

Receipt and fulfillment of orders



Do you need assistance?

Content

Receipt and fulfillment of orders

If you have completed the previous steps of Registration and Configuration of your profile correctly, it is already possible to receive orders from Grupo Santander. Purchase Orders and Service Orders are documents that Grupo Santander sends you to request goods or services from your company. Once you have delivered the goods or services, you will be given the option to upload your invoice to the Business Network so that Grupo Santander can proceed with the payment.

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

- When will I receive an order from Santander Group?
- User interface to manage your orders
- How to access your orders and view the status
- Information contained in an order
- SAP Business Network App

User Interface

Grupo Santander will send you a Purchase Order (PO) when you have a **need to purchase merchandise or request a service** provided by your company..

Once Grupo Santander issues the PO, an email informing you of the PO will be **sent to the email address provided in the Business Network configuration.**

You can use Business Network to view **purchase orders from your buyers** and confirm, deliver and invoice the goods or services you supply.

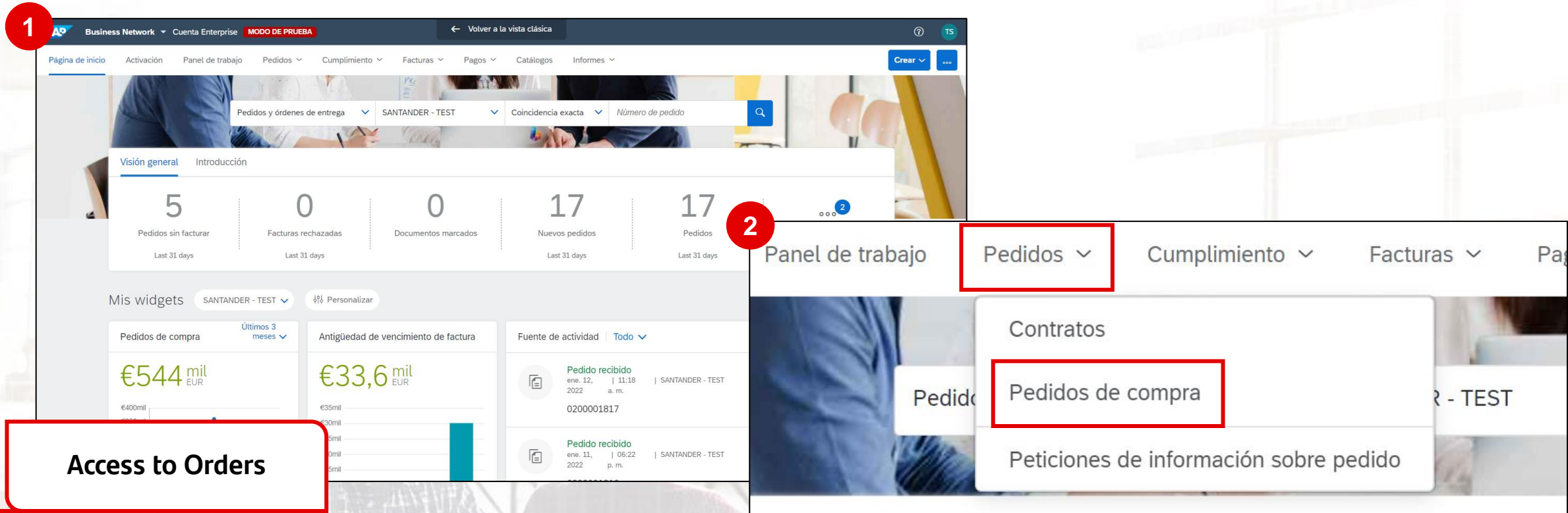
Your PO is the code used by **Santander Group** to facilitate billing management. The PO will specify the goods or services required, indicating the quantity, price and description of the goods or services. This information is stored within Business Network and no automatic email is sent by the platform.

A view of the **Purchase Orders tray** is presented from Business Network.

The screenshot shows the SAP Business Network interface for 'Pedidos de compra'. The header includes 'SAP Business Network', 'Cuenta Enterprise', and 'MODO DE PRUEBA'. A navigation bar contains links for 'Página de inicio', 'Activación', 'Panel de trabajo', 'Pedidos', 'Cumplimiento', 'Facturas', 'Pagos', 'Catálogos', and 'Informes'. Below the navigation, there are tabs for 'Pedidos de compra', 'Artículos para confirmar', 'Artículos para expedir', and 'Artículos de devolución'. A yellow warning banner states: 'Esta página se sustituirá por nuestro nuevo concepto de Panel de trabajo dentro de poco. Pruebe el nuevo Panel de trabajo'. A 'Filtros de búsqueda' section is visible. The main content area displays a table of purchase orders with the following data:

Tipo	Número de pedido	Versión	Cliente	Peticiones de información	Dirección "Expedir a"	Dirección de procesamiento de pedido	Importe	Fecha
Pedido	0200001817	1	SANTANDER - TEST		8511-Juan Ignacio Luca De Tena Edificio Suances P03 Madrid, RS España	Sin especificar	10.000,00 EUR	12 ene 2022
Pedido	0200001816	1	SANTANDER - TEST		0411_682101 Dir.Cooperacao com Africa Lisboa Portugal	Sin especificar	400,00 EUR	11 ene 2022
Pedido	0200001815	1	SANTANDER - TEST		0411_682101 Dir.Cooperacao com Africa Lisboa Portugal	Sin especificar	200,00 EUR	11 ene 2022
Pedido	0200001814	1	SANTANDER - TEST		0411_682101 Dir.Cooperacao com Africa Lisboa Portugal	Sin especificar	200,00 EUR	11 ene 2022
Pedido	0200001802	1	SANTANDER - TEST		8511-Juan Ignacio Luca De Tena Edificio Suances P03 Madrid, RS España	Sin especificar	\$496,00 MXN	23 dic 2021

User Interface



Access to Orders

- 1 **Home Page:** When you enter Business Network with your username and password you will access the home page from where you have access to the different tabs to perform your tasks from the platform.
- 2 **Orders:** Drop down the orders tab and select purchase orders to see the orders placed by your customers, in this case the Santander Group.

User Interface

The screenshot shows the SAP Business Network interface for a purchase order. The header includes 'SAP Business Network', 'Cuenta Enterprise', and 'MODO DE PRUEBA'. The main content area displays the purchase order details, including the order number, origin (Santander S.A.), destination (Test supplier), and order details (amount, version). The interface is annotated with four red boxes and numbers: 1 points to the order number, 2 points to the 'Desde' (From) field, 3 points to the 'Para' (To) field, and 4 points to the 'Pedido de compra' (Purchase order) details box.

Example of an order*

- 1 Purchase Order:** Indicates the purchase order number.
- 2 From:** Indicates the data from where the order was placed (which specific office of the Santander Group).
- 3 To:** Indicates to whom the order has been placed. In this case it would be the supplier information
- 4 Purchase order:** Indicates order details such as order number or amount.

* The procedure applies to Standard and Enterprise accounts unless otherwise specified.

User Interface

Artículos en línea [Mostrar detalles de artículo](#)

Número de línea	Número de repartos	Nº de pieza/Descripción	Tipo	Devolución	Cant. (Unidad)	Precio	Subtotal
1		Servicio de consultoría Servicio no planificado	Servicio		1 (EA)	10.000,00 EUR	10.000,00 EUR Detalles

Pedido enviado el: miércoles 12 ene 2022 11:18 GMT+01:00
 Recibido por Ariba Network el: miércoles 12 ene 2022 11:18 GMT+01:00
 Este pedido ha sido enviado por SANTANDER - TEST AN01501304200-T y entregado por Ariba Network.

Se requiere hoja de entrada de servicios. Subtotal: 10.000,00 EUR

Crear confirmación de pedido ▾
Crear aviso de expedición
Crear hoja de entrada de servicios
Crear factura ▾

Completado

Example of an order

- 1** **Nº of parts /Description:** Indicates which products/services are included in the order. There will be as many lines as there are different products/services included in the order.
- 2** **Type:** Indicates whether it is a product (indicate Material) or service.
- 3** **Price:** Indicates the unit price of the product/service.

Purchase orders

Purchase orders and service orders are documents that your customers, in this case Santander Group, send you to request goods or services from your company.

The customer's purchasing application assigns a unique number to each purchase order it generates. Business Network tracks transactions based on these assigned numbers.

For more information on order-based invoices, access your Supplier Portal: [Supplier Information Portal](#)

Mobile App available

SAP BUSINESS NETWORK

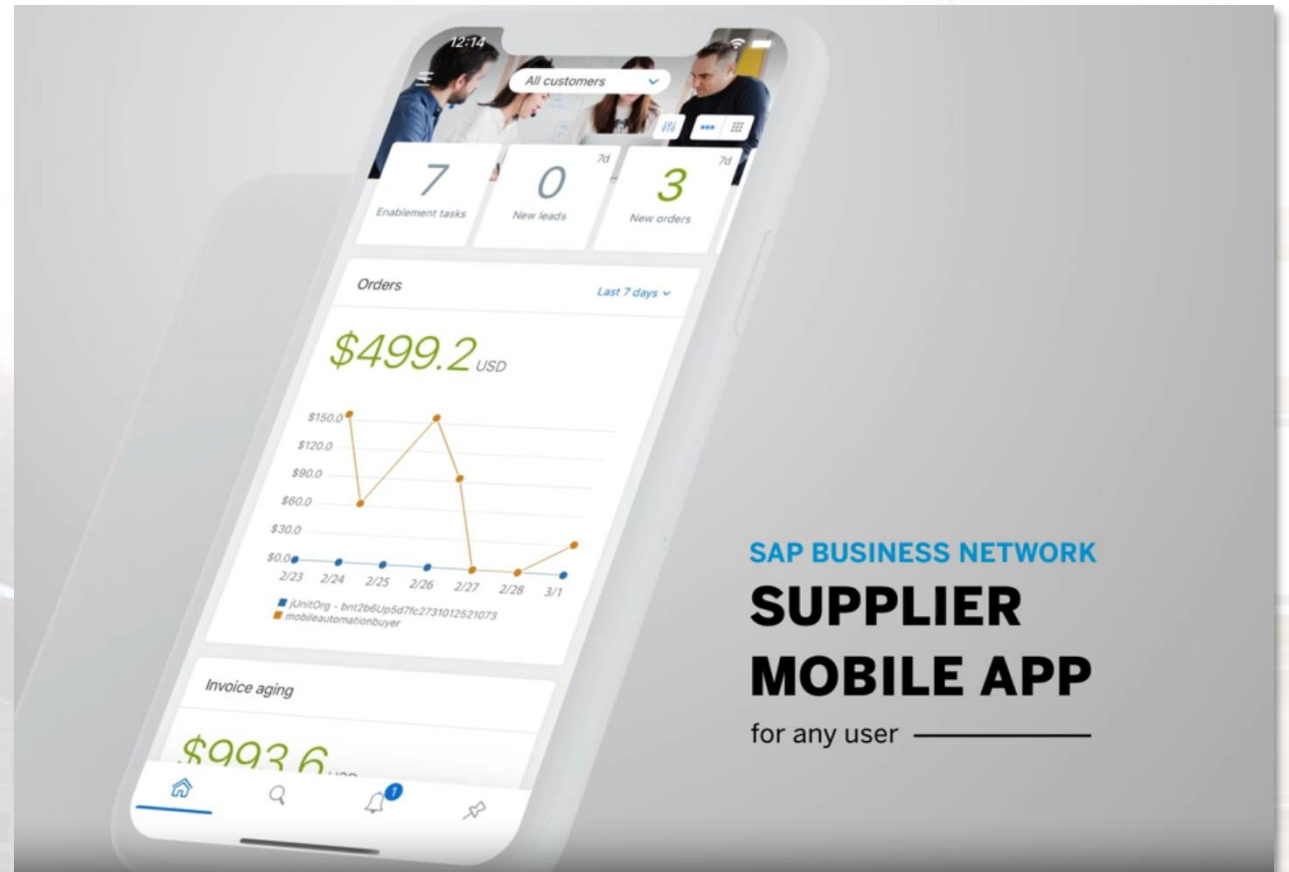
SAP Business Network Supplier for Android phones, a digital application where you can collaborate with Grupo Santander anytime, anywhere..

This application connects to your SAP Business Network account and allows you to perform transactions and respond to new business opportunities directly from your Android phone,

SAP Business Network Supplier key features:

- Check the status of your documents
- Negotiations Confirmation (RFQ)
- Create documents such as invoices against PO

More information [aquí](#)



Support & Frequently Asked Questions (FAQ's)



Do you need assistance?

FAQs

Business Network – Purchases & Orders

For a new order, do we have to request it from Grupo Santander? And once it appears in the panel, can we work on that order?

The Grupo Santander sends the orders to the Business Network accounts. These orders are received by e-mail and in the Business Network control panel.

Nowadays, I am not receiving purchase orders, invoices, or compliance... is this normal?

In such cases, it is possible that only the "Sourcing" part is activated. To be able to view documents such as purchase orders or other functionalities, you must have a business relationship established with Santander. This will activate the rest of the components. To establish a business relationship, Grupo Santander will send a request. If the account has been configured to manage and approve business relationships with your clients, you will receive a notification to "Approve/Reject" the business relationship with Grupo Santander. If, on the other hand, the account has been configured to automatically establish the business relationship, you will receive a notification confirming the establishment of the business relationship with Grupo Santander.

How long does it take to generate an order number after signing the contract?

The signature of the Contract is required for the first shipment of the order, so once it is signed, the order is shipped when the service needs to be started. This is an important change in this process, Grupo Santander, in addition to digitalising it to improve the relationship with its suppliers, is also activating the mechanisms so that there are procedures aligned with our internal policies and security between companies to operate in compliance with regulations.

FAQs

Business Network – Purchases & Orders

Is the only way for the supplier to receive the purchase order number by having the contract signed beforehand?

Yes, it is necessary to have a signed contract with Grupo Santander to receive a purchase order. This is part of our transformation aimed at improving and formalizing a secure relationship for both entities in compliance with our purchasing policies.

Is there any way to know when I can create the invoice without having to access the PO number?

You should access the order number and check its status in the SAP Business Network Portal; this information is easily accessible.

What are the orders that start with "2"? What type of orders are they?

All orders placed through the Business Network start with the number 2.

When an order is sent through SAP Business Network, do I receive an email beforehand?

Yes, both the administrator of the account and the users assigned by the administrator.

I have a Standard account and I have received an order by email, but I have not received any invitation through the tool, nor does the order appear in SAP Business Network, what can I do?

The email notification of the order contains the option to process the order. When processing the order it is possible to link the Business Network account with the order, facilitating the visualisation and management of the order in the control panel and in your Business Network account. This scenario is uncommon, the correct procedure is for suppliers to always have their registration, certification, and signed contract completed before receiving a purchase order.

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

A photograph of a modern office interior at night. The scene is dominated by a large window with a grid pattern. The words "Super Helpful" are written in white, sans-serif font on the glass. The office lights are on, creating a warm glow against the dark exterior. The window reflects the interior lights and the grid pattern.

