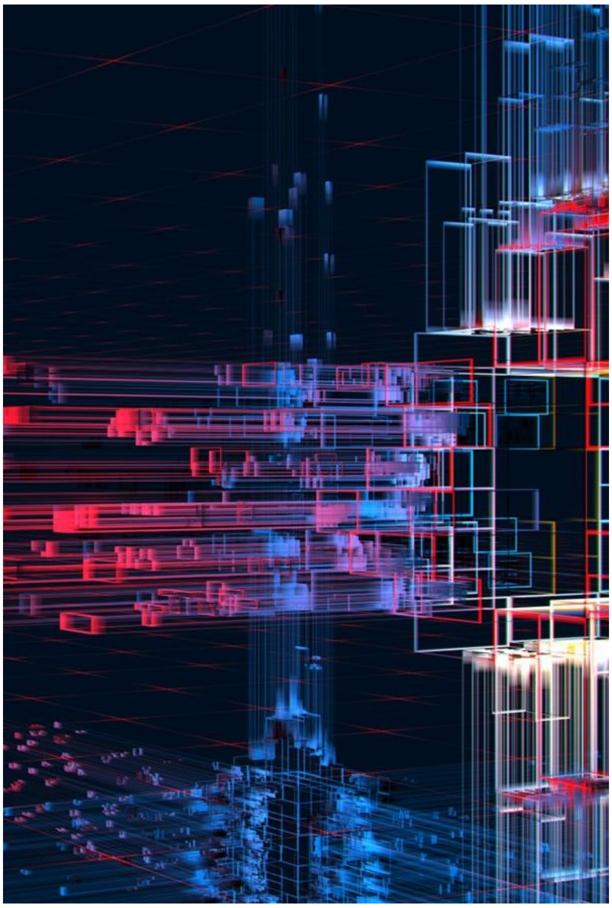

SAP BUSINESS NETWORK

Santander UK - Frequently Asked Questions

November 2024

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1. What is SAP Business Network?

SAP Business Network is a collaborative platform where companies connect, transact and partner on shared processes and information. Santander UK Plc implemented SAP Business Network Solution in July across its source to payment processes to provide the following benefits:

- A single channel for supplier interactions
- Increased level of control, visibility, and transparency
- Visibility of order and invoice status

2. Is sign up compulsory?

Yes, Santander requires all suppliers to transact via the SAP Business Network. As an approved supplier, you already have an SAP business account as our registration and qualification tasks are completed via Ariba.

3. Is SAP Business Network the same as Ariba Network?

Yes, SAP Business Network is also known as Ariba Network Portal. Please log in here - service.ariba.com

4. I have signed contracts with different Santander Group entities. Why haven't they asked us to send invoices through SAP Business Network?

The platform is gradually being rolled out to entities within Santander Global since January 2023. It is already available for some Group companies in Spain, and by 2025 we will have all our companies operating on the tool. Companies that are already operating on the platform in Spain are Banco Santander, Santander Corporate and Investment Bank, Santander Consumer Finance.

FAQs about Supplier Registration

5. If we have not received the invitation, what should we do?

All registered Suppliers with Santander have an SAP Business account already since that is the portal used to submit Supplier Registration Questionnaire.
If you are not able to log in, it may be that you do not have a user profile on your Organization's SAP Account. Only the account administrator of the SAP account for your company can add you as a user.

If you are a new Supplier who is yet to be on-boarded, please contact **OH_Cost_UK@gruposantander.com** to send an invitation

6. Who can the invitation be sent to?

It is important to provide the name of an employee who will actively manage invoicing and respond to other tasks and notifications from Santander.
It is also important to register with your company's existing SAP account and avoid creating a new SAP account.

7. We have an SAP Business Network account, but it is not linked with Santander UK Plc, how should we proceed?

Please email the preferred Ariba Network ID (ANID), vendor number (if you know it) and contact email to Santander.Suppliers@santander.co.uk .

An invitation will be sent or resent to the email id provided. Once you register with the log-in details of your existing account, this will connect you to Santander and you can complete any pending tasks on your Registration Questionnaire.

A Trading Relationship request will be simultaneously sent which can be approved manually or automatically depending on the how the account is set up.

You will receive a notification confirming the establishment of the business relationship with Santander UK Plc.

8. If we already have an account in SAP Business Network for other customers, do we need a new account to transact with Santander UK?

If you already have an account in **SAP Business Network**, you can use it to connect with Santander UK Plc. You do not need to create a new account.

9. We have tried to register but there is already an account set up by Santander UK – how do we access this?

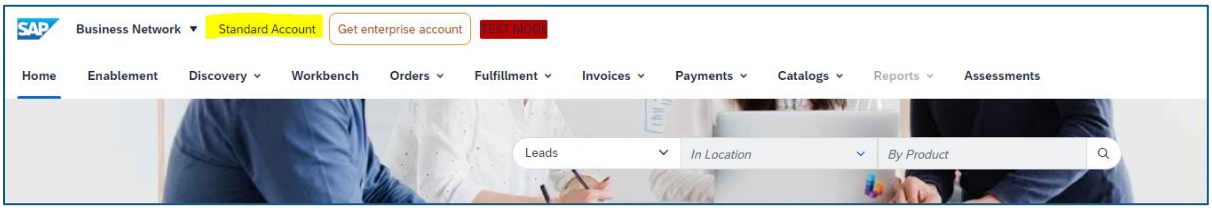
Santander does not set up SAP accounts on behalf of Suppliers.

When the Registration invitation is sent, the Supplier contact who received it may have created a new account instead of connecting with an existing account. Please contact the contact to create a user profile on that account. If the account connected to us is no longer in use, please contact Santander.Suppliers@santander.co.uk quoting preferred Ariba Network ID (ANID), vendor number (if you know it) and contact email.

FAQS about Standard and Enterprise Account types

10. How Do I Know What Type of Account We Hold?

You can see the account type at the top of the screen when logged in.



11. What type of account do I need to transact with Santander UK Plc - Standard or Enterprise Account?

To operate with **Santander UK Plc, it is sufficient to have the Standard account**.
The Standard account does not imply any cost for our suppliers, regardless of the volume of orders and invoices.
The Enterprise account involves a cost due to the operational facilities it offers. It is mainly aimed at companies with a high volume of invoices or Companies that need to directly integrate their ERP systems with SAP/Ariba.

Santander is not liable for any fees incurred by the supplier for the use of the SAP Business Network. The agreement is firmly between the supplier and SAP Ariba, to whom any fees must be paid. For further information on the Ariba Network accounts and pricing structure, please visit https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing

12. I have signed up for an Enterprise Account in error. Can I switch to a Standard account?

Yes, you can switch back to a standard account. Before making the change, it is recommended to check if the system allows it and if the business relationships established with your customers allow such a modification. It is important to keep in mind that by switching to the Standard account, you may lose some of the special and exclusive features of the Enterprise account.

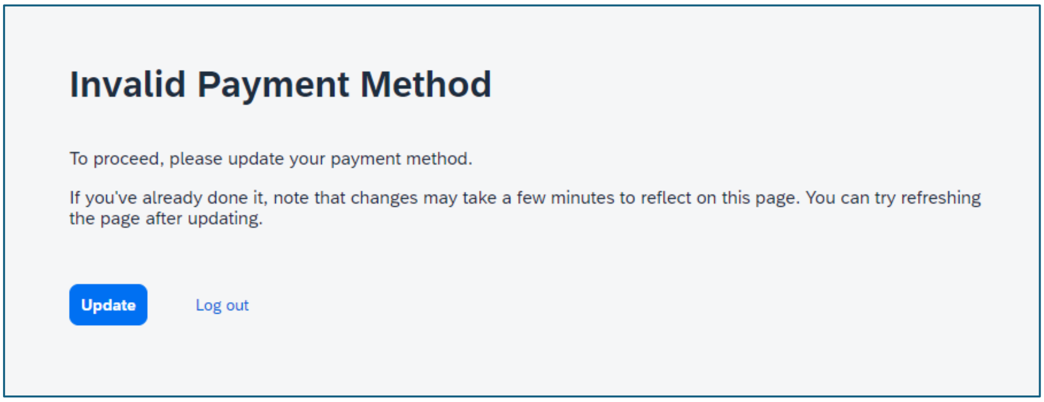
- ✓ In the upper right corner of your SAP dashboard, Click on your User initials – Click on "**Convert to Standard Account**"
- ✓ Review the differences between Enterprise and Standard accounts and eligibility requirements.
- ✓ If you'd like to continue with downgrading, click "**Check eligibility now**"
- ✓ Check the **Status** column to ensure your account is eligible for downgrade
- ✓ Perform the **Action** next to any criteria that did not pass eligibility
- ✓ Click **Re-check eligibility now** to ensure all actions have been taken
- ✓ Once your account meets all criteria, click **Convert now** and confirm

How do I downgrade my fully enabled account to a Standard account?

13. I have received a bill from SAP. What should I do?

Contact SAP Support as soon as possible to dispute the bill and request a bill cancellation e.g. where the enterprise account was registered in error.
How do I dispute my SAP Business Network bill?
You should also downgrade the account as soon as possible to Standard account to avoid incurring further fees.

14. I am unable to log into my SAP Account because of the error message "Invalid Payment Method". What should I do?



If you get this error on your SAP account, it means that your account is a fee-paying account (Enterprise) and there may be an outstanding payment from a previous bill from SAP.
Contact SAP Support as soon as possible to unlock the account, cancel the bill if any is outstanding and downgrade your account to a Standard account as soon as possible.

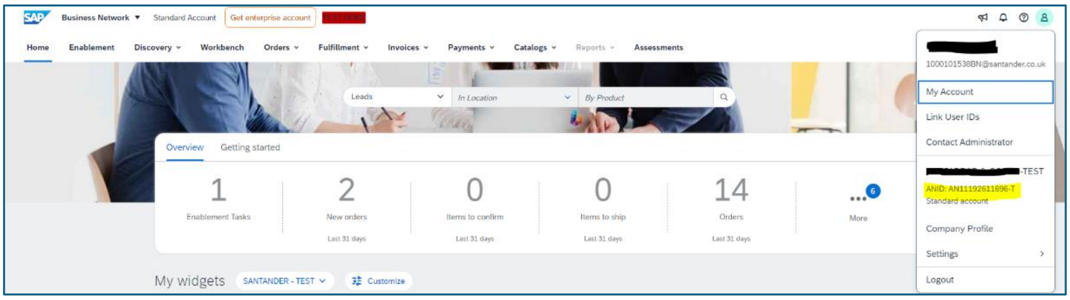
FAQS about SAP Business Access and Log in Issues

15. Why are some menu options disabled on my SAP dashboard?

The menu options are not enabled until the first order is received. Once the first Purchase order is received, you will be able to access the tabs - invoicing, purchase orders, fulfilment, etc.

16. How Do I find my AN ID – Ariba Network ID?

Log into your Ariba Network account
Click on the coloured icon in the upper-right corner of the page (your initials). Your ANID is found here:



It is also visible at the bottom of every page, to the right of your company's name.

17. Can there be several account administrators?

There can only be one administrator per account.

18. The Account administrator of my Organisation's SAP account has left; how can I transfer the account to myself?

If you have the log in details of the account admin, you can log in and transfer the Account administrator role to yourself.
Where the log-in details are unknown and the mailbox of the user is not accessible, please contact SAP Support to transfer the administrator role to you.

19. I can't remember my log-in details for SAP. How can I resolve this?

Please use the options Forgot username and Forgot password to resolve this.

Steps to retrieve Username

Log into Ariba [ariba.com - welcome]
Click on Supplier
Click on Forgot Username
Enter your email address and click Submit
SAP Business Network sends an email notification that contains your username/usernames if you have multiple SAP accounts.

Steps to retrieve Password with known Username

Return to Ariba [ariba.com - welcome]
Click on Supplier
Enter the Username confirmed in email from SAP
Click on forgot password
Enter your email address and click Submit
SAP Business Network sends an email notification that allows you to reset your password

20. When I log into the SAP Business Network Portal, I do not see the tiles Orders, Invoices, Fulfilment... is this correct?

If you do not see these tabs, it is possible that you were only assigned a "Sourcing" role on your user profile.
To have enhanced access, your account administrator needs to increase your permissions in SAP.
Please review our Create User guide to help.

21. How can I add new users to my SAP Business Account?

Only the account administrator can create roles and add new users.
To add users to the account, you need to first create at least one role. You can assign multiple users to the same role or create a different role for each user.

To create a Role:

1. In the upper right corner of the application, click on **[Your Initials] > Settings** and select **Users**
2. In the **Manage Roles** tab, click on +
3. Enter a **Name** for the role
4. Select the corresponding permissions by ticking the checkboxes
5. Click on **Save**

To create a User:

1. In the upper right corner of the application, click on **[Your Initials] > Settings** and select **Users**
2. Click on the **Manage users'** tab
3. Click on the icon
4. Enter the user information **(Username, E-mail address, First name, Last name and Phone number)**
5. Select a role in the **Role Assignment** section
6. Assign a customer **(All Customers or Select Customers)**
7. Click on **Save**

After creating the user, the user receives an e-mail with the username and a temporary password. The user must access the account and change the password when logging in for the first time.

22. Can a user have multiple profiles for multiple Companies/Entities in the SAP Portal?

A user can manage or belong to multiple **Business Network** accounts and perform operations in both accounts. The username for logging in will be different for each account but the email remains the same.

23. As a supplier, can we have one set of active accounts for all the supplier's companies?

Each **Business Network** account can only be defined for one company, the ratio is 1:1.

However, it is possible to create a hierarchy of accounts in **Business Network** by assigning a parent account (main company) and several **Business Network** child-accounts for other companies. In this way, the parent account will have access and visibility to the status of all sub-accounts. The sub-accounts will only have access to their scope of action.

Please read more about it here Help Center Content Item and contact SAP Support to help.

24. My company has been bought over/merged/been acquired by another company. What happens next?

If your Company registration no or VAT registration numbers change, we must create a new vendor record for the new identity, in this instance, please contact OH_Cost_UK@gruposantander.com

25. SAP Business Network notifications do not reach the main user, what can be done to receive all SAP Business Network notifications?

The **Business Network** Account Administrator must configure the "Notifications" section of the **Business Network** account to determine which users should receive these notifications. The path to do this would be to go to "Network Settings" and click on "Notifications".
The **Network Notifications** section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.
1. Click on the "Account Settings Notifications" option.
2. Go to the "Network" tab.
3. You can enter up to 3 email addresses for each type of notification. You must separate each address with a comma with NO spaces between the emails.

26. If Santander UK Plc is contracted under two of our entities, do we need to set up both supplier entities?

The Ariba Network ID (ANID) and your Santander Supplier ID (vendor number) are a 1:1 relationship. If you have separate Supplier IDs for your entities, you will need to create separate ANID's/SAP Business Network accounts for each.

FAQs about Purchase Orders

27.When did Santander UK start issuing orders through SAP Business Network?

Santander started issuing orders through **SAP Business Network** from July 7th, 2024.

28. Who should I contact to get details of my Purchase order from Santander UK?

When a PO is approved for a contract and PO number generated, Santander UK automatically sends the orders to the Supplier's **SAP Business Network** accounts.
The Order details are sent by email to the relevant Supplier contact and delivered in the **Business Network** control panel.

29. Does an order have to be confirmed before sending the invoice?

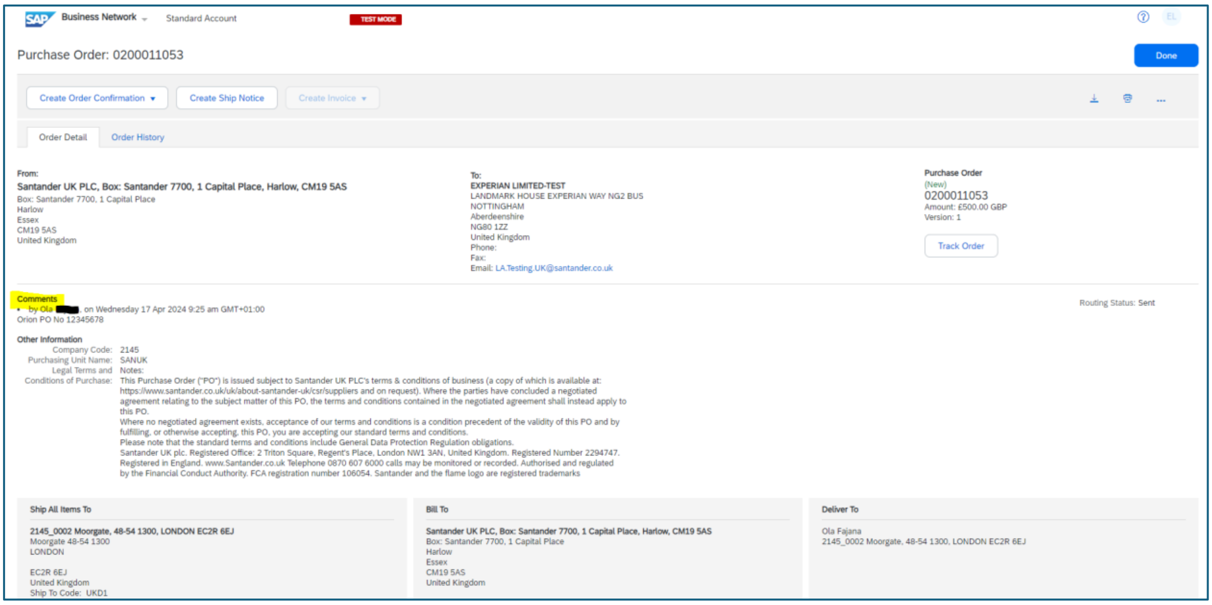
We do not require the PO to be confirmed before you create the Service sheet.

30. Must there be a signed contract before a PO is created for the supplier?

Yes, it is necessary to have a signed contract with Santander UK to receive an order. This is part of our transformation to improve and formalize a secure relationship for both entities in compliance with our purchasing policies.

31. How can I identify the Purchase order in the Business Network?

All orders placed through the **Business Network have 10 digits and** start with the series 2000XXXXXX.
Purchase Orders created before July 2024 were migrated to the Business Network based on the balance remaining.
You can find details of the old purchase orders by checking the comment section of the new Order e.g.



32. When an order is shipped in SAP Business Network, shall I receive an e-mail notification?

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

- Suppliers with an **Enterprise Account** will receive Purchase Orders via ARIBA Network and optionally via e-mail
- Suppliers with a **Standard Account** will receive an e-mail with the order document and a reference link to the order in ARIBA Network

33. What is the difference between a ‘material’ order and a ‘service’ order?

When a purchase requisition is created, the requester choses the type as ‘material’ or ‘service’.

Material orders are typically used for purchasing products/goods, as the system expects a quantity and unit price. Suppliers can invoice against one or more lines of the purchase order for a single invoice.

Service orders allow the requester to enter the total value of the estimated spend, start and end date of the services.

34. We cannot submit Service sheets/Invoices because the Order created by Santander is missing, how can we claim this order?

If you have not received the expected purchase order (available from July 7th) by mail or in your SAP Business Network, please contact your assigned business manager at the first instance.

If your assigned Business Manager confirms that a PO was created but you did not receive it, please contact Santander.Supplier@santander.co.uk

35. I rejected the Purchase order by mistake. What can I do?

Once a Purchase order is rejected, it cannot be processed further. The status "rejected" is final and the document is no longer valid.

Please contact your Santander Business manager as soon as possible and ask them to create a new PO for payment.

36. My Purchase order has a failed status. What can I do?

You can still invoice against a failed purchase order (PO), but you must resend it first.

To resend a failed PO:

1. Click **Orders** > **Purchase Orders**.
2. At the bottom of the page, click **Resend Failed Orders**.
3. Use the **Search Filters** to locate the PO(s) to resend.
4. In the search results, check the boxes to the left of the desired orders and click **Resend** or **Resend All** to resend all orders listed.

37. What do I need to do once we receive the PO in Ariba?

Review the PO details. If it is as expected, please go ahead and create the service sheet/invoice. If the PO is not acceptable as the description or price is incorrect, items are missing such as delivery fees, or the terms are unacceptable to you, please contact the requisitioner named on the PO to discuss at the first instance.

38. I received a PO which starts with K003XXXXX. Is it still valid?

The POs with K00 references were created in our old system and are no valid. Invoices submitted with these POs referenced will be rejected (except for a few which were accrued - your Santander assigned manager will confirm this).
Please contact your Santander Business manager to confirm the replacement POs.

39. I am no longer able to see the PO I received from Santander. It has disappeared from my dashboard. What can I do?

The PO has likely disappeared because it is more than 31 days old, and the Workbench view defaults to POs from the last 31 days.

To resolve this, Click on Orders – Purchase Orders – and when the page opens – click on creation date and change this to last 90 days or 365 days – Click on Apply - Scroll down and you should see the missing PO/s.

40. I have a Standard SAP account, but Santander is not one of the Customers connected to me in the SAP Account. An Order has been created by my Santander contact, what can I do to receive it my SAP Business Network dashboard?

If the PO has not been received in the preferred SAP account, please contact Santander.suppliers@santander.co.uk as soon as possible. This will enable us to investigate the issue. In most issues this is resolved by unlinking any connection to the incorrect SAP account, closing the PO that has not been received and reissuing the PO.

41. I have a Standard SAP account, and Santander is one of the Customers connected to me in the SAP Account. An Order has been created by my Santander contact, what can I do to receive it my SAP Business Network dashboard?

If the PO has not been received in the preferred SAP account, please contact Santander.suppliers@santander.co.uk as soon as possible. This will enable us to investigate the issue. In most issues this is resolved by unlinking any connection to the incorrect SAP account, closing the PO that has not been received and reissuing the PO.

Service Sheets

42. What is a Service Entry Sheet?

The Service Entry Sheet is effectively a timesheet that states the value of services between X and Y dates and requires approval by the PO owner.
Santander UK expects the supplier to create/submit a service sheet in the SAP Business Network. Following approval of the Service sheet, the Supplier can create/submit the invoice.

43. How do I create a Service Entry Sheet?

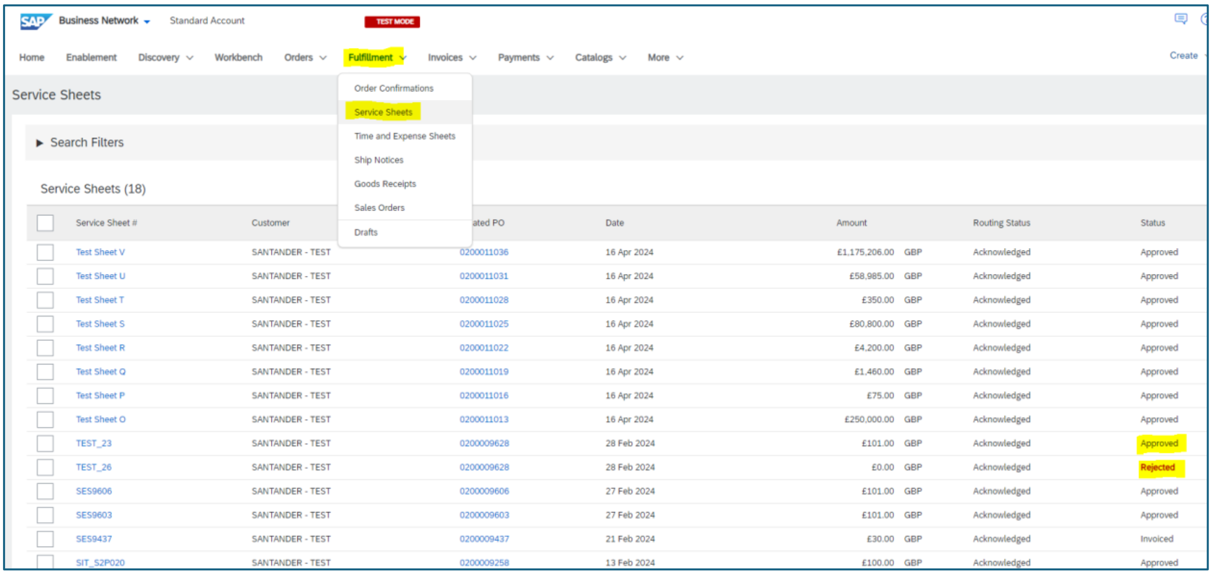
Log into the Ariba Network portal, Click on Orders – Purchase orders and select the purchase order you wish to create the invoice for. Click on "Create Service Sheet"

- Service Sheet # – enter your Invoice number
- Enter Service Description/or Invoice Narrative
- Add Service start/end date if pertinent. If not leave blank
- Additional fields can be left empty
- Scroll down towards the bottom of page – click on Add (select add catalog/contract item)
- Click on Create non-catalog item link (in blue) or the + sign next to the shopping cart
- This takes you to a new page
- Enter the Invoice Description/Narrative
- Enter the Net amount of your invoice
- Please don't amend Commodity code and Unit of measure
- Click on Save
- Click on Done
- It takes you back to the Service sheet.
- Add attachments if required (backing data, your own invoice)
- Click on Next
- Click on Submit

The Service sheet is approved by the PO Owner in the next 12-48hrs. Then you can create/submit the invoice.

44. How can I see in SAP Business Network if a Service Entry Sheet has been approved?

You can check the status of your submitted Service Entry sheet by clicking on the tab "Fulfilment", then "Service Sheets".



45. Will Santander monitor how long it takes to approve a Service Entry Sheet to ensure that payment to us is not delayed?

Yes, this is one of the key performance metrics we will be reporting to Santander Procurement Leadership. Any transaction waiting for approval in Ariba escalates to the individuals line manager if no action has been taken within 3 working days. It will escalate up the management chain every 3 days until it is approved or denied in the system.

46. Can I attach an Excel file or other backing data (Pdf/Word document) to the Service sheet I wish to submit?

Yes, you can. Any document attached to the Service sheet is automatically forwarded to the approver.

47. I submit Service sheets and Invoices to Santander on behalf of my organization but do not receive notifications about the service sheets or invoices I submit. Can you help me?

You can update the email account which receives notifications via these routes –
Settings - Electronic order routing method and
Settings – Electronic Invoice routing method

1. Read the descriptions and Click on the relevant boxes and enter an email address against each task.

2. You can enter up to 3 E-mail addresses separated by a comma and no spaces.
3. Save

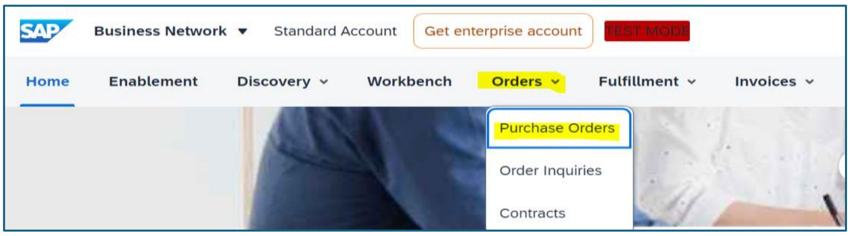
FAQs regarding Invoicing & Payments

48. How do I create an invoice?

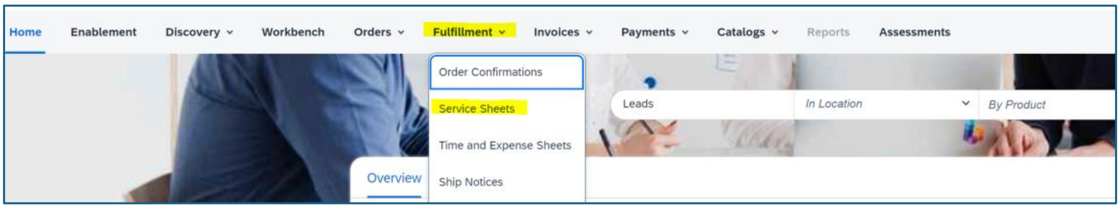
Once you have an approved Service Entry Sheet (SES) or the Goods receipt, an invoice can now be created.

Log into the Ariba Network portal

Click on Orders – Purchase orders and select the purchase order you wish to invoice OR



Click on Fulfilment – Service Sheets and select the Service sheet you wish to invoice



Enter your invoice number in the Invoice # field

Select the relevant Invoice date

Scroll to the Tax field, make sure the correct VAT category is selected 0% or 20% VAT

Where 0% VAT is selected, a reason is required. Please click on the dropdown Field next to Exempt details and select "Zero rated" or VAT Exempt.

Line items at the bottom of the page is populated from the approved Service sheet showing the value.

Where there are multiple Service sheet entries, use the toggle button or include or exclude lines

Click on Next and review that the details are correct, Click on Submit.

49. Can I submit an invoice before the goods are received?

As per Santander Global model, Invoices can only be submitted when the PO is goods received or serviced.
If the requester has not confirmed goods receipt on the order, the Create invoice button will not be available for invoicing. Please contact the PO Requester or your assigned Business Manager.

50. Do I need to attach a copy of the PDF invoice created in our system in the SAP Business Network?

You do not need to as the SAP Business Network will generate a compliance invoice, so a PDF invoice is not required.

In some instances, your assigned Business Manager may prefer to see your invoice as it has a detailed breakdown of the goods or services provided. In such instances, please attach the invoice to the Service sheet when submitting.

51. Would I be raising an invoice in our bespoke system and on SAP Business Network? So, two invoices?

No, you only need to create one invoice in your own system, your tax invoice. You then create a record of the same invoice in SAP Business Network. The record must exactly match the invoice you created in your ERP system including your invoice number.

52. The "Create Invoice tab" is greyed out. How can I activate it?

To successfully create/submit an invoice, the Service Entry Sheet must be approved, then the "Create Invoice" tab becomes activated.

53. Can I still submit my invoices via a mailbox e.g. Webflo Or must it be done exclusively through the SAP Business platform?

We strongly recommend that Invoices are submitted exclusively through **SAP Business Network** as this gives you improved visibility and traceability of transactions.

54. Can I submit a non-PO invoice via the SAP Business Network?

We operate a No PO, No Payment system, therefore a non-PO invoice will be rejected.

55. Can I submit consolidated invoices in Ariba?

A small number of our suppliers may provide us with a consolidated invoice each month. This is a summary invoice with multiple service entry sheets making up the total. When creating the invoice in SAP Business Network, you should attach the PDF summary invoice and MS Excel backing data to the record. This gives the PO requester an audit trail to review the invoices & backing data to support the Service entry sheet approval process.

56. I am unable to submit my Invoice because I get the error "required details" next to the box Supplier VAT Registration?

Please enter your Organisation's VAT registration number in the field and the error message will disappear.


Supplier VAT
Supplier VAT/Tax ID: *
! Required field
Supplier Commercial Identifier:
Supplier Commercial Credentials:
Company Code: 2145
Customer VAT
Customer VAT/Tax ID: * GB466264724

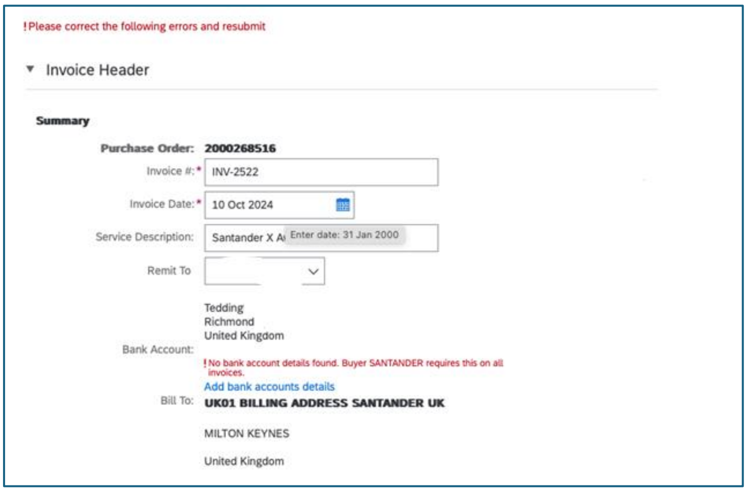
57. I am unable to submit my Invoice because I get the error "required details" next to the box Customer VAT Registration?

Please enter Santander's VAT registration number "GB466264724" in the field and the error message will disappear.

58. I am unable to submit my Invoice because it has Multiple VAT rates

If you have different tax rates for different line items, please select the option ‘Line level tax’ and enter the tax rate for each line separately. You will have to select the line item and dropdown "Line-item actions" to select the TAX option for that line item.

59. I am unable to submit my Invoice because I get the error “add Bank details”


!Please correct the following errors and resubmit

Invoice Header

Summary

Purchase Order: 2000268516

Invoice #:* INV-2522

Invoice Date:* 10 Oct 2024

Service Description: Santander X A Enter date: 31 Jan 2000

Remit To

Tedding
Richmond
United Kingdom

Bank Account: !No bank account details found. Buyer SANTANDER requires this on all invoices.
Add bank accounts details

Bill To: UK01 BILLING ADDRESS SANTANDER UK

MILTON KEYNES

United Kingdom

The “add bank details” error comes up if bank details have not been added on your Remittances section.

Save the invoice draft you are working on.

Please add the bank details following the steps below –

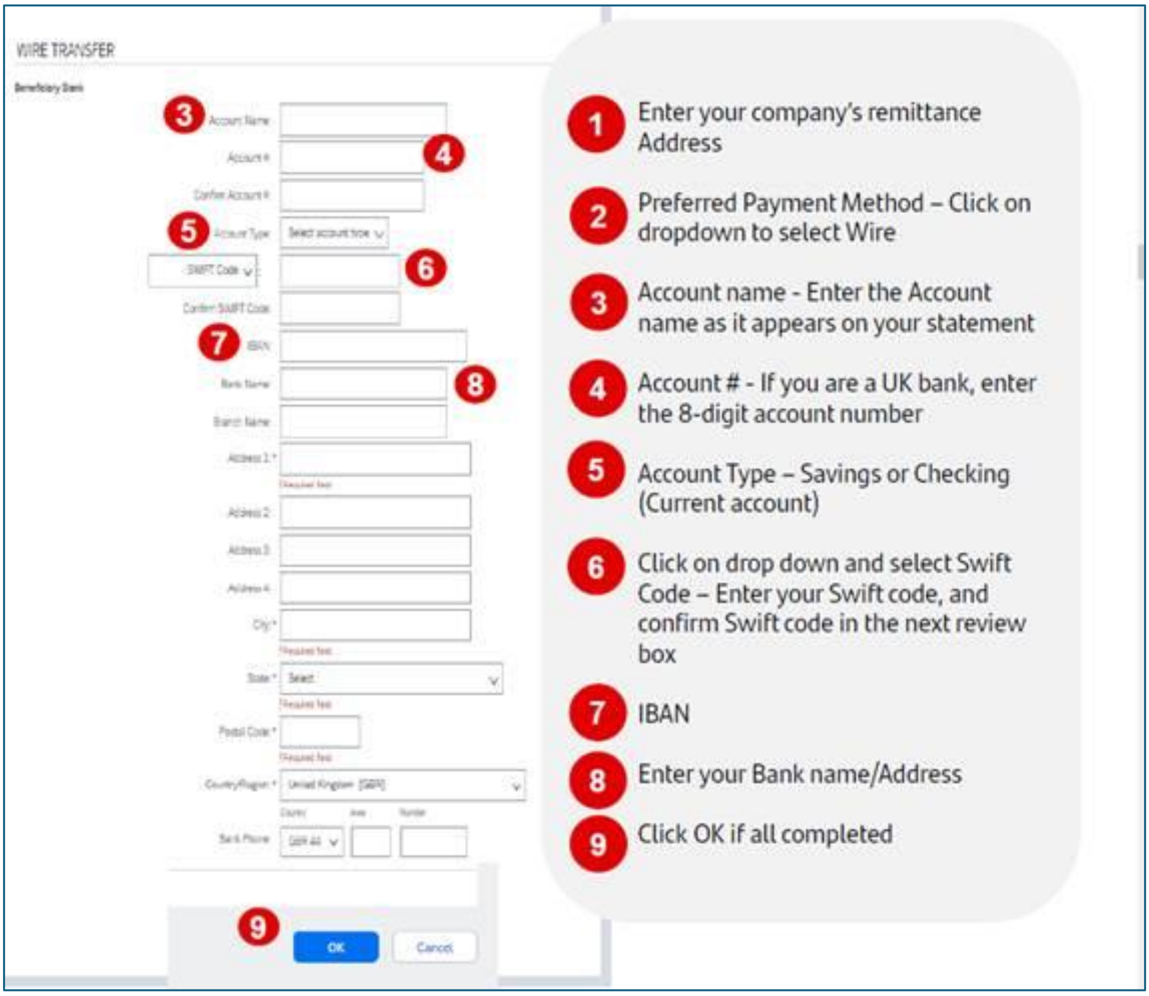
1. Click on Add bank details
2. Select “Create” if there are no remit details saved
3. Enter your Organization address
4. Click on “Make it the default”
5. Payment method – Please select Wire.
6. The enter details under Wire transfer NOT ACH
7. Please make sure your IBAN is updated.
8. You need to first select BANK TYPE as Swift Code – this enables the IBAN field.
9. IBAN details is mandatory information required by Santander even though not mandatory on the form (screenshot below)
10. Update this field and other starred fields – Okay – Save.

Now go back to your invoice draft and the error message should have disappeared. You can then click on next and submit.

Alternatively, under your Account Setting – Select Remittances – Please check if you have any existing Remit information.

If you do, please click on Edit and check that all the information in steps 3-10 is updated.

If there are no Remit details, click on Create and enter Remittance details (steps 3-10)



60. How do I find out why my invoice was rejected in the SAP Business Network?

An invoice maybe rejected if it fails to meet Santander's Invoice validation rules or SAP's invoice rules or by Accounts payable an individual within Santander UK Plc.

When this happens, you will see a blue box at the top of the screen when viewing the invoice. You should also receive an email notification.

The blue box will contain the reason for rejection, including any message if rejected by Accounts Payable. Click the edit and resubmit button to make the necessary changes to the invoice before resubmitting.

Queries in relation to invoices or payment should be directed to Accounts.payable@santander.co.uk.

Common Reasons for Invoice rejection

61. Invoice rejection – “Invoice currency is different from PO currency”

An Invoice must be created in the currency of the original PO. If the PO currency is incorrect (PO currency is GBP but Invoice must be paid in USD) please contact the PO requester or your Santander Business manager as soon as possible to reissue the PO in the correct currency.

62. Invoice rejection – “Invoice has the wrong VAT applied”

An invoice can be rejected if it has the wrong VAT code applied. Example - the Invoice has been submitted with 20% VAT applied when it should be a Zero-rated VAT invoice or Vice versa – the invoice is submitted with 0% VAT when it should have 20% VAT applied.

63. Invoice rejection – “Duplicate Invoice”

The Supplier has sent multiple invoices with the same amount and date. Usually arises where the invoice has been submitted via mail and in SAP Business Network.

64. Invoice rejection – “Invoice bank details do not match the bank details in Santander’s system. We are unable to make the payment as we cannot validate the bank details”

This issue arises if the bank details entered by the Supplier during Registration with Santander differs from the bank details on the current invoice.

To correct this, an invitation will be sent to the specified Supplier contact who has access to the SAP Business Network Portal. Only the user who the request was sent to can access the Questionnaire to make changes.

Click on Revise Response on the questionnaire. Scroll down to Section 7 which has the bank details. Update the bank details and attach supporting documents and submit.

<u>The only supporting documents acceptable are a bank letter or redacted bank statement not older than 90 days</u>

65. How do I find out my vendor number?

Santander UK assigns a unique vendor ID to each supplier, starting with the prefix 1000XXXX/2000XXXX. The ANID is the Ariba specific ID. We connect the two together in your Ariba record from our side to ensure the purchase order reaches the correct network ID.

66. Who Can I Contact for Help?

You can find additional support and guidance through the Ariba help Portal.
To access the portal, go to https://service.ariba.com/ and select the “Supplier” button. This takes you to the login screen. To access the help portal, select the ? icon at the top of the Sap Business Network screen.

Santander UK Contacts

Accounts Payable accounts.payable@santander.co.uk for GBP Invoices or Payment MK payments.mk@santander.co.uk for Foreign Invoices

- Queries on Progression of Invoice Status'/Payments
- Queries on Remittance Advices
- Invoice Statement Queries

Ops Hub Team OH_COST_UK@gruposantander.com

- Help with updating the Supplier Registration Questionnaire i.e. updating Bank Details/Supplier Information
- Queries on Supplier Registration on the SAP Business Network
- Adding/Removing Contacts within the Supplier Record

Santander Supplier santander.suppliers@santander.co.uk

- ANID Queries
- How to navigate the SAP Business Network with regards to using the Purchase Order and Invoicing Service i.e. Creating a Service Entry Sheet, using the PO Flip to Invoicing etc