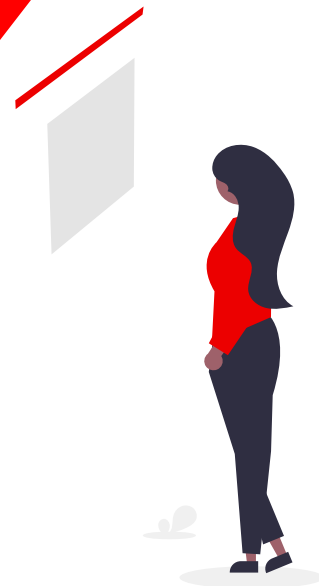




SAP BUSINESS NETWORK x Santander

Supplier Guide

June 2024





Overview

1. Introduction
2. SAP Business Network – benefits and features
3. Mobile App

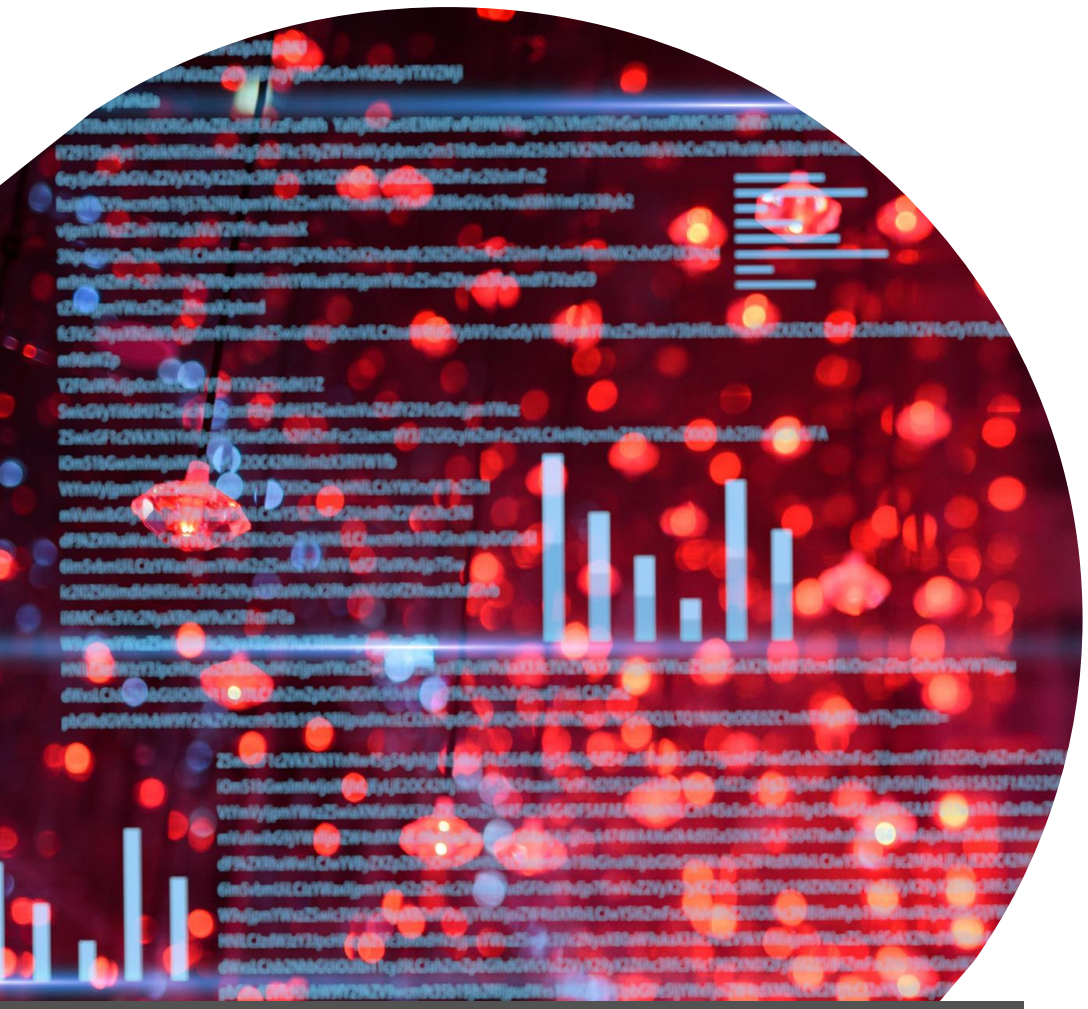
How To's

1. Roadmap
2. SAP Network Configuration
3. Creating New Users
4. Navigating the home page
5. How to create an Invoice
6. How to create a Service Entry Sheet
7. Credit note creation

Introduction



Santander is now utilising SAP Business Network as the preferred channel for order and invoice transmission as we look to the future, enhancing efficiency, improving experience and streamlining communication.



This system aims at achieving the following **goals**:

Creating a **single digital channel** for supplier interactions

Increase the level of **control, visibility** and **transparency**

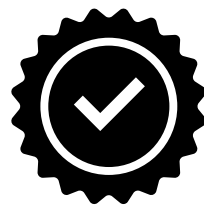
Improving the **supplier experience**

SAP Business Network – Benefits & Features



FREE

For all basic transactions including Invoicing and service entry sheets



Improved Invoice Accuracy

Ensures suppliers are paid on time.



Email notifications & real time status updates

Keeping suppliers informed of where transactional documents are in the processing and payment lifecycle



Mobile App

All accessible from a mobile device whilst on the go

Supplier Mobile App

SAP Business Network Supplier mobile app helps suppliers take their business on-the-go. Regardless of the account type, suppliers can stay connected with their customers on their iPhone or Android devices.

Key Mobile App Features

 Get real-time notifications

 Create documents on the go

 Find documents fast

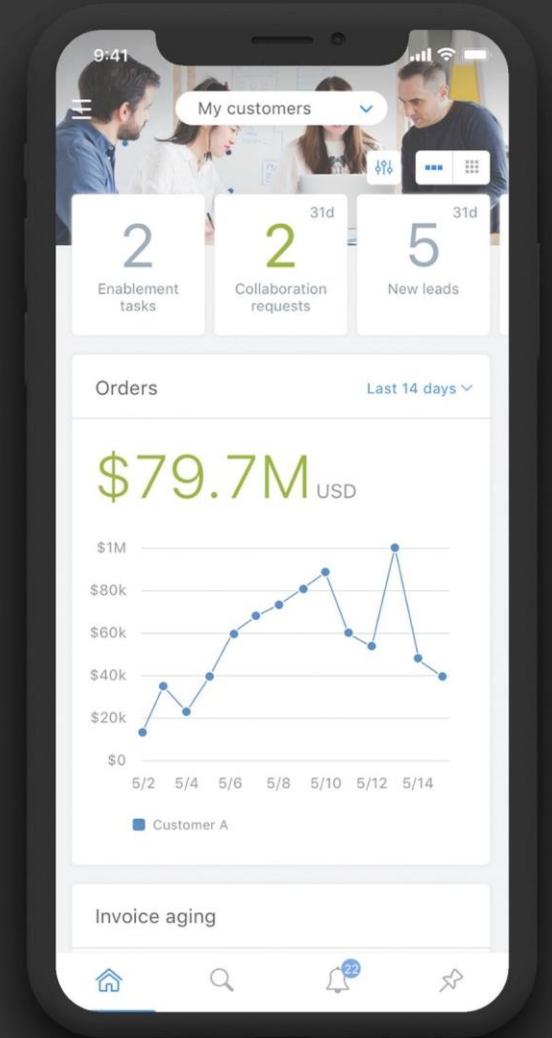
 Improve invoice visibility

With quick and easy biometric login and availability in over 24 languages, the mobile app is the best way to be more responsive and better informed.

App Store

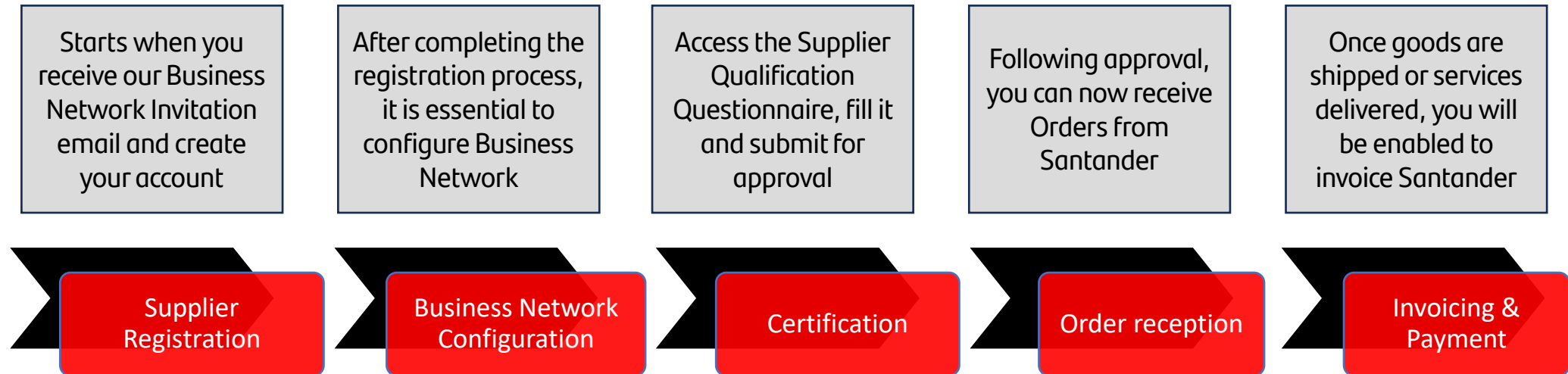


Google Play



Road Map

You've been selected as a Santander Supplier - What's Next?





SAP Network configuration

Company Profile

Account Settings

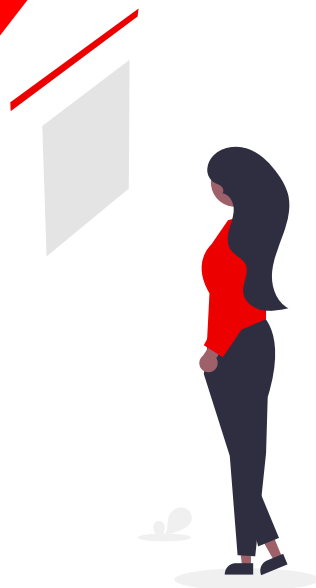
Customer Relationships

Electronic Invoice routing

Electronic Order routing

Remittance

Users



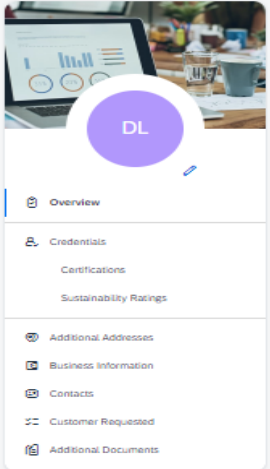
Company Profile

The company profile section allows you to maintain all key information about your company, such as your key contacts, addresses, type of business, etc

Please fill in the fields that are mandatory and give as much information as you can.

Company Profile

Support humanitarian aid | Options



DL

- Overview
- Credentials
 - Certifications
 - Sustainability Ratings
- Additional Addresses
- Business Information
- Contacts
- Customer Requested
- Additional Documents

DI - TEST

AND: AN11195415641.T • DUNS: -

Employees -	Founded -	Company Aliases -
Business Type -	Revenue -	Address Gloucestershire, United Kingdom View Details
Legal Form -	Stock Symbol -	

Product and Service Categories

Enter the products and services your company provides. Postings made by buyers will be matched to you based on the product and service categories you enter below.

Ship-to or Service Location

Enter the locations your company ships to or serves. Postings made by buyers will be matched based on the locations you provide here.

Industries Served

Select the Industries you serve here.

Credentials

Certifications

Click the pencil icon to add the certificate to showcase your business traits and strengths.

Sustainability Ratings

Add your sustainability ratings to highlight how you manage risks to your customers. Don't have a rating? [Learn more](#)

Assessments

You haven't completed any assessment yet. Go to the Assessments page and start one now. [Click here to go to the Assessments page.](#)

Marketing Collateral

Add attachments to showcase your company, including customer presentations, case studies, and links to make it easy for buyers to learn more about your company.

Activity Data

Transaction Volume	Relationships	Document Count	Posting Responses
-	1	-	-

[View More](#)

Company Keywords

Enter the keywords to make your company more discoverable.

Social Media

Add links to your social media channels so buyers can engage with your company.



Account Setting

The screenshot shows the SAP Business Network interface. At the top right, a user profile dropdown menu is open, with a red circle '1' next to the user's initials. Below this, the account details section shows the ANID number 'AN11195415641-T' with a red circle '2'. The 'Company Profile' section is highlighted with a red circle '3'. A settings menu is open, with 'Account Settings' highlighted by a red circle '4'. Other menu items include 'Customer Relationships', 'Users' (with a red circle '5'), 'Notifications', 'Application Subscriptions', 'Account Registration', 'Network Settings', 'Electronic Order Routing', 'Electronic Invoice Routing', 'Accelerated Payments', 'Remittances', and 'Data Deletion Criteria'. A red circle '6' is placed over the 'Activity feed' section, which displays several 'Order received' notifications.

Once you are ready to transact via the SAP Business network account, we recommend spending some time setting up your profile

1 Users Initials (click here for menu options)

2 Your ANID number (Ariba Network ID)

3 Enter information about your company – address, VAT number etc

4 Review Relationship requests received from customers

5 Add/manager roles and Users

6 Set up emails to ensure notifications about orders and Invoices are received

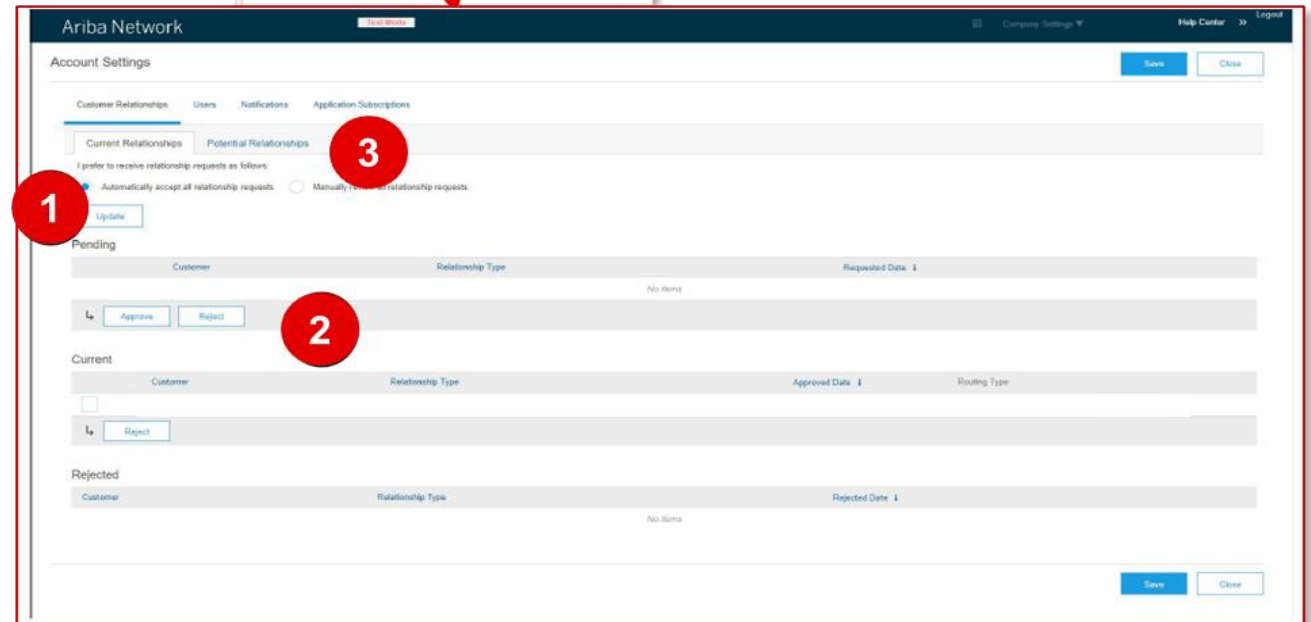
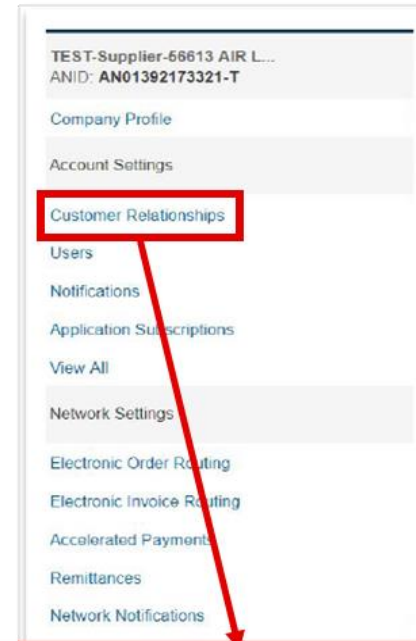
Find here your Registration questionnaire from Santander /other customers



Customer Relationship

This tab enables you to see, accept/reject customer requests.

- 1 Choose to accept customer relationships manually or automatically.
 - 2 In the Pending section, you can approve or reject relationship requests. **If you have not accepted the relationship from Santander UK Plc, please do so here.**
 - 3 In the Current section, you can review the profiles and information portals of your current customers. You can also check rejected customers in the Rejected section.
- i** Find potential customers in the Potential Relationships tab.

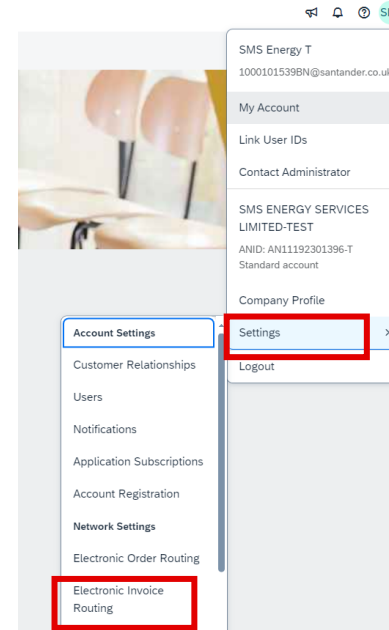


Electronic Invoice Routing

The Account Administrator can configure the "Notifications" section of the Business Network account to determine which users or email addresses should receive notifications.

You can select which system notifications you would like to receive and designate which emails addresses you would like to send them to.

You can enter up to 5 email addresses for each type of notification.
Please separate each address with a comma & NO Spaces between the emails.



1. Enter the email addresses of persons who want to receive notifications
2. Optionally check/uncheck selection boxes
3. Click Save button at the top or bottom of the screen
4. Do click Save even if no changes were made
5. Message pops up "Your profile has been successfully updated"
6. Click Close to return to the Home screen

Notifications
New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	<p>Email address: <input type="text" value="testemail@test.com,admin@test.com,test01@email.c"/></p> <p><input type="checkbox"/> Attach cXML document in the email message</p> <p><input type="checkbox"/> Include document in the email message</p> <p><input type="checkbox"/> Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".</p> <p><input type="checkbox"/> Attach PDF document in the email message</p>
Invoice Created automatically from service sheets		
Invoice conversion (Supported formats: .pdf, .png, .jpg)		<p><input type="checkbox"/> Send a notification when the invoice conversion fails.</p> <p><input type="checkbox"/> Send a notification when the status of the template changes.</p> <p><input type="checkbox"/> Send a notification when an invoice is set for manual submission after conversion.</p>
Invoice PDF Routing Error		<p><input checked="" type="checkbox"/> Send a notification when an error occurs in invoice PDF routing.</p>

To email addresses (one required)

<input type="text" value="LA.Testing.UK@santander.co.uk"/>
<input type="text" value="LA.Testing.UK@santander.co.uk"/>
<input type="text" value="LA.Testing.UK@santander.co.uk"/>
<input type="text" value="LA.Testing.UK@santander.co.uk"/>
<input type="text" value="LA.Testing.UK@santander.co.uk"/>
<input type="text" value="LA.Testing.UK@santander.co.uk"/>
<input type="text" value="LA.Testing.UK@santander.co.uk"/>
<input type="text" value="LA.Testing.UK@santander.co.uk"/>
<input type="text" value="LA.Testing.UK@santander.co.uk"/>
<input type="text" value="LA.Testing.UK@santander.co.uk"/>

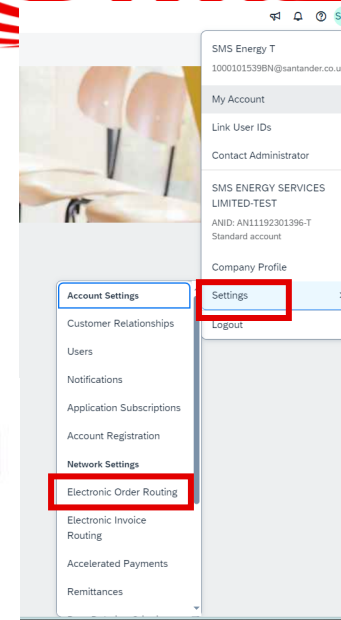
Network Settings

✓ Your profile has been successfully updated.



Notifications- Electronic Order Routing

Online order routing is the default order routing method. This means Santander, your Customer sends all incoming documents, such as orders, releases, payments, and notifications, to the SAP Business Network, where they are visible in the appropriate menu in the supplier portal. If you prefer to receive notifications by mail, then please update this to email



New Orders

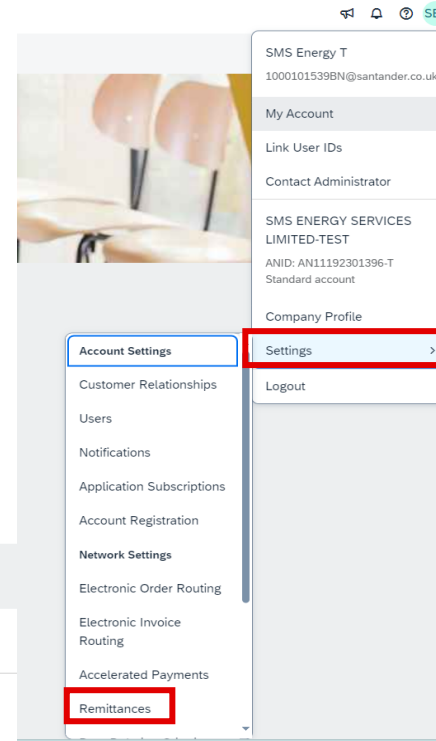
Document Type	Routing Method	Options
Catalog Orders without Attachments	<input type="text" value="Email"/>	Email address: <input type="text" value="testemail@test.com,admin@test.com,test01@email.c"/> <input type="checkbox"/> Attach cXML document in the email message <input type="checkbox"/> Include document in the email message <input type="checkbox"/> Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments". <input type="checkbox"/> Attach PDF document in the email message

Type	Send notifications when...	To email addresses (one required)
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable. <input checked="" type="checkbox"/> Send a notification when a new collaboration request against an existing order is received. <input type="checkbox"/> Send notification for new purchase orders to suppliers. <input type="checkbox"/> Send notification to suppliers when purchase orders are changed. <input checked="" type="checkbox"/> Send a notification when orders are on hold due to non-payment of fee. <input type="checkbox"/> Send a notification when orders are ready to invoice.	<input type="text" value="LA.Testing.UK@santander.co.uk"/>
Purchase Order Inquiry	<input checked="" type="checkbox"/> Send a notification when purchase order inquiries are received. <input checked="" type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.	<input type="text" value="LA.Testing.UK@santander.co.uk"/>
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.	<input type="text" value="LA.Testing.UK@santander.co.uk"/>



Remittances

You must be the administrator or have the **Payment profile** permission to access the Remittances page. You will receive an error message when submitting invoices if you haven't added banking information to your remittance address. If you see such an error, click **"Add bank accounts detail"** to configure your remittance address with bank information.



SAP Business Network - Standard Account TEST MODE

Network Settings

Electronic Order Routing | Electronic Invoice Routing | Accelerated Payments | **Settlement** | Data Deletion Criteria

* Indicates a required field
Set up early payments auto-acceptance rule

EFT/Check Remittances

Address ↑	City	State	Country/Region	Default
<input checked="" type="radio"/> Prennau House	Cardiff	Cardiff	United Kingdom	Yes

Edit Delete Create

Notifications

Type	Send notifications when...	To email addresses (one required)
Payment Profile	<input type="checkbox"/> Send a notification when remittance addresses and payment profiles are changed.	LA.Testing_UK@santander.co.uk
Payment Remittance	<input type="checkbox"/> Send a notification when payment remittances are undeliverable or their statuses changed. <input checked="" type="checkbox"/> Send a notification when payment remittances or payment plans are received.	LA.Testing_UK@santander.co.uk
Payment Remittance for Virtual Card	<input type="checkbox"/> Send a notification when payment remittances with virtual card are received.	LA.Testing_UK@santander.co.uk
Payment Remittance Status Updates	<input checked="" type="checkbox"/> Send a notification only when a payment remittance status changes to paid. <input checked="" type="checkbox"/> Send a notification only when a payment remittance status changes to failed.	LA.Testing_UK@santander.co.uk

Save Close

If you can see an address already set, it means you already have bank details set up. Click on Edit to review the information.



Remittances

SAP Business Network Standard Account TEST MODE

Create Remittance Address / Payment Info

Add a remittance address. Indicate your preferred payment method for the new address. Then, enter information for customers about payment methods you support. Review your information carefully, since customers use it to send you payments.

Do not enter personal bank account information. Enter only corporate bank details.

* Indicates a required field

Remittance Address

1 Address 1:*

Address 2:

Address 3:

Address 4:

City:*

State:*

Postal Code:*

Country/Region:*

Contact:

Make this address default

Factoring Service ⓘ

2 Payment Methods

Preferred Payment Method:

WIRE TRANSFER

Beneficiary Bank

3 Account Name:

Account #: **4**

Confirm Account #:

5 Account Type:

SWIFT Code : **6**

Confirm SWIFT Code:

7 IBAN:

Bank Name: **8**

Branch Name:

Address 1:*

Address 2:

Address 3:

Address 4:

City:*

State:*

Postal Code:*

Country/Region:*

Bank Phone:

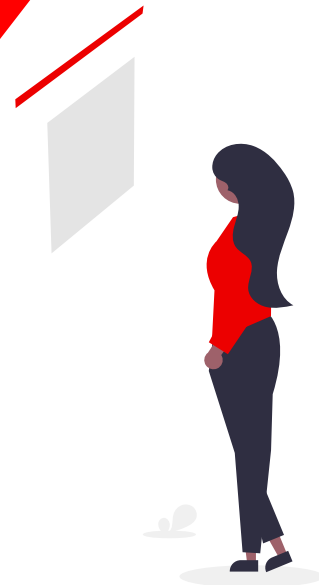
9

- 1 Enter your company's remittance Address
- 2 Preferred Payment Method – Click on dropdown to select Wire
- 3 Account name - Enter the Account name as it appears on your statement
- 4 Account # - If you are a UK bank, enter the 8-digit account number
- 5 Account Type – Savings or Checking (Current account)
- 6 Click on drop down and select Swift Code – Enter your Swift code, and confirm Swift code in the next review box
- 7 IBAN
- 8 Enter your Bank name/Address
- 9 Click OK if all completed





Creating new users



1. Creating new users in the SAP Business account

Once registered the account designates the account administrator as the person who set up the account. The administrator role does not require a background in IT, but this role should belong to somebody who is responsive and proactive. The administrator will be responsible for

- Maintaining the account
 - Creating and managing sub-users
 - Delegating other responsibilities
- There can only be **one** administrator



1 To start click on your initials in the top left of the screen to draw the drop down

2 Select 'settings' and then users



Click here for video direction

2. Creating new users in the SAP Business account

As the account administrator you can create additional users to give your coworkers access to the company account

i Here you can manage both users and roles. The distinction is important! Before creating a sub user you need to create a role to assign to them, unless such role already exists.

i A Role is simply a group of permissions which provides access to specific features within SBN

i By default, the person who registered the account will be the account administrator

The screenshot displays the SAP Business account management interface. At the top, there is a navigation bar with tabs: Customer Relationships, Users, Notifications, Account Hierarchy, Application Subscriptions, Account Registration, API management, and Account Type Change Log. Below this, a secondary navigation bar contains buttons for Manage Roles, Manage Users, Manage User Authentication, Revoked Users, and More... The 'Manage Users' button is highlighted with a red box. Below the navigation bar, the 'Roles (1)' section is visible, with a sub-header 'Roles (1)' and a description: 'Create and manage roles for your account. You can edit the role and add users to a role. The Administrator role can be viewed, but cannot be modified.' Underneath, there is a 'Filters' section with a 'Permission' dropdown menu set to 'Select permission assigned'. Below the dropdown are 'Apply' and 'Reset' buttons. A table below shows a single role: 'Administrator' with 'Guia Tutorial' users assigned. The 'Administrator' role name is highlighted with a red box. A callout box points to the role name with the text: 'For example – you can see the roles here, and see the permission details assigned to it by clicking the name of the role'. A red speech bubble on the right side of the interface contains the text: 'Only the account administrator has the ability to create and manage users'.

3. Creating new users in the SAP Business account

Customer Relationships Users Notifications Account Hierarchy Application Subscriptions Account Registration API management Account Type Change Log

Manage Roles Manage Users Manage User Authentication Revoked Users More...

Roles (1)
Create and manage roles for your account. You can edit the role and add users to a role. The Administrator role can be viewed, but cannot be modified.

Filters
Permission
Select permission assigned
Apply Reset

Role Name	Users Assigned	Actions
Administrator	Guida Tutorial	

3 To create a new role click the + sign

Create Role

* Indicates a required field

New Role Information

Name:

Description:

Permissions

Each role must have at least one permission.
Upgrade your SAP Business Network, standard account to an enterprise account to enable all permissions.

Permission	Description
<input type="checkbox"/> API Development Access	Access to API development using the SAP Ariba developer portal.
<input type="checkbox"/> Access Proposals and Contracts	View your organization's Ariba Sourcing events and Ariba Contract Management contracts, documents, and tasks. This permission grants access to the Proposals and Contracts properties. Individual users must be approved by Ariba Sourcing buyers before they can view or participate in events or contract tasks
<input type="checkbox"/> Analytics Dashboard Access	Access the Analytics Dashboard
<input type="checkbox"/> Archive Access	View and search archived items
<input type="checkbox"/> Catalog Account Executive	Access to manage price file upload and customer specific catalog upload
<input type="checkbox"/> Catalog Content Manager	Access to manage master content upload, price file upload and customer specific catalog upload
<input type="checkbox"/> Catalog Management	Set up and manage catalog-related activities
<input type="checkbox"/> Company Data Deletion Configuration	Access to company data config
<input type="checkbox"/> Company Information	Review and update company profile information
<input type="checkbox"/> Component planning collaboration	Permission to view Component planning collaboration Tile in Workbench
<input type="checkbox"/> Contract Administration	Maintain information for announced contract negotiation

4 Select all appropriate permissions from the list. Be sure to read the description of each. Multiple permissions may be required for one role.

As an example if you are creating an 'Accounts Payable' role. Invoice generation must be selected, however they will need to access orders, therefore, Inbox and Order access will be required.

5 Click save to finish

SAP Business Network

Create Role

* Indicates a required field

New Role Information

Name: Accounts Receivable

Description:

Permissions

Each role must have at least one permission.

Permission	Description
<input type="checkbox"/> Customer Administration	Manage customer relationships
<input type="checkbox"/> Customer Relationships	View customer relationships
<input type="checkbox"/> DDI Extraction Access	Access to SAP DDI Service to create/edit templates
<input type="checkbox"/> Folds Management	Create, activate and delete bills ranges used for tax invoicing
<input type="checkbox"/> Goods Receipt Report Administration	Access to Reporting, and Goods Receipt report type
<input type="checkbox"/> ID Registration Access	Register unique identifiers, like email domains
<input checked="" type="checkbox"/> Inbox and Order Access	View and search documents in Inbox and take actions based on your role
<input type="checkbox"/> Integration Management Full Access	Access and update the questionnaire. View the compatibility dashboard. Access the comparison tool to reconcile, save, and download updated templates
<input type="checkbox"/> Integration Management Read-Only Access	Read-only access to the questionnaire, compatibility dashboard, and comparison tool
<input checked="" type="checkbox"/> Invoice Generation	Generate invoices, as supported by customers (requires Inbox and Outbox Access)

4. Creating new users in the SAP Business account

1

To create a new user navigate to the 'manage user section'

2

Select + to add new user

<input type="checkbox"/>	Username	Email Address	First Name	Last Name	SAP Business Network Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions
<input type="checkbox"/>	gula@sap.com		Gula	Tutorial	No	PROFILE_MGMT_ROLE, +3		All(2)	Yes	<input type="checkbox"/> Add to Contact List <input type="checkbox"/> Remove from Contact List

3

Create User

New User Information

Role Assignment

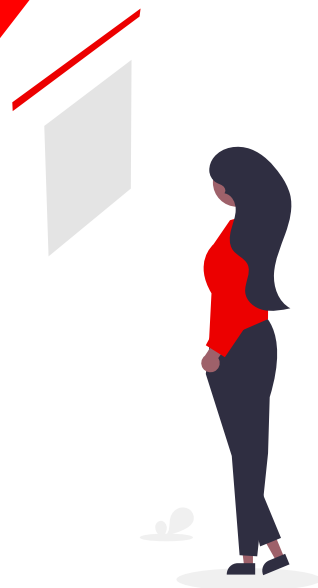
Customer Assignment

The role created will now appear in the Role Assignment section, don't forget to apply the role to the user by checking the box. Users must have a minimum of 1 role. If you have more than one customer you can also assign each user to specific customers, once complete click done.

You will then see several required fields. The administrator will have to complete all * details. A sub users username must follow email address format.

An email will be sent to the email address provided for the new sub user prompting them to complete their sub user registration.

Navigating the Home Page



Opening the SAP Business Network

Upon opening SAP Business network, the landing page will appear.

SAP Business Network Standard Account [Get enterprise account](#) TEST MODE

Home Enablement Discovery Workbench Orders Fulfillment Invoices Payments Catalogs Reports Assessments

Leads In Location By Product

Overview Getting started

294	307	6	1	7	5
New orders	Orders	Orders to invoice	Rejected invoices	Invoices	More
Last 31 days	Last 31 days	Last 31 days	Last 31 days	Last 31 days	

My widgets SANTANDER - TEST Customize

Orders – For all purchase orders

Fulfilment – Any documents needed for transacting, order confirmations, Ship notices etc.

Invoices – Houses all invoices created and the status

Payments – Anything payment related

[Click here for video direction](#)



Account Dashboard

The screenshot shows the Account Dashboard with the following elements:

- 1** Home
- 2** Enablement
- 3** Discovery
- 4** Workbench
- 5** Orders
- 6** Fulfillment
- 7** Invoices
- Payments
- Catalogs
- Reports
- Assessments
- 8** Create

Search filters: Leads, In Location, By Product

Overview: Getting started

Metric	Value	Period
New orders	294	Last 31 days
Orders	307	Last 31 days
Orders to invoice	6	Last 31 days
Rejected invoices	1	Last 31 days
Invoices	7	Last 31 days
More	5	

1 Find your registration questionnaires from Santander/other customers

2 Find other companies on the Business Network; make connections, send RFP's

3 Takes you to the workbench page as you can see above

4 Shows all your active/closed/cancelled orders and the status

5 Find status of Service Entry Sheets submitted

6 Manage your Invoices and Credit Memos

7 Find your Payment status

8 Shortcut for raising Invoices, Service Entry Sheets

[Click here for video direction](#)



How to create an Invoice



1. How to create an Invoice

Once you have an approved Service Entry Sheet (SES) for Service, or a goods receipt for Goods you can invoice. All orders that are available to invoice will appear under the 'Orders to invoice' tile

The screenshot shows the SAP Business Network interface. At the top, there is a navigation bar with 'SAP Business Network', 'Standard Account', 'Get enterprise account', and 'TEST MODE'. Below this is a secondary navigation bar with 'Home', 'Enablement', 'Discovery', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', and 'More'. A search bar contains 'Leads', 'In Location', and 'By Product'. The main content area has 'Overview' and 'Getting started' tabs. Below these are five tiles: '14 New orders Last 31 days', '57 Orders Last 31 days', '35 Orders to invoice Last 31 days' (highlighted with a red box and a '1' in a red circle), '0 Rejected invoices Last 31 days', and '59 Invoices Last 31 days'.

Metric	Value	Period
New orders	14	Last 31 days
Orders	57	Last 31 days
Orders to invoice	35	Last 31 days
Rejected invoices	0	Last 31 days
Invoices	59	Last 31 days

2. How to create an Invoice

Workbench Customize 16

301 New orders (Last 31 days) | 327 Orders (Last 31 days) | **19** Orders to invoice (Last 31 days) | 1 Rejected invoices (Last 31 days) | 7 Invoices (Last 31 days) | 0 Pinned documents | 0 Open postings (Last 90 days) | 0 Matched Leads (Last 90 days) | 0 Invited Leads (Last 90 days)

Orders to invoice (19)
Edit filter | Save filter | Last 31 days

Customers: Select or type selections
Order numbers: Type selection (Partial match selected) | Creation date: Last 31 days | Order status: Include | Company codes: Select or type selections | Purchasing organizations: Select or type selections

Show more | Apply | Reset

Order Number	Customer	Amount	Date ↓	Order Status	Amount Invoiced	Actions
0200015549	SANTANDER - TEST	£1000 GBP	Jun 27, 2024	Serviced		...
0200014488	SANTANDER - TEST	£1500 GBP	Jun 25, 2024	Partially Serviced		...
0200014482	SANTANDER - TEST	£1500 GBP	Jun 24, 2024	Partially Serviced		...
0200013696	SANTANDER - TEST	£2100 GBP	Jun 24, 2024	Received		...
0200013738	SANTANDER - TEST	£500 GBP	Jun 11, 2024	Partially Invoiced	£100 GBP	...
0200013733	SANTANDER - TEST	£30 GBP	Jun 10, 2024	Partially Invoiced	£10 GBP	...

1 The ribbon is customisable.

1 Here shows the status of the order, you can also see here whether you have invoiced, or partially invoiced.

2 PO's Listed – Select the PO you would like to Invoice



3. How to create an Invoice

3 First select 'Create Invoice' which will give the drop down for you to select 'Standard Invoice'

SAP Business Network Standard Account ? 15

Purchase Order: 0200009320 Done

Create Order Confirmation
Create Ship Notice
Create Invoice
...

Order Detail
Order History
Standard Invoice
Line-Item Credit Memo
Line-Item Debit Memo

From:
Santander UK PLC, Box: Santander 7700, 1 Capital Place, Harlow, CM19 5AS
Box: Santander 7700, 1 Capital Place
Harlow
Essex
CM19 5AS
United Kingdom

To:
GENPACT UK LIMITED-TEST
5 Merchant Square
London
Antrim and Newtownabbey
W2 1AY
United Kingdom
Phone:
Fax:
Email: inderdeep.singh1@santander.co.uk

Purchase Order (Received)
0200009320
Amount: £100.00 GBP
Version: 1

[Track Order](#)

1 All related documents to this order will be accessible from here ie. Ship notices, receipts/service entry sheets etc

Other Information
Company Code: 2145
Purchasing Unit Name: SANUK

Routing Status: Acknowledged
Related Documents: [RC19317](#)

Ship All Items To
2145_0002 Moorgate, 48-54 1300, LONDON EC2R 6EJ
Moorgate 48-54 1300
LONDON
EC2R 6EJ
United Kingdom
Ship To Code: UKD1
Email: Loeye.Al-Shehari@santander.co.uk

Bill To
Santander UK PLC, Box: Santander 7700, 1 Capital Place, Harlow, CM19 5AS
Box: Santander 7700, 1 Capital Place
Harlow
Essex
CM19 5AS
United Kingdom

Deliver To
Loeye Al-shehari
2145_0002 Moorgate, 48-54 1300, LONDON EC2R 6EJ

Line Items [Show Item Details](#)

Line #	No. Schedule Lines	Part # / Description	Type	Return	Qty (Unit)	Need By	Unit Price	Subtotal
1		SUP1234	Material		1 (EA)	7 Mar 2024	£100.00 GBP	£100.00 GBP
		Genpact Item 1						

Order submitted on: Thursday 15 Feb 2024 1:08 am GMT+00:00
 Received by SAP Business Network on: Thursday 15 Feb 2024 1:08 am GMT+00:00
 This Purchase Order was sent by SANTANDER - TEST AN01501304200-T and delivered by SAP Business Network.

Sub-total: £100.00 GBP

Create Order Confirmation
Create Ship Notice
Create Invoice
...

Done



4. How to create an Invoice

By selecting "Add to Header" you can add more information to the header or an attachment by selecting the relevant option

All fields marked with an * are mandatory

Create Invoice

Update Save Exit Next

Please correct the following errors and r

Invoice Header

* Indicates required field Add to Header

Summary

Purchase Order: 0200013733

Invoice #: * 1325

Invoice Date: * 8 Jul 2024

Remit To: 5 Merchant Square

4 Insert your invoice number

Enter the relevant date

Subtotal: £20.00 GBP
 Total Tax: £4.00 GBP
 Amount Due: £24.00 GBP

London
 Aberdeen City
 United Kingdom

Bill To: Cater Allen Limited, Box: Santander 7700, 1
 Capital Place, Harlow, CM19 5AS

Harlow
 Essex
 United Kingdom

- Shipping Cost
- Shipping Documents
- Special Handling
- Discount
- Payment Term
- Additional Reference Documents and Dates
- Comment
- Attachment

Tax

Header level tax Line level tax

5 Select Line item if multiple lines have different VAT codes.

Category - VAT must be used.

Category: * VAT

Location:

Description:

Regime:

Date Of Pre-Payment:

Law Reference:

6 Add the appropriate tax rate, the Tax Amount will auto populate.

Taxable Amount: £20.00 GBP

Tax Rate Type:

Rate(%): 20

Tax Amount: £4.00 GBP

Exempt Detail: (no value)

Date Of Supply: 8 Jul 2024

Triangular Transaction

5. How to create an Invoice

6 If you have added your VAT reg details on your company profile, this should automatically populate

7 This should auto-populate. If it doesn't, Please use - GB466264724

8 Use this button to include or exclude lines

Supplier VAT

Supplier VAT/Tax ID:* GB801234567

Supplier Commercial Identifier:

Supplier Commercial Credentials:

Company Code:

Customer VAT

Customer VAT/Tax ID:* GB466264724

Add to Header

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

Tax Category: VAT Shipping Documents Special Handling Discount Add to Included Lines

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	1	Material line		9.0	EA ⓘ	£210 GBP	£1,890.00 GBP

Receipt Details Receipt #: RC23155 Receipt Line #: 1

Tax

Category:* Sales Tax

Location:

Description:

Regime:

Taxable Amount: £1,890.00 GBP Remove

Rate(%):

Tax Amount:

Line Item Actions Delete

5. How to create an Invoice

Create Invoice Previous Save **Submit** Exit

Confirm and submit this document. It will be electronically signed according to the countries of origin and destination of invoice. The document's originating country is United Kingdom. The document's destination country is United Kingdom. If you want your invoices to be stored in the SAP Business Network long term document archiving, you can subscribe to an archiving service. Note that you will also be able to archive old invoices once you subscribe to the archiving service.

Standard Invoice

Invoice Number: 00123
 Invoice Date: Monday 1 Jul 2024 9:53 am GMT+01:00
 Original Purchase Order: 0200015540

Submit: 5000.00 GBP
 Total Tax: £0.00 GBP
 Amount Due: 5000.00 GBP

REMIT TO:

GENPACT UK LIMITED-TEST

Postal Address:
 5 Merchant Square
 London
 Abersden City
 W2 1AY
 United Kingdom

BILL TO:

Santander UK PLC, Box: Santander 7700, 1 Capital Place, Harelow, CM19 5AS

Postal Address:
 Box: Santander 7700, 1 Capital Place
 Harelow
 Essex
 CM19 5AS
 United Kingdom
 Address ID: UKD1630

SUPPLIER:

GENPACT UK LIMITED-TEST

Postal Address:
 5 Merchant Square
 London
 Abersden and Newtownabbey
 W2 1AY
 United Kingdom

BILL FROM:

GENPACT UK LIMITED-TEST

Postal Address:
 5 Merchant Square
 London
 Abersden and Newtownabbey
 W2 1AY
 United Kingdom

CUSTOMER:

Santander UK PLC, Box: Santander 7700, 1 Capital Place, Harelow, CM19 5AS

Postal Address:
 Box: Santander 7700, 1 Capital Place
 Harelow
 Essex
 CM19 5AS
 United Kingdom
 Address ID: UKD1630

WIRE PAYMENT TO BANK:

Genpact Bank Inc

Account Name: Genpact Bank
 Account Type: Checking
 Account ID: 4234567
 SWIFT Code: SWIFT
 IBAN ID: GB20NWBK6016131026810

SHIPPING INFORMATION:

SHIP FROM:

GENPACT UK LIMITED-TEST

Postal Address:
 5 Merchant Square
 London
 Abersden and Newtownabbey
 W2 1AY
 United Kingdom

SHIP TO:

2145 0002 Moogate, 48-54 1300, LONDON EC2R 6EJ

Postal Address:
 Test Requester: SantUK1
 2145 0002 Moogate, 48-54 1300, LONDON EC2R 6EJ
 Moogate 48-54 1300
 LONDON
 EC2R 6EJ
 United Kingdom
 Address ID: UKD1
 Email: natalia.amban@gruposantander.com

ADDITIONAL INFORMATION:
 Payment Method: Wire
 Supplier VAT/Tax ID: GB801234567
 Customer VAT/Tax ID: GB45400654

Original Purchase Order: 0200015540

Line No.	Line Ref No.	Type	Part No. / Description	Qty / Unit	Unit Price	Sub Total
1	1	SERVICE	Week 1 July Milestone	1 / (EA) ⓘ	£500 GBP	£500.00 GBP

DETAILS

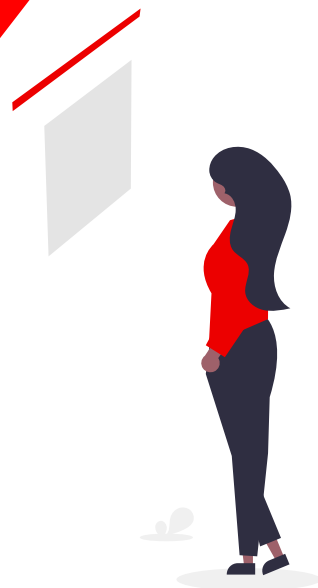
Auxiliary Part ID:
 Manufacturer Part No.:
 Manufacturer Name:
 Country of Origin:
 Service Sheet No.: 270624 SES
 Accounting Reference ID: 100
 Accounting Description: Percentage
 Accounting Reference ID: 623000100
 ID:
 Accounting Reference ID: 2145006731
 Accounting Description: ID:
 Classification Domain: custom
 Service Classification: 020301E
 Additional Information:
 1

9

If you are happy with the information, click submit.



How to create a Service Entry Sheet



1. How to create a service entry sheet

1 Select 'Orders' from the dashboard

The screenshot shows a dashboard with several key metrics: 294 New orders (Last 31 days), 307 Orders (Last 31 days), 6 Orders to invoice (Last 31 days), 1 Rejected invoices (Last 31 days), 7 Invoices (Last 31 days), 0 Pinned documents, 0 Open postings (Last 90 days), 0 Matched Leads (Last 90 days), and 0 Invited Leads (Last 90 days). Below the metrics is a section for 'Orders (307)' with filters for Customers, Order numbers, Creation date, Order status, Company codes, and Purchasing organizations. A table of orders is displayed below the filters.

Order Number	Customer	Amount	Date ↓	Order Status	Amount Invoiced	Actions
0200015577	SANTANDER - TEST	£1000 GBP	Jun 30, 2024	New		...
0200015570	SANTANDER - TEST	£200 GBP	Jun 28, 2024	New		...
0200015569	SANTANDER - TEST	£200 GBP	Jun 28, 2024	New		...
0200015555	SANTANDER - TEST	£142106.4 GBP	Jun 28, 2024	New		...
0200015549	SANTANDER - TEST	£1000 GBP	Jun 27, 2024	Serviced		...

2 Choose the Order you wish to create a service sheet for



2. How to create a service entry sheet

Other Information
 Company Code: 2145
 Purchasing Unit Name: SANUK
 Legal Terms and Notes:
 Conditions of Purchase: This Purchase Order ("PO") is issued subject to Santander UK PLC's terms & conditions of business (a copy of which is available at: https://www.santander.co.uk/uk/about-santander-uk/csr/suppliers and on request). Where the parties have concluded a negotiated agreement relating to the subject matter of this PO, the terms and conditions contained in the negotiated agreement shall instead apply to this PO.
 Where no negotiated agreement exists, acceptance of our terms and conditions is a condition precedent of the validity of this PO and by fulfilling, or otherwise accepting, this PO, you are accepting our standard terms and conditions.
 Please note that the standard terms and conditions include General Data Protection Regulation obligations.
 Santander UK plc. Registered Office: 2 Triton Square, Regent's Place, London NW1 3AN, United Kingdom. Registered Number: 2294747. Registered in England. www.Santander.co.uk Telephone 0870 607 6000 calls may be monitored or recorded. Authorised and regulated by the Financial Conduct Authority. FCA registration number 106054. Santander and the flame logo are registered trademarks.

Routing Status: Sent

Ship All Items To
 2145_0002 Moorgate, 48-54 1300, LONDON EC2R 6EJ
 Moorgate, 48-54 1300
 LONDON
 EC2R 6EJ
 United Kingdom
 Ship To Code: UKD1
 Email: hasena.mehmood@santander.co.uk

Bill To
 Santander UK PLC, Box: Santander 7700, 1 Capital Place, Harlow, CM19 5AS
 Box: Santander 7700, 1 Capital Place
 Harlow
 Essex
 CM19 5AS
 United Kingdom

Deliver To
 Hasena Mehmood
 2145_0002 Moorgate, 48-54 1300, LONDON EC2R 6EJ

Line Items

Line #	No. Schedule Lines	Part # / Description	Type	Return	Qty (Unit)	Need By	Price	Subtotal	Details
1		SUP1241	Service		1 (EA)	27 Mar 2024	£108.00 GBP	£108.00 GBP	Details

Genpact Item 8

Order submitted on: Friday 15 Mar 2024 3:09 pm GMT+00:00
 Received by SAP Business Network on: Friday 15 Mar 2024 3:09 pm GMT+00:00
 This Purchase Order was sent by SANTANDER - TEST AN01901304200-T and delivered by SAP Business Network.

Service Sheet Required
 Sub-total: £ 108.00 GBP

1 The presence of the word 'Service' or "Material" under Type on the purchase order, confirms the 'type' of order. If it states service, this indicates you can raise a service entry sheet

3 Select 'Create Service Sheet'

Purchase Order: 0200015549

Done

Create Order Confirmation Create Ship Notice Create Service Sheet Create Invoice

Order Detail Order History

From: Santander UK PLC, Box: Santander 7700, 1 Capital Place, Harlow, CM19 5AS
 Box: Santander 7700, 1 Capital Place
 Harlow
 Essex
 CM19 5AS
 United Kingdom

To: GENPACT UK LIMITED-TEST
 5 Merchant Square
 London
 Antrim and Newtownabbey
 W2 1AY
 United Kingdom
 Phone:
 Fax:
 Email: indideep.singh1@santander.co.uk

Purchase Order (Service)
 0200015549
 Amount: £1,000.00 GBP
 Version: 1

Comments
 • by TEST_Reqester_SanUK1, on Thursday 27 Jun 2024 1:38 pm GMT+01:00
 Please refer to the attached quote

Other Information
 Company Code: 2145
 Purchasing Unit Name: SANUK
 Legal Terms and Notes:
 Conditions of Purchase: This Purchase Order ("PO") is issued subject to Santander UK PLC's terms & conditions of business (a copy of which is available at: https://www.santander.co.uk/uk/about-santander-uk/csr/suppliers and on request). Where the parties have concluded a negotiated agreement relating to the subject matter of this PO, the terms and conditions contained in the negotiated agreement shall instead apply to this PO.
 Where no negotiated agreement exists, acceptance of our terms and conditions is a condition precedent of the validity of this PO and by fulfilling, or otherwise accepting, this PO, you are accepting our standard terms and conditions.
 Please note that the standard terms and conditions include General Data Protection Regulation obligations.
 Santander UK plc. Registered Office: 2 Triton Square, Regent's Place, London NW1 3AN, United Kingdom. Registered Number: 2294747. Registered in England. www.Santander.co.uk Telephone 0870 607 6000 calls may be monitored or recorded. Authorised and regulated by the Financial Conduct Authority. FCA registration number 106054. Santander and the flame logo are registered trademarks.

Routing Status: Acknowledged
 Related Documents: 270624 SES 2
 270624 SES



Click here for video direction



3. How to create a service entry sheet

i Fields marked with a * are mandatory and must be completed



Create Service Sheet Update Save Exit Next

▼ Service Sheet Header * Indicates required field Add to Header ▼

Summary

Purchase Order: 0200010000 Subtotal: £0.00 GBP

Service Sheet #: * Service Start Date:

Service Sheet Date: * 4 Apr 2024 Service End Date:

Service Description: Copy the service start and end dates to the service line items

Additional Fields

Supplier Reference: To: Santander UK PLC, Box: Santander 7700, 1 Capital Place, Harlow, CM19 5AS

From: GENPACT UK LIMITED-TEST Box: Santander 7700, 1 Capital Place Harlow Essex CM19 5AS United Kingdom

5 Merchant Square London Antrim and Newtownabbey W2 1AY United Kingdom

Field Contractor: Name: Field Engineer: Name:

Email: Email:

Phone: GBR 44 Phone: GBR 44

Approver: Name:

Email:

Phone: GBR 44

Add Comments Add Attachments

Service Entry Sheet Lines

Line No.	Part No. / Description	Contract #
1	SUP1241 Genpact Item 8	

Add ▼

Update Save Exit Next

i Attachments cannot exceed 10MB



i The fields in the red box are for you to fill in any additional fields, a typical requirement would be to fill in the name and email address of the service sheet approver. Note this is not mandatory.

4. How to create a service entry sheet

i Occasionally at the line item level no action will be required as all the information may be populated from the order, you simply need to review and approve, you may need to add in some information like the service period dates or comments

Service Entry Sheet Lines

Line No.	Part No. / Description	Contract #
1	Not Available TESTINGSERVICECHG	
	<input type="checkbox"/> <input checked="" type="checkbox"/> i <input type="text" value="000003015848"/>	
	<input type="text" value="MAT CONSTR MATERIAL IT005 KG"/>	
	<input type="text" value="Service"/>	
	<input type="text" value="Planned"/>	
	<input type="text" value="1,100"/>	<input type="text" value="KGM"/>
	<input type="text" value="\$2.57 USD"/>	<input type="text" value="\$2,570.00 USD"/>
	<input type="text" value="Delete"/>	<input type="text" value="Copy"/>

SERVICE PERIOD

Start Date: Date:

PRICING DETAILS

Price Unit: KGM Quantity: 1

Unit Conversion: 1 Option:

COMMENTS

Add Comments:



i You can update to refresh your page and check for errors or missing fields at any point.

i You may also save the document and the system will keep it saved for **7 days**

4 Once you are happy click next to take you to the review screen

5. How to create a service entry sheet

Final Service Sheet: No
Purchase Order: 4700311
Subtotal: \$2,570.00 USD

From
Testtest - TEST
Testtest - TEST
Langwasserstrasse
90001 Nürnberg
Germany

To
THERE
Ben's Company - TEST
123 MAIN ST
PITTSBURGH, PA 15222
United States
Address ID: 123

Field Engineer
Field Contractor
Approver
John D
Email: test@email.com

Service Entry Sheet Lines

Line #	Type	Service # / Description	Line Type	Contract #	Qty (Unit)	Unit Price	Subtotal	
1	Service	0000003015948 MAT CONSTR MATERIAL /7005 KG	Planned		1,000 (KGM)	\$2.57 USD	\$2,570.00 USD	Details

Service Entry Summary
Subtotal: \$2,570.00 USD

Previous Save **Submit** Exit

5 After you have reviewed your Service Entry sheet select submit.

6 After clicking submit an info page will appear to confirm submission.

SAP Business Network

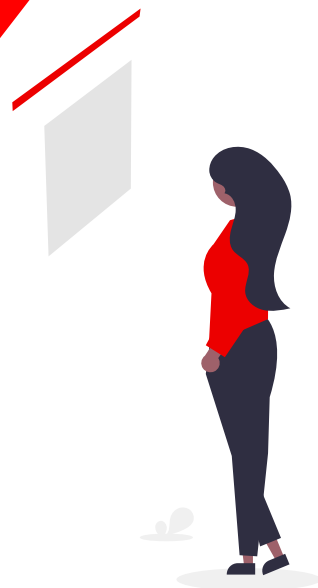
Service Sheet SER1234 has been submitted.

- Print a copy of the service sheet.
- Exit service sheet creation.

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Credit Note Creation



1. Credit Note creation

i To start go to your workbench or the Invoice tile (highlighted in red below)



The screenshot shows the Santander Workbench dashboard. The navigation menu at the top includes Home, Enablement, Discovery, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, and Assessments. The Workbench menu item is highlighted with a red box. Below the navigation is a search bar with filters for Leads, In Location, and By Product. The main dashboard area displays several key performance indicators (KPIs) for the last 31 days: 36 New orders, 87 Orders, 39 Orders to invoice, 0 Rejected invoices, and 28 Invoices. The '28 Invoices' tile is highlighted with a red box and a red circle containing the number '1'. A 'More' button with a '5' notification badge is also visible.

Metric	Value	Period
New orders	36	Last 31 days
Orders	87	Last 31 days
Orders to invoice	39	Last 31 days
Rejected invoices	0	Last 31 days
Invoices	28	Last 31 days



2. Credit Note creation

2
Once you have found the invoice click on the invoice number

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status
TEST013K	SANTANDER - TEST	0200010819	Apr 9, 2024	£3000 GBP	Acknowledged	Sent
UAT060	SANTANDER - TEST	0200010914	Apr 9, 2024	£100 GBP	Acknowledged	Sent
INV899	SANTANDER - TEST	0200010899	Apr 8, 2024	£18 GBP	Acknowledged	Approved
INV900	SANTANDER - TEST	0200010900	Apr 8, 2024	£12 GBP	Acknowledged	Approved
INV897	SANTANDER - TEST	0200010897	Apr 8, 2024	£120 GBP	Acknowledged	Approved
INV898	SANTANDER - TEST	0200010898	Apr 8, 2024	£120 GBP	Acknowledged	Approved
S2P016	SANTANDER - TEST	0200010710	Apr 8, 2024	£129.6 GBP	Acknowledged	Approved

3. Credit Note creation

3 Select 'Create Line - item Credit Memo'

Invoice: TEST013K

Done

[Create Line-Item Credit Memo](#) [Copy This Invoice](#) [Print](#) [Download PDF](#) [Export cXML](#)

[Detail](#) [Scheduled Payments](#) [History](#)

Standard Invoice

Status		Subtotal:	£3,000.00 GBP
Invoice:	Sent	Total Tax:	£0.00 GBP
Routing:	Acknowledged	Amount Due:	£3,000.00 GBP
Invoice Number:	TEST013K		
Invoice Date:	Tuesday 9 Apr 2024 5:07 pm GMT+01:00		
Original Purchase Order:	0200010819		
Receipt:	RC20328		
Submission Method:	Online		
Origin:	Supplier		
Source Document:	Order		

This document is digitally signed

REMIT TO:
GENPACT UK LIMITED-TEST

BILL TO:
Santander UK PLC, Box: Santander 7700, 1 Capital Place, Harlow,

SUPPLIER:
GENPACT UK LIMITED-TEST



4. Credit Note creation

There are two different adjustments that can be made, select the most appropriate.

When the credit note memo appears it will automatically populate the information from the system, so you will only need to add or adjust some details before submission

Essentially, this is the same process as an Invoice, however you will be completing as a negative value.

Credit Memo Type

Quantity Adjustment Price Adjustment

Invoice Header

* Indicates required field

Add to Header

Summary

Credit Memo #:*

Credit Memo Date:* 10 Apr 2024

Original Invoice No: TEST013K

Original Invoice Date: 9 Apr 2024

Remit To: 5 Merchant Square

London
Aberdeen City
United Kingdom

Bill To: Santander UK PLC, Box: Santander 7700, 1
Capital Place, Harlow, CM19 5AS

Harlow
Essex
United Kingdom

4 You will need to complete information for those fields marked with an *

Subtotal: £-3,000.00 GBP
Total Tax: £0.00 GBP
Amount Due: £-3,000.00 GBP

[View/Edit Addresses](#)

5. Credit Note creation

5
Please include a detailed description for the credit note.

Essentially, this is the same process as an Invoice, however you will be completing as a negative value.

Comment

Reason for Credit Memo:

Default Credit Memo Comment Text:

Company Code:

[Add to Header](#)

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

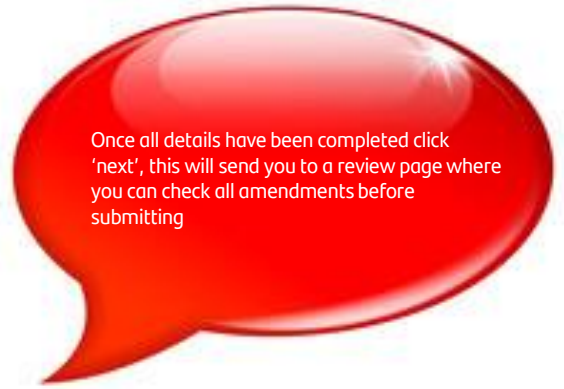
Insert Line Item Options

Tax Category: Shipping Documents Special Handling Discount [Add to Included Lines](#)

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	000001	Item		-30	EA	£100 GBP	£-3,000.00 GBP

Receipt Details Receipt Line #: 1

[Line Item Actions](#) [Delete](#)





CONTACT AND SUPPORT

Santander Business Related Questions

Santander.suppliers@santander.co.uk

SAP Business Network Related Questions

- Help Center – access via account or [click here](#)
- [Standard Account Specific Documentation](#)
- [SAP Business Network Supplier Training Page](#)

SAP Business Network training videos [click here](#)

