

# SAP Business Network FAQs

December 2025



1. Introduction

2. Registration and access to SAP Business Network

3. ANID and Commercial Relationship

4. User management

5. Notifications

6. Orders

7. Invoices and payments


8. SAP Business Network Tickets and Support

9. Bids and tenders

10. Collaborative PR Management

11. Update my details



 Supplier FAQs

# Introduction

## INTRODUCTION


At the Iberdrola Group we want the relationship with our suppliers to be simple, clear and efficient. We know that on a day-to-day basis doubts can arise about processes, tools and common procedures, which is why we have prepared this section of frequently asked questions. Here you will find practical answers to help you solve questions related to your business, from managing orders, invoices and payments, to participating in tenders and maintaining data.

Our goal is to provide you with reliable and accessible information so you can focus on what really matters: collaborating with us in a secure and transparent way.

If at any time you need additional help, we provide you with specialized support channels:

- Supplier Assistance Center: [cas.admon@iberdrola.es](mailto:cas.admon@iberdrola.es) for Iberdrola Spain and Iberdrola Energía Internacional
- Iberdrola Self-producers Assistance Center: [autoproductores@tucurenergia.es](mailto:autoproductores@tucurenergia.es)
- ScottishPower Supplier service: [Supplieraccounts@scottishpower.com](mailto:Supplieraccounts@scottishpower.com)
- ScottishPower Energy Retail - Microgenerators: [Fit@scottishpower.com](mailto:Fit@scottishpower.com)
- Avangrid Help Desk: [SupplierAssistance@avangrid.com](mailto:SupplierAssistance@avangrid.com)
- Supplier Assistance Mexico (Orders): [mx.procesoscompras@iberdrola.com](mailto:mx.procesoscompras@iberdrola.com)
- Supplier Assistance Mexico (Invoices and payments): [mx.atencionprov@iberdrola.com](mailto:mx.atencionprov@iberdrola.com)
- SAP Business Network Help Desk: <https://support.ariba.com>



 Supplier FAQs

# Registration and access to SAP Business Network

1

## What is the SAP Business Network registration process?

---

The registration process begins when the Iberdrola Group sends you an invitation by email. You must access the link, create an account (or link an existing one), complete the registration form with your tax, bank and contact details, and attach the required documentation. Once the registration has been completed and validated, you will be able to trade with the Iberdrola Group on the platform.

2

## How do I register with SAP Business Network to operate with Iberdrola?

---

You will receive an invitation from the Iberdrola Group to register for SAP Business Network. If you already have an account, you just have to link it; If not, you can create a free standard account. Review the *SAP Business Network Registration Manual* for the step-by-step process.

3

## What about my current MInfo user?

---

MInfo will cease to be operational for new transactions. For a while, it will remain available only for historical references. All future transactions (orders, invoices, payments) as well as data changes and updates will be carried out in SAP Business Network.

4

Is there a cost to register as an Iberdrola Group supplier in SAP Business Network?

---

No. The standard account is free. Only Enterprise accounts have a cost and are optional. You do not need to have an Enterprise account to operate with the Iberdrola Group on SAP Business Network.

5

What if I already have an account on SAP Business Network? (I already have an ANID)

---

You will receive an invitation from Iberdrola to register for SAP Business Network. If you already have an account, you just have to link it; If not, you can create a free standard account. Review the *SAP Business Network Registration Manual* for the step-by-step process.


6

What do I do if I don't receive the registration invitation?

---

Contact the Iberdrola Group to confirm if you have been invited and to which email the invitation was sent. If necessary, request resubmission.



 Supplier FAQs

# ANID and Commercial Relationship



7

## What is ANID?

---

It is the unique identification code associated with your supplier account in SAP Ariba Network. It is generated when you complete the registration and is essential to operate with Iberdrola.

8

## How do I get my ANID?

---

You must complete the SAP Business Network registration after receiving the invitation from the Iberdrola Group. The ANID is displayed in your profile once the process is complete.

9

## Where can I see my ANID?

---

Log in to SAP Business Network, click on the user icon (top right) and you will see the ANID in your account information.

10

What is the commercial relationship with the Iberdrola Group in the SAP Business Network and how is it established?

---

The business relationship with the Iberdrola Group in SAP Business Network is established when your company accepts the invitation of the Iberdrola Group and completes the registration on the platform.

11

What steps should I follow to start the business relationship with the Iberdrola Group?

---

You must complete the SAP Business Network registration after receiving the invitation from the Iberdrola Group. The ANID is displayed in your profile once the process is complete.


12

Should I use a temporary ID?

---

Not recommended. If you do not have an account, request the official invitation to the Iberdrola Group.



 Supplier FAQs

# User Management

13

### How do I create additional users in my SAP Business Network account?

---

The administrator can add users from Account Settings, assigning roles and permissions based on the roles each user needs to perform. Review the *SAP Business Network Registration Manual* for the step-by-step process.

14

### What do I do if I forget my password?

---

On the sign-in screen, when prompted for username and password, click Forgot password and follow the steps to reset it. If after this you still have problems with your username or don't remember your password, contact the SAP Help Center for support: <https://support.ariba.com>.

15

### How do I change my account manager?

---

If the administrator is still in the company, you can transfer the role from the user settings in SAP Business Network. If it is no longer there, you must open a ticket directly with the SAP Help Center in <https://support.ariba.com>.

Keep your account contacts up to date in SAP Business Network. If you're the admin, make sure you correctly assign the role to someone else before you leave your position to avoid access and bid management issues. Incidents caused by incorrect maintenance of contacts or changes of administrator cannot be resolved by the Iberdrola Group; it is the responsibility of the supplier to manage them directly with SAP Business Network.

16

What is a role and what is it for?

---

A role defines the permissions of each user in the account. The administrator assigns roles to control access to information and functions.


17

How do you assign a role to a user?

---

Role assignment is done in the User Management section. Review the step-by-step in the *SAP Business Network Configuration Manual*.



 Supplier FAQs

# Notifications

18

## What are notifications in SAP Business Network?

---

Notifications are automatic alerts that inform you about important events, changes, and activities within the platform, such as orders, invoices, messages, or updates to your account.

19

## Where are notifications set up from?

---

You can configure notifications by going to the Settings section and then Notifications from your profile in SAP Business Network. Check the *Business Network Configuration Manual* for more details.


20

## What types of notifications are there?

---

There are different types of notifications, grouped into tabs by area, such as General notifications for global events and account changes or Network notifications for transactional flow, orders, and electronic invoices. Check the *Business Network Configuration Manual* for more details.



 Supplier FAQs

# Orders



21

How do I check the status of my orders?

You can check the status of your orders directly in the Orders section in SAP Business Network. There you could see details such as date of receipt, name of the requester and the historical movements of the order. Check the *Orders, invoices and payments reference Manual* for more information.

22

Who is the requisitioner/manager of my order?

The requisitioner appears in the order detail in SAP Business Network. If you have any questions, you can contact the person indicated in that field directly. Check the *Orders, invoices and payments reference Manual* for more information.

23

What does it mean to confirm an order in SAP Business Network?

Confirming an order implies formally accepting the conditions of the order received and informing the Iberdrola Group that you can comply with the request within the deadlines and quantities indicated.

24

How can I confirm an order from the platform?

From the orders section in SAP Business Network, select the order you want to confirm and use the Confirm order option. You will be able to indicate delivery dates and add comments if necessary. Check the *Orders, invoices and payments reference Manual* for more information.

25

What is a shipping notice?


The shipping notice is a notification that the supplier sends to the Iberdrola Group to inform that the products have been shipped, including details such as shipping date, quantities and logistics data. Check the *Orders, invoices and payments reference Manual* for more information.

26

How is a shipping notice generated?

After confirming the order and preparing the shipment, go to the corresponding order and select the Create ship notice option. Fill in the required information and send the notice to the Iberdrola Group through the platform. Check the *Orders, invoices and payments reference Manual* for more information.



 Supplier FAQs

# Invoices and payments

27

How do I check the status of my invoices and payments?

From SAP Business Network, in the Invoices/Payments section, you can view the status and expected date of payment. Check the *Orders, invoices and payments reference Manual* for more information.

28

How do I know when I'm going to get paid?

You can find the expected payment date in the Order detail in SAP Business Network. When you access the corresponding order, you will find information about the status and estimated payment date associated with that order. Check the *Orders, invoices and payments reference Manual* for more information.

29

How do I know if my billing information has changed?


Iberdrola will notify you of any changes that affect your turnover, such as changes in the tax address of any group company or changes in the post office's address. If you have any questions, please consult by email at [proveedores.iberdrola@iberdrola.es](mailto:proveedores.iberdrola@iberdrola.es)

30

I want clarification of a received payment

You can review the payment information you have received or payments to be received directly in the Payment detail in SAP Business Network. Check the *Orders, invoices and payments reference Manual* for more information.



 Supplier FAQs

# SAP Business Network Tickets and Support

31

How do I open a ticket in SAP Business Network?

From your homepage, click on the "?" sign in the top right corner of the screen. Go to Support and then Contact Support, follow the instructions to create a support ticket. Check the *Support in SAP Business Network Manual* for more information.

32

When should I open a ticket?

If the administrator is no longer there, if you have access errors or technical problems that you cannot resolve through the usual channels.

33

How do I contact support if I can't log in?

From supplier.ariba.com, click the "?" sign in the upper-right corner of the screen. Go to Support and then Contact Support, follow the instructions to create a support ticket. Check the *Support in SAP Business Network Manual* for more information.

# 34

## Where do I find help and manuals?


In the SAP Help Center in [supplier.ariba.com](http://supplier.ariba.com) and on the Supplier's Portal there are guides, tutorials and FAQs.

Supplier portal listing by geography:

- Iberdrola Global: [www.iberdrola.com](http://www.iberdrola.com)
- Iberdrola España: <https://www.iberdrolaespana.com/proveedores/portal-proveedor>
- Iberdrola Internacional: <https://www.iberdrolainternacional.com/proveedores/portal-proveedor>
- Iberdrola México: <https://www.iberdrolamexico.com/proveedores/>
- ScottishPower: <https://www.scottishpower.com/pages/suppliers.aspx>
- Avangrid: <https://www.avangrid.com/suppliers>





 Supplier FAQs

# Bids & Tenders

35

How do I participate in sourcing (tender) offers?

Go to the Proposals & Questionnaires section in SAP Business Network. There you will receive invitations to participate in tender events and you can submit your offers following the event instructions.

36

Can I modify my offer in an open event?


Yes, as long as the event is in “open” status, you can modify your proposal before it closes.

37

How do I know if I have been awarded an offer?

You will receive an email notification if you are selected. You can also check the status on the platform, in the *Proposals & Questionnaires* section in SAP Business Network.



 Supplier FAQs

# Collaborative PR Management

38

What is a Collaboration Request (PR)?

It is an invitation from the Iberdrola Group to collaborate in a purchase or tender. It is managed from the Ariba Proposals & Questionnaires section in SAP Business Network.

39

How do I access and respond to a PR?


From the email you received or from your SAP Business Network account, go to Ariba Proposals & Questionnaires and select the corresponding collaboration request.

40

What do I do if I don't see PR?

Verify that you use the correct account and have the right role. If it persists, open a ticket in SAP Ariba and contact Iberdrola.



 Supplier FAQs

# Update my details

41

## How can I change my basic details?

You can update your data via the registration form and the supplementary forms that apply to you in the Ariba Proposals & Questionnaires section within the SAP Business Network.

Thank  
you

December 2025

