Business Network Configuration

New to Business Network?

Click here to see the registration process

Do you have a Business Network account?

Click here to establish a relationship with Santander

Important considerations

SAP BUSINESS NETWORK

There are two types of accounts to be used:

1. Standard: Completely free and address all your needs for your operation with **Santander**

2. Premium: Subject to **a cost for the company** as it includes improvements that the Standard type does not allow

The default account assigned on the Business Network platform is the **Standard type.** In cases where an **Enterprise** account has been incorrectly assigned, you can change your account type here: *link*

Configure your **Remittance Address** and **Bank Details**(1) in your SAP Business Network profile. The Bank Details collected during the Registration as well as in the configuration of your Business Network **must match** the bank details provided later during the invoicing and payment process (mandatory).

Finally, if you belong to a Business Group, we appreciate you reflecting its name during Registration.

Configure the **different Profiles** and **Permissions** in the “Business Relationship” section of SAP Business Network to have access to all stages of the process with Santander. If you do not have access to any management features in Business Network, your account administrator can assist you. Additionally, it is important to keep the **email address for Purchase Orders (P.O.)** updated.

(1) At the time of Registration as a supplier, the consistency and validity of the bank account will be confirmed with the bank statement requested during registration. This account must match the one selected during invoicing to receive payment. If you wish to change it, you must update the initial information provided during registration-

Content

Business Network Configuration

After completing the Supplier Registration Questionnaire, the next step is the Business Network Profile Setup. This step of the process is essential to avoid incidents in your operations with Santander. Once the configuration is done correctly, the users selected by you will be assigned specific permissions and will be able to receive our notifications.

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

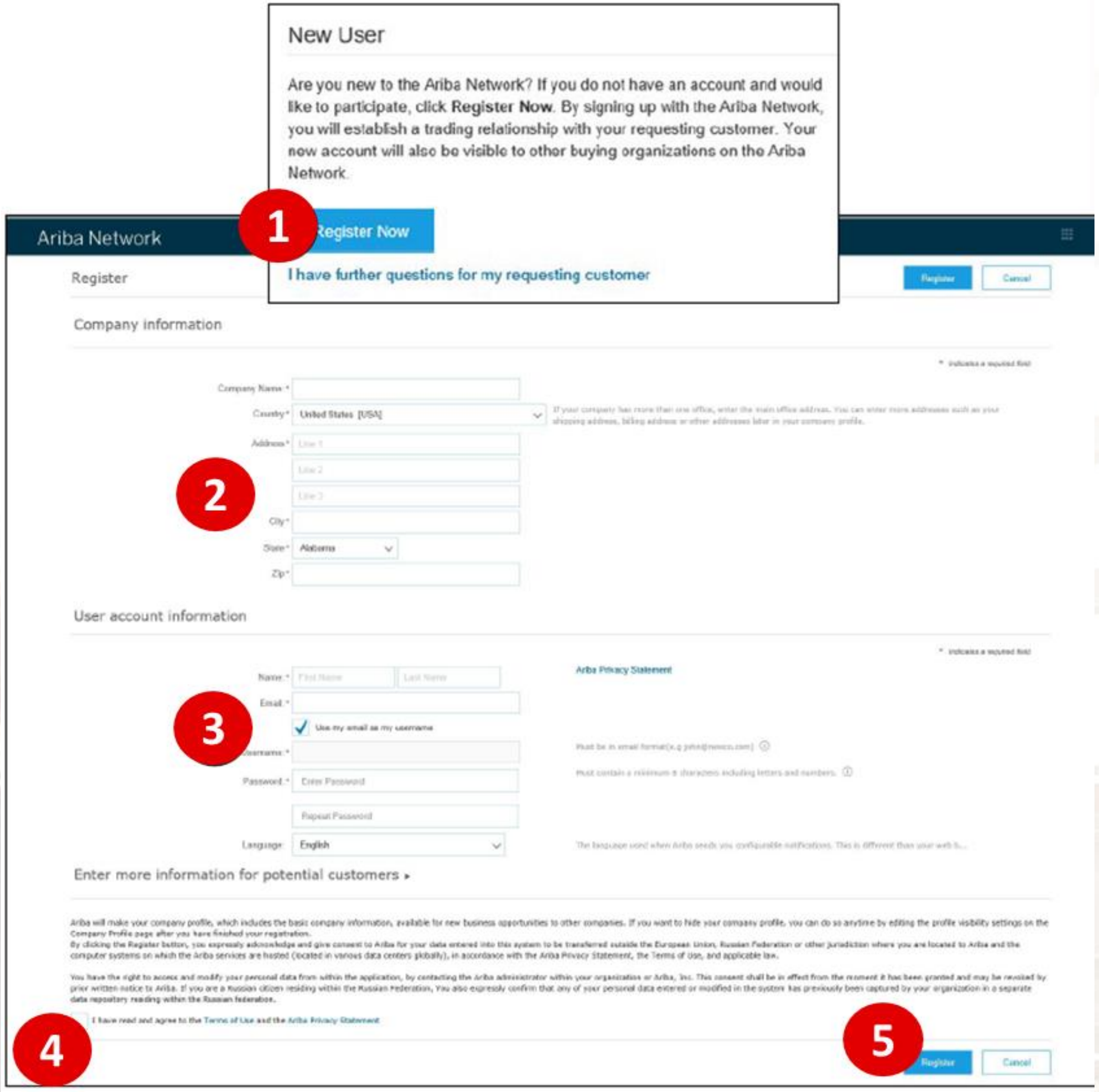
- Creation of Business Network accounts (If you do not have one)
- Business Network configuration in relation to:
    - Company profile
    - Santander Customer Relationship
    - Users
    - Notifications

Suppliers without a Business Network account

Account Creation

Account Creation

1. Click on "Register now".
2. Enter company information fields marked as required with asterisk (*): Company name, country, address.
3. Enter user account information marked as required with asterisk (*): Name, email address, username, password.
4. Accept the terms of use by checking the box.
5. Click on Register to return to the home screen



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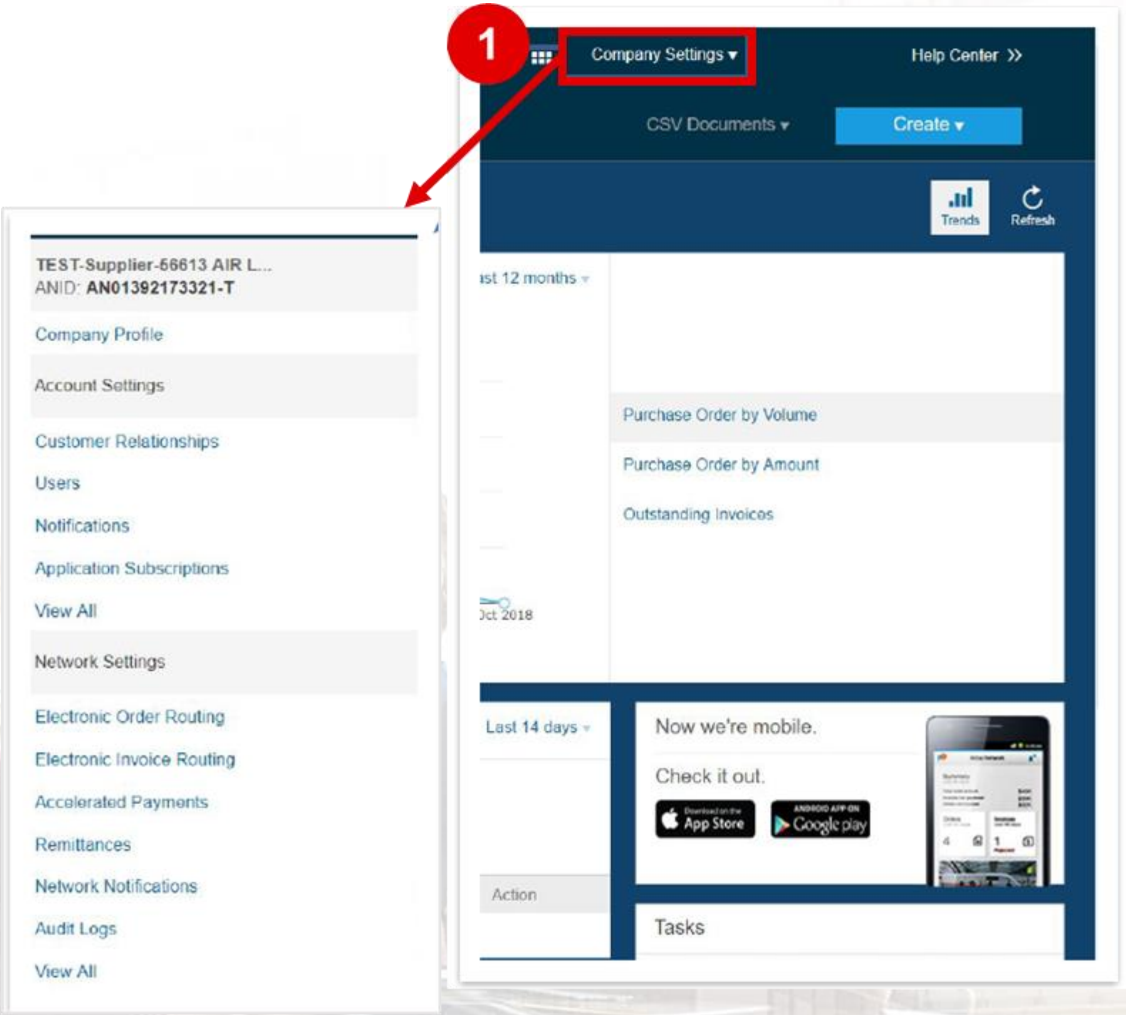
Account Configuration

Account Configuration

1 Click on Company Configuration to access the configuration menu.

This menu gives you access to differentpages that will help you configure your company'syour company profile.

- Customer relations
- Users (1)
- Notifications (2)
- Subscription to the application
- ...



(1) It is important to enter your e-mail address correctly in this section, as it will be the means by which you will be contacted..

(2) Remember to configure the notifications to receive messages from the platform at your convenience.

Suppliers without a Business Network account

Account Configuration

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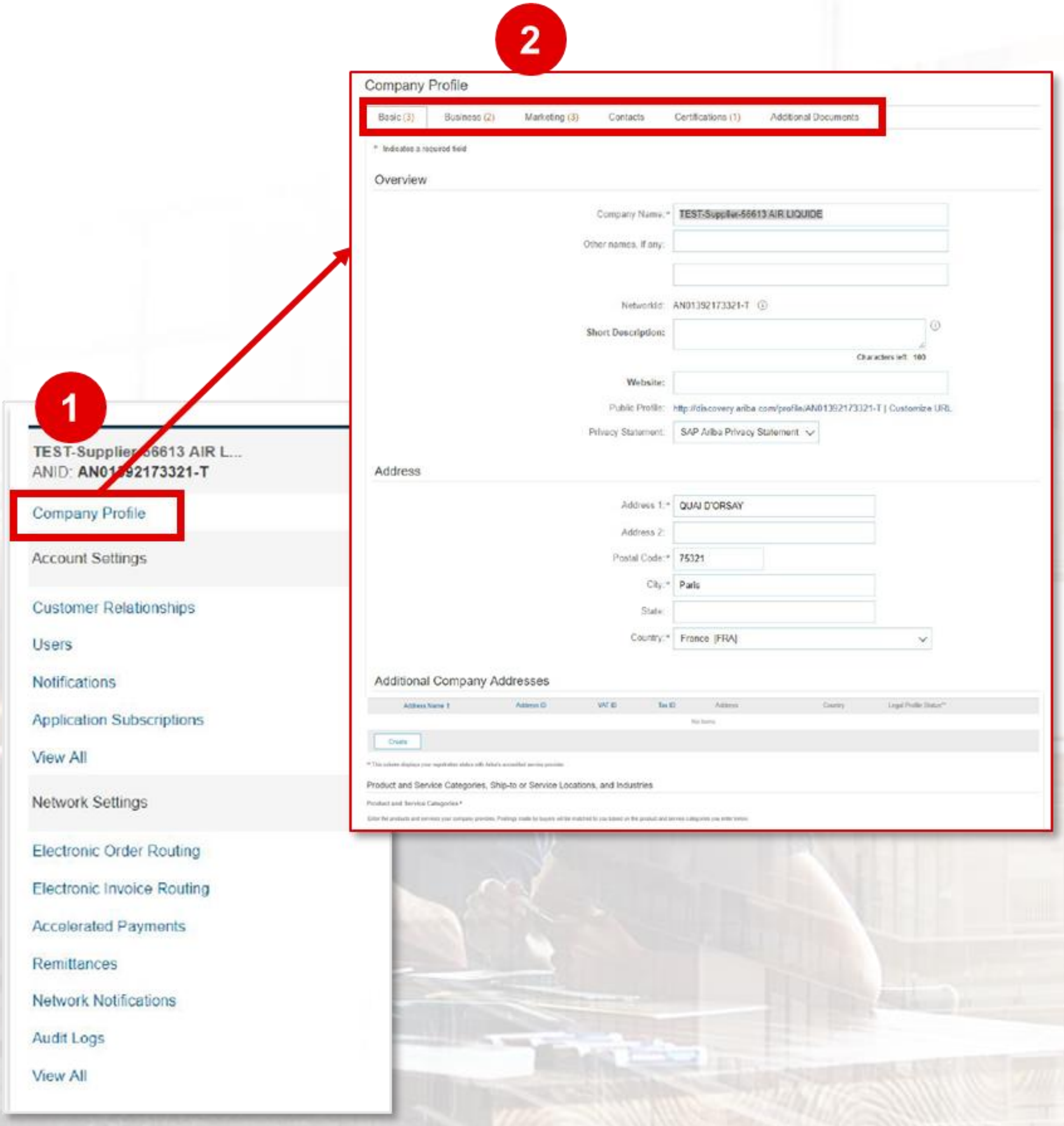
Company's Profile

1. The Company Profile section allows you to maintain all the key information about your company, such as your key contacts, addresses, type of business...

2. The Company Profile section contains 6 tabs where you can add information about your company. Please fill in all the fields with your information, especially those that are presented as mandatory (*)



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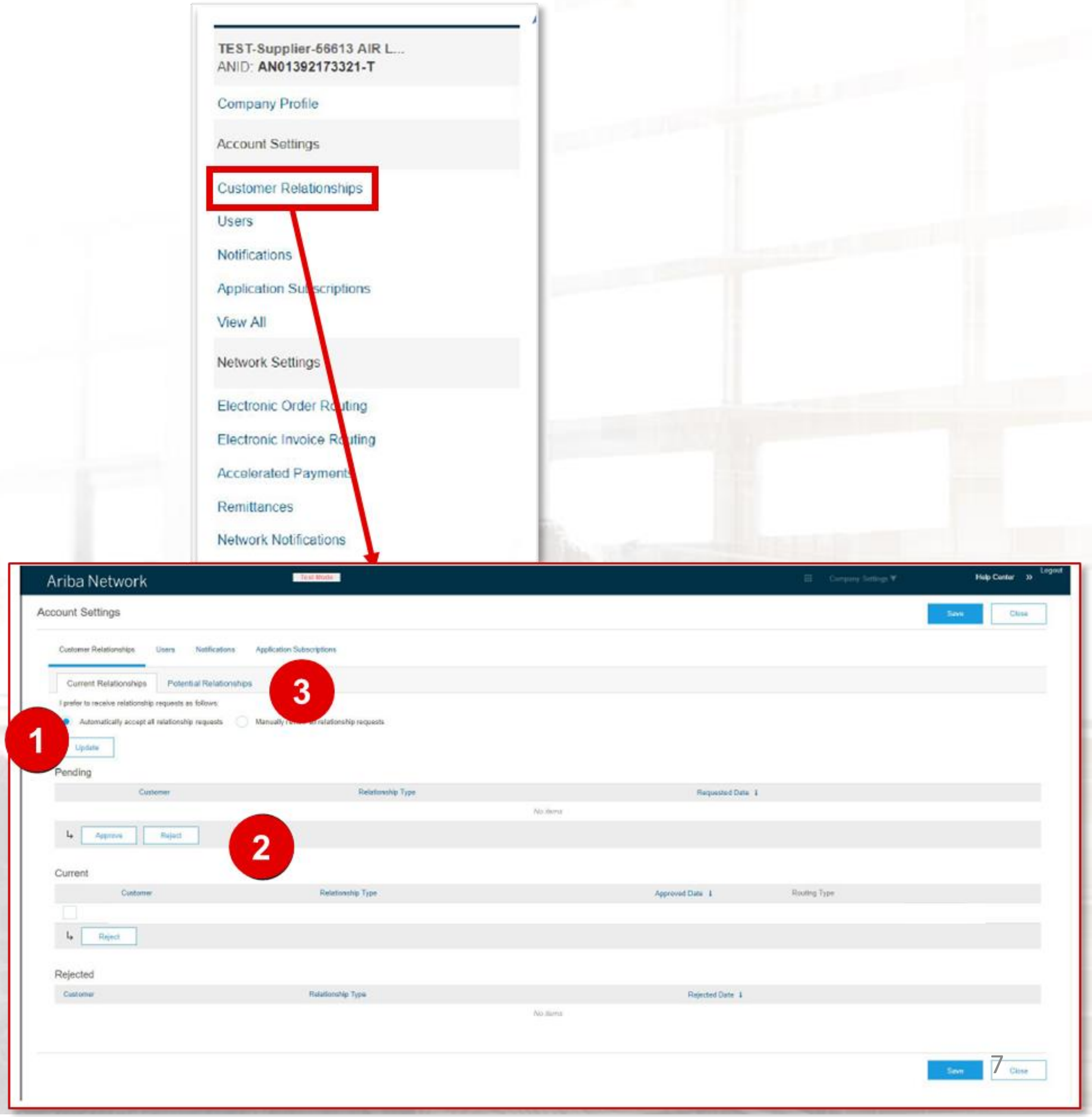
Account Configuration

Customer relationship

1. Choose to accept customer relationships manually or automatically.
   - **Automatic**: You choose the relationships according to the conditions given by the user.
   - **Manual**: You freely choose the customers according to what best suits your needs.

2. In the "Pending" section, you can approve or reject relationship requests. 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.

3. Search for potential clients in the "Potential Relationships" tab.



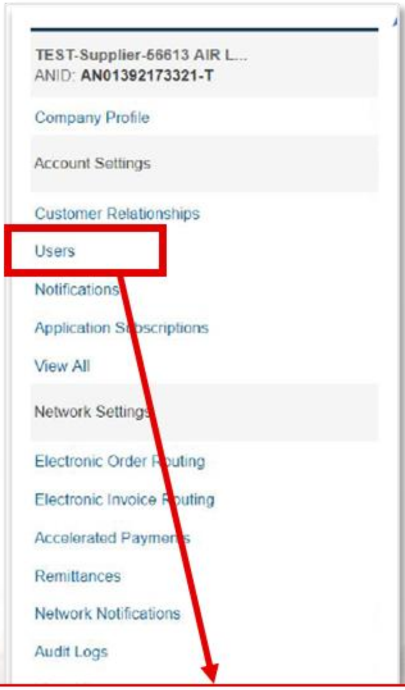
Account Configuration

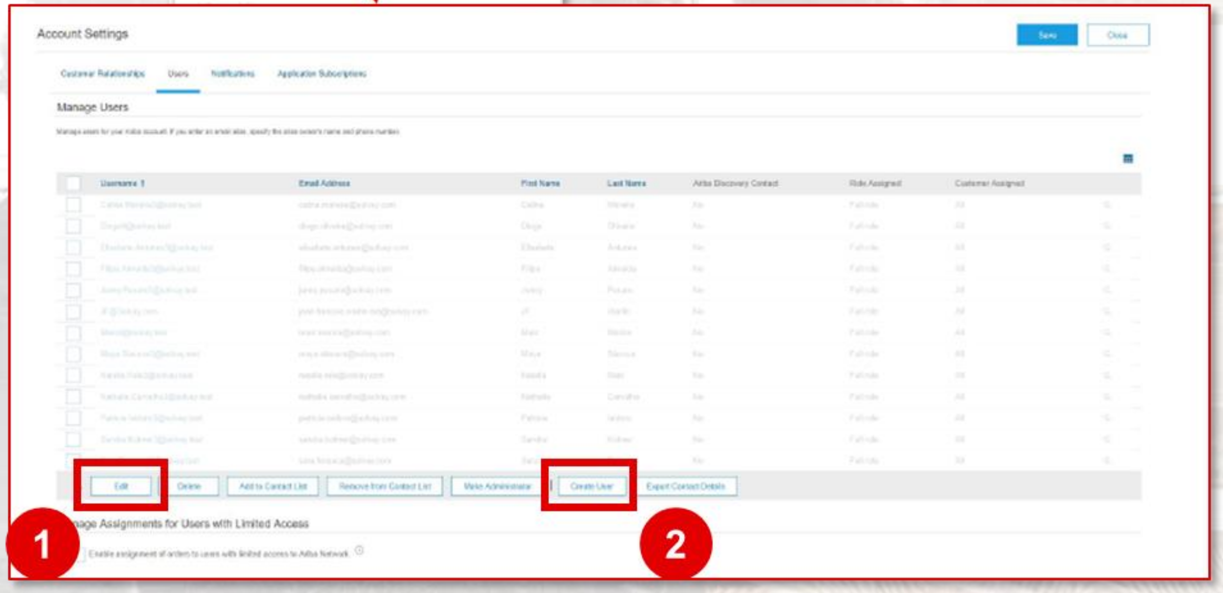
Users

On the “Manage users” page

1 **EDIT USERS**
- Click on EDIT
- Add the relevant information about the user
- Assign a role
- Click DONE

2 **CREATE USERS**
- Click on CREATE
- Add the relevant information about the user
- Assign a role
- Click DONE





The administrator role (1) is automatically associated with the user name and user ID entered in the subscription and account setup.

As an administrator you have to :

- Ensure the configuration and good management of your account.
- Create roles and users: the administrator has to create users and assign a role to each of them.

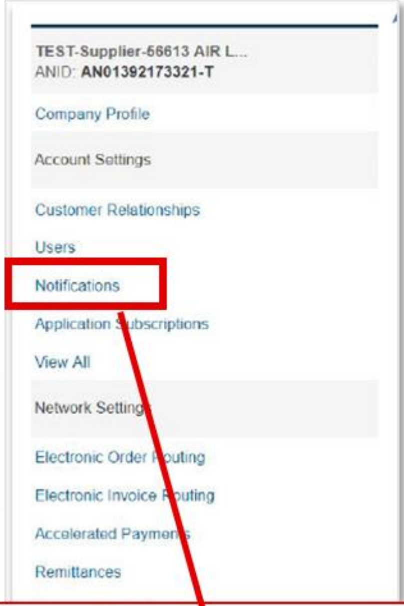
(1) For more information on the administrator role, please review the Questions and Answers (FAQs) section at the end of this document.

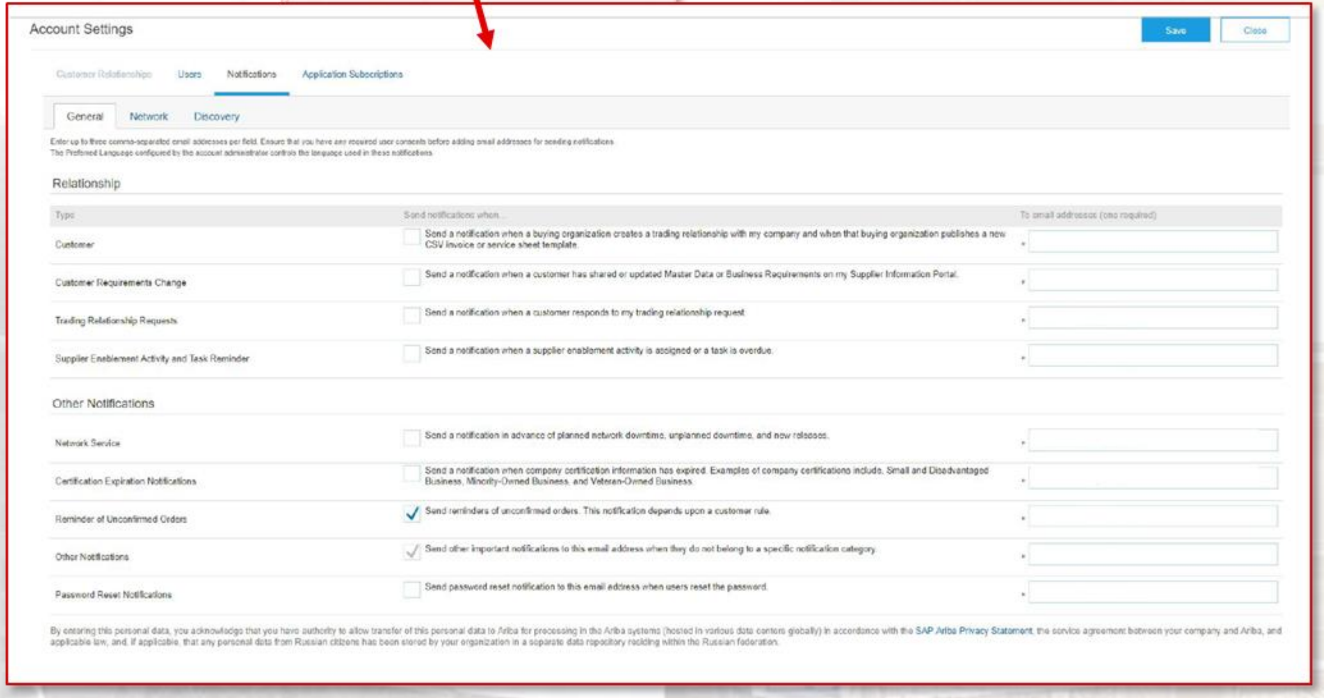
Account Configuration

Notifications

Notifications are grouped by solution type
- General
- Network
- Discovery

The "Notifications" section allows you to choose the type of notification and the address to which you want to send it.





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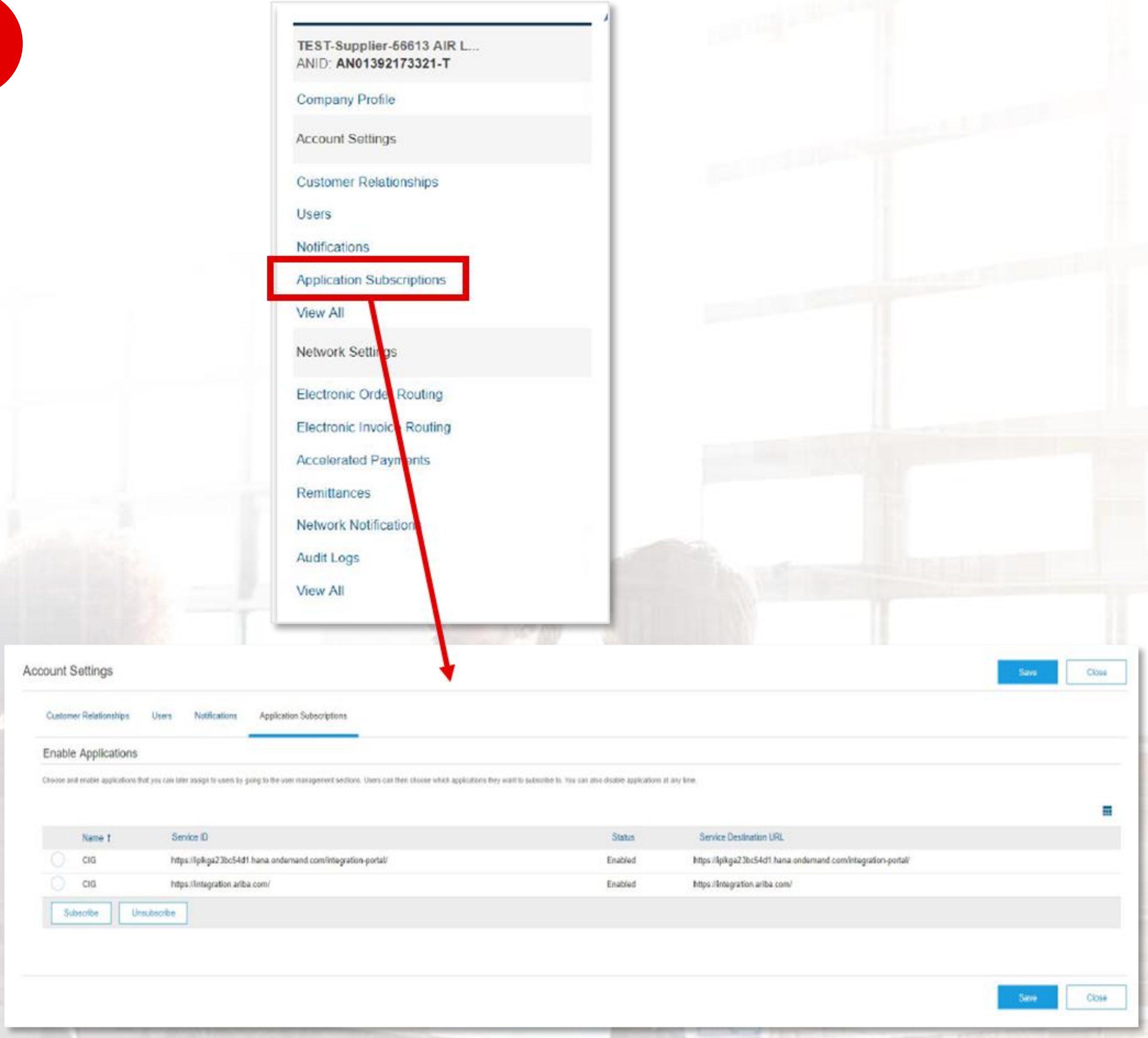
Account Configuration

Subscription to the application

- In the Application Subscriptions table, you can choose and enable the applications that you can subsequently assign to users by accessing the user administration sections.
- You can then choose which applications you want to subscribe to.
- You can also disable applications at any time.



Support & Frequently Asked Questions (FAQ's)

Santander

FAQs

Business Network

What is Business Network?

Business Network is the way to connect companies to do business, it is the leader in spend management. Its main goal is to help companies control and reduce costs by making it easier for buyers and suppliers to work together. Companies can connect to their trading partners anywhere, anytime, from any application or device to buy, sell and manage their cash more efficiently and effectively than ever before.More than just a network of suppliers, Business Network is a dynamic digital marketplace that helps you manage sales cycles, improve cash flow and grow your business efficiently.

Buyers ask suppliers to join the Business Network so they can work together more efficiently and effectively on all shared aspects of business commerce: proposals, contracts, orders, invoices and payments. Doing so through the Business Network saves both of you a lot of time.

As a Business Network supplier, you access the world's largest B2B marketplace, with millions of companies doing business. It helps:

- Accelerate the sales cycle while reducing the cost of sales
- Find new customers who are ready to purchase
- Respond to RFPs/RFIs, submit proposals and negotiate contracts
- Drive sales through catalogues
- Manage purchase orders, send invoices and receive payments

What is Docusing?

DocuSign is an application designed to collect and manage digital signatures for your business documents, including contracts, budgets, purchase orders and agreements.

FAQs

Business Network

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

Contact proveedoreseuropa@gruposantander.com

If you have not received the invitation, Grupo Santander will resend it to you so that you can register on the platform. In addition, please provide the NIF of the contact company, to send the corresponding briefing or communication.

There are two types of accounts, Standard and Enterprise, which one should I choose?

When registering with SAP Business Network, there are two types of accounts available: Standard and Enterprise.

The Standard account does not involve any cost for our suppliers, regardless of the volume of orders and invoices. On the other hand, the Enterprise account implies a cost due to the operational facilities it offers, mainly aimed at companies with a high volume of invoices or that need to directly integrate their local systems with those of Grupo Santander. To operate with Grupo Santander it is enough to have the Standard account, considering that the Enterprise account offers additional resources that can improve the digitalisation of daily operations. In case you need to change the modality, in the upper right corner of the account you will find a round icon with the initials.

When you click on it, a menu appears with the option 'Switch to standard account'. However, before making the change, it is recommended to check if the system allows it and if the established business relationships with your customers allow such a change. It is important to keep in mind that by switching to the Standard account, you may lose some of the special benefits and exclusive features of the Enterprise account.

Santander

FAQs

Business Network

I have received a message from Santander to register in Business Network, what should I do?
If you are the administrator in your company, access the account with your usual Business Network username and password, or create a new account in case your company is not registered on the platform, and establish the relationship with Santander Group. If you are not the administrator of the account, please contact him/her so that he/she can complete the registration.

My company is already registered with Business Network, but I cannot log in with my credentials.
Contact the administrator of your company's service account and check that your user is registered on the Business Network.

How can I retrieve my username?
If you forgot your Business Network username, click on the following link to retrieve it.
Retrieve username

How do I change or update my email address or username?
To update the email address, username, contact information, preferred language, Timezone, or currency in your account: 1) Click on your initials in the top right corner of the application. 2) Select My Account. 3) Edit the fields as needed. 4)Click Save

How do I reset my Business Network password?
If you have forgotten your password, click on the link below to reset your password.
Reset password

Can I access Business Network on any device?
Yes, you can access your Business Network account through the Business Network Supplier mobile app.
SAP Business Network app for suppliers

FAQs

Business Network

Can I make Contracts, Orders and Invoices with the Standard account?

Santander Group does not require an Enterprise account for business relations with the bank. With the Standard account, it is possible to carry out all the necessary processes, including invoicing and contract management. The Enterprise account, on the other hand, provides additional services if required.

Are the menu options disabled? Also, when selecting 'Activation' nothing appears.

The menu options are not enabled until the first order is received. Once the first order is received, you will be able to access invoicing, purchase orders, fulfillment, etc. It is also important that you have a profile to manage orders. That type of user must be granted by the account administrator.

How do we access the SAP Business Network Portal? The first time we receive a notification, is it by mail?

You will be able to access the portal through an invitation notification to register in SAP Business Network sent by Grupo Santander. There is also the possibility to access the portal and create an account independently through the Business Network Suppliers website.

Can a user have two company names?

A Business Network account can only have one company name; however, a user can manage or belong to 2 Business Network accounts and perform operations in both accounts.

Nowadays only Grupo Santander Spain is on the SAP Business Network, when will Santander Digital Services join, and in which group companies will we use the SAP Business Network?

SAP Business Network is currently working for Santander Group Spain, Santander Consumer Spain, and Santander Corporate and Investment Banking. In the case of Santander Digital Services (formerly Santander Global T&O), we will start integrating the tool into its acquisition process in 2025. The timeline for this will be confirmed shortly.

FAQs

Business Network

Can there be several account administrators or just one? Can we change the portal administrator? How can I register new users?

There can only be one administrator per account.
Yes, it is possible to change the administrator within the account from the SAP Business Network Portal.
If you are the administrator of the account, you can add users by following these steps:
To add users to the account, you must 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 [Your initials] > Settings and select Users
2. Click on the Manage Roles tab
3. Enter a name for the role.
4. Select the appropriate permissions by selecting the checkboxes.
5. Click Save

To create a user:

1. In the upper right corner of the application, click [Your initials] > Settings and select Users.
2. Click the Manage Users tab.
3. Click the icon
4. Enter the user information (user name, email address, first name, last name, and phone number)
5. Select a role in the Role Assignment section.
6. Assign a client (All Clients or Selected Clients)
7. Click Save

FAQs

Business Network

Will SAP Business Network be used to handle only invoicing issues or also negotiations, contracts and other functionalities?

SAP Business Network will manage Orders, Service Invoices, Invoices, Negotiations, Contracts. We will also send questionnaires for registration as a Santander Group supplier for approvals and certifications.

How do I select the language of the platform?

The language of the questionnaires and the platform is preceded by the language of the browser. If the browser is in English, the platform and questionnaires will appear in English. You will have to change the browser language to English for the questionnaires to appear in English.

If we have 2 accounts in the standard SAP Business Network for different customers,How can we unify them into one? Can we link both to manage them in a unified way and only use one account?

No. Each account is independent of each other and cannot be merged or linked.

The user must choose which account to use for transactions.

Can we have one set of active accounts for all the supplier's companies, or do they have to be active accounts for each company and cannot be repeated?

There can be as many Business Network accounts as there are companies, the ratio is 1:1.

Each Business Network account can only be defined for one company. However, it is possible to create a hierarchy of Business Network accounts by assigning a master account (main company) and several Business Network sub-accounts for other companies. In this way, the master 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.

FAQs

Business Network

In my organisation there is a user registered in the SAP Business Network portal to manage customers other than the main user of the account.
The problem is that now the SAP Business Network notifications do not reach the main user screen, 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 or emails should receive these notifications. The route 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 receive them sent to:

1. Click on the 'Account Settings Notifications' option.
2. Go to the 'Network' tab.
3. You can enter up to 5 email addresses for each type of notification. You mustseparate each address with a comma with NO spaces between the emails.

When I access this option: 'Network settings -> e-invoice routing -> Extensive configuration and profile information -> send invoices to customers via Business Network' What is the difference between accepting and not accepting?

To perform business transactions and their corresponding invoicing via theBusiness Network you must have this option selected. The correct way to proceed would be:

1. Click on 'Settings'
2. Click on 'Order routing/e-invoicing'.
3. Click on 'Detailed profile information' at the bottom of the page.
4. Answer all questions that apply to the user.
5. Click on 'Save'.

Santander

FAQs

Business Network

I already have an account in Business Network with which I work with other clients, is it necessary to register a new user?

t is not necessary to create a new account, you only have to establish the business relationship with Grupo Santander since the relationship you currently have with Aquanima in the tool disappears. If you are the administrator of the account, you will need to log in with your usual username and password and establish a relationship with Grupo Santander through the tool.

I have received an invitation to register with Business Network, which ID should I use to create my account?

You will be able to register with the email address you received the invitation. Please note that the ID you register with will be the administrator user of your company's account.

Which user should log in and request the exchange of the email that was registered on the platform?

The administrator user.

Can my company have the same administrator for the different Business Network accounts in the company?

Yes, it is possible that the administrator contact in several companies is the same. Therefore, you will need to establish the relationship with Grupo Santander in each of the accounts.

Santander

FAQs

Business Network

Can my company have multiple Business Network accounts?

Yes, your company can have multiple Business Network accounts, depending on your business needs.

For example, if your company has multiple locations around the world, you may want a separate account for each region. Most companies choose to have one account with multiple customer relationships, which provides a centralized location to maintain your company profile information and all of your customer relationships. Please contact your company administrator before proceeding to create a new account.

When trying to create the account in Business Network, it is duplicated and when selecting forgotten password, the system reports that there is no account registered in Business Network Commerce Cloud associated with the email address.

Contact your company's IT or Purchasing department to report the problem or contact the account administrator: 1) Click on the 3 dots next to the duplicate and access the supplier's profile, 2) Select "Contact Administrator", 3) Complete the form to send the notification.

! In case it is urgent to complete the registration, continue with the account creation even if the duplicate message appears. If your company later needs to unify accounts, please contact SAP.

Contact - Help

Supplier Portal here
Find all the material you need on:
Supplier Information Portal

Technical Support
Click here to request technical support from SAP's team of experts

Operational Support
Not sure what to do next?
Write an email with your questions to:
ProveedoresEuropa@gruposantander.com

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