Negotiation in Globality Platform

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 Registration.

Configure the **different Profiles** and **Permissions** in the "Business Relationship" section of 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 registration. This account must match the one selected during invoicing to receive payment. If you wish to change it, you must update the initial information provided during registration-

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Content

Management of Negotiations and Contracts

The Negotiation stage is one of the most important phases in the entire interaction process between you and Grupo Santander. This stage can be carried out in parallel with or after the Certification process, with the essential requirement of having completed the Supplier Qualification Questionnaire to finalize the Negotiation process. Once awarded in the Negotiation process and after signing the corresponding Contract, you will be able to receive Orders from Grupo Santander

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

- Steps to follow to participate as a supplier in a negotiation

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Negotiation

Globality

The invitation to participate as a supplier in a negotiation through the Globality tool will arrive via email with an access link, either from the Globality team or from a client user, but always from the tool. From there, you should follow the steps detailed below

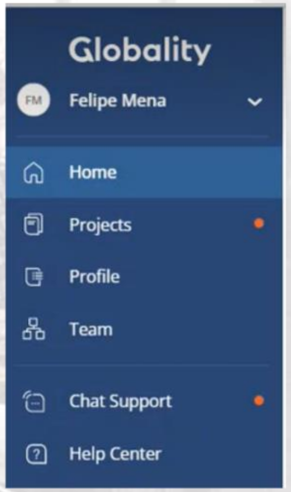
Steps to follow

Invitation

From Globality → Invitación Globality

From Specialist → Invitación cliente

Home



Profile*

- Company Information
  - Website,
  - Number of employees,
  - Mision and values,
  - Tecnological activities,
  - Sources of argumentation,
  - SW Commercial experience,
  - ...
- **Services offered**
- **Industry experience**
- **Geographic experience**
- Case studies
- ...

Projects

*The more information you complete in your profile, the more opportunities you will have to be selected to participate in tenders related to your activity

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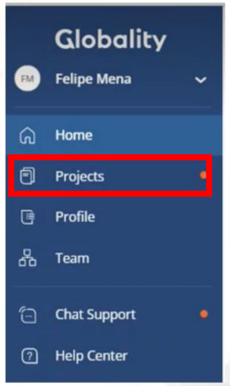
Negotiation

Globality



Steps to follow. Project

Projects

1. Project Selection
2. Review Brief
3. Accept Brief
4. Accept NDA (if needed)

Proposals

5. Send Proposals

New proposals required: for technical adjustments and standardization according to specifications and requirements

Final Round from Globality

6. Certification

If the certification is active and valid for the supplier, contract management will proceed.

7. Contract Management

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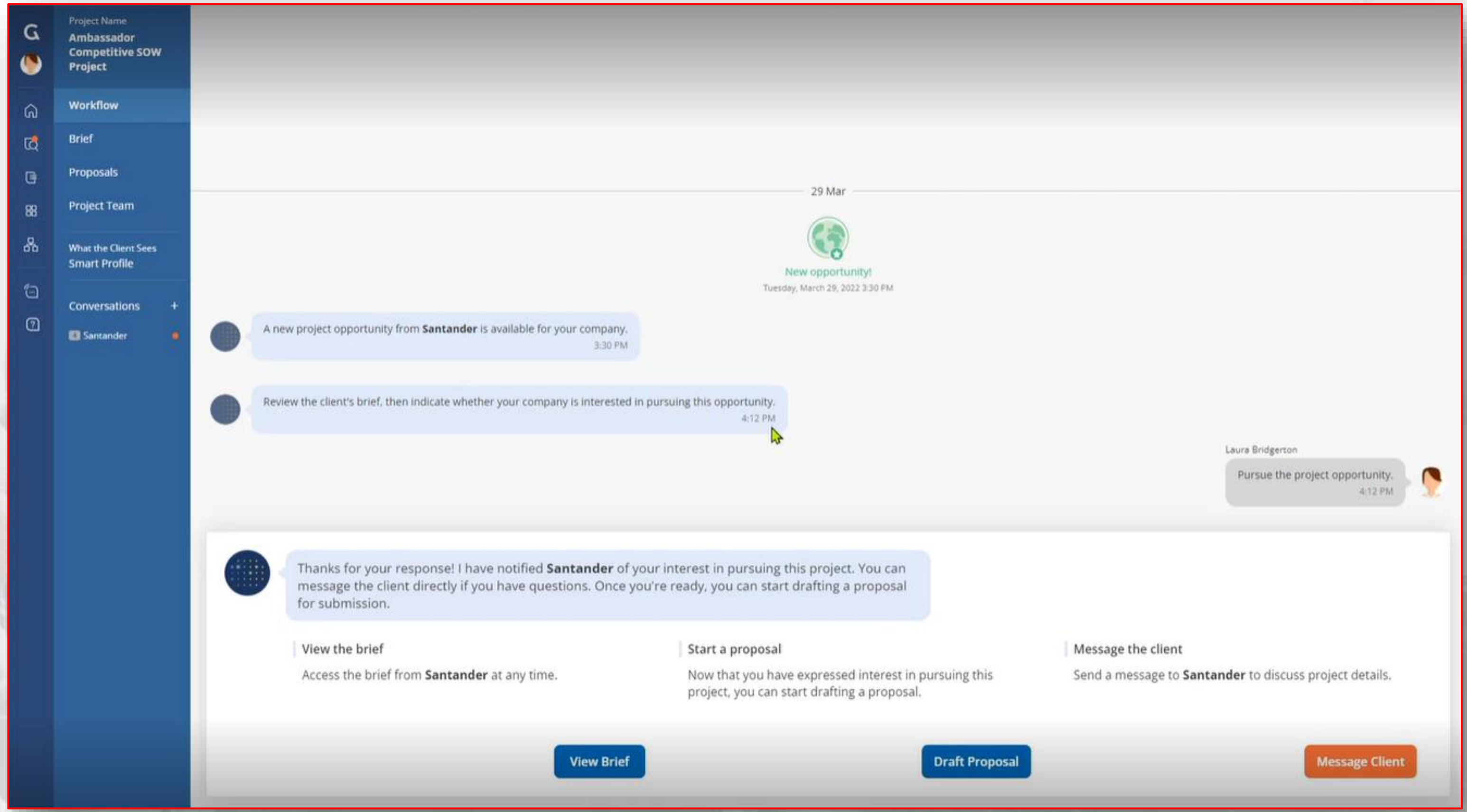
Negotiation

Globality Projects

1. **Click on the 'Projects' section of the main menu**
2. **You will receive a notification of a new opportunity→ *(Overview/Workflow)***



3. **View Brief**

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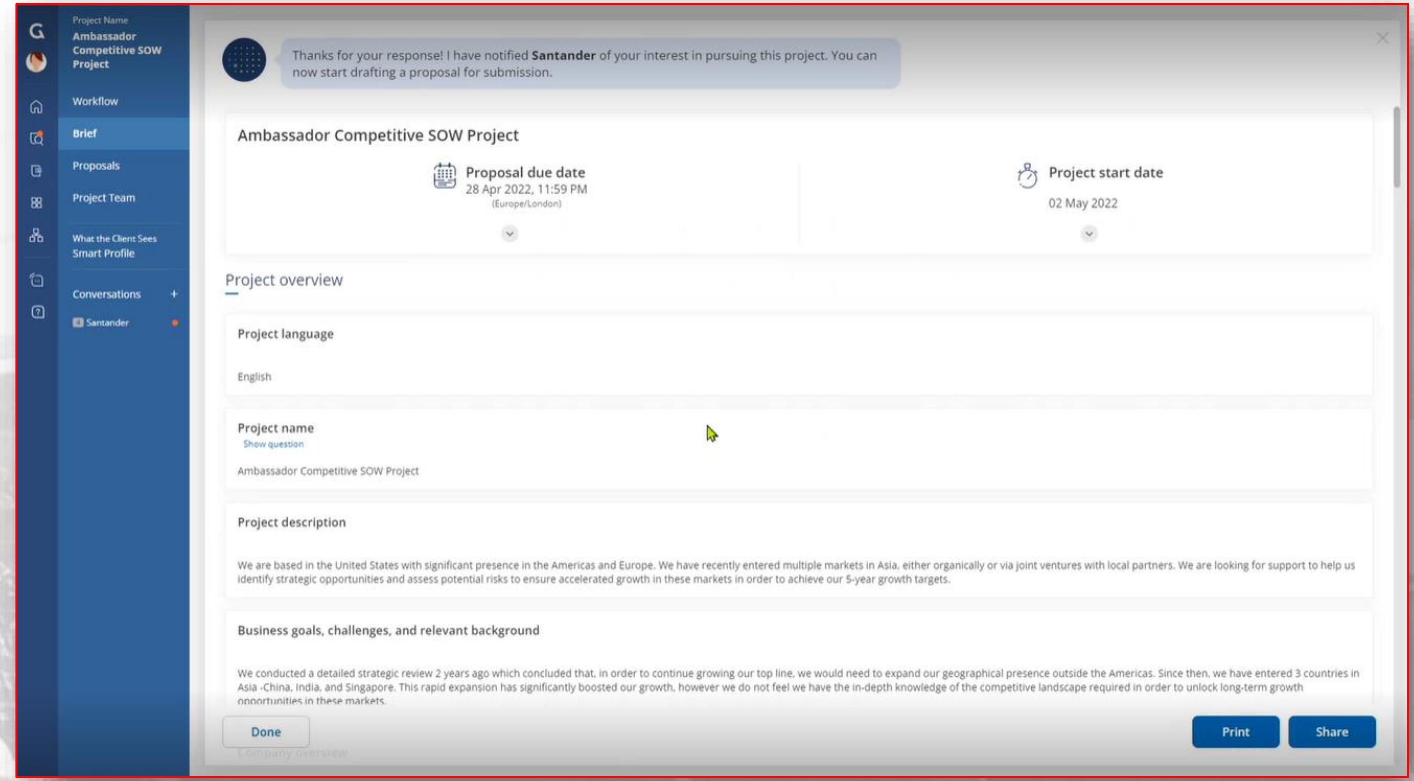
4. **Review Brief** (Scrolling down)



5. **Accept the Brief** (by clicking *Done*)

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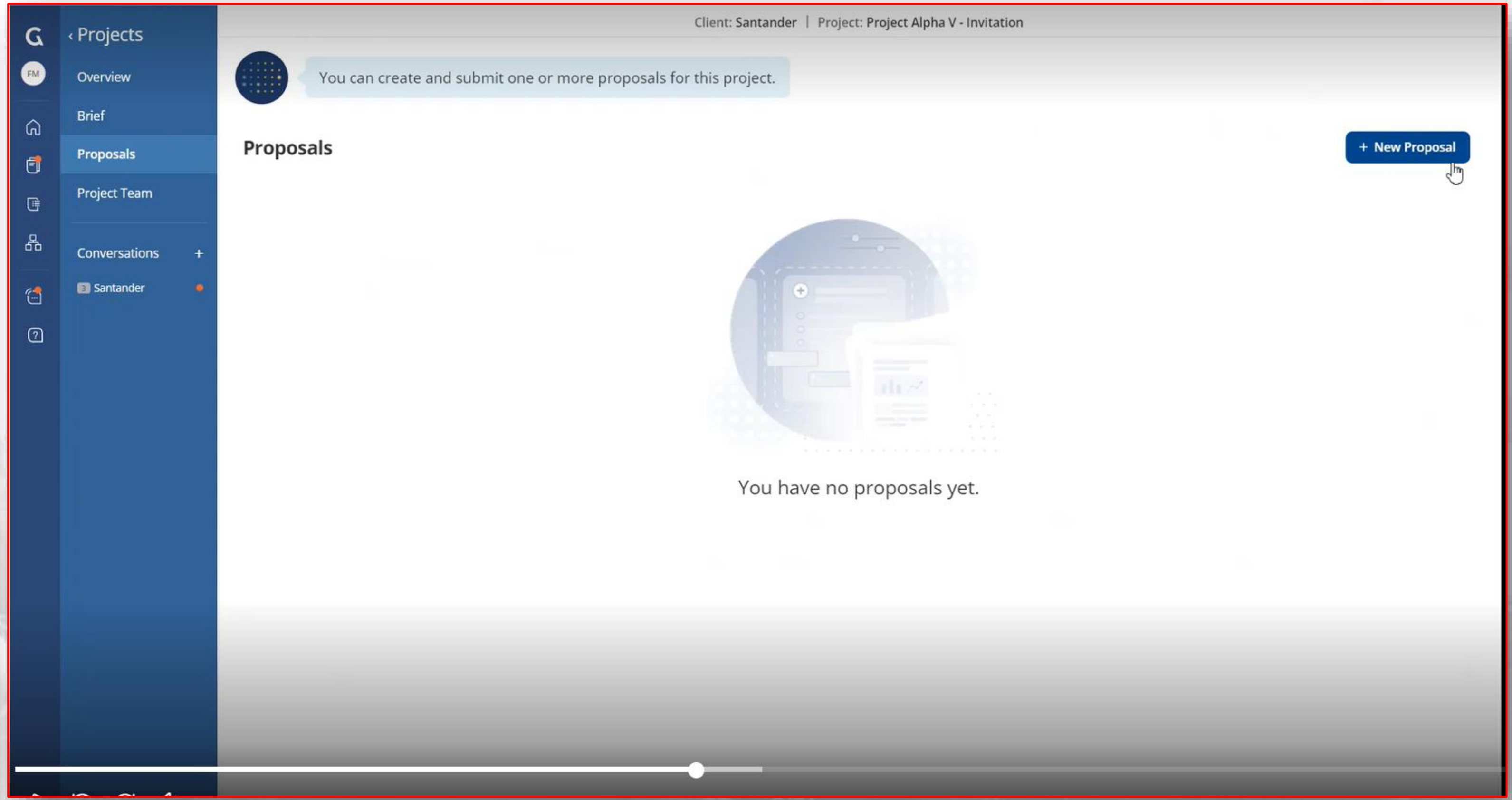
6. **Access the Proposals section** (click on *Proposals*)



7. **Click on New Proposal**

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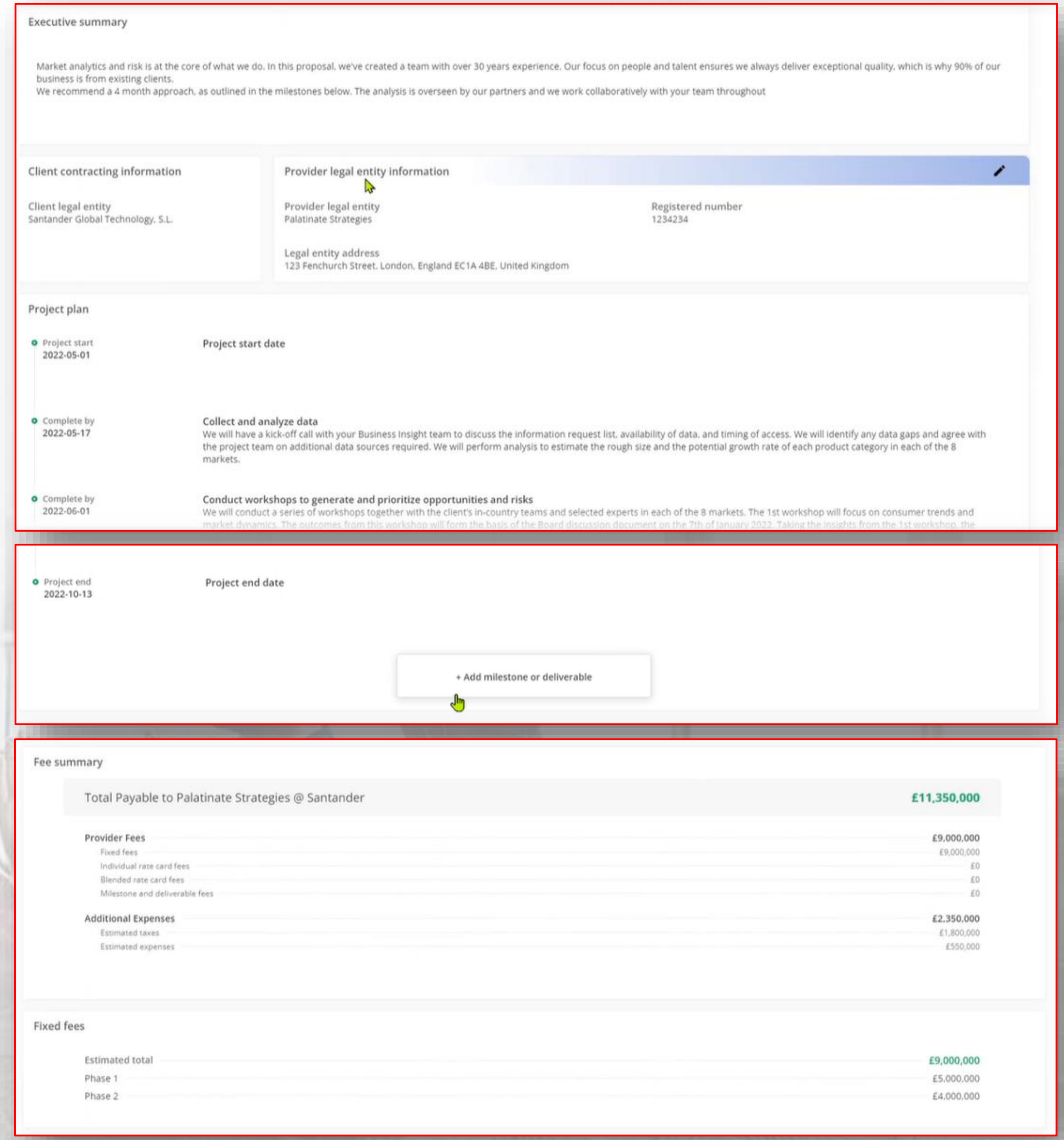
7. Complete the fields with relevant information for the Project:

- ❑ **Executive summary**. Include a summary of what the company does and its strengths.
- ❑ **The entity for which the process is being conducted**
- ❑ **Legal information** (company name, registered address, and tax identification number).
- ❑ **Client contact person**
- ❑ **Project development timeline to which they have been invited**



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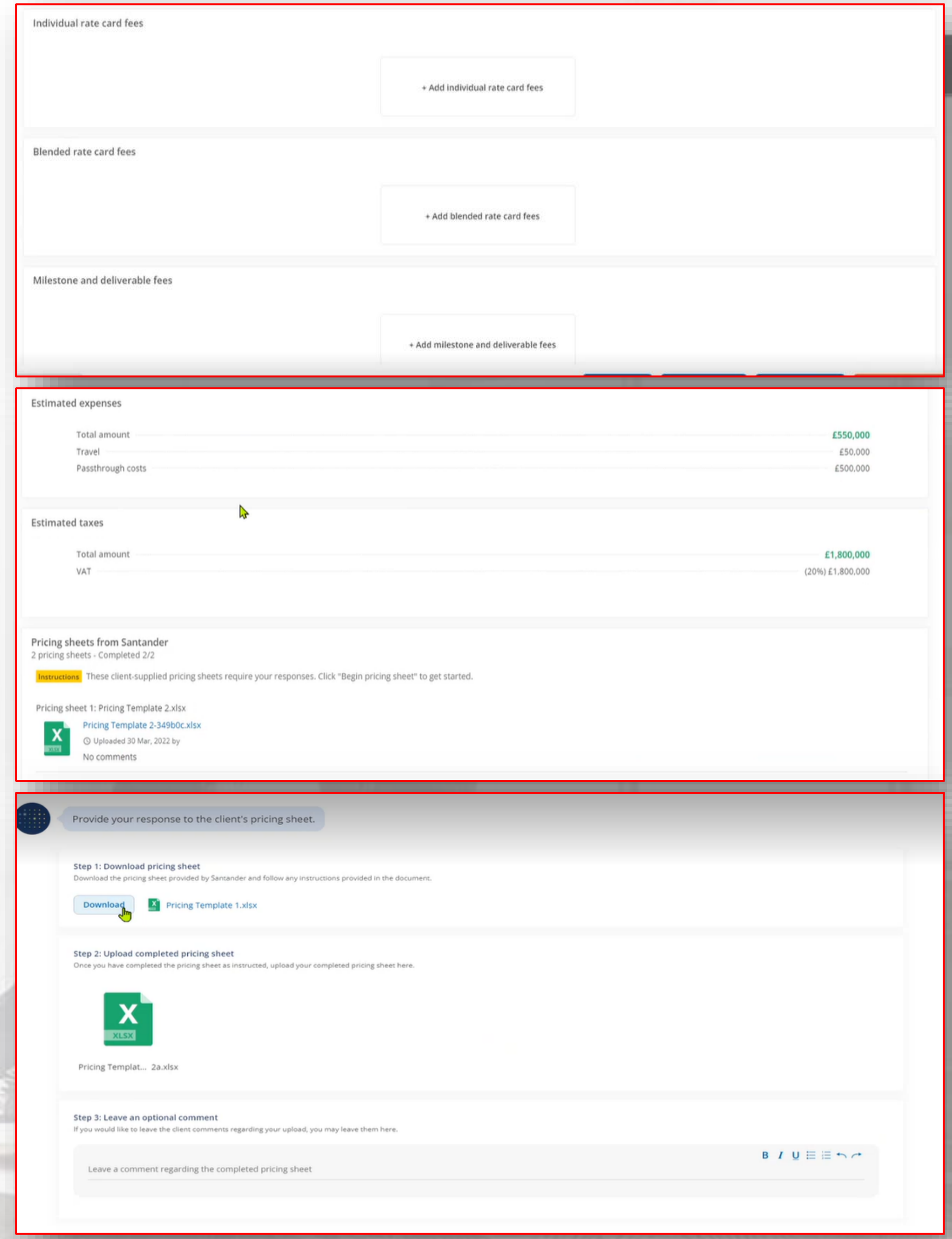
7. Complete the fields with relevant information for the project:

- ❑ **Currency in which the quotation will be made.**
- ❑ **Complete the quotation request**. If the quotation is complicated, it Will be done through an Excel quotation template.
- ❑ **Additional expenses, if any (e.g., per diem, transportation).**
- ❑ **Taxes to be applied**



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8. **Expand mandatory questions** (click on each mandatory questions)

Strategic approach to handle this assignment

We will conduct a series of workshops together with the client's in-country teams and selected experts in each of the 8 markets. The 1st workshop will focus on consumer trends and market dynamics. The outcomes from this workshop will form the basis of the Board discussion document on the 7th of January 2022. Taking the insights from the 1st workshop, the feedback from the Board, and the list of hypotheses, we will use the 2nd workshop to validate and refine the long list of growth opportunities and risks. The 3rd workshop will focus on prioritizing these opportunities and risks. We will use the 4th workshop to generate and assess the potential mitigating options against each of the high priority risks. We will then consolidate all the key outputs from the workshops to form the basis of the Board discussion document on the 12th of February 2022. To facilitate these workshops, in parallel we will leverage Delphi techniques, Bow-tie analysis, and other risk assessment approaches, using the insights from these methodologies as inputs into the workshop discussions.

Relevant awards or recognition

Palatinate won Gold at the 11th Annual 2020 Golden Bridge Awards in the Best Solutions of the Year category

9. Prepare and send response

Provide the client with your strategic approach to handle this assignment

B I U

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Add optional attachment or URL link:

Drag and Drop File

or Browse

or

URL link

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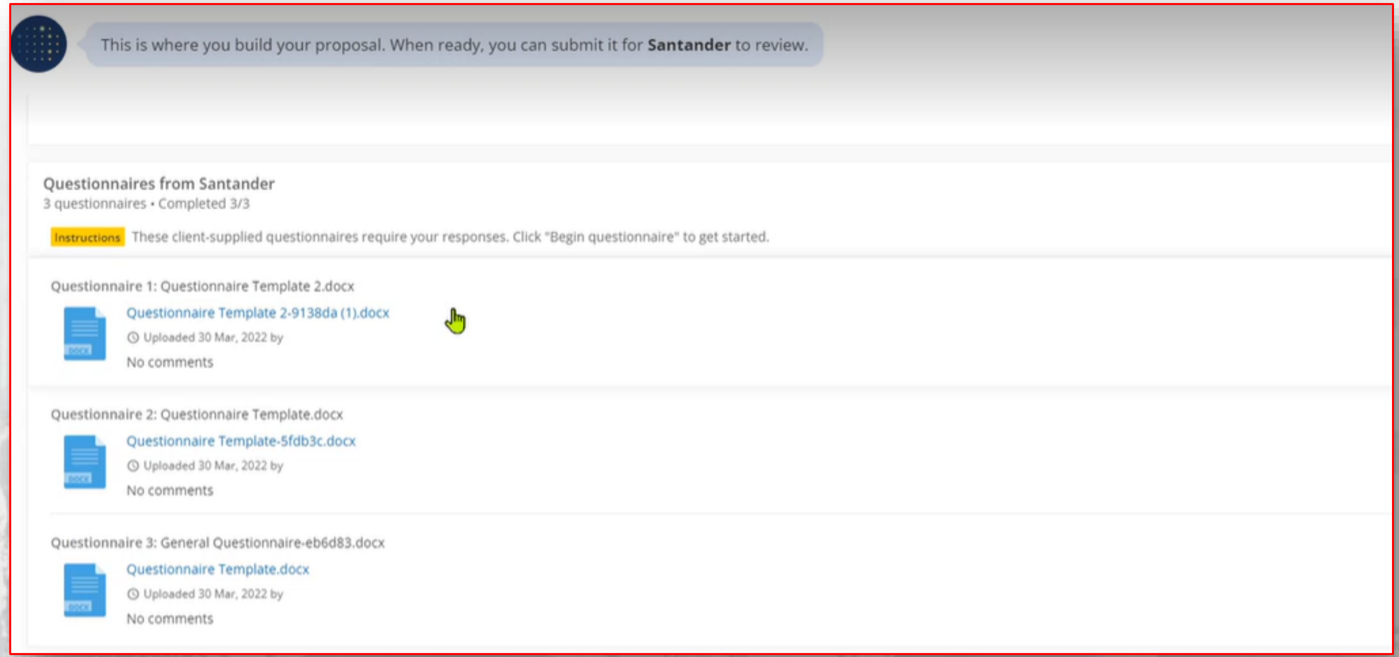
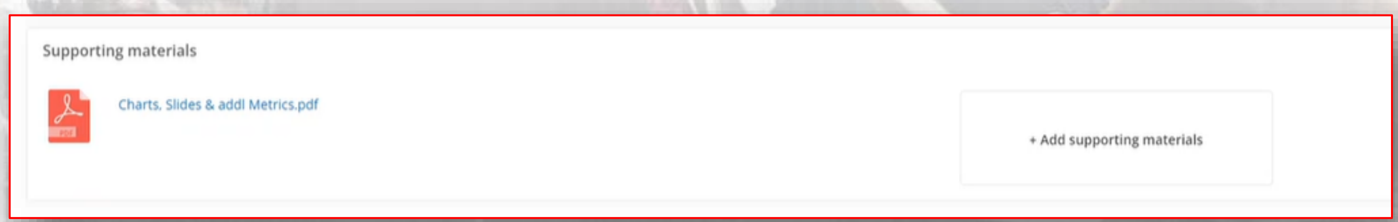
10. **If necessary, complete additional information** (structured questionnaires, if deployed)



11. **Provide additional documentation if desired** (in the *Supporting Materials section)*



Negotiation

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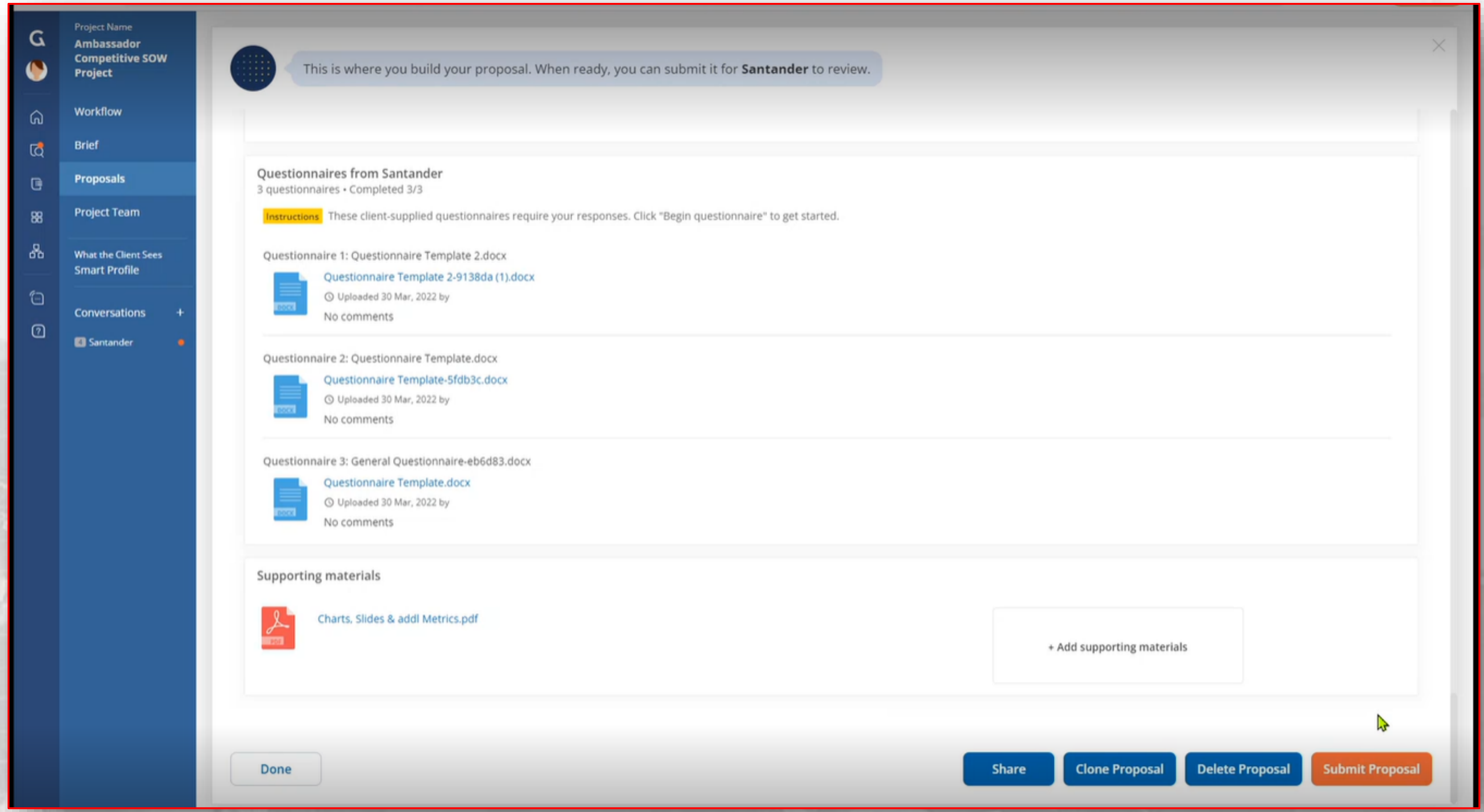
2 Contratación ▶ Proceso de homologación ▶ Gestión de Negociaciones y Contratos ▶ Recepción y cumplimentación de Pedidos

12. **Finalize and submit proposals** (click on *Done and Submit Proposal*)



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Negotiation

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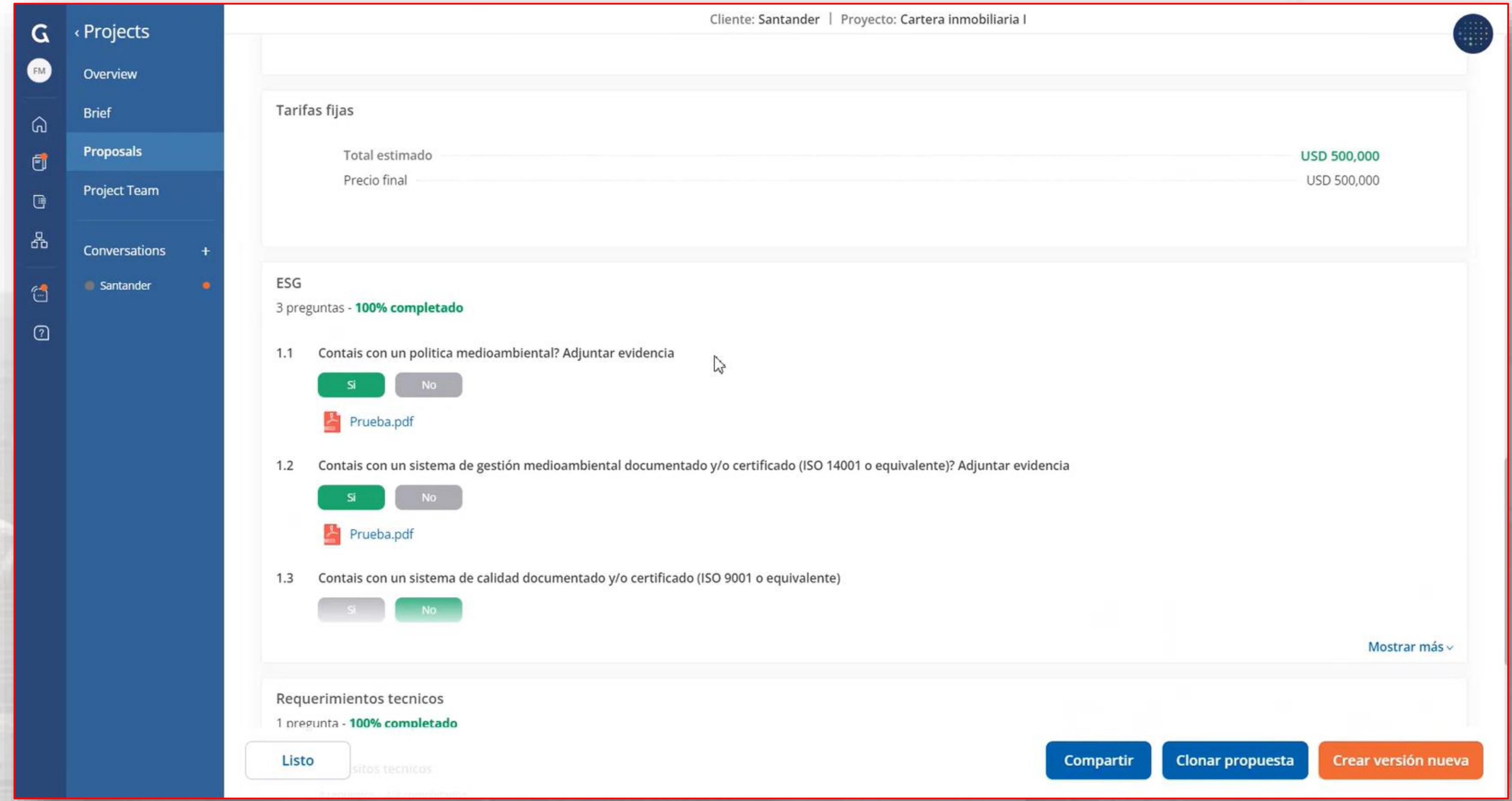
2 Contratación ▶ Proceso de homologación ▶ Gestión de Negociaciones y Contratos ▶ Recepción y cumplimentación de Pedidos

If a new proposal is necessary (due to technical adjustments or standardization according to requirements), **click on** "Clone Proposal" **or** "Create New Version" **to develop and submit the new proposal.**



Support & Frequently Asked Questions (FAQ's)

¿Necesitas ayuda?

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 actívate 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:
ProveedoresEuropa@gruposantander.com

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