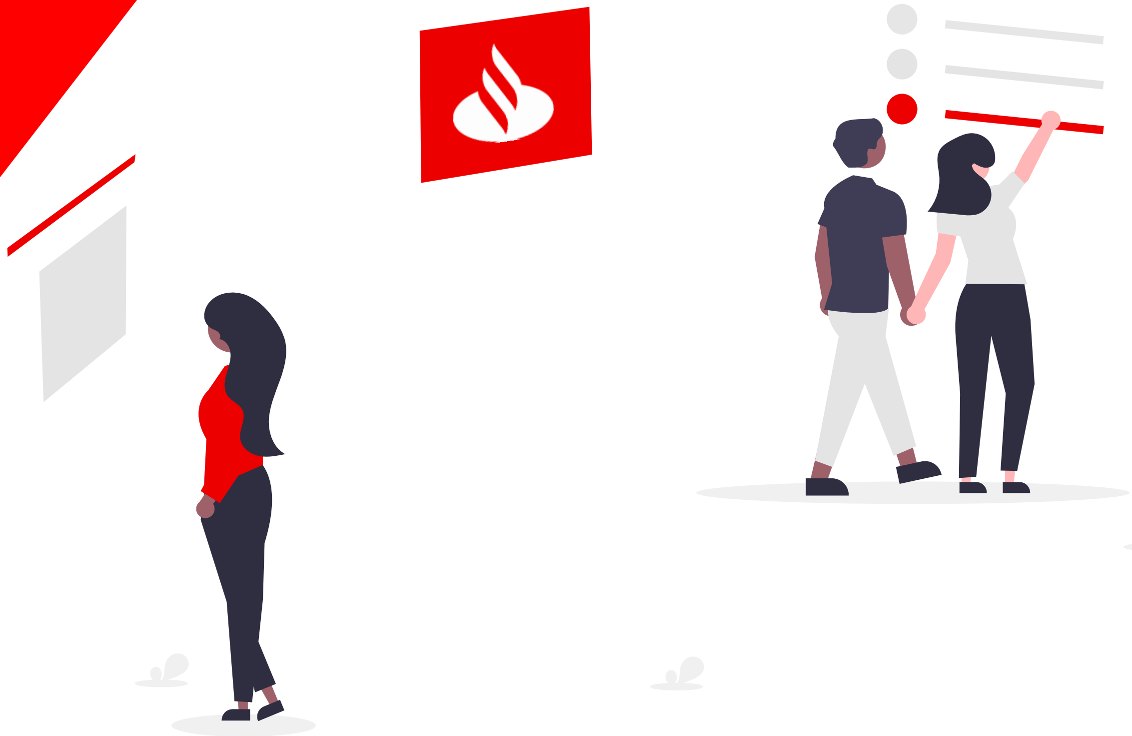
SAP BUSINESS NETWORK x Santander

Supplier Guide

June 2024

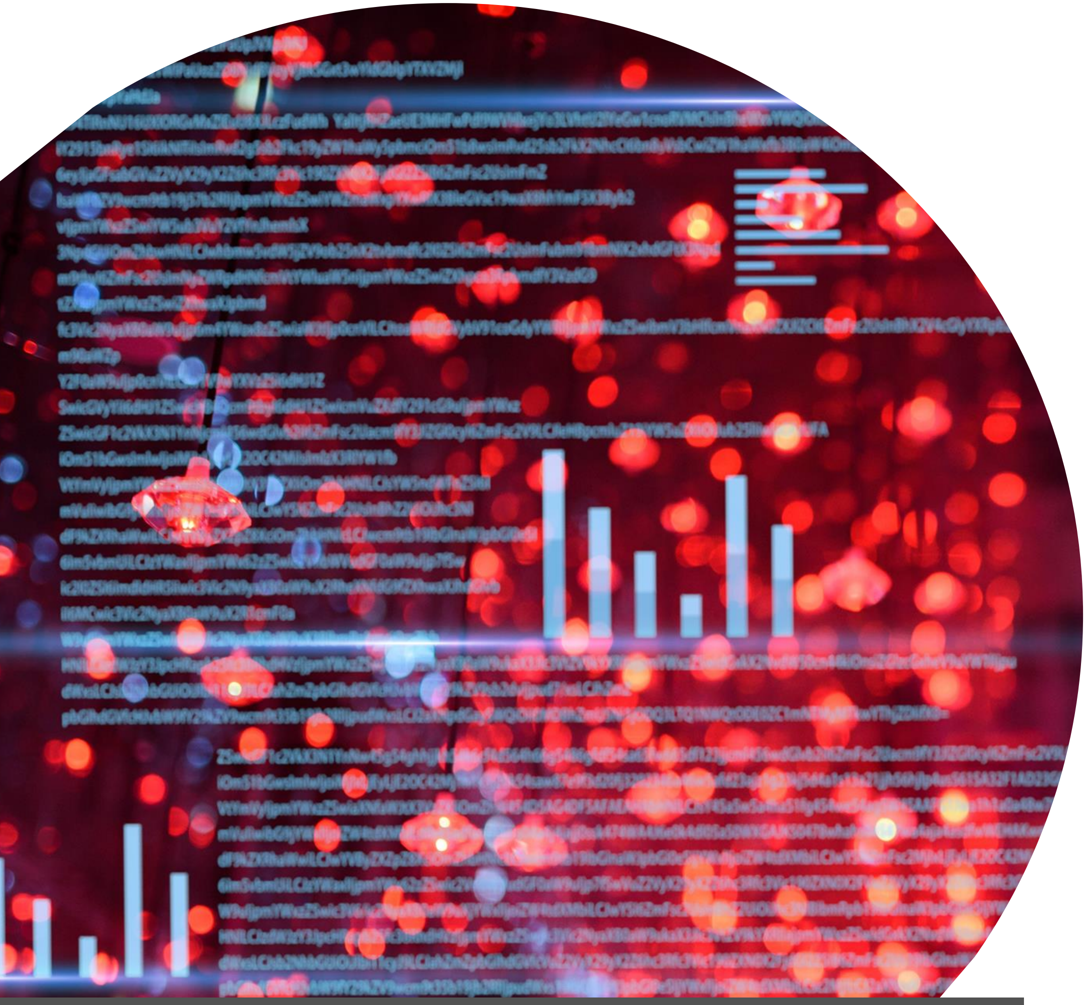


Overview

How To’s

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.

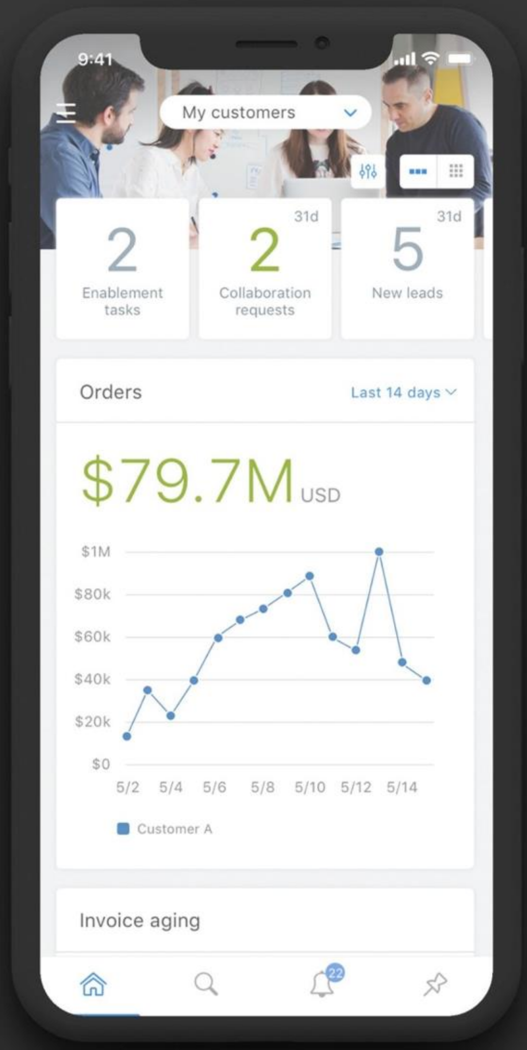
Key Mobile App Features

- 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?

Supplier Registration	Business Network Configuration	Certification	Order reception	Invoicing & Payment
Starts when you receive our Business Network Invitation email and create your account	After completing the registration process, it is essential to configure Business Network	Access the Supplier Qualification Questionnaire, fill it and submit for approval	Following approval, you can now receive Orders from Santander	Once goods are shipped or services delivered, you will be enabled to invoice Santander

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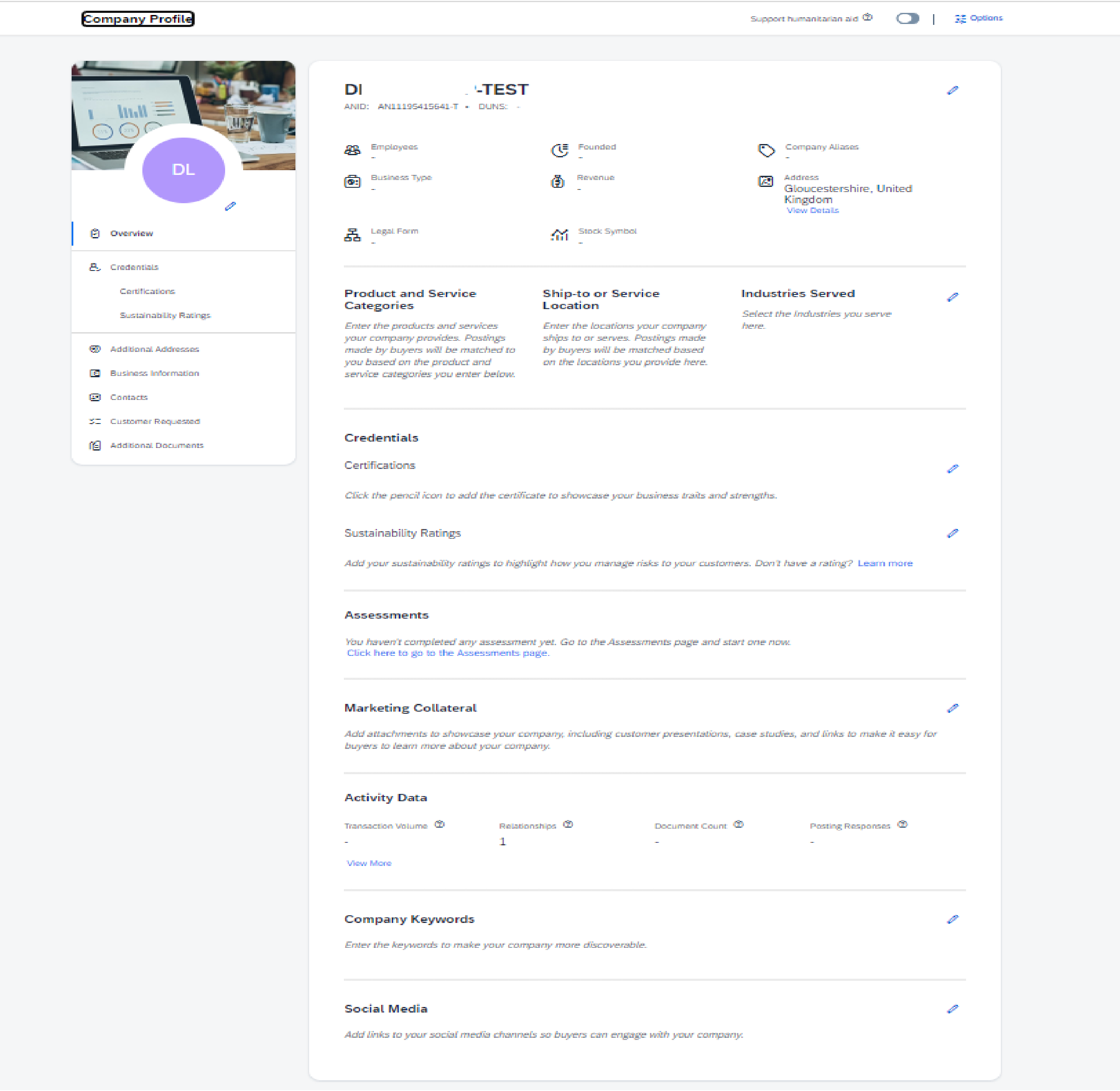
SAP Network configuration

- Company Profile
- Account Settings
- Customer Relationships
- Electronic Invoice routing
- Electronic Order routing
- Remittance
- Users

Company Profile

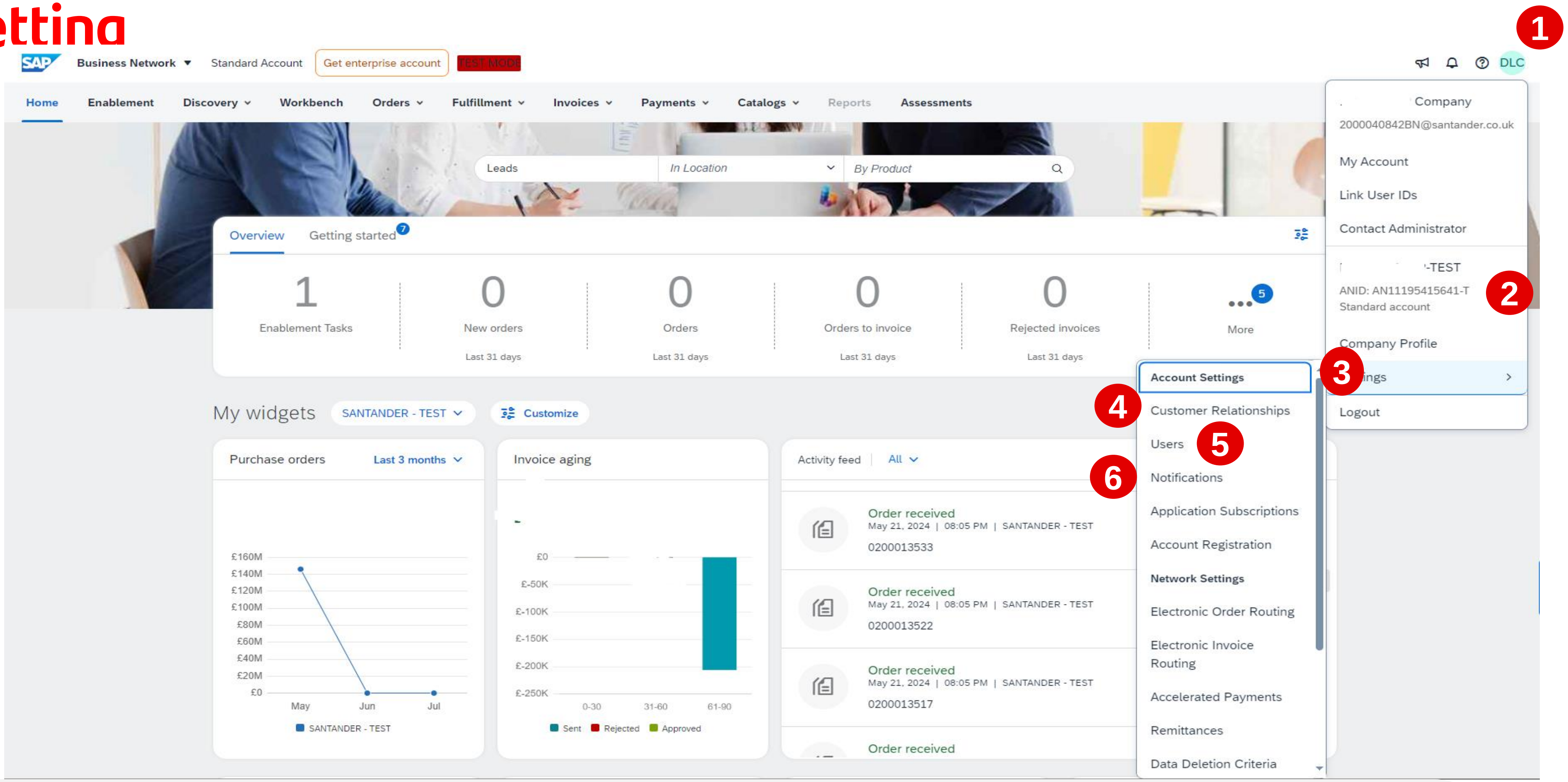
The company profile section allows you to maintain all key information about your company, such as your key contacts, addresses, type of business, etc

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



Account Setting

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)

Find here your Registration questionnaire from Santander /other customers

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

Customer Relationship

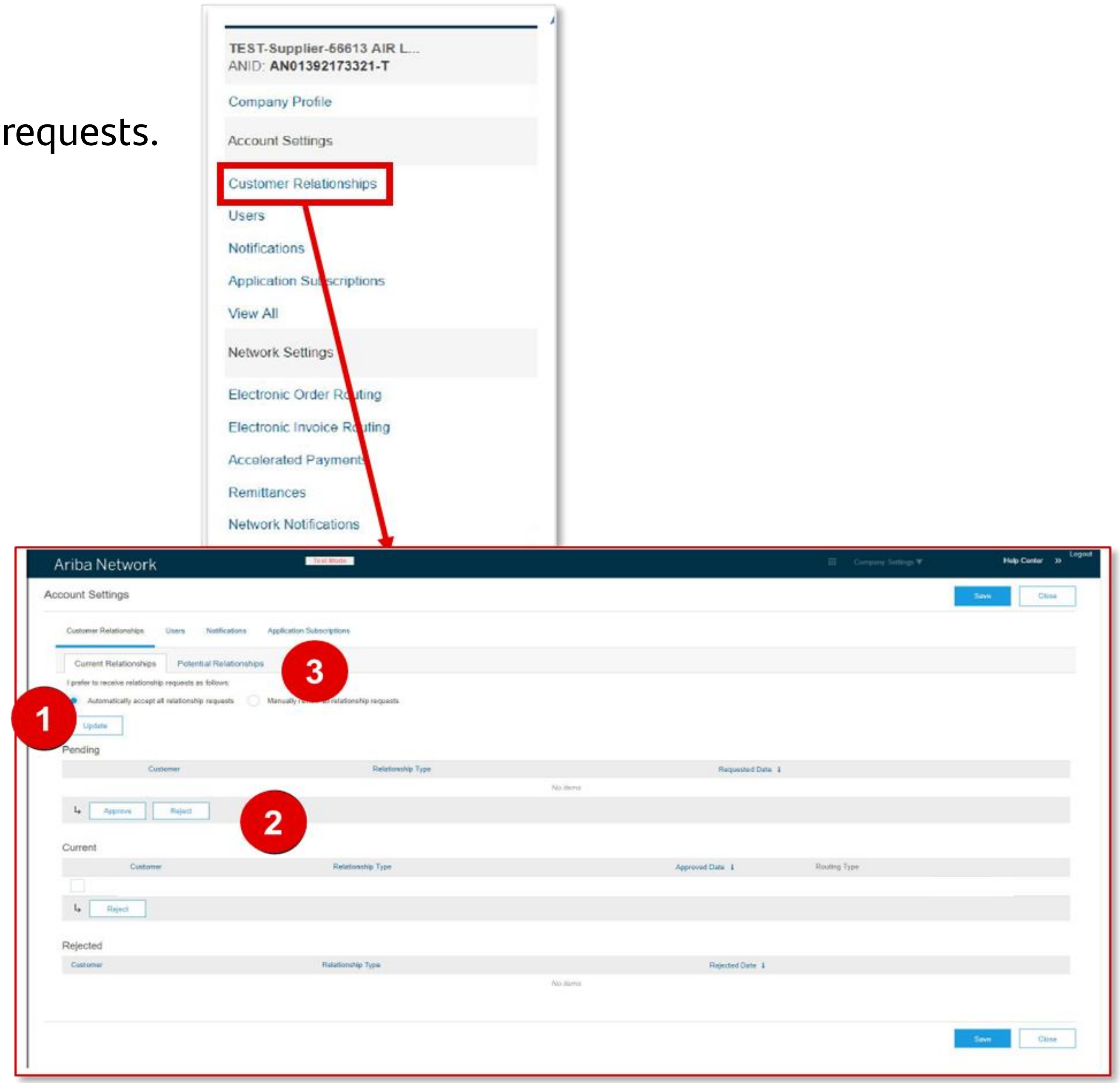
This tab enables you to see, accept/reject customer requests.

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.

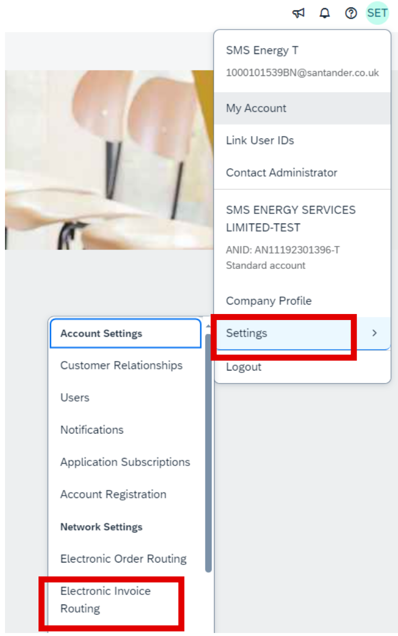


Electronic Invoice Routing

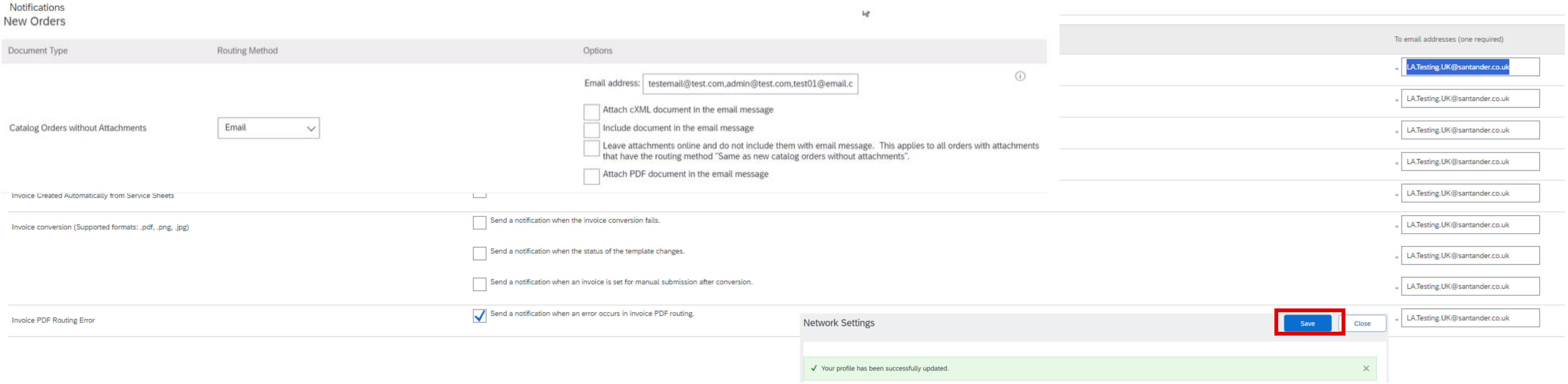
The Account Administrator can configure the “Notifications” section of the Business Network account to determine which users or email addresses should receive notifications.

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

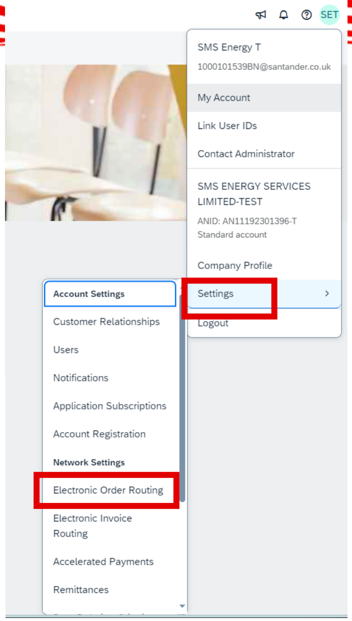
You can enter up to 5 email addresses for each type of notification. Please separate each address with a comma & NO Spaces between the emails.



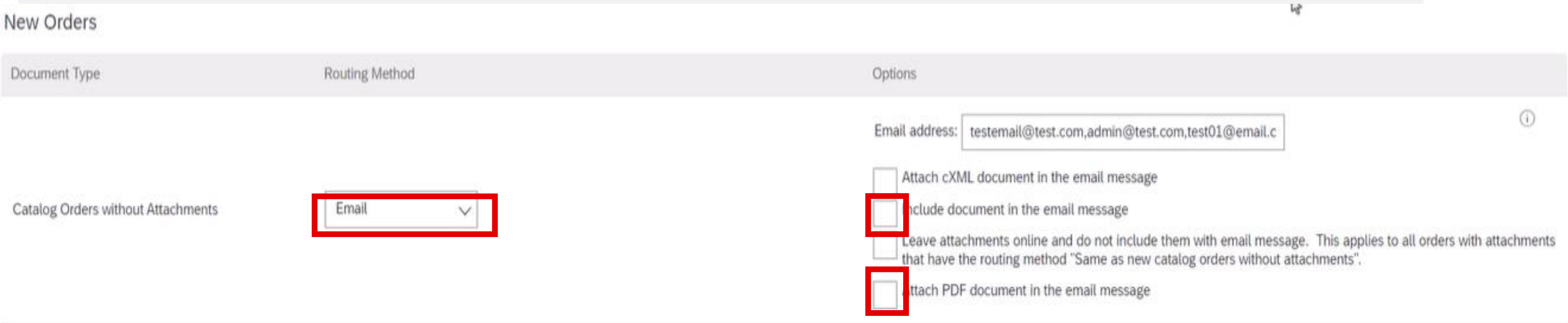
1. Enter the email addresses of persons who want to receive notifications
2. Optionally check/uncheck selection boxes
3. Click Save button at the top or bottom of the screen
4. Do click Save even if no changes were made
5. Message pops up “Your profile has been successfully updated”
6. Click Close to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



Notifications- Electronic Order Routing



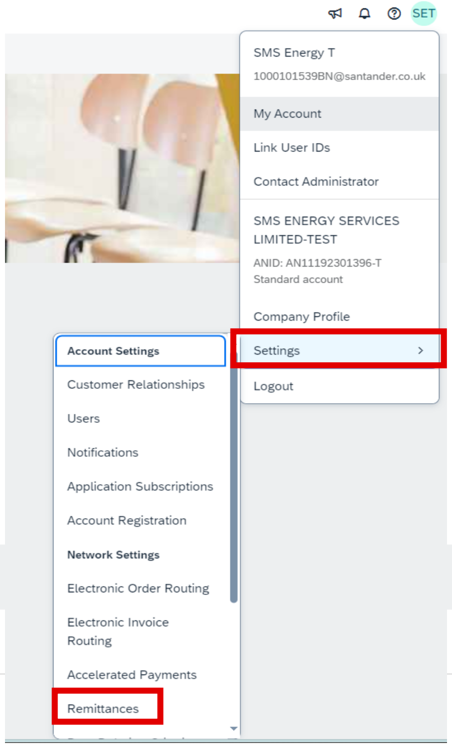
Online order routing is the default order routing method. This means Santander, your Customer sends all incoming documents, such as orders, releases, payments, and notifications, to the SAP Business Network, where they are visible in the appropriate menu in the supplier portal. If you prefer to receive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

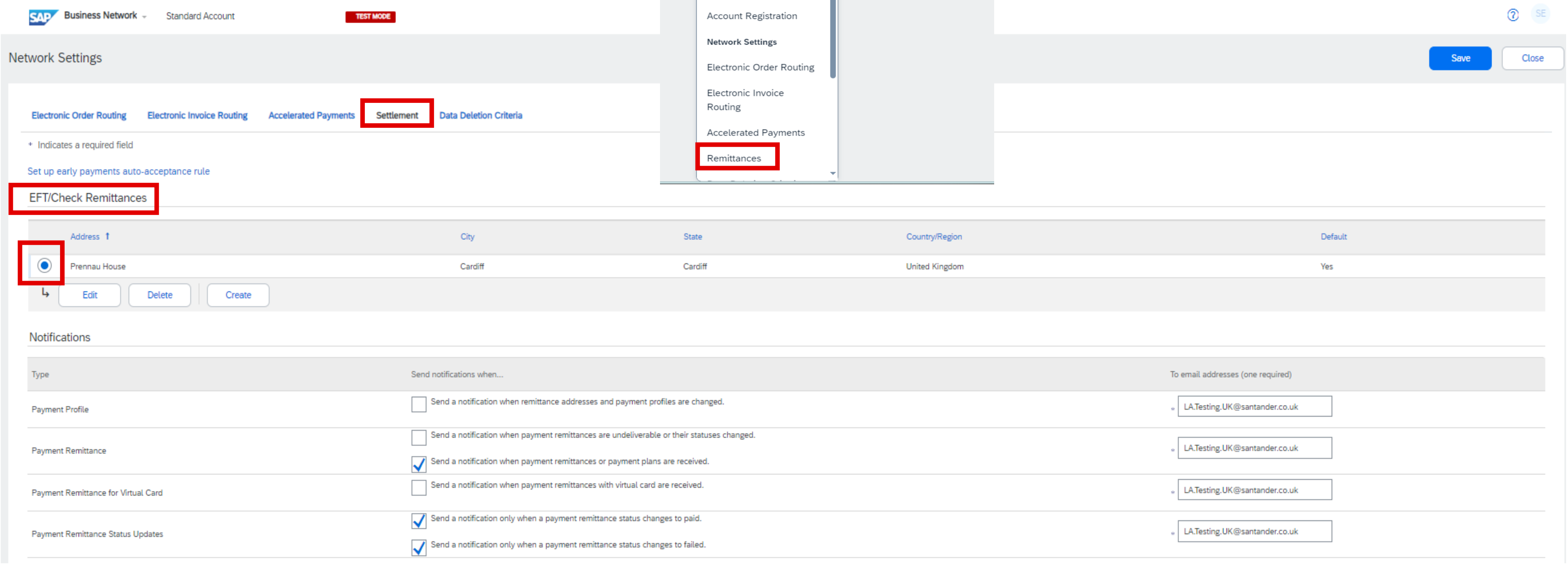


Type	Send notifications when...	To email addresses (one required)
Order	☑ Send a notification when orders are undeliverable. ☑ Send a notification when a new collaboration request against an existing order is received. ☐ Send notification for new purchase orders to suppliers. ☐ Send notification to suppliers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

Remittances

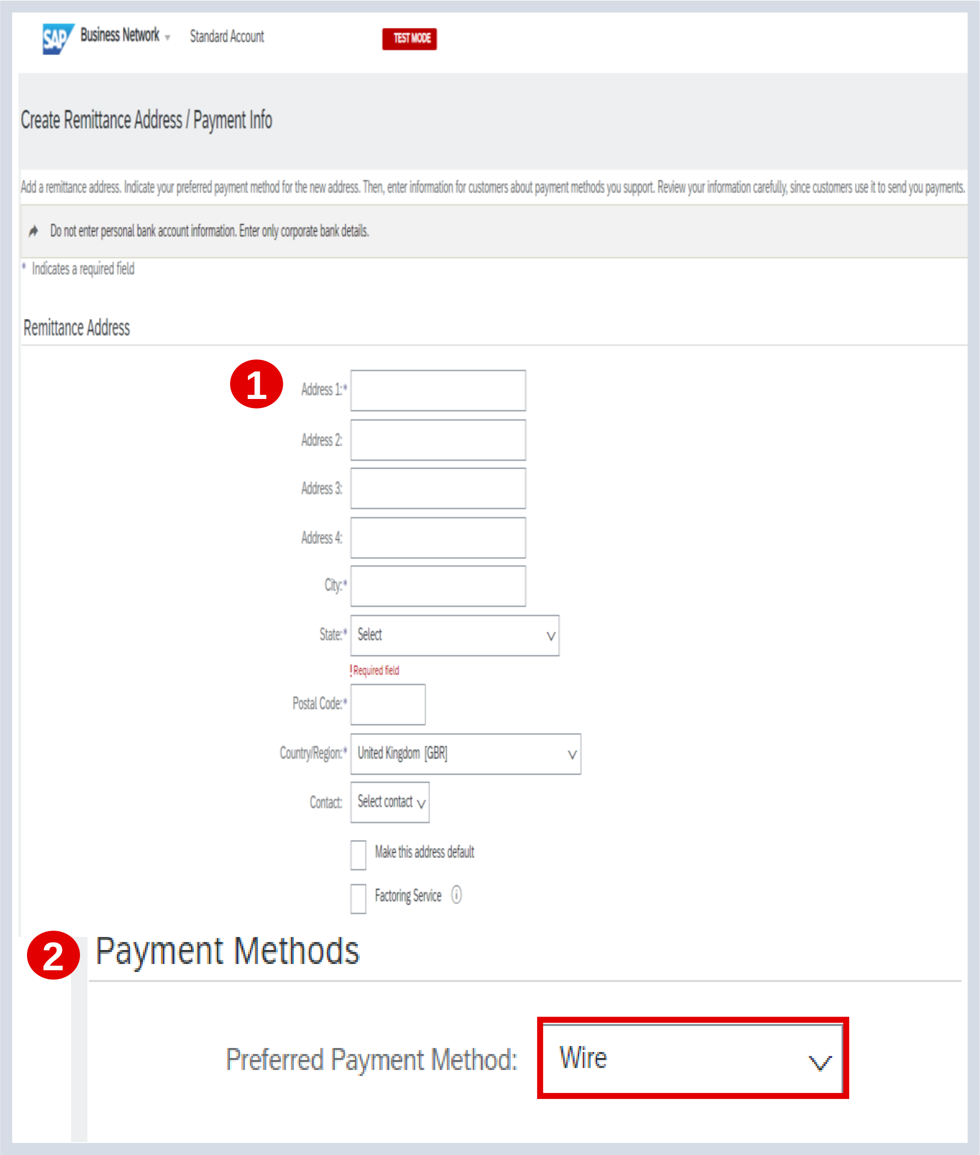
You must be the administrator or have the **Payment profile** permission to access the Remittances page. You will receive an error message when submitting invoices if you haven't added banking information to your remittance address.
If you see such an error, click "**Add bank accounts detail"** to configure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

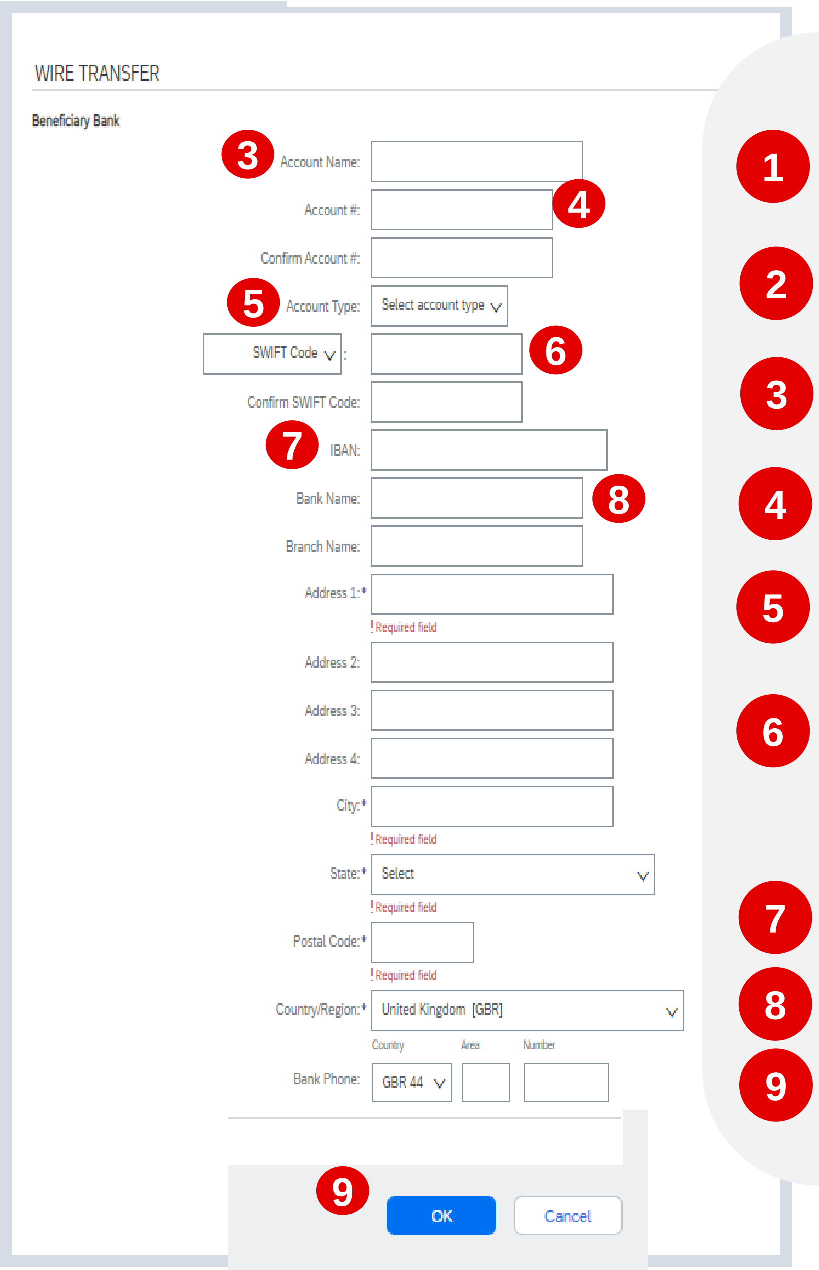




If you can see an address already set, it means you already have bank details set up. Click on Edit to review the information.

Remittances





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

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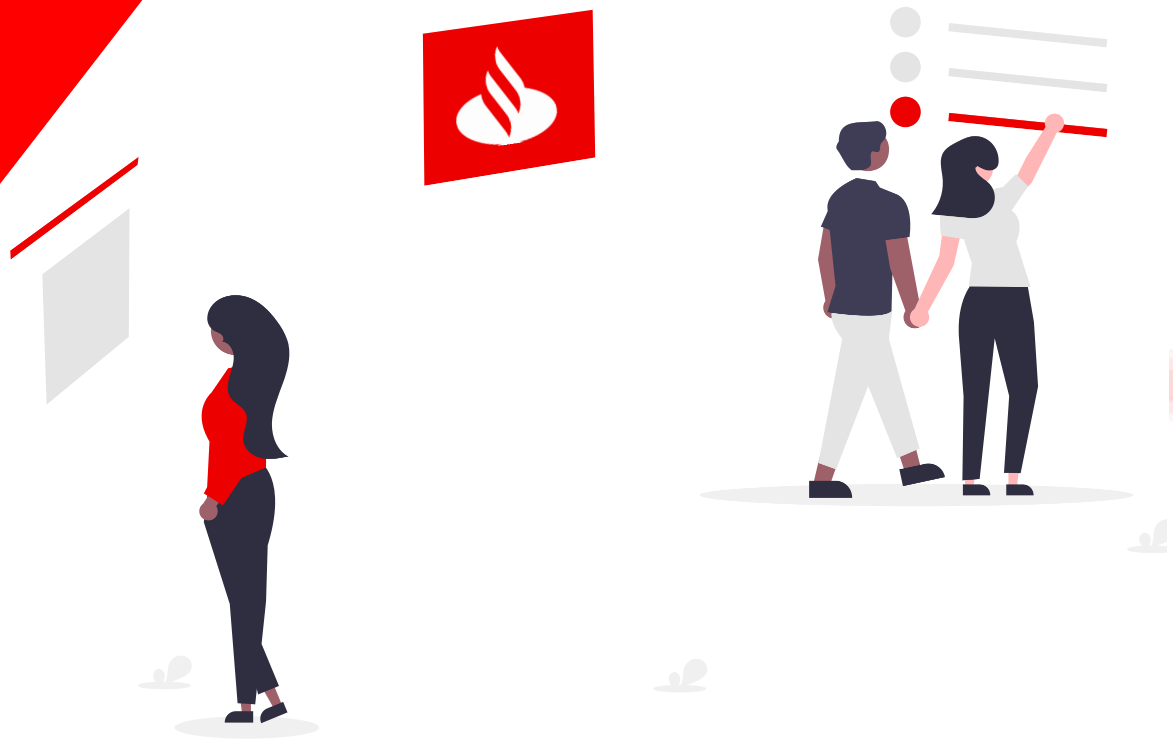
Creating new users



1. Creating new users in the SAP Business account

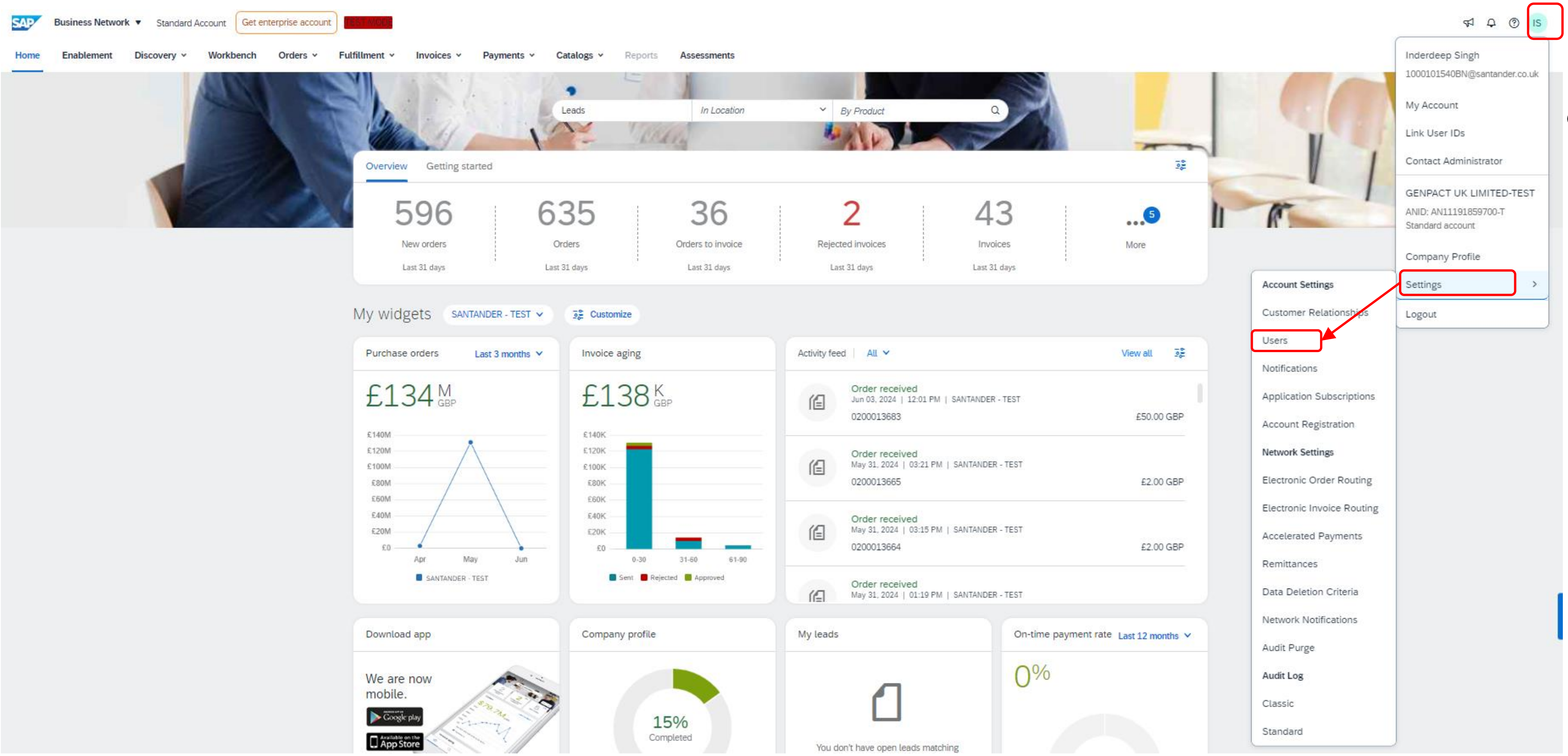
Once registered the account designates the account administrator as the person who set up the account. The administrator role does not require a background in IT, but this role should belong to somebody who is responsive and proactive. The administrator will be responsible for

- 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



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Click here for video direction

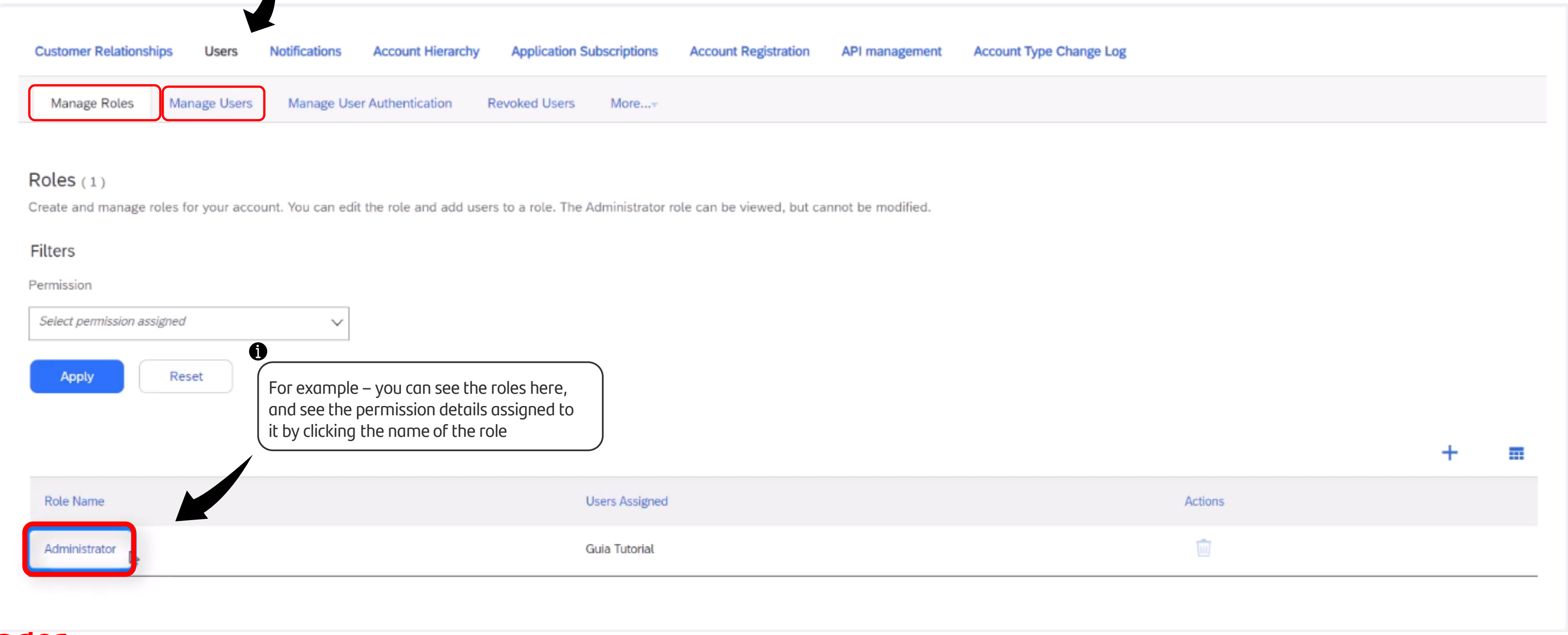
2. Creating new users in the SAP Business account

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

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

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

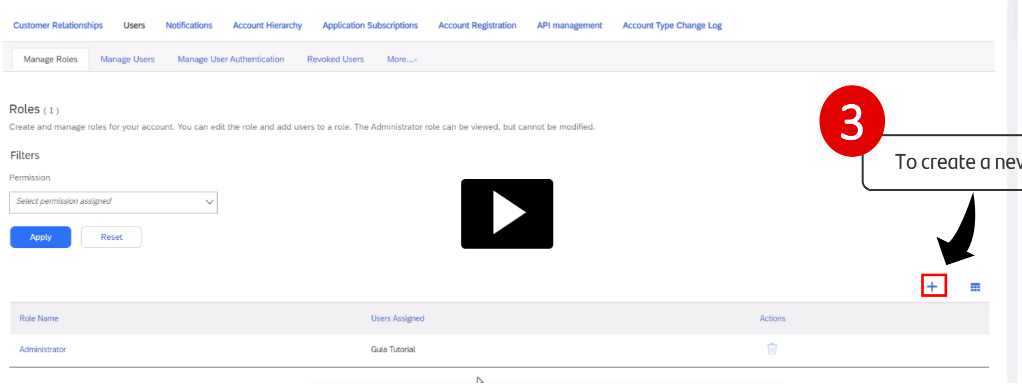
Here you can manage both users and roles. The distinction is important! Before creating a sub user you need to create a role to assign to them, unless such role already exists.



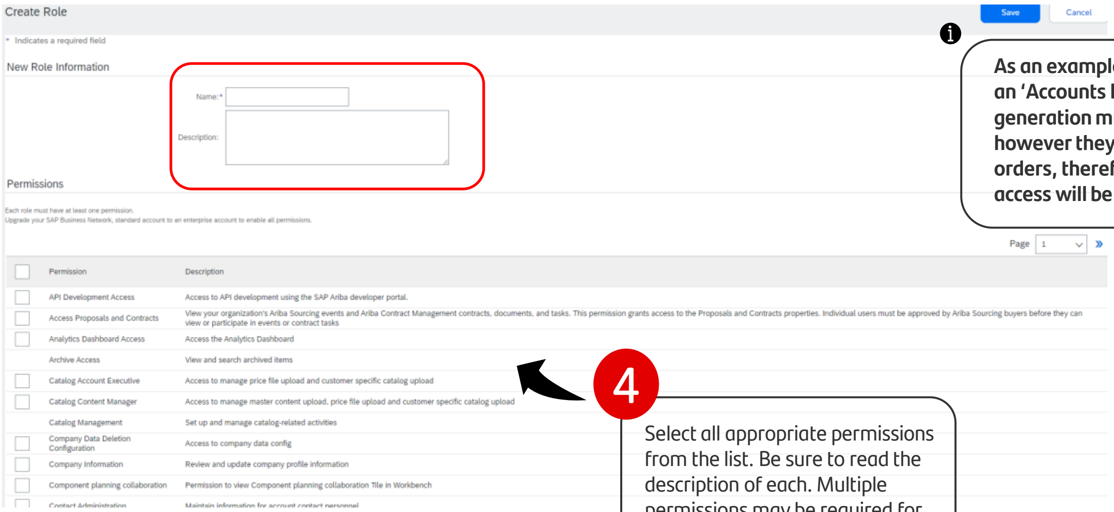
For example – you can see the roles here, and see the permission details assigned to it by clicking the name of the role

Only the account administrator has the ability to create and manage users

3. Creating new users in the SAP Business account



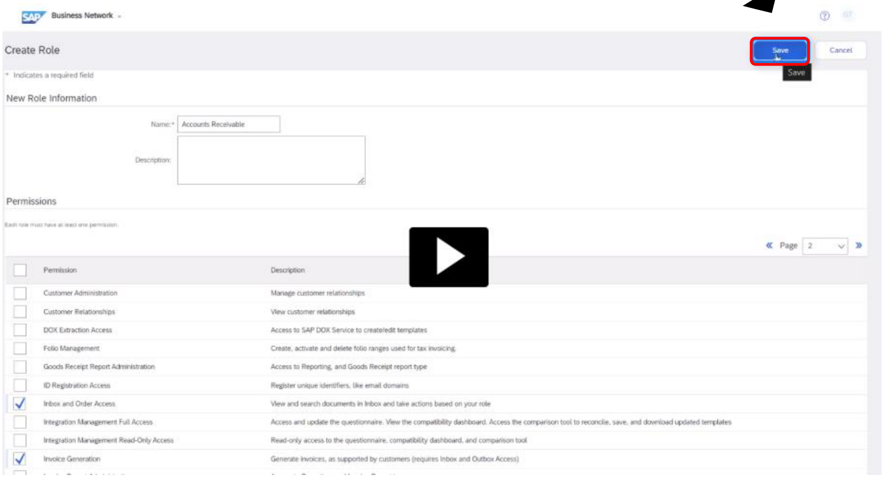
3 To create a new role click the + sign



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.

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

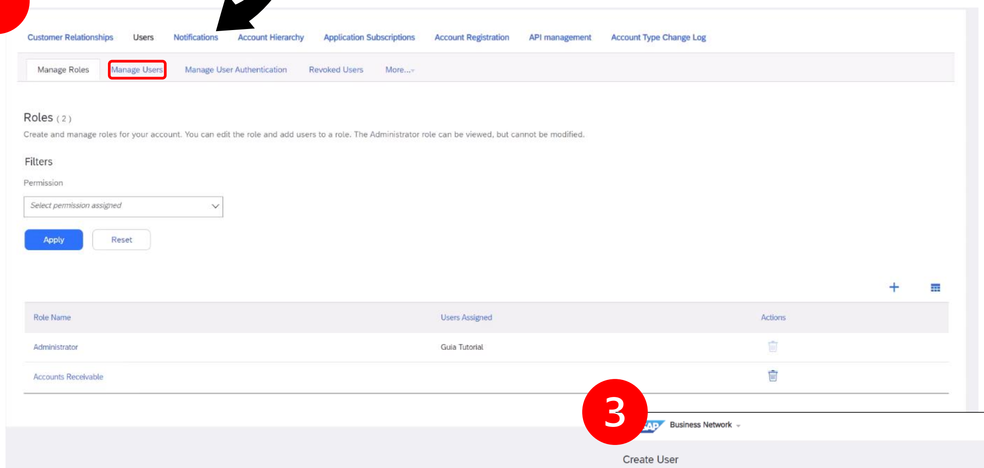
5 Click save to finish



4. Creating new users in the SAP Business account

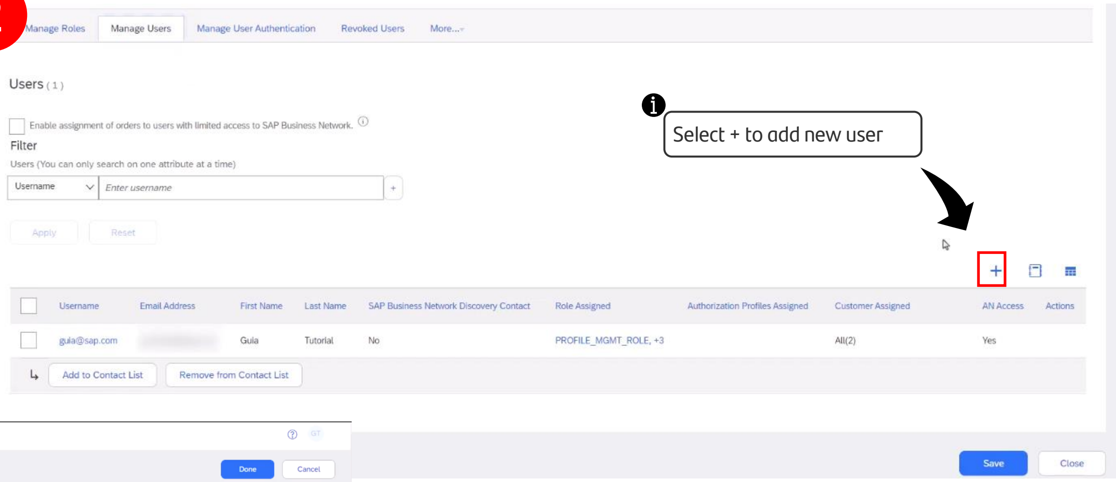
1

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



2

Select + to add new user



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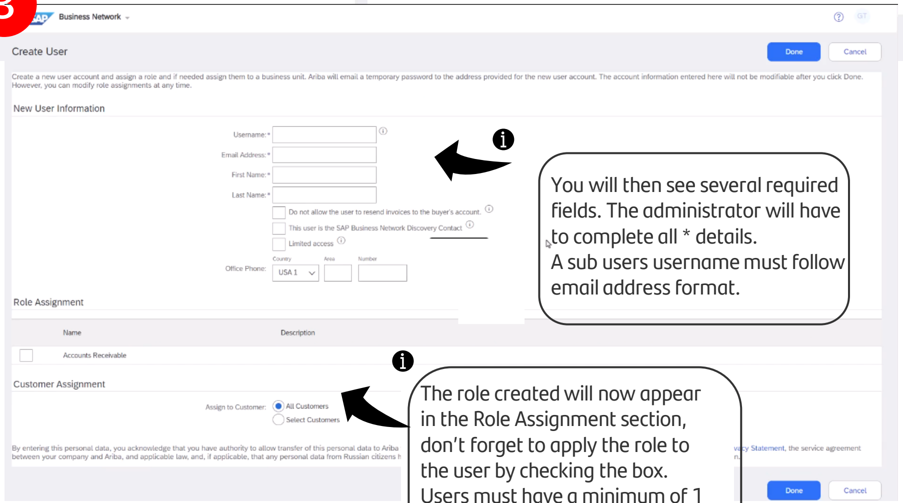

You will then see several required fields. The administrator will have to complete all * details.
A sub users username must follow email address format.

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.

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

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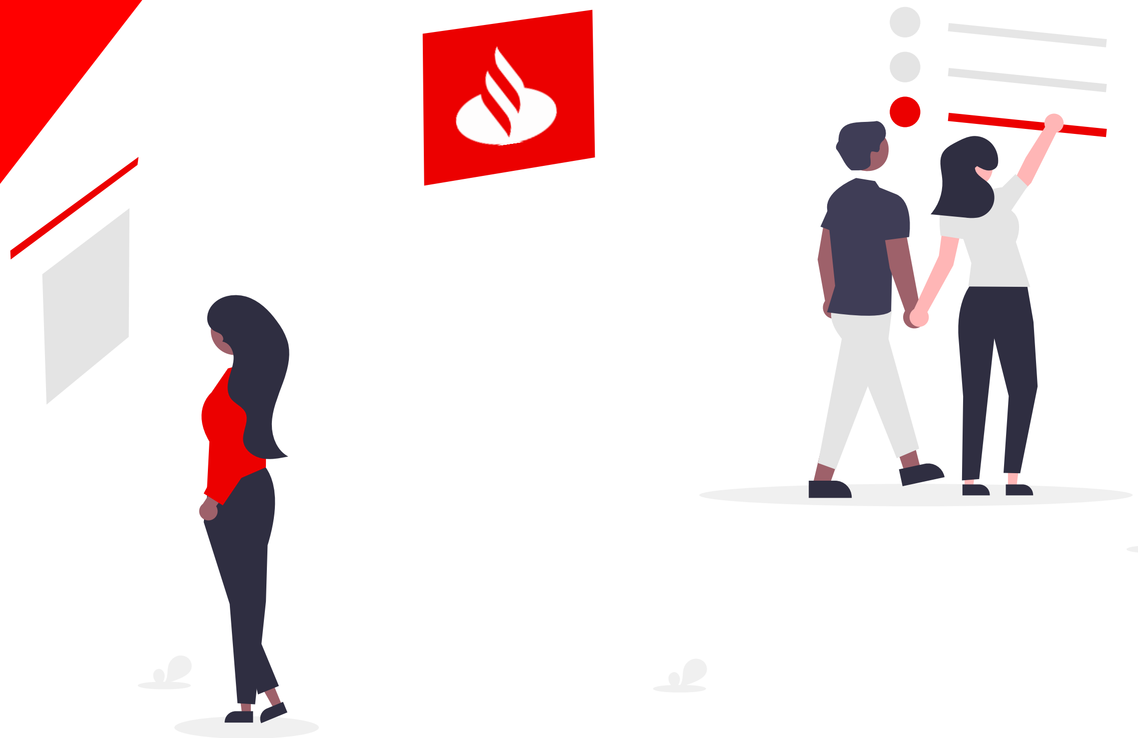
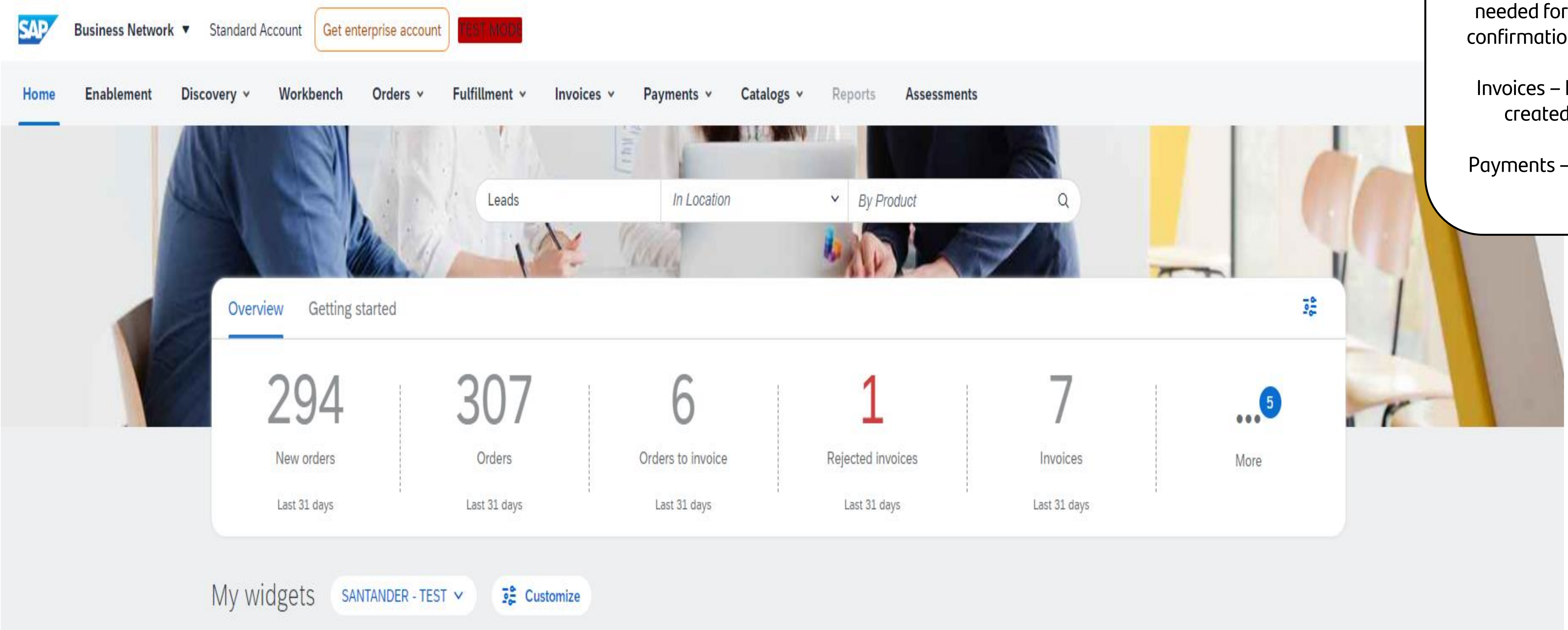
Navigating the Home Page



Opening the SAP Business Network

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



Orders – For all purchase orders

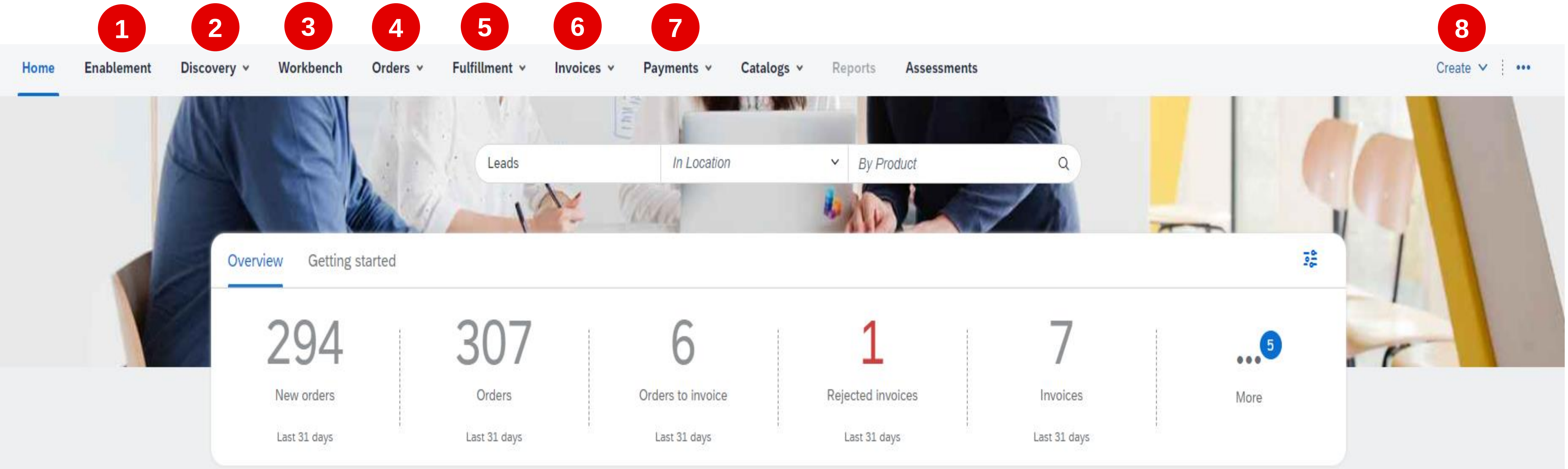
Fulfilment – Any documents needed for transacting, order confirmations, Ship notices etc.

Invoices – Houses all invoices created and the status

Payments – Anything payment related

Click here for video direction

Account Dashboard



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

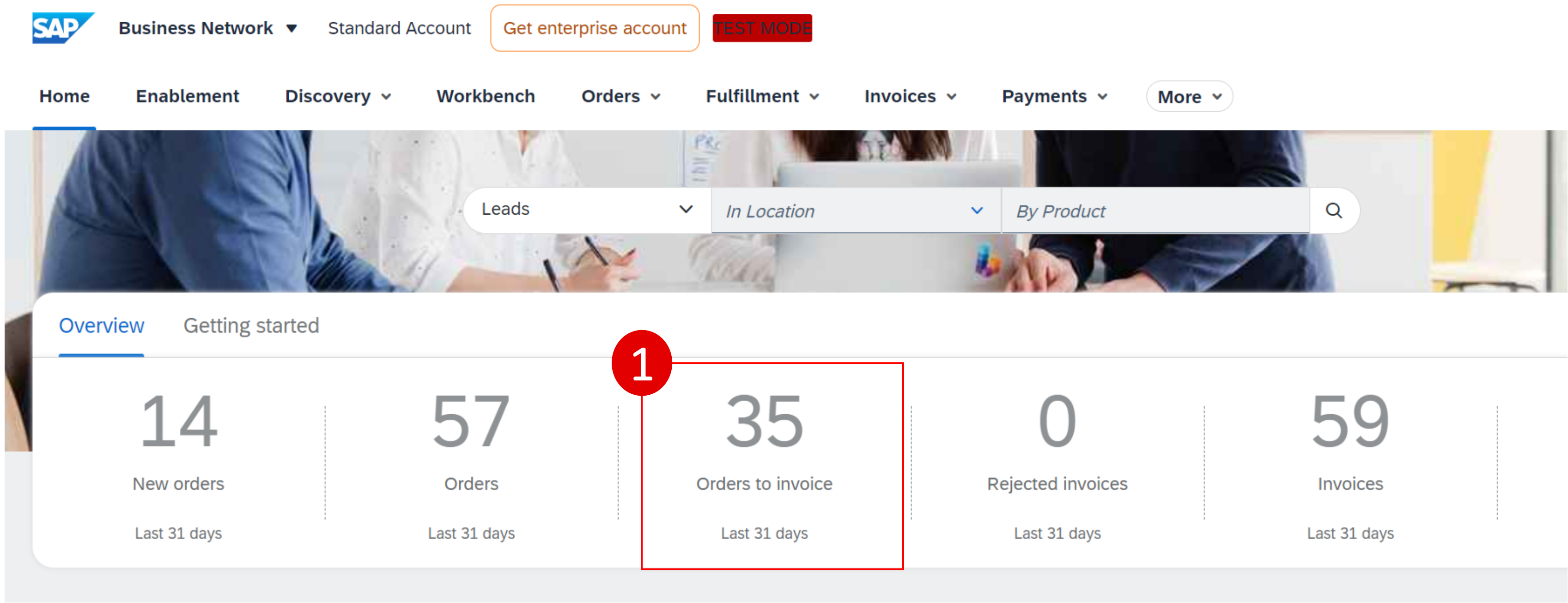
8 Shortcut for raising Invoices, Service Entry Sheets

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



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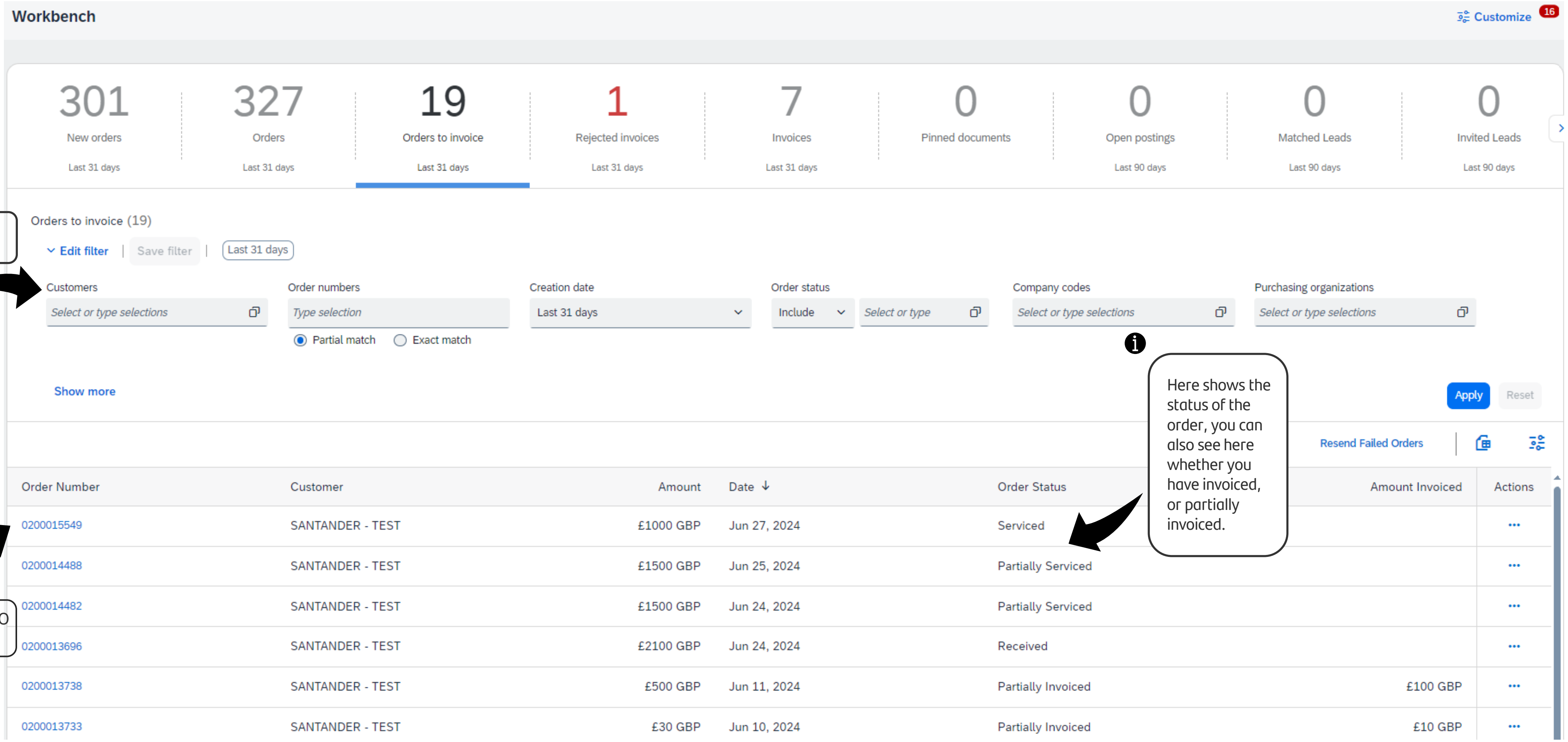
2. How to create an Invoice

The ribbon is customisable.



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

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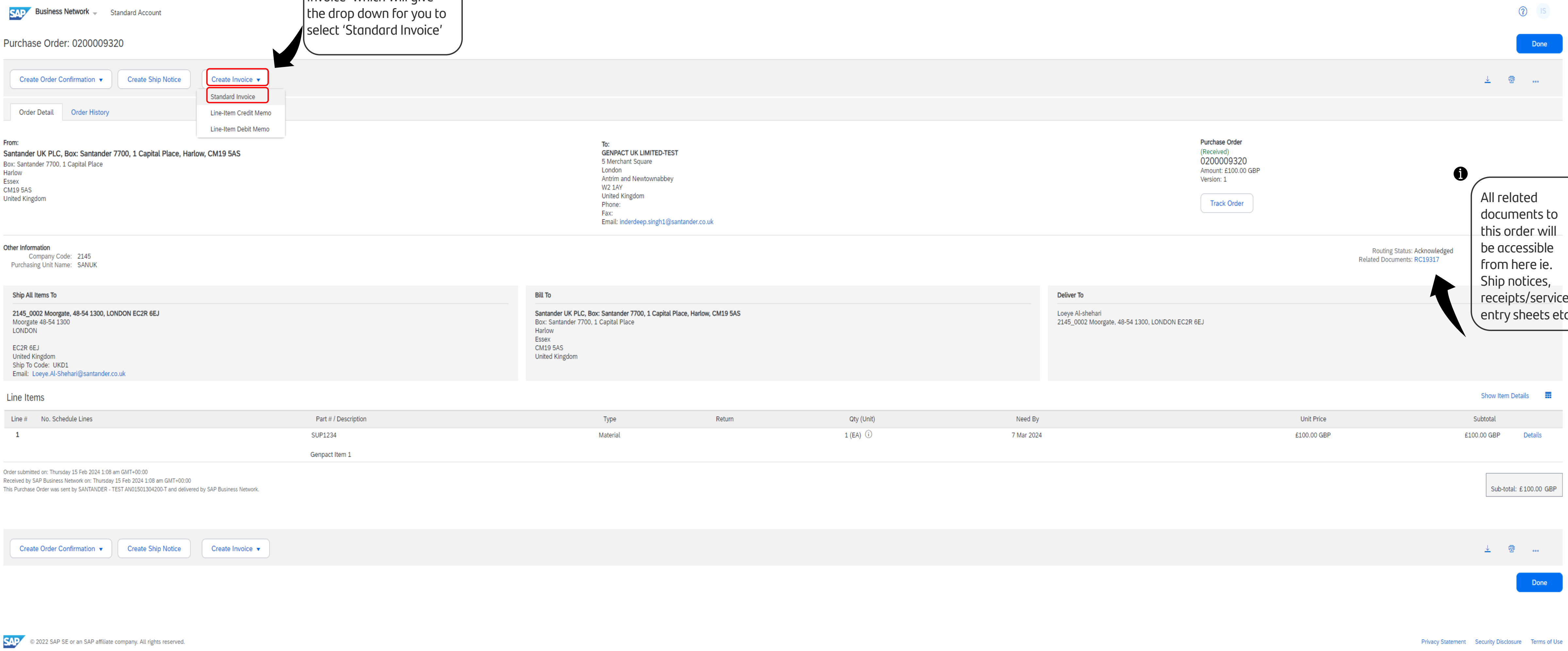
3. How to create an Invoice

3

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



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

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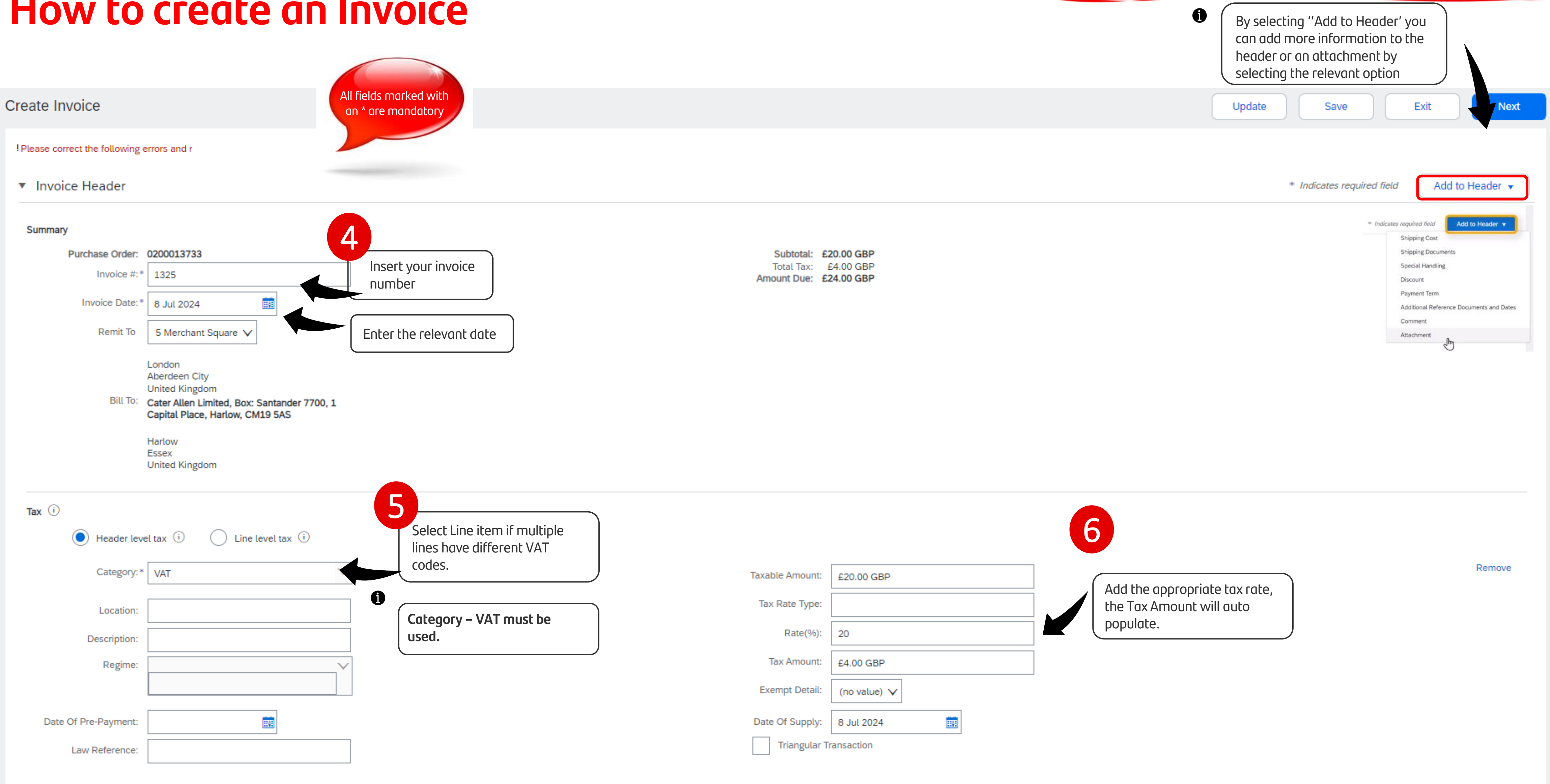
4. How to create an Invoice

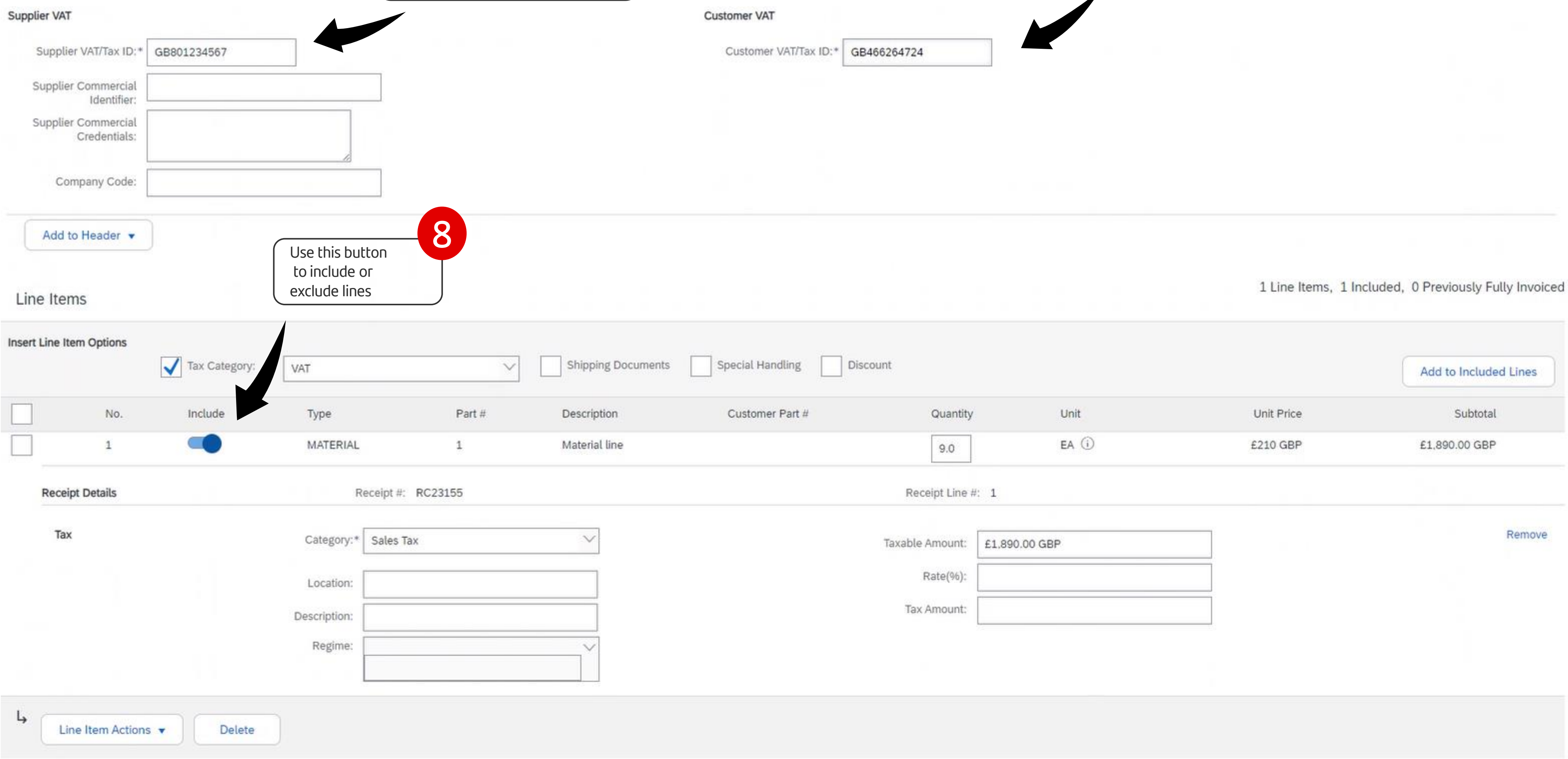


5. How to create an Invoice

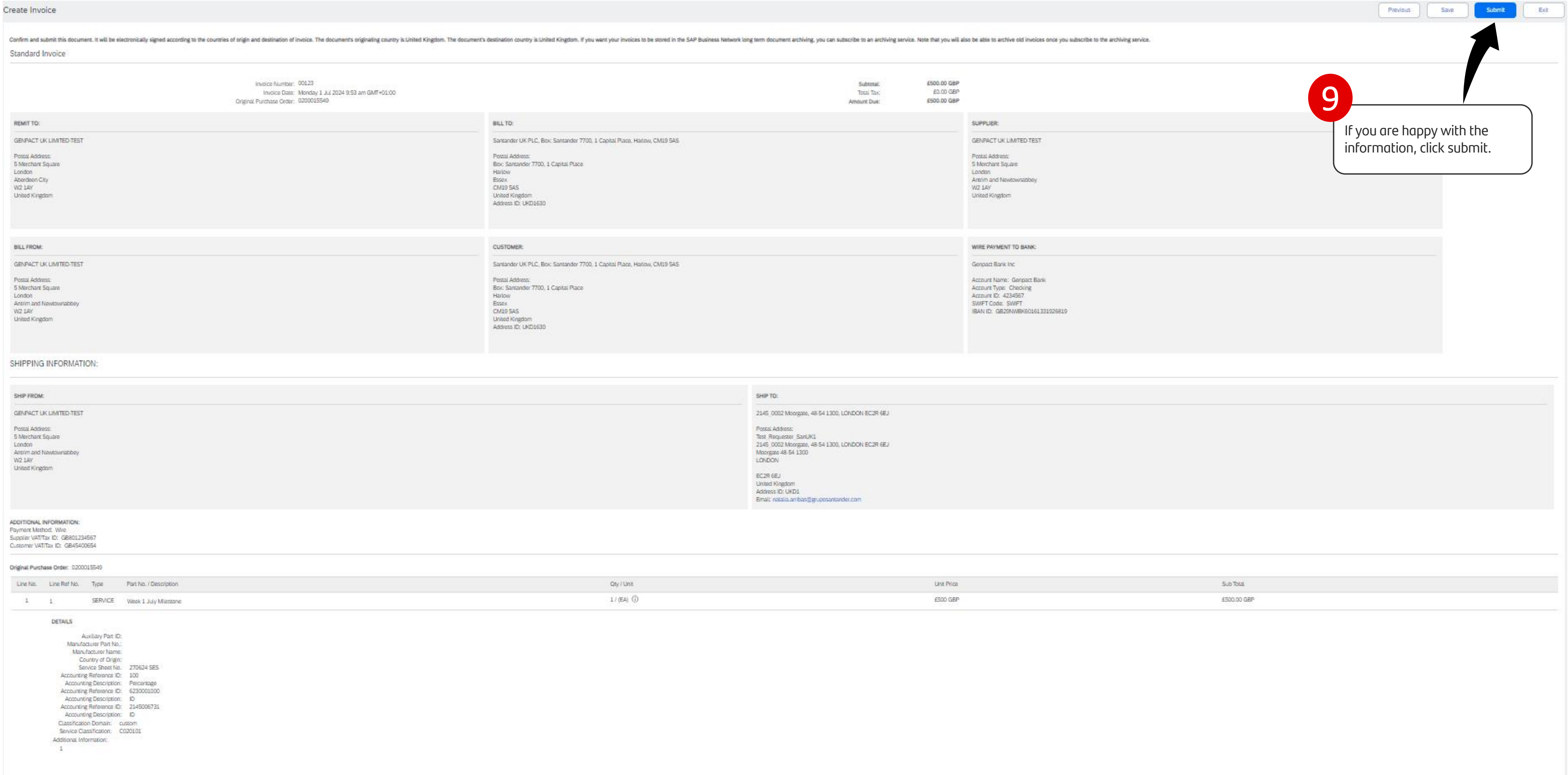
6 If you have added your VAT reg details on your company profile, this should automatically populate

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

8 Use this button to include or exclude lines



5. How to create an Invoice



9

If you are happy with the information, click submit.

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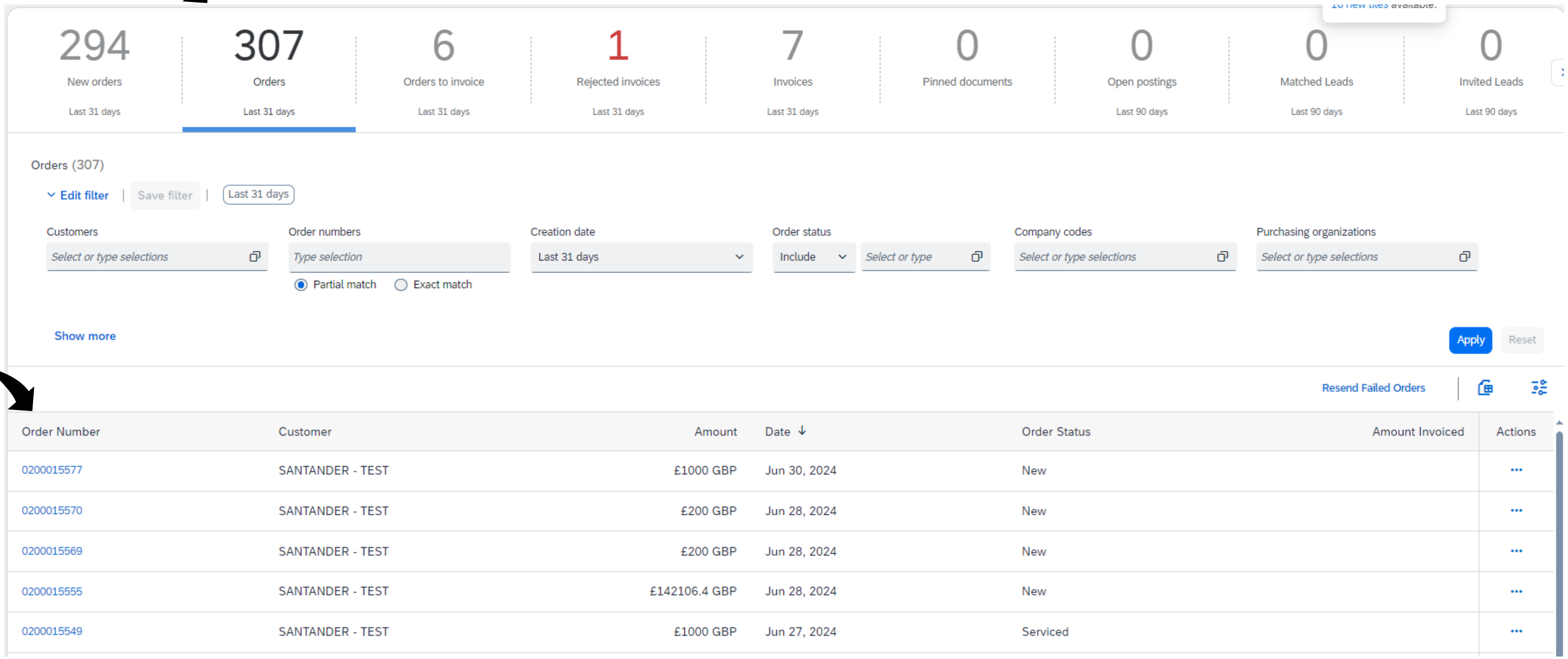
How to create a Service Entry Sheet

1. How to create a service entry sheet

1 Select 'Orders' from the dashboard

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



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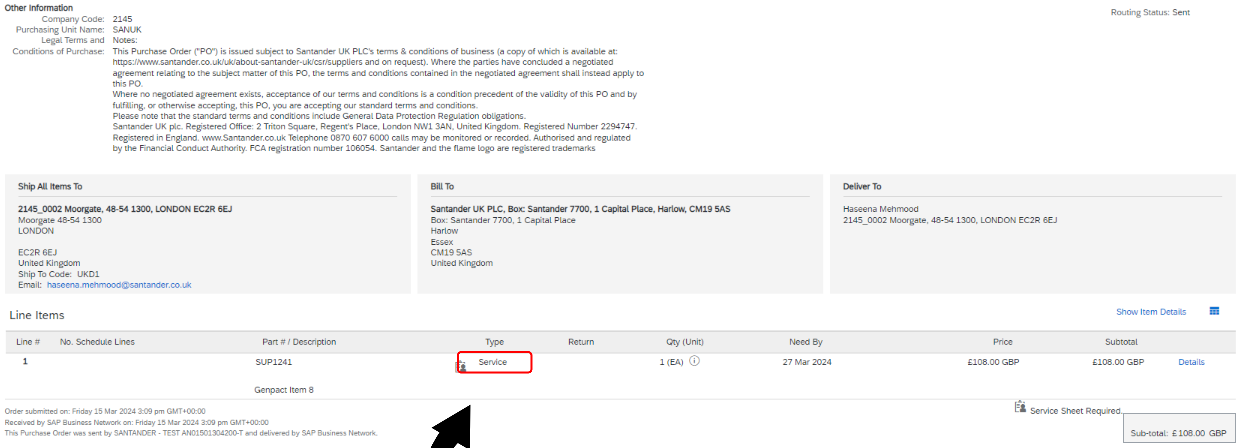
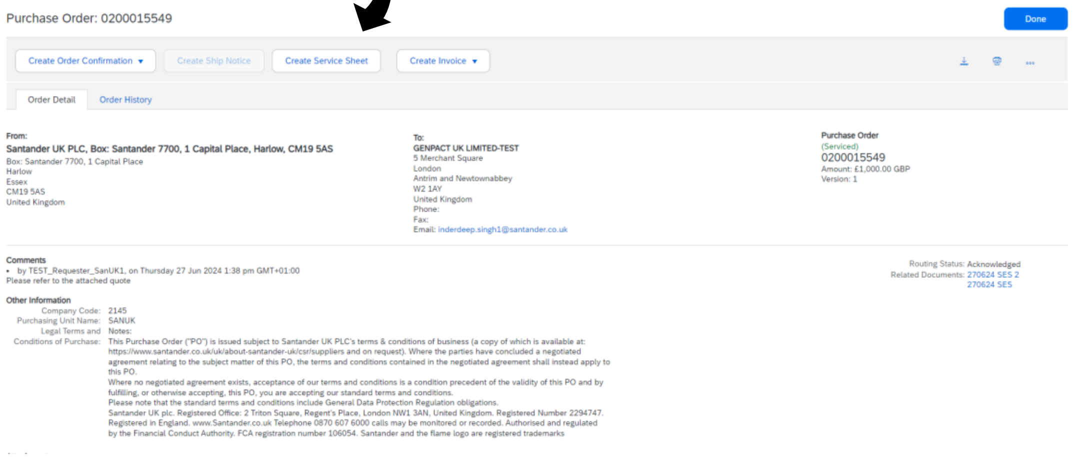
2. How to create a service entry sheet



3

Select 'Create Service Sheet'

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



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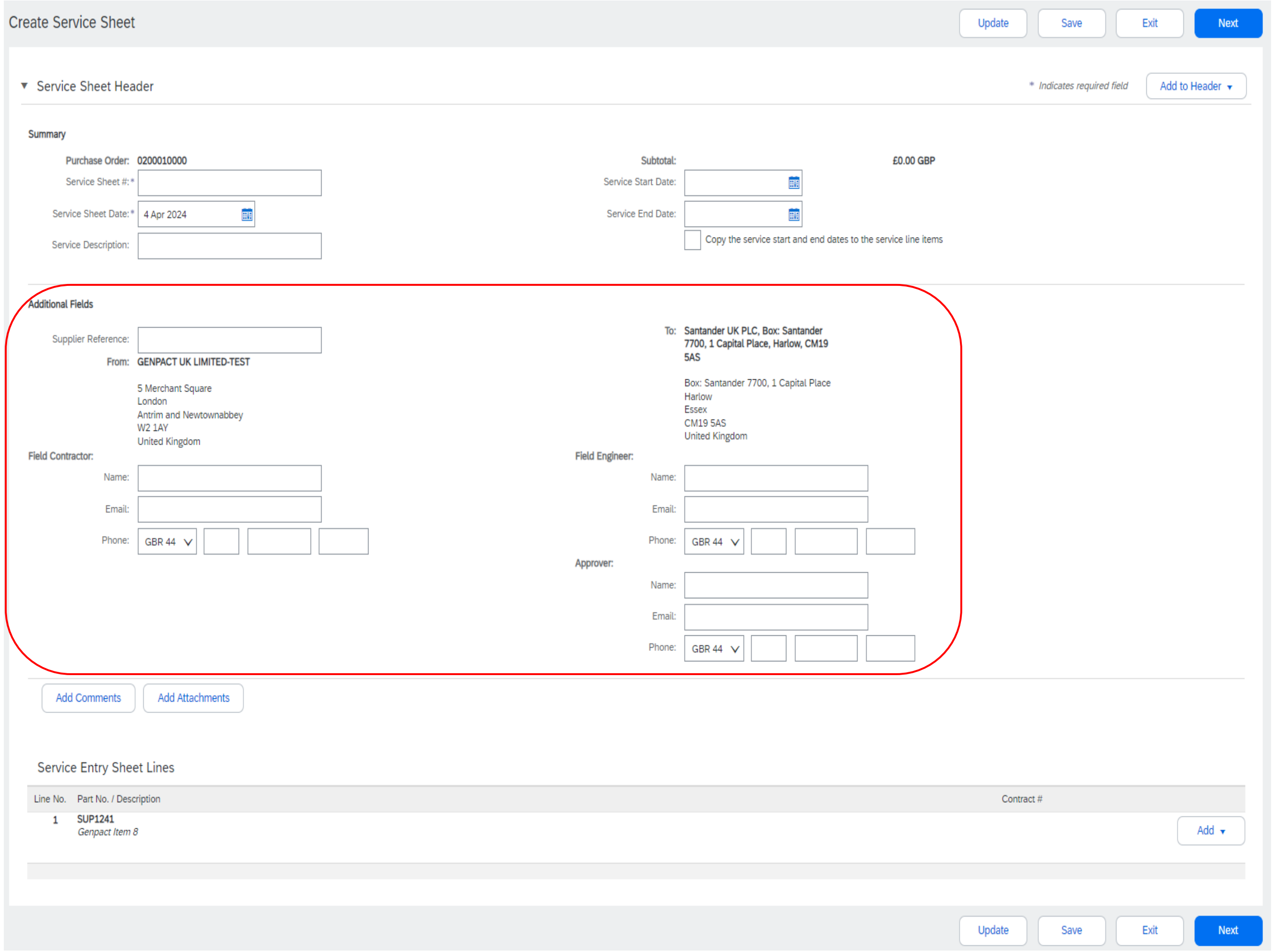
3. How to create a service entry sheet

Fields marked with a * are mandatory and must be completed

Attachments cannot exceed 10MB



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.

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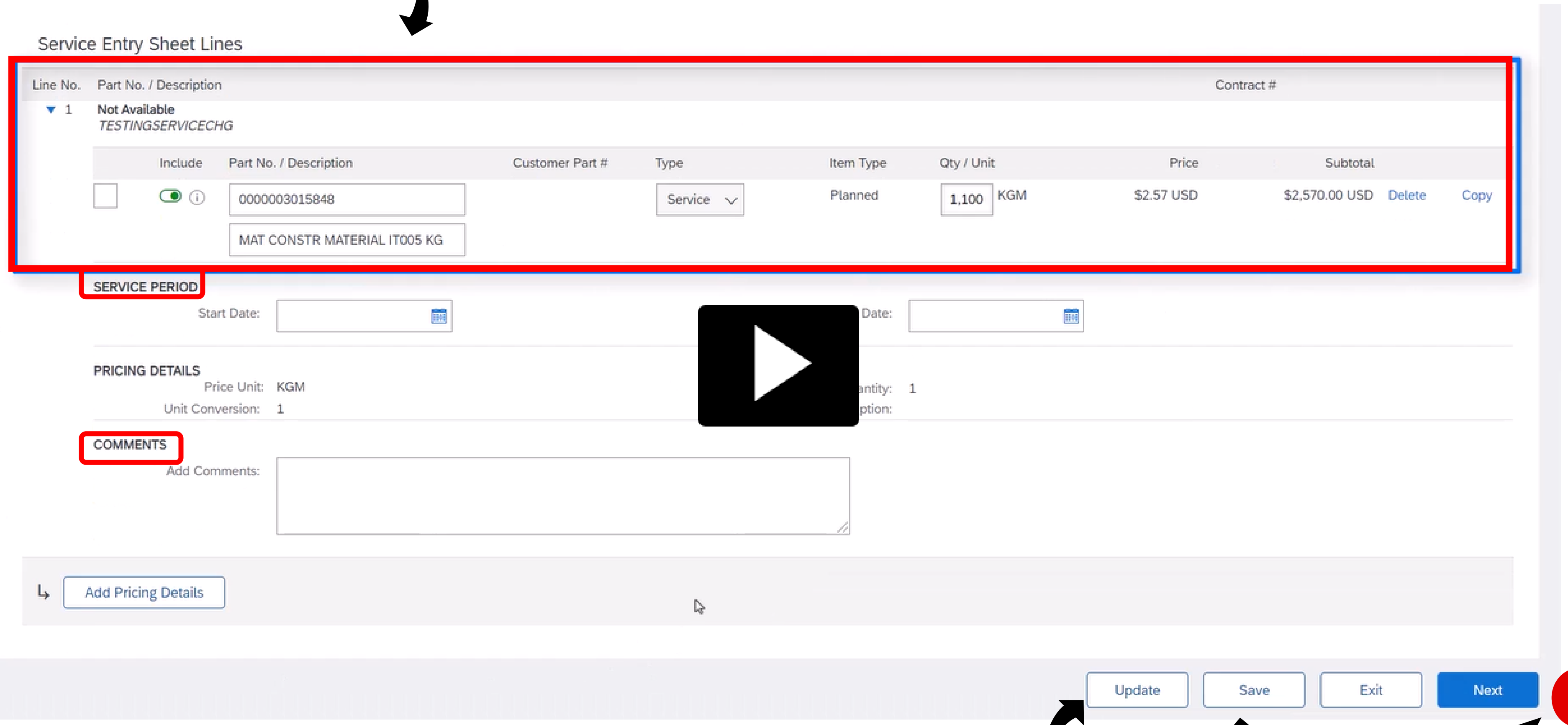
4. How to create a service entry sheet

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



4

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

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

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

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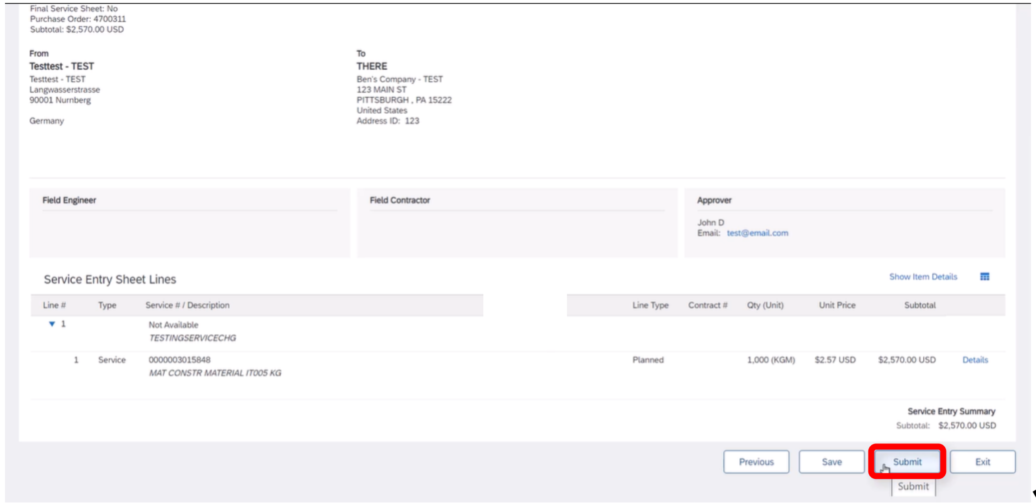
5. How to create a service entry sheet

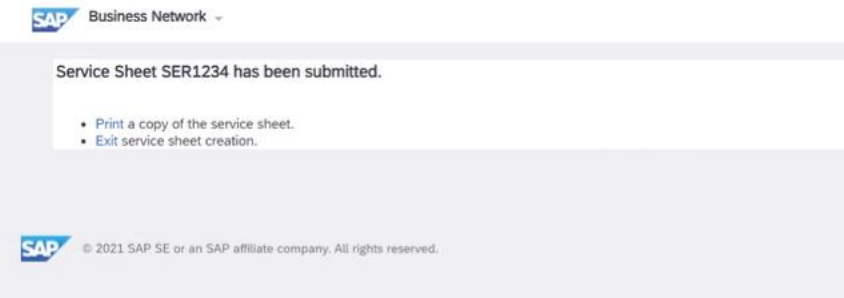


5

After you have reviewed your Service Entry sheet select submit.

6

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



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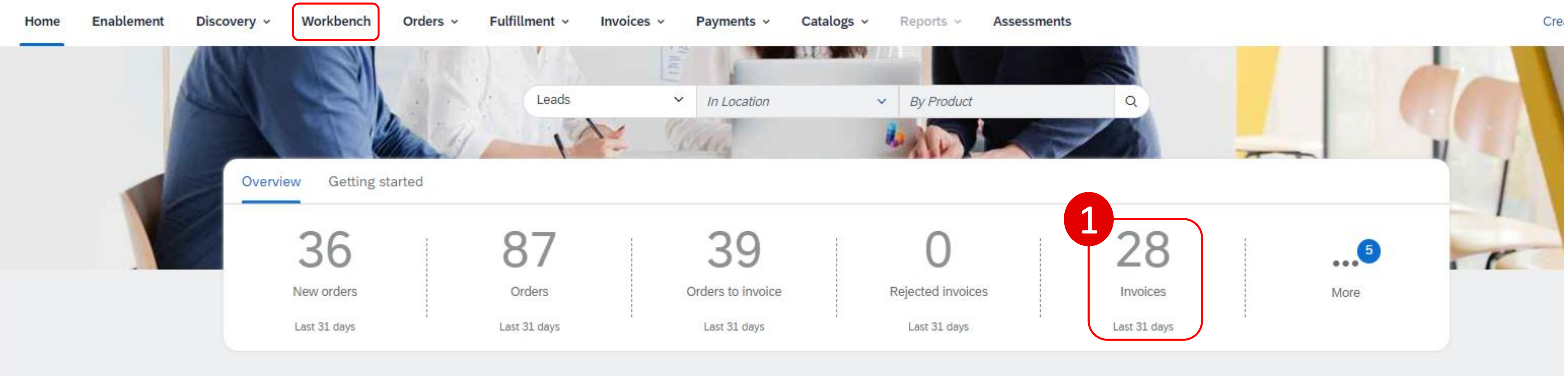
Credit Note Creation

1. Credit Note creation

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



Click here for video direction

2. Credit Note creation

2

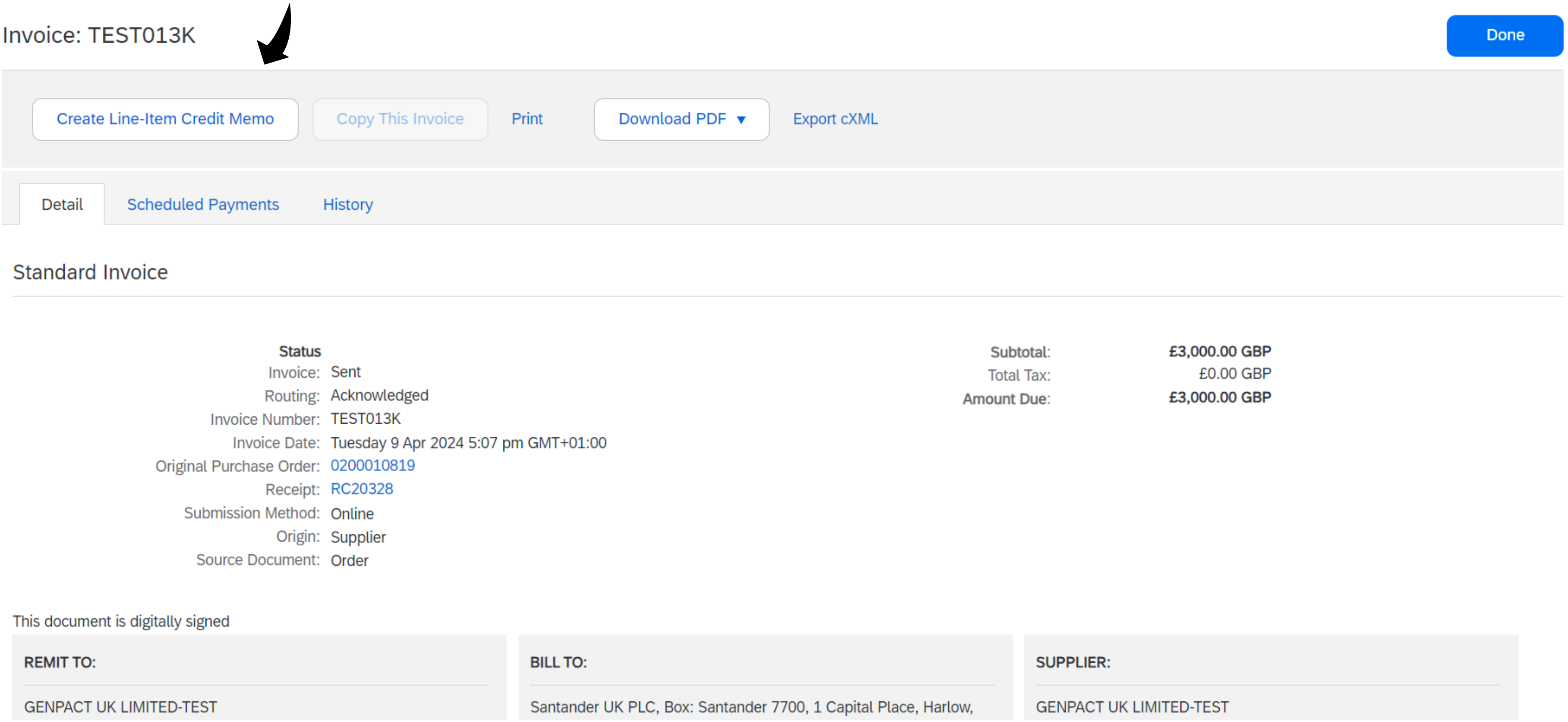
Once you have found the invoice click on the invoice number

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

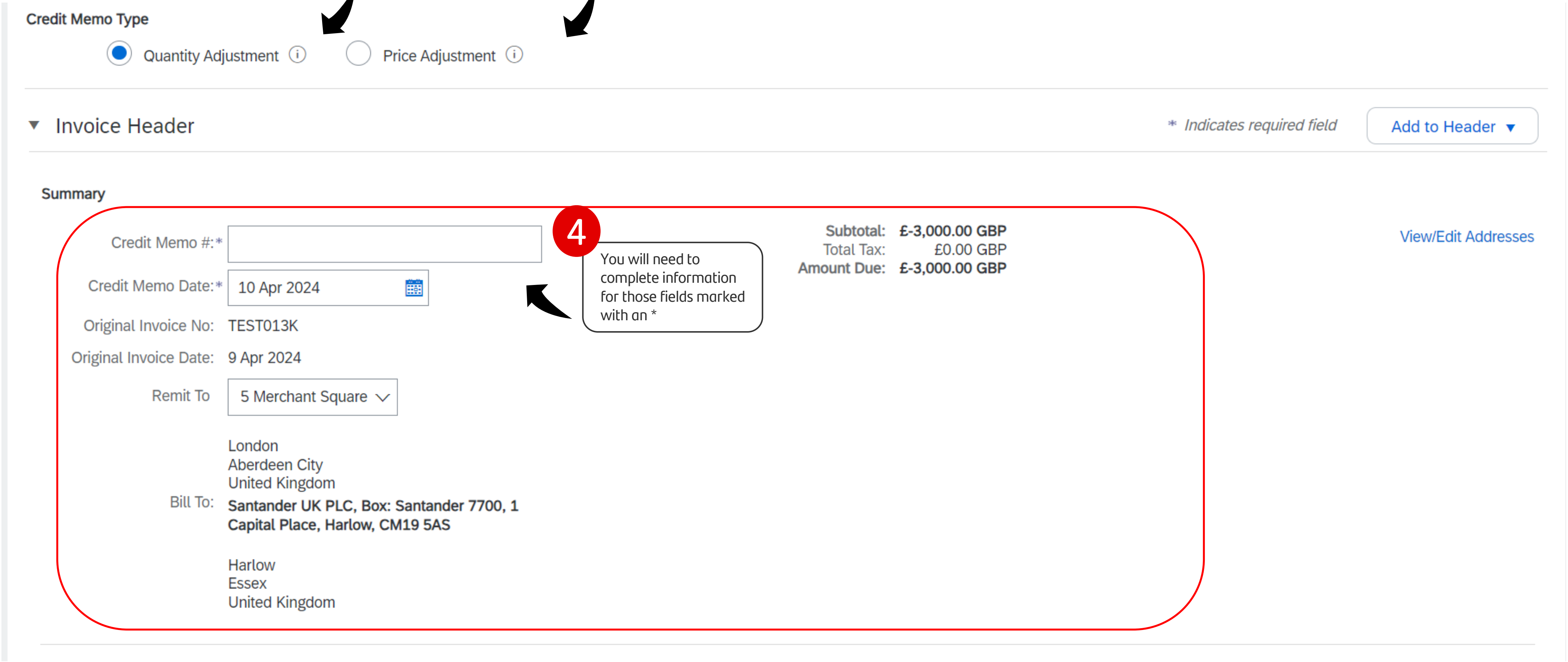


4. Credit Note creation

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.



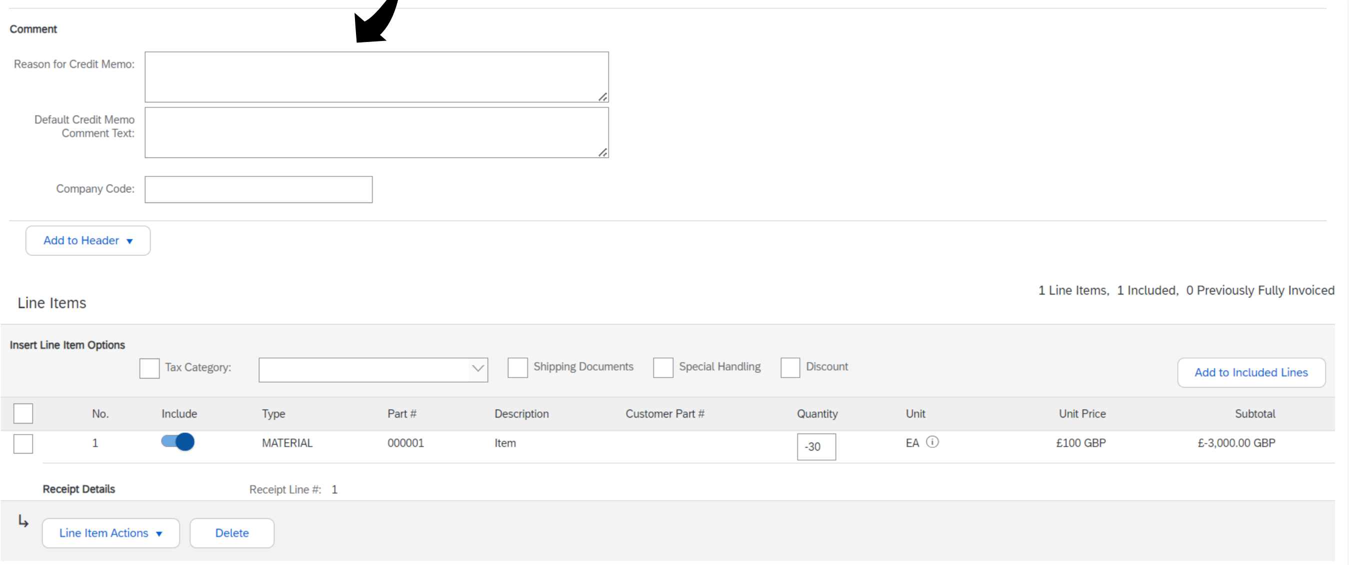
You will need to complete information for those fields marked with an *

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.



Once all details have been completed click 'next', this will send you to a review page where you can check all amendments before submitting

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