 2 accounts in the standard SAP Business Network for different customers, How can we unify them into one? Can we link both to manage them in a unified way and only use one account?

No. Each account is independent of each other and cannot be merged or linked.

The user must choose which account to use for transactions.

Can we have one set of active accounts for all the supplier's companies, or do they have to be active accounts for each company and cannot be repeated?

There can be as many Business Network accounts as there are companies, the ratio is 1:1.

Each Business Network account can only be defined for one company. However, it is possible to create a hierarchy of Business Network accounts by assigning a master account (main company) and several Business Network sub-accounts for other companies. In this way, the master account will have access and visibility to the status of all sub-accounts. The sub-accounts will only have access to their scope of action.

FAQs

Business Network

In my organisation there is a user registered in the SAP Business Network portal to manage customers other than the main user of the account.

The problem is that now the SAP Business Network notifications do not reach the main user screen, what can be done to receive all SAP Business Network notifications?

The Business Network Account Administrator must configure the 'Notifications' section of the Business Network account to determine which users or emails should receive these notifications. The route to do this would be to go to 'Network Settings' and click on 'Notifications'.

The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to receive them sent to:

1. Click on the 'Account Settings Notifications' option.
2. Go to the 'Network' tab.
3. You can enter up to 5 email addresses for each type of notification. You must separate each address with a comma with NO spaces between the emails.

When I access this option: 'Network settings -> e-invoice routing -> Extensive configuration and profile information -> send invoices to customers via Business Network' What is the difference between accepting and not accepting?

To perform business transactions and their corresponding invoicing via the Business Network you must have this option selected. The correct way to proceed would be:

1. Click on 'Settings'
2. Click on 'Order routing/e-invoicing'
3. Click on 'Detailed profile information' at the bottom of the page.
4. Answer all questions that apply to the user.
5. Click on 'Save'.

FAQs

Business Network

I already have an account in Business Network with which I work with other clients, is it necessary to register a new user?

It is not necessary to create a new account, you only have to establish the business relationship with Grupo Santander since the relationship you currently have with Aquanima in the tool disappears. If you are the administrator of the account, you will need to log in with your usual username and password and establish a relationship with Grupo Santander through the tool.

I have received an invitation to register with Business Network, which ID should I use to create my account?

You will be able to register with the email address you received the invitation. Please note that the ID you register with will be the administrator user of your company's account.

Which user should log in and request the exchange of the email that was registered on the platform?

The administrator user.

Can my company have the same administrator for the different Business Network accounts in the company?

Yes, it is possible that the administrator contact in several companies is the same. Therefore, you will need to establish the relationship with Grupo Santander in each of the accounts.

FAQs

Business Network

Can my company have multiple Business Network accounts?

Yes, your company can have multiple Ariba accounts, depending on your business needs.

For example, if your company has multiple locations around the world, you may want a separate account for each region. Most companies choose to have one account with multiple customer relationships, which provides a centralized location to maintain your company profile information and all of your customer relationships. Please contact your company administrator before proceeding to create a new account.

When trying to create the account in Business Network, it is duplicated and when selecting forgotten password, the system reports that there is no account registered in Ariba Commerce Cloud associated with the email address.

Contact your company's IT or Purchasing department to report the problem or contact the account administrator: 1) Click on the 3 dots next to the duplicate and access the supplier's profile, 2) Select "Contact Administrator", 3) Complete the form to send the notification.

! In case it is urgent to complete the registration, continue with the account creation even if the duplicate message appears. If your company later needs to unify accounts, please contact SAP.

Contact - Help

Supplier Portal here

Find all the material you need on:

[Supplier Information Portal](#)

Technical Support

[Click here](#) to request technical support from SAP's team of experts.

Operational Support

Not sure what to do next?

Write an email with your questions to:

ProvedoresEuropa@gruposantander.com



