



Effective October 1, 2018

No Purchase Order (PO) No Pay policy

Novartis will be introducing a “No Purchase Order (PO) No Pay” policy effective October 1, 2018. This means that Novartis will be strictly enforcing the policy that a PO is required for all goods and services ordered from all our external suppliers.

This policy has clear benefits for both your organization and Novartis. A PO ensures appropriate management approval and full compliance with all applicable laws and Novartis policies, which results in on-time payment, and strengthens our relationship with you.

All suppliers will now have to request a PO number from their Novartis business partner prior to issuing goods or services. Invoices received without a PO number will not be processed and a return communication will be issued to you to provide the PO. This could result in a delay in the payment process.

Novartis PO numbers will be communicated to suppliers by the preferred method of communication in your country. To facilitate on-time payment to suppliers, Novartis also strongly encourages the usage of electronic invoicing as the new way of doing business in the following countries- Switzerland, US, UK and Ireland, Spain, Italy, France, Germany, Austria, Czech Republic, Canada (Pharma). We shall also be ready with our eInvoicing program by Q1, 2019 for the following countries: Singapore, Hungary, Romania, Slovakia, Slovenia, Poland, Netherlands, Belgium, Australia, New Zealand, Japan, Mexico, and Brazil.

Please ensure that you reach out to your local Novartis Procure-to-Pay contact (Procurement or Accounts Payable) for any questions related to the No PO No Pay policy. Also please send a mail to contact.elink@novartis.com to initiate electronic invoicing.

We thank you for your support to this policy change and adherence to the No PO No Pay policy.