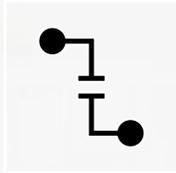


Negotiation in Globality Platform



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-

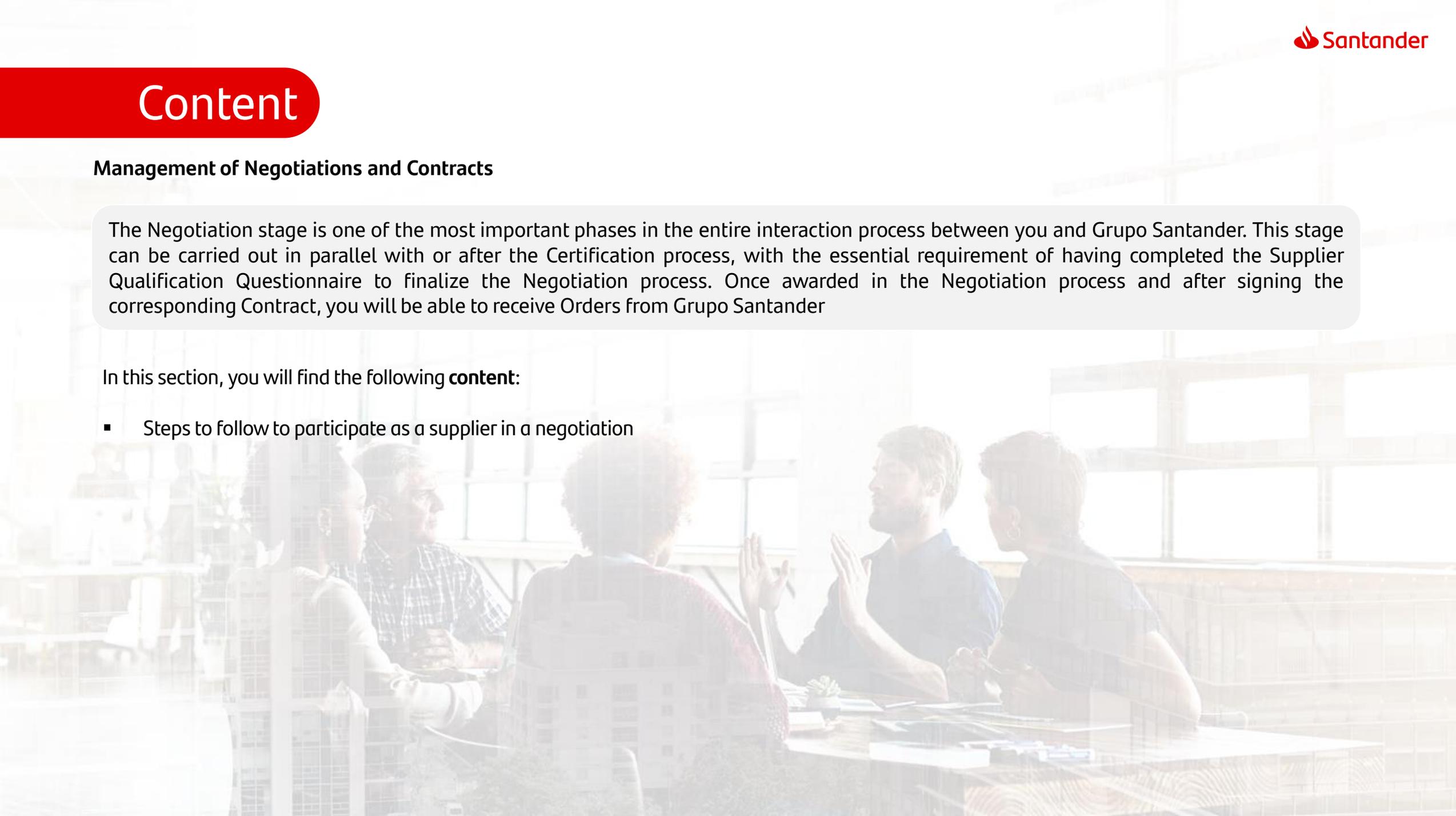
Content

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**:

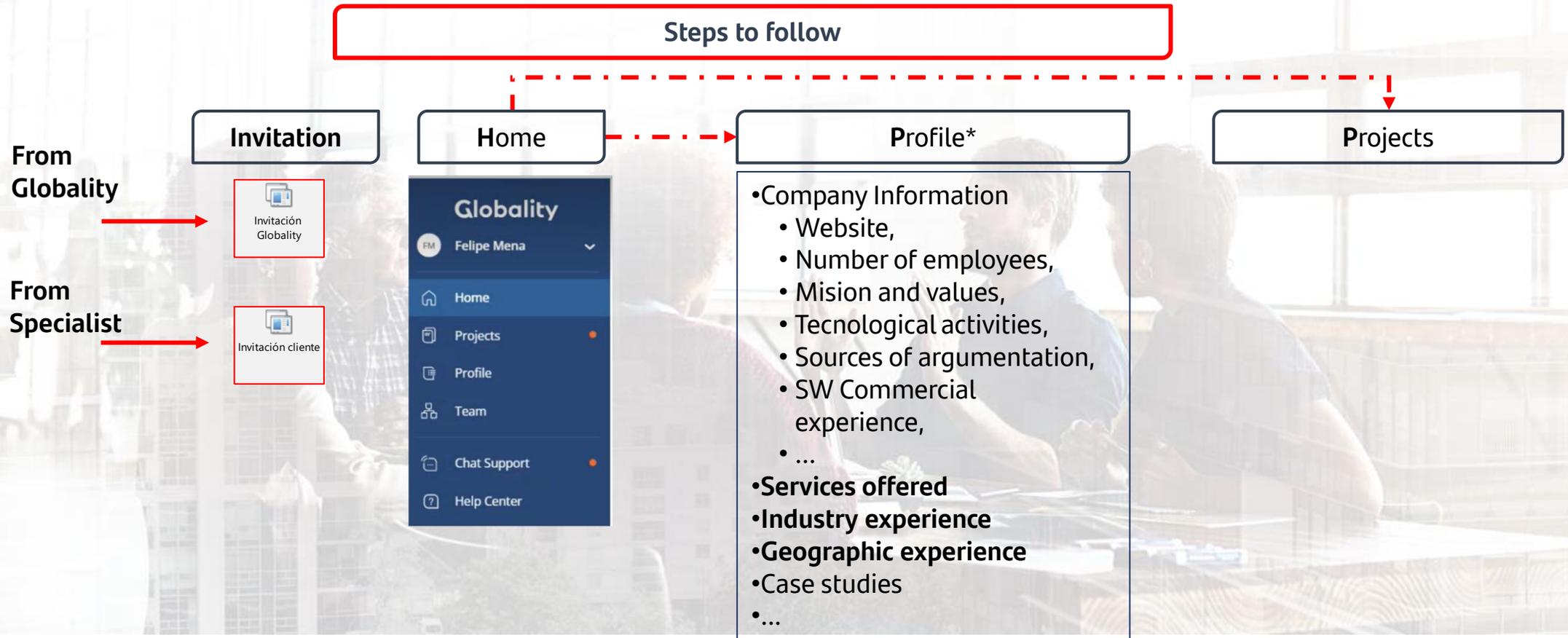
- Steps to follow to participate as a supplier in a negotiation



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

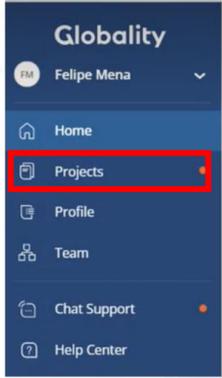


*The more information you complete in your profile, the more opportunities you will have to be selected to participate in tenders related to your activity

Negotiation

Steps to follow. Project

Globality



Projects

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

Proposals

5 Send Proposals

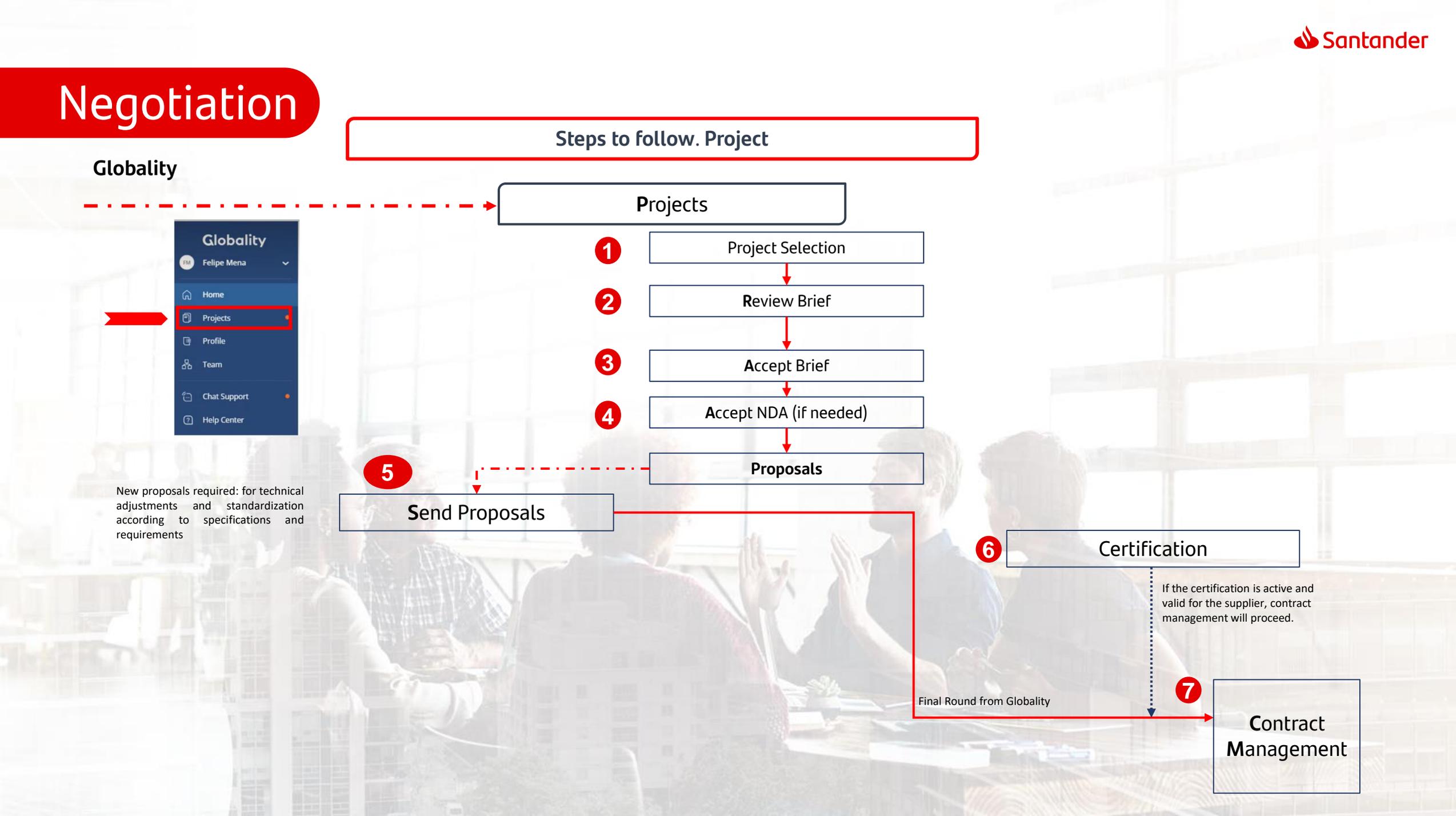
New proposals required: for technical adjustments and standardization according to specifications and requirements

6 Certification

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

Final Round from Globality

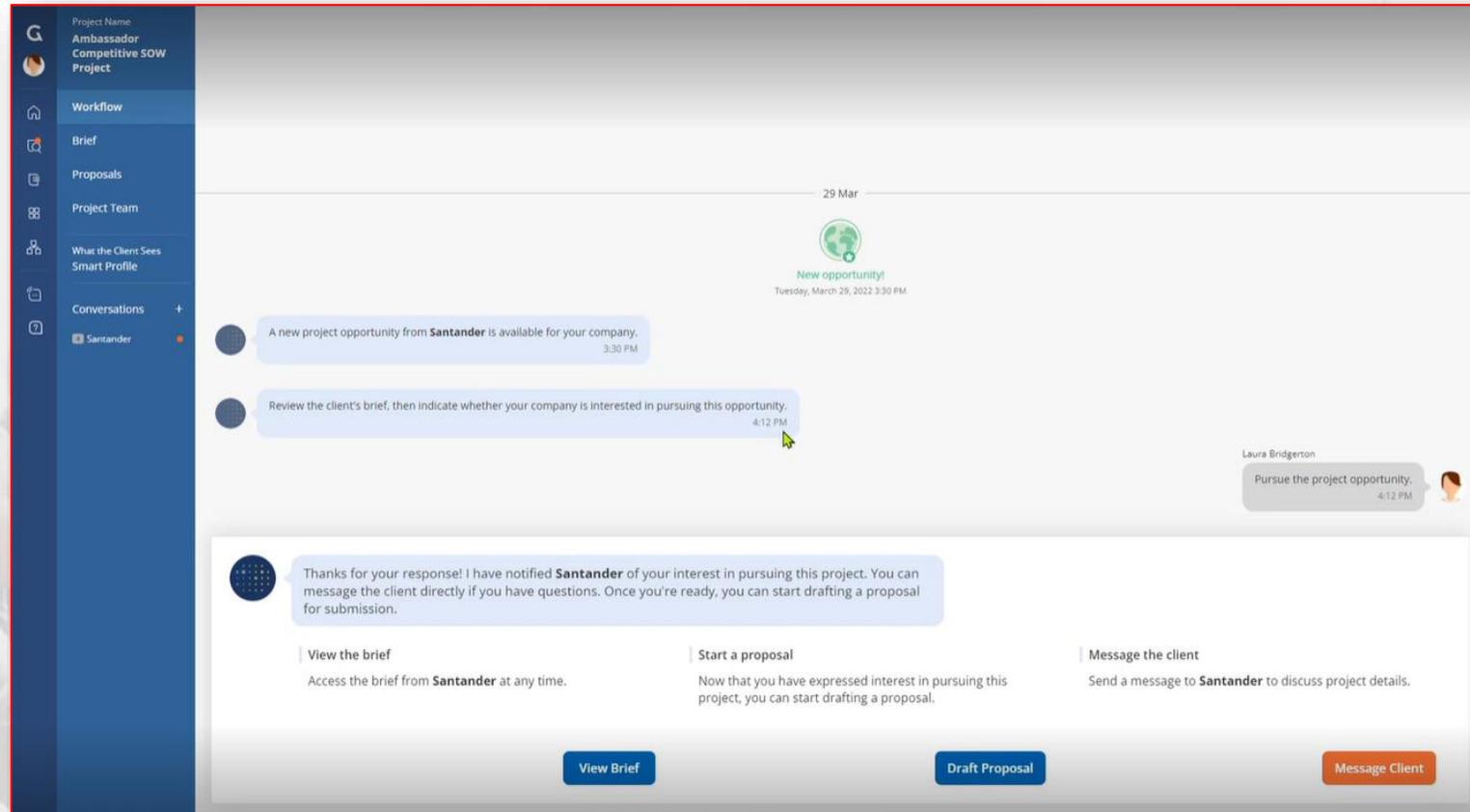
7 Contract Management



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)



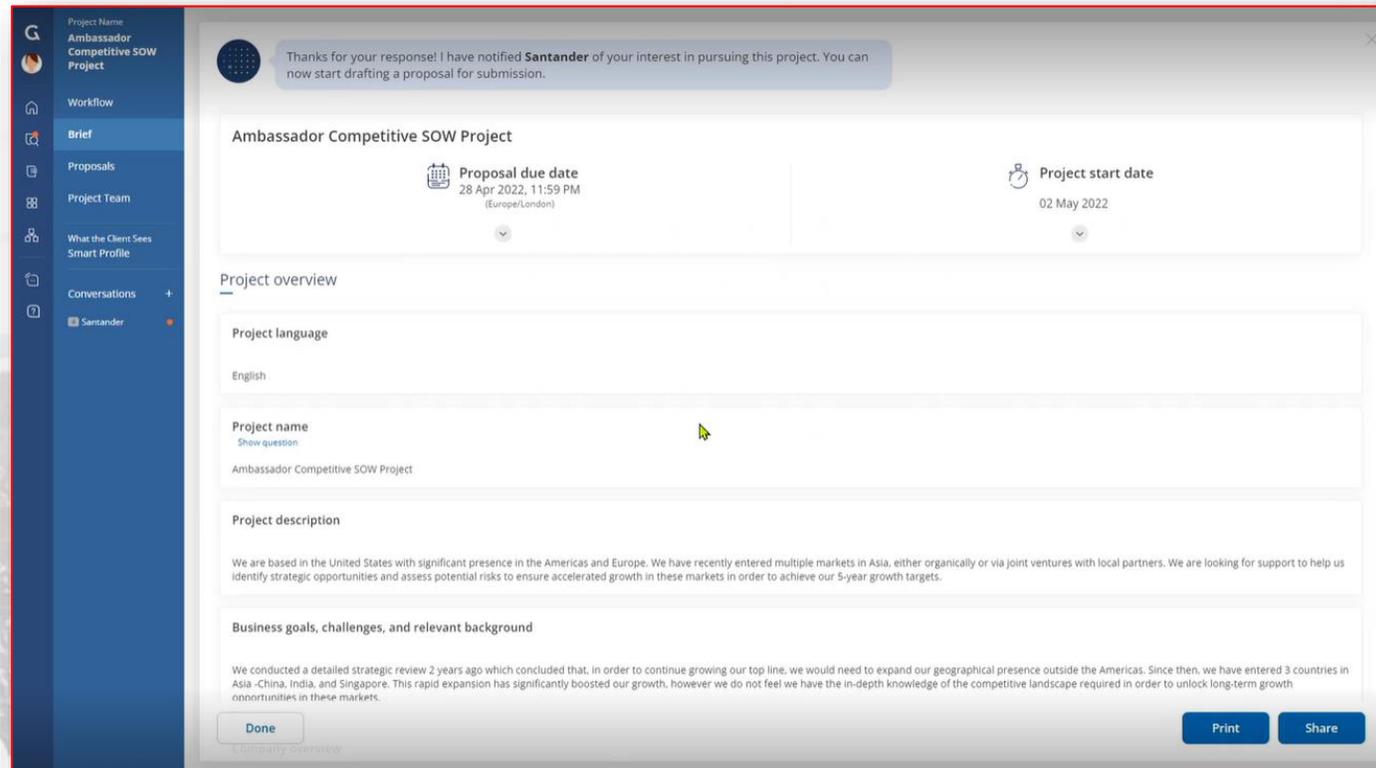
The screenshot displays a project management interface for an "Ambassador Competitive SOW Project". The left sidebar contains navigation options: Workflow, Brief, Proposals, Project Team, What the Client Sees Smart Profile, and Conversations. The main content area shows a notification for a "New opportunity!" on Tuesday, March 29, 2022, at 3:30 PM. A message from Santander at 3:30 PM states: "A new project opportunity from Santander is available for your company." A response at 4:12 PM says: "Review the client's brief, then indicate whether your company is interested in pursuing this opportunity." A message from Laura Bridgerton at 4:12 PM says: "Pursue the project opportunity." Below the messages, a summary message from Santander reads: "Thanks for your response! I have notified Santander of your interest in pursuing this project. You can message the client directly if you have questions. Once you're ready, you can start drafting a proposal for submission." At the bottom, there are three action buttons: "View Brief" (with subtext "Access the brief from Santander at any time."), "Draft Proposal" (with subtext "Now that you have expressed interest in pursuing this project, you can start drafting a proposal."), and "Message Client" (with subtext "Send a message to Santander to discuss project details.").

3. View Brief

Negotiation

Globality Projects

4. Review Brief (Scrolling down)



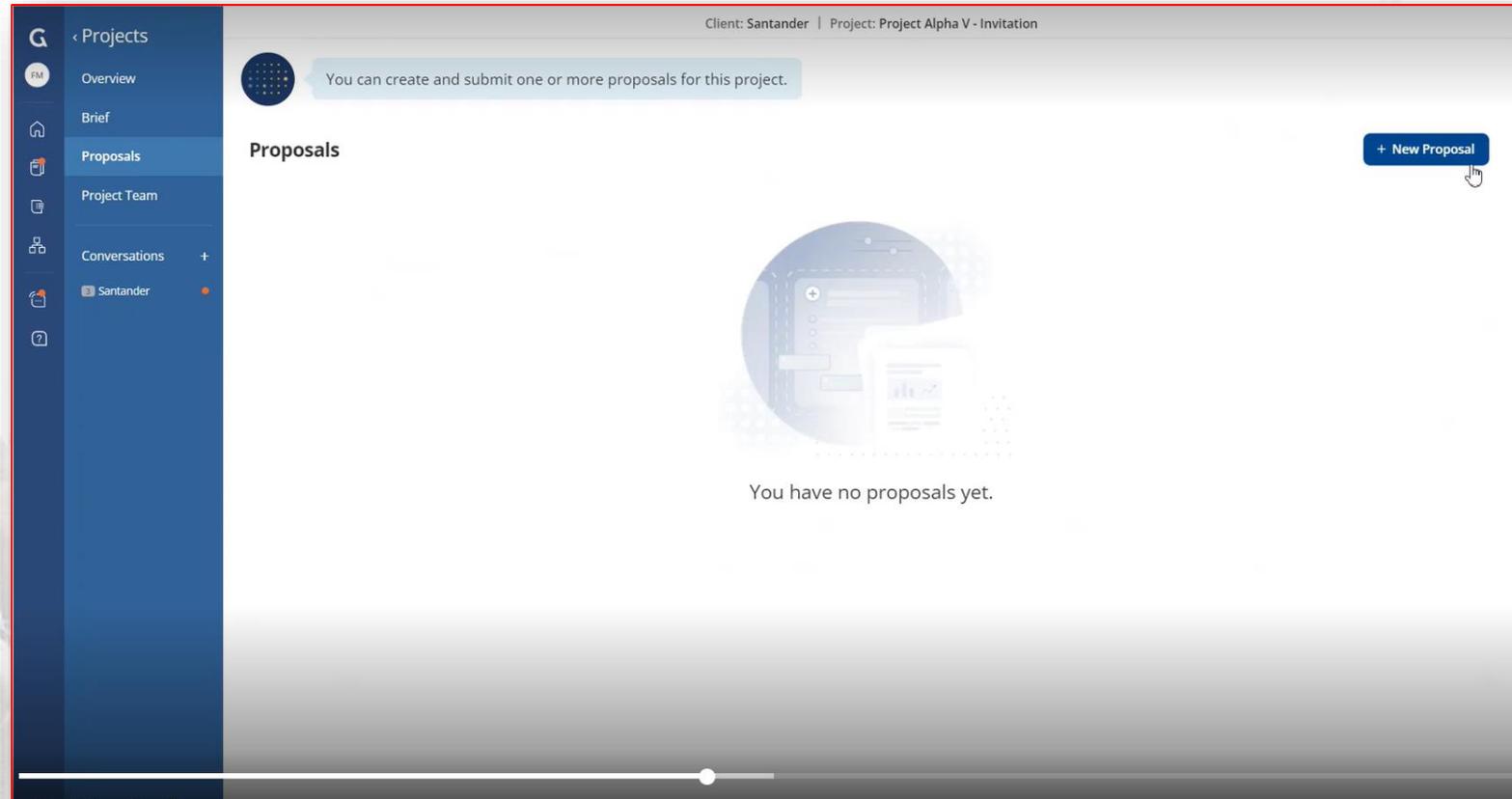
The screenshot shows a web application interface for reviewing a project brief. On the left is a dark blue sidebar with navigation options: Project Name, Workflow, Brief (highlighted), Proposals, Project Team, What the Client Sees, and Conversations. The main content area features a notification at the top: "Thanks for your response! I have notified Santander of your interest in pursuing this project. You can now start drafting a proposal for submission." Below this is the project title "Ambassador Competitive SOW Project" and two key dates: "Proposal due date 28 Apr 2022, 11:59 PM (Europe/London)" and "Project start date 02 May 2022". The "Project overview" section includes "Project language" (English), "Project name" (Ambassador Competitive SOW Project), and "Project description" (text about market expansion). At the bottom, there is a "Business goals, challenges, and relevant background" section and a "Done" button.

5. Accept the Brief (by clicking Done)

Negotiation

Globality Projects

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



7. Click on New Proposal

Negotiation

Globality Projects

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**

Executive summary

Market analytics and risk is at the core of what we do. In this proposal, we've created a team with over 30 years experience. Our focus on people and talent ensures we always deliver exceptional quality, which is why 90% of our business is from existing clients. We recommend a 4 month approach, as outlined in the milestones below. The analysis is overseen by our partners and we work collaboratively with your team throughout

Client contracting information

Client legal entity
Santander Global Technology, S.L.

Provider legal entity information

Provider legal entity
Palatinat Strategies

Registered number
1234234

Legal entity address
123 Fenchurch Street, London, England EC1A 4BE, United Kingdom

Project plan

- Project start
2022-05-01

Project start date
- Complete by
2022-05-17

Collect and analyze data
We will have a kick-off call with your Business Insight team to discuss the information request list, availability of data, and timing of access. We will identify any data gaps and agree with the project team on additional data sources required. We will perform analysis to estimate the rough size and the potential growth rate of each product category in each of the 8 markets.
- Complete by
2022-06-01

Conduct workshops to generate and prioritize opportunities and risks
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 notes from the 1st workshop, the

Project end
2022-10-13

Project end date

+ Add milestone or deliverable

Fee summary

Total Payable to Palatinat Strategies @ Santander		£11,350,000
Provider Fees		
Fixed fees	£9,000,000	
Individual rate card fees	£9,000,000	
Blended rate card fees	£0	
Milestone and deliverable fees	£0	
Additional Expenses		
Estimated taxes	£1,300,000	
Estimated expenses	£550,000	
Fixed fees		
Estimated total		£9,000,000
Phase 1		£5,000,000
Phase 2		£4,000,000

Negotiation

Globality Projects

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

Individual rate card fees

+ Add individual rate card fees

Blended rate card fees

+ Add blended rate card fees

Milestone and deliverable fees

+ Add milestone and deliverable fees

Estimated expenses

Total amount	£550,000
Travel	£50,000
Passthrough costs	£500,000

Estimated taxes

Total amount	£1,800,000
VAT	(20%) £1,800,000

Pricing sheets from Santander
2 pricing sheets - Completed 2/2

Instructions These client-supplied pricing sheets require your responses. Click "Begin pricing sheet" to get started.

Pricing sheet 1: Pricing Template 2.xlsx
Pricing Template 2-34900.xlsx
© Uploaded 30 Mar, 2022 by
No comments

Provide your response to the client's pricing sheet.

Step 1: Download pricing sheet
Download the pricing sheet provided by Santander and follow any instructions provided in the document.

[Download](#) Pricing Template 1.xlsx

Step 2: Upload completed pricing sheet
Once you have completed the pricing sheet as instructed, upload your completed pricing sheet here.

Pricing Templat... 2a.xlsx

Step 3: Leave an optional comment
If you would like to leave the client comments regarding your upload, you may leave them here.

Leave a comment regarding the completed pricing sheet

B / U ↵ ↶ ↷

Negotiation

Globality Projects

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

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.

Add optional attachment or URL link:

Drag and Drop File
or [Browse](#)

or

Negotiation

Globality Projects

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

 This is where you build your proposal. When ready, you can submit it for **Santander** to review.

Questionnaires from Santander
3 questionnaires - Completed 3/3

Instructions These client-supplied questionnaires require your responses. Click "Begin questionnaire" to get started.

Questionnaire 1: Questionnaire Template 2.docx
 [Questionnaire Template 2-9138da \(1\).docx](#) 
🕒 Uploaded 30 Mar, 2022 by
No comments

Questionnaire 2: Questionnaire Template.docx
 [Questionnaire Template-5fdb3c.docx](#)
🕒 Uploaded 30 Mar, 2022 by
No comments

Questionnaire 3: General Questionnaire-eb6d83.docx
 [Questionnaire Template.docx](#)
🕒 Uploaded 30 Mar, 2022 by
No comments

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

Supporting materials

 [Charts, Slides & addl Metrics.pdf](#)

[+ Add supporting materials](#)

Negotiation

2 Contratación

Proceso de homologación

Gestión de Negociaciones y Contratos

Recepción y cumplimiento de Pedidos

Globality Projects

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

The screenshot shows a web interface for submitting proposals. On the left is a dark blue sidebar with navigation options: Project Name, Workflow, Brief, Proposals (highlighted), Project Team, What the Client Sees, Smart Profile, Conversations, and Santander. The main content area has a header with a blue circle icon and the text: "This is where you build your proposal. When ready, you can submit it for Santander to review." Below this is a section titled "Questionnaires from Santander" with a sub-header "3 questionnaires • Completed 3/3". An "Instructions" box states: "These client-supplied questionnaires require your responses. Click 'Begin questionnaire' to get started." Three questionnaires are listed: "Questionnaire 1: Questionnaire Template 2.docx" (with sub-item "Questionnaire Template 2-9138da (1).docx"), "Questionnaire 2: Questionnaire Template.docx", and "Questionnaire 3: General Questionnaire-eb6d83.docx". Each entry shows it was uploaded on 30 Mar, 2022, and has no comments. Below the questionnaires is a "Supporting materials" section with one item: "Charts, Slides & addl Metrics.pdf". A button "+ Add supporting materials" is located to the right. At the bottom of the interface are four buttons: "Done", "Share", "Clone Proposal", "Delete Proposal", and "Submit Proposal" (highlighted in orange).

Negotiation

Globality Projects

2 Contratación

Proceso de homologación

Gestión de Negociaciones y Contratos

Recepción y cumplimiento 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.

Cliente: Santander | Proyecto: Cartera inmobiliaria I

Tarifas fijas

Total estimado	USD 500,000
Precio final	USD 500,000

ESG

3 preguntas - **100% completado**

1.1 Contais con un politica medioambiental? Adjuntar evidencia

Si No

[Prueba.pdf](#)

1.2 Contais con un sistema de gestión medioambiental documentado y/o certificado (ISO 14001 o equivalente)? Adjuntar evidencia

Si No

[Prueba.pdf](#)

1.3 Contais con un sistema de calidad documentado y/o certificado (ISO 9001 o equivalente)

Si No

[Mostrar más](#)

Requerimientos técnicos

1 pregunta - **100% completado**

sitos técnicos

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 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

