

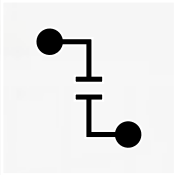
# Invoicing and Payment



**Do you need  
assistance?**

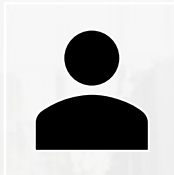
# Important considerations

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

Finally, if you belong to a Business Group, we appreciate 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 (Pos)** updated.

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

# Content

## Invoicing and Payments

Finally, once the goods have been shipped or the service has been provided, and after verification by Grupo Santander, the option to issue the invoice directly on the Business Network® platform is enabled. The Invoicing process using the Business Network platform is essential to receive your payment. Therefore, the invoice must be filled out directly on the tool, since other invoicing methods such as sending .pdf or .jpg files will not be legally valid.

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

- Invoicing against your order - Goods Receipt Case -
- Invoicing against your order – Service Delivery Case -
- Monitoring the status and payment of your invoice

# Invoice against order

## Goods receipt case

To create an **invoice against a goods order**, do one of the following from the Home screen:

- 1) Select **Purchase Orders > Purchase Orders or Purchase Orders > Purchase Orders and Delivery Schedules**, and then click **Actions > Standard Invoice** to the right of the purchase order or blanket purchase order.
- 2) Select **Purchase Orders > Purchase Orders or Purchase Orders > Purchase Orders and Delivery Orders**, then select the radio button next to the purchase order to select the purchase order, then select **Create Invoice > Standard Invoice** at the bottom of the page.
- 3) In an order-based **WorkPanel** section such as **Purchase Orders, New Orders, or Orders to Invoice**, select **Standard Invoice** from the **Actions** column to the right of the purchase order.

The following slides show an example of an invoice from Business Network like the ones you will need to make for goods supplied to Grupo Santander.

The screenshot displays the SAP Business Network interface. At the top, the SAP logo and 'Business Network' are visible, along with 'Cuenta Enterprise' and 'MODO DE PRUEBA'. The navigation bar includes 'Página de inicio', 'Activación', 'Panel de trabajo', 'Pedidos', 'Cumplimiento', 'Facturas', 'Pagos', 'Catálogos', and 'Informes'. A search bar is present with the text 'Pedidos y órdenes de entrega', 'SANTANDER - TEST', 'Coincidencia exacta', and 'Número de pedido'. A dropdown menu is open under 'Facturas', listing the following options: 'Factura de pedido' (highlighted with a red box), 'Factura sin pedido de compra', 'Factura de contrato', 'Hoja de entrada de servicios', and 'Partes de horas y hojas de gastos'. A notification banner at the top of the main content area reads: 'Support the people of Ukraine. Update the categories and service locations in your Marketing profile and enable the Support Ukraine toggle to match buyer postings for urgently-needed humanitarian Ukraine. Learn More | Update Profile'. The bottom of the interface shows 'Visión general' and 'Introducción'.

# Invoice against order

## Goods receipt case

▼ Cabecera de la factura \* Indica campo necesario [Agregar a cabecera](#) ▼

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**Resumen**

**1** Pedido de compra: 0200001832

Factura Nº: \*

**2** Fecha de la factura: \* 31 ene 2022

Descripción del servicio:

**3** Dirección de remesa: Calle 123 ▼

Subtotal: 1.000,00 EUR

Impuesto total: 0,00 EUR

Importe adeudado: 1.000,00 EUR

[Ver/Editar direcciones](#)

Madrid  
Madrid  
España

Facturar a: Santander S.A A39000013

Madrid  
28  
España

### Invoice header

- 1 Invoice N°:** Mandatory field where the supplier must include the invoice reference. Only numbers or capital letters can be included, with a maximum of 60 characters. Suppliers will be allowed to reuse invoice numbers from previous calendar years and to reuse invoice numbers in the following invoice statuses: Rejected or Failed.
- 2 Invoice Date:** The supplier must indicate the invoice date. Suppliers will not be allowed to invoice on future dates but will be allowed to invoice on past dates..
- 3 Remittance address:** It will be mandatory for the supplier to include in his invoice the bank details where he wants to be paid. The data is included automatically if they are configured in an address in Remittances. In case of having configured more than one, in the Remittance Address field you will be able to select one of them..

**Note:** The data provided by the supplier will be the data reported to public administrations.

# Invoice against order

## Goods receipt case

### Tax

**Impuesto** ⓘ

Impuesto a nivel de cabecera ⓘ   
  Impuesto a nivel de línea ⓘ

Categoría: \* 
Eliminar

Ubicación:

Descripción: IVA 21%

Régimen:

Base imponible:

Tipo de tipo impositivo:

Porcentaje (%): 21  
 Importe de los impuestos: 210,00 EUR

Detalles de exención:

Fecha de prepago:  ⓘ

Fecha de suministro:  ⓘ

Referencia legal:

Transacción triangular

4

**4 Tax:** By default the supplier will include the taxes at header level, they will apply to all invoice lines. However, if the supplier has different taxes for each item, you will have to select the option Tax at line level and include the corresponding tax on each line.

Both taxes and retentions can only be included at header or line level, it is not possible to have retentions at header level and also taxes at line level. It is mandatory to include at least one tax.

For more information on how to include a tax or withholding, access your supplier portal: [Supplier Information Portal](#)

# Invoice against order

## Goods receipt case

### VAT

**5 Supplier VAT ID:** The supplier must specify his VAT ID in this field; if the supplier configures his VAT ID from his profile, whenever he creates his invoice, it will be brought to him by default.

**6 Customer VAT ID:** The supplier must specify the customer's VAT ID (Grupo Santander) in this field. If it is included in the customer's address it will also be filled in by default.

Expedición

Expedición a nivel de cabecera  Expedición a nivel de línea

Expedir desde: Test supplier created in HANA IS4 - TEST  
Madrid  
Alava / Araba  
España

Expedir a: 8511-Juan Ignacio Luca De Tena Edificio Suances P03  
Madrid  
ES  
España  
Ver/Editar direcciones

Entregar a: TEST\_Buying\_Reqeustar\_Inmuebles\_ESP\_UAT  
8511-Juan Ignacio Luca De Tena Edificio Suances P03

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**Campos adicionales**

Solo información. No es necesaria ninguna acción por parte del cliente.

Nº de ID de cuenta de proveedor:

Referencia del cliente:

Referencia de proveedor:

Forma de pago:

Proveedor: Test supplier created in HANA IS4 - TEST  
Madrid  
Alava / Araba  
España  
Ver/Editar direcciones

Facturar desde: Test supplier created in HANA IS4 - TEST  
Madrid  
Alava / Araba  
España  
Ver/Editar direcciones

Cliente: Santander S.A A39000013  
Madrid  
28  
España  
Ver/Editar direcciones

Correo electrónico:

ID de IVA del cliente:

**5** NIF/CIF del proveedor: ES123456723

Identificador comercial del proveedor:

Credenciales comerciales del proveedor:

Company Code: 0001

Impuesto pagado a través de un representante fiscal.

NIF/CIF del cliente:

**6**

Agregar a cabecera

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Líneas de factura 1 artículo(s) en línea, 1 Incluido(s), 0 Facturado(s) previamente al completo

Insertar opciones de artículo en línea

Categoría de impuesto: 10% IPSI / IPSI 10%  Descuento Agregar a líneas incluidas

<input type="checkbox"/>	Incluir	Tipo	Nº de pieza	Descripción	Nº de pieza de cliente	Cantidad	Unidad	Precio por unidad	Subtotal
<input checked="" type="checkbox"/>			Not Available	Cuota mensual mantenimiento preventivo					
<input type="checkbox"/>	<input checked="" type="checkbox"/>	SERVICIO	Cuota mensual mantenimiento preventivo	Cuota mensual mantenimiento preventivo		1	EA	1.000,00 EUR	1.000,00 EUR

Detalles de la hoja de entrada de servicios: Nº de hoja de entrada de servicios: HES\_18012022\_TS\_SANTANDER\_BC\_ESP\_2\_01 Nº de línea de servicio: 1  
Contract Number: C1192

Acciones de línea

# Invoice against order

## Goods receipt case

You can create a standard order-based invoice from a purchase order sent to you by Grupo Santander through the Business Network, once the bank has completed the goods receipt and is satisfied with the information contained therein.

For more information on order-based invoices, please access your Supplier Information Portal: [Supplier Information Portal](#)



# Invoice against order

## Service Delivery Case

To create an **invoice against a service delivery order**, do one of the following from the Home screen:

Select **Orders > Purchase Orders** or **Orders > Purchase Orders and Delivery Orders**, then select the radio button next to the purchase order to select the order, then select **Create Invoice > Standard Invoice** at the bottom of the page.

The following slides show an example of an invoice from Business Network like the ones you will need to make for services provided to Grupo Santander.

**1.** Panel de trabajo **Pedidos** (dropdown menu)

**2.** Pedidos de compra (100+)

Tipo	Número de pedido	Versión	Cliente	Peticiones de información	Dirección "Expedir a"	Dirección de procesamiento de pedido	Importe	Fecha ↓
<input type="radio"/> Pedido	0200001817	1	SANTANDER - TEST		8511-Juan Ignacio Luca De Tena Edificio Suances P03 Madrid, RS España	Sin especificar	10.000,00 EUR	12 ene 2022
<input type="radio"/> Pedido	0200001816	1	SANTANDER - TEST		0411_682101 Dir.Cooperacao com Africa Lisboa Portugal	Sin especificar	400,00 EUR	11 ene 2022
<input type="radio"/> Pedido	0200001815	1	SANTANDER - TEST		0411_682101 Dir.Cooperacao com Africa Lisboa Portugal			
<input type="radio"/> Pedido	0200001814	1	SANTANDER - TEST		0411_682101 Dir.Cooperacao com Africa Lisboa Portugal			
<input type="radio"/> Pedido	0200001802	1	SANTANDER - TEST		8511-Juan Ignacio Luca De Tena Edificio Suances P03 Madrid, RS España			

**3.** Crear hoja de entrada de servicios | **Crear factura** (dropdown menu)

- Factura estándar
- Abono de artículo en línea
- Nota de cargo de artículo en línea

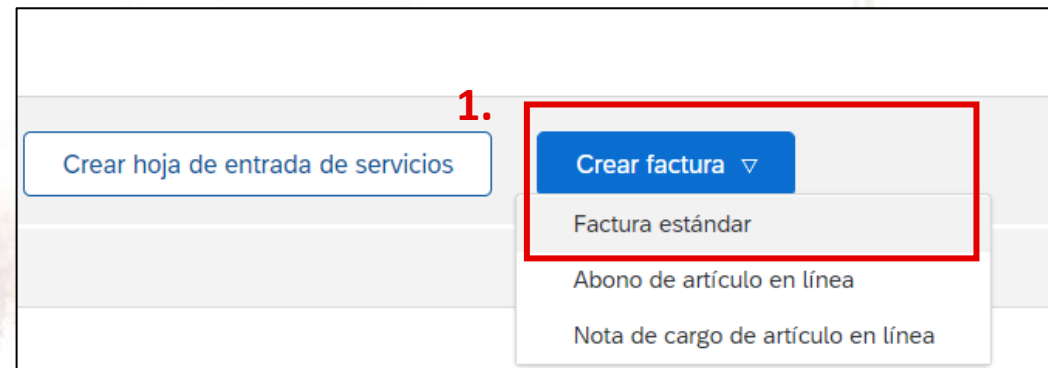
# Invoice against order

## Service Delivery Case

### Invoice creation

**1** Once the **service has been performed**, the invoice creation process must be executed:

**Going back to the order** and clicking on **“Create Invoice”** and then on **“Standard Invoice”**.



Once the supplier has performed the service, the option to issue an invoice against the related order will be enabled in the Business Network platform. Subsequently, the client, in this case the Grupo Santander, will manage the invoice received.

# Payment Tracking

SAP Business Network Cuenta Enterprise MODO DE PRUEBA

Página de inicio Activación Panel de trabajo Pedidos Cumplimiento **1.** **Facturas** Pagos

Support the people of Ukraine. Update the categories and service locations in your Ukraine. Learn More | Update Profile

Página 1

Origen	Autofacturación	Documento origen	Fecha	Importe	Estado del enrutamiento	Estado de factura			
<input type="radio"/> TEST_RECEIPT01	SANTANDER - TEST	0200001876	En línea	Proveedor No	Pedido	1 feb 2022	19,36 EUR	Recepción confirmada	<b>2.</b> Enviado
<input type="radio"/> 20220131TESTCI	SANTANDER - TEST	Contrato	En línea	Proveedor No	Contrato	31 ene 2022	110,00 EUR	Recepción confirmada	Pagado
<input type="radio"/> TEST_RC_XML01	SANTANDER - TEST	0200001876	En línea	Proveedor No	Pedido	31 ene 2022	20,80 EUR	Recepción confirmada	Enviado
<input type="radio"/> COMPANY_SPAIN_1	SANTANDER - TEST	0200001876	En línea	Proveedor No	Pedido	28 ene 2022	13,20 EUR	Recepción confirmada	Pagado parcialmente
<input type="radio"/> 12345678901234567890-12345678901234567890-12345678901234567890-12345678901234567890-12345678901234567890-12345678901234567890-123456789012345678	SANTANDER - TEST	0200001876	En línea	Proveedor No	Pedido	27 ene 2022	8,80 EUR	Recepción confirmada	Pagado parcialmente
<input type="radio"/> CU005_CU002_UAT	SANTANDER - TEST	0200001876	En línea	Proveedor No	Pedido	27 ene 2022	-198,25 EUR	Recepción confirmada	Enviado
<input type="radio"/> CU004_UATFacturaciónCU001	SANTANDER - TEST	0200001875	En línea	Proveedor No	Pedido	27 ene 2022	-1.100,00 EUR	Recepción confirmada	Pagado
<input type="radio"/> CU003_UAT2	SANTANDER - TEST	0200001857	En línea	Proveedor No	Pedido	27 ene 2022	9,36 EUR	Recepción confirmada	Rechazado
<input type="radio"/> CU003_UAT1	SANTANDER - TEST	0200001877	En línea	Proveedor No	Pedido	27 ene 2022	150,00 EUR	Recepción confirmada	Enviado
<input type="radio"/> CU002_UAT	SANTANDER - TEST	0200001876	En línea	Proveedor No	Pedido	27 ene 2022	396,50 EUR	Recepción confirmada	Pagado
<input type="radio"/>	SANTANDER - TEST	0200001875	En línea	Proveedor No	Pedido	27 ene 2022	1.100,00 EUR	Recepción confirmada	Enviado
<input type="radio"/>	SANTANDER - TEST	0200001855	En línea	Proveedor No	Pedido	27 ene 2022	1.210,00 EUR	Recepción confirmada	Enviado

**Invoice status**

- 1** From the Home page select Invoices > Invoices..
- 2** The supplier will be able to view a list of his invoices and check their status in the **“Invoice Status”** column.

# Support & Frequently Asked Questions (FAQ's)



¿Necesitas ayuda?

# FAQs

## **Business Network – Invoice & Payments**

### **Invoicing must now be done exclusively through the SAP Business platform??**

Yes, it must be done exclusively through the SAP Business Network. The condition is that all invoices have an order number and take into account that the invoice can be generated from the Portal or in the system itself. In the latter case, the invoice can normally be attached to the Portal.

### **Will it be mandatory to make a Service Entry Sheet before being able to issue the invoice?**

No. Since February 2024, in the case of the performance of services, the requirement to fill in the Service Entry Sheet has been eliminated.

\*It is reminded that, in cases of goods receipts, it is not necessary to complete the Service Entry Sheet. In this case, the supplier must confirm receipt of the goods by the customer and subsequently record the invoice.

### **When will it not be allowed to issue invoices through any other channel than SAP Business Network?**

The total transformation will take place in 2025. For all orders starting with the number 2, this new process must already be followed, as they are orders originating from the companies in which we have already completed the transformation.

### **Is it possible to make an invoice with another program and upload/import it to SAP Business Network?**

From Grupo Santander, we advise doing the invoicing entirely from within the Business Network platform due to its operational simplicity. For companies that have their own systems, it is also possible to do the invoicing by uploading the invoice.

# FAQs

## **Business Network – Invoice & Payments**

**Is it necessary to have the Service Entry Sheet approved before being able to issue and upload the invoice or can it be done directly once it has been sent?**

No, it is not necessary for Grupo Santander companies in Spain.

**Is the format of the invoice we send the one we usually use? Is the sending required by Grupo Santander based on attaching our usual invoice in PDF format?**

No. The format of the invoice is the one that corresponds to the one preset by the Business Network tool. This invoice reflected in Business Network must represent the true image of the invoice issued by the supplier in its own systems. Grupo Santander advises performing the invoicing entirely within the Business Network platform due to its operational simplicity. For companies that have their own systems, it is also possible for invoicing to be done by uploading the invoice.

**Currently, we cannot upload invoices because the order that should have been created by Santander is not there, how can we claim this order?**

To start the invoicing flow it is strictly necessary that there is an order. In case you have not received the order, you should contact your assigned business manager. For further questions or complaints, please contact [provedoreseuropa@gruposantander.com](mailto:provedoreseuropa@gruposantander.com)

# Contact- Help

## Supplier Portal here

Find all the material you need on:

[Supplier Information Portal](#)

## Technical Support

[Click here](#) to request technical support from SAP's team of experts

## Operational Support

Not sure what to do next?

Write an email with your questions to:

[ProvedoresEuropa@gruposantander.com](mailto:ProvedoresEuropa@gruposantander.com)

