



Novartis Procure-to-Pay

Supplier Onboarding Package

Contact us:

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We are pleased to welcome you as a new valued Partner to Novartis. This letter is intended to assist you in understanding our policies and procedures for ensuring timely payment of your invoices.

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Procure to Pay (P2P) overview

Our Requisition to Pay Process

The Requisition to Pay process starts with the creation of a Purchase Order (PO) and ends with the payment of the invoice. Adherence to the following procedures will facilitate on-time payment of your invoices and will ensure compliance with financial and Sarbanes-Oxley requirements.

How does Novartis operate its Procure to Pay Process?

For Greece Novartis Company Codes, Procure to Pay is a process operated by a Novartis Global Service Center, who handles supplier invoices and supports the Requisition to Pay end-to-end processes. Payments are processed by our in-house bank in Luxembourg under the name of Novartis Investment S.a.r.l.

More detailed end-to-end Procure to Pay Process



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PO confirmation details



The PO confirmation is delivered to every supplier and for every single PO. The method of communication is the one stated at the supplier creation process being e-mail, fax or directly from Ariba Network.

Whenever a non-Ariba PO is created, the following form will be sent to you:

NOVARTIS

Supplier Address: Company Name Street, City Country	Invoicing Address: <Novartis company> Zentraler Faktoreneingang 4002 Basel Switzerland VAT ID
Issued Date: xx.xx.xxxx	PAYMENT TERMS: Within 60 days due net

Purchase Order : Cxxx-300XXXXXXX

Delivery Address for Mail: <Novartis company> Novartis contact name Street, City Country	Delivery Address for Bulk Goods: <Novartis company> Novartis contact name Street, City Country
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Requester: xxx eMail: xxx@novartis.com Tel: +41xxxxxx
 Creator: xxx eMail: xxx@novartis.com Tel: +41xxxxxx

Thank you for reflecting the PO number and line item number on the invoice accordingly. Please send all invoices to the correct invoicing address: Novartis Pharma AG Basel, Zentraler Faktoreneingang / Postfach / CH-4002 Basel / Die Schweiz.

#	Description	UOM	Quantity	Price w/o vat	Value w/o vat	Delivery Date
1	Good/service A		0.00	0.00	0.00	xx.xx.xxxx
2	Good/service B		0.00	0.00	0.00	xx.xx.xxxx
Net w/o VAT:					0.00	currency (xxx)

This purchase order ("PO") is Novartis' acceptance to your offer and this acceptance is expressly limited to the terms contained herein without additions, deletions, or other modifications. No standardized general terms and conditions contained on a quote, bid, proposal, subsequent invoice or other similar documentation will change nor shall any modification to the following terms be binding on the corresponding Novartis legal entity unless explicitly agreed to in writing.
 Please communicate any objections you have to the terms and conditions contained herein to Novartis within three (3) business days after receipt.

Your commencement of the performance of any of your contractual obligations pursuant to this PO shall be deemed your acceptance of the terms and conditions contained herein. If you have entered into a separate written agreement with a Novartis entity that is identical with the issuer of this PO, the written agreement shall prevail over the terms and conditions of this PO. If no separate written agreement between you and Novartis exists, you acknowledge that this PO concludes a legally binding contract which is valid without signature.

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- INVOICE MUST REFERENCE INVOICING ADDRESS
- PAYMENT TERMS
- INVOICE MUST REFERENCE PURCHASE ORDER
- DELIVERY ADDRESS
- INVOICE MUST REFERENCE LINE ITEMS
- LEGAL TERMS AND CONDITIONS

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Invoice Requirements



To ensure timely processing and payment of invoices, please include the following data in your invoice:

Novartis (Hellas) S.A.C.I., National Road No 1 (12th km), Metamorphosis, GR-144 52 Athens, Greece

Invoice								DOCUMENT TYPE
Invoice no. XXX				Invoice date:xx.xx.xxxx				INVOICE NUMBER AND DATE
Vendor: Company name Company address Postal code, Country VAT registration no.				Purchase Order/ Cost Object*/ Novartis employee name				PO,CC ORNOVARTIS EMPLOYEE NAME
Invoicing: Company name Address: Company address Country VAT registration no				Delivery address: Delivery address Country				ALL MANDATORY ADDRESSES
Item no.	Description	Qty	Unit price	Net amount	Tax%	Tax amount	Gross Amount	LINE ITEM DETAILS FROM PO CONFIRMATION INCLUDING VAT INFORMATION
1	Good/service A	0.00	0.00	0.00	2%	0.00	0.00	
2	Good/service B	0.00	0.00	0.00	2%	0.00	0.00	
TOTAL				0.00		0.00	0.00	
To be paid: 0.00 CURRENCY: XXX								BILLING CURRENCY
Bank account: IBANXXXXXXXXXX								BANK DETAILS TO ENABLE PAYMENT
Deliverydate								MANDATORY IF DELIVERY DATE IS DIFFERENT FROM INVOICE DATE

*Cost Object: Cost Center/Project code WBS/Internal Order

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Returning an invoice

Why was my invoice sent back?

Invoices may be sent back to you for multiple reasons. The most common reasons for returned invoices are the following:

- VAT invalid (invoices must mention the invoicing address and VAT number as mentioned on the PO as well as the supplier VAT number)
- PO number is missing or invalid/Novartis contact employee name is missing
- PO referenced on the invoice is closed
- Address is wrong/wrong Novartis company code

All potential reasons for a return are attached to this document – [list of invoice rejection reasons](#).

Non-acceptable invoice types:

- Quotes
- Estimates

What is the invoice rejection process?

Invoices are reviewed by our processing team for compliance check with the Novartis defined Invoicing guidelines and, based on this review the invoice may be rejected for the reasons referenced previously.

A notification is sent to the supplier via post or e-mail informing that the invoice is rejected due to one of the referenced reasons with a request to correct the invoice and resend for processing/payment.

Once new, correct invoice is received, it will be posted and paid according to due date. Payment terms are calculated based on invoice receipt date at Novartis mailroom.

How can I avoid the rejection of invoices?

The majority of the rejection causes may be avoided with the implementation of the [Ariba Network](#) solution.

By using it the hard data of the invoice is filled by the system, avoiding the chance of human error. The PO details are checked against the invoice details. Only correct invoices can be processed.

The major benefit is the reduction of invoice processing cycle time supporting timely payments.

Another requirement is to follow all the indications mentioned in the [invoicing guidelines](#) and PO confirmation.

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Invoice Submission – How to send the document to Novartis?



Ariba Network



e-mail

Invoices sent by e-mail should be directed to the dedicated Mailbox:

Novartis Hellas S.A.C.I.

e.invoices@novartis.com

r2p.gr@novartis.com

Remember! Invoice sent by e-mail speeds up the process, but the hard copy is still required to be sent to:



Paper Invoices:

In case the e-mail option is unavailable, the hard copies have to be sent to the following adres of our external partner:

**Novartis (Hellas) S.A.C.I., National Road No 1 (12th km),
Metamorphosis, GR-144 52 Athens, Greece**

How Ariba Network works?

We are committed to ensuring that we provide not only timely and efficient payment processing for goods and services to all our suppliers, but that we do this whilst supporting our drive towards environmental sustainability through the adoption of e-solutions.

What is Ariba Network?

- It is an online platform, that enables exchange of legally compliant electronic orders and invoices between Novartis and our suppliers.
- E-Invoices have legal validity and can be used to prove compliance or as tax originals (the interface does not use or require paper-based invoices).
- The e-invoice is delivered to Novartis as an image and a data file, ensuring a fully automated end-to-end process.

Note: For the above reasons, a PDF copy of the invoice is not regarded as a true “electronic invoice”.



What are the main benefits of the Ariba Network solution?

The Ariba Network enables the electronic PO and invoice transmission. The purchase orders are sent by Novartis to the supplier and the invoices are transmitted by the supplier to Novartis through the Ariba Network. The invoices are transferred to Novartis accounting systems, where they are processed and posted.

- Lower risk of delayed payment thanks to instant invoice delivery
- Invoice delivery is guaranteed and confirmed, allowing full visibility as part of an end-to-end process
- Elimination of invoice exceptions and supplier inquiries
- Elimination of costs associated with the processing of paper invoices
- Environmentally friendly
- Invoice data is digitally archived, saving time and space
- Opportunity to use the same e-invoicing solution across multiple Novartis entities

Get on board now!

- Ariba organizes regular summits to provide more information about the setup and support for the activation.
- Contact R2P for more details: contact.elink@novartis.com

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How to get onboarded to Ariba?

1. Visit supplier.ariba.com, click on Register Now and complete the registration
2. Once registered you will receive your Ariba Network ID (ANID), which you will need to share it to Novartis at : contact.elink@novartis.com, and we will make sure to complete the Ariba onboarding process and activate the PO output.
2. Once activated, all new purchase orders will be sent to you via the interactive email order, we expect you to submit all related invoices via the Ariba Network using the “process order” button or you can locate all your orders directly on your Ariba account.
3. Using the Standard Account is FREE and enables you to receive orders and to submit invoices

- For more info visit [Novartis Supplier Information Portal](#).
- Check the [Novartis manual](#) that should help you to configure your Ariba Standard account.
- If you have any process related questions, please reach out to contact.elink@novartis.com

SAP Ariba

Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

New to Ariba?
[Register Now](#) or [Learn More](#)

Keeping us updated.

In order for us to send Purchase Orders to the correct address and to ensure timely payment of your invoices, the following information must be kept regularly updated:

- Company name
- Company address
- Contact details (telephone number, e-mail address)
- VAT registration number
- Payment details

Should any of the above information change, we will require the updated information to be sent to us.

Please inform us immediately in the event of any changes to the above information.

Failure to do so may result in the delayed payment of your invoice.

NOVARTIS BUSINESS SERVICES

Supplier Update Form

Supplier's Name * [Text Field] **VENDOR FULL LEGAL NAME**

Supplier's Type [Dropdown] **SELECT FROM SCROLL DOWN LIST**

*Note: Please fill one form for each legal entity belonging to the same group, engaged in a business relation with Novartis & /or (Ordering Partner/ Invoicing Partner/ Subdivisions) acc. to local legal regulations.

Address

Country [Dropdown] **ADDRESS DETAILS**

Street [Text Field]

City [Text Field]

City Postal Code [Text Field]

Legal Information

VAT Number [Text Field] **VAT ID IS MANDATORY (IF VAT REGISTERED)**

Company Registration Number [Text Field]

Communication

Email Address- Ordering Address [Text Field]

Email Address- Accounts Receivables [Text Field]

Bank Details *

Bank Name [Text Field]

Bank Address [Text Field]

IBAN (if mandatory) [Text Field]

ABA CODE (for US suppliers only) [Text Field]

SWIFT CODE [Text Field]

Account Holder Name: [Text Field]

Account Number [Text Field]

Currency of bank account [Text Field]

*Note: Always provide your instructions for domestic Payments

Invoicing Method

Novartis Preferred Electronic Invoicing Method(Ariba Network) Paper Invoices

By checking the box, I accept the following:
 All information provided in this Supplier Update Form will be uploaded to the 'Novartis Supplier Information Management' tool for efficient supplier master data management throughout the lifecycle of your relationship with Novartis.
 Novartis and its affiliates may take up references, make enquiries on your company or principal directors, or request credit references and keep a record of these results in our global 'Supplier Information Management' system.
 Such information is accessible to all Novartis business.

As a proof of the accuracy of the entered information & identification of the company with the information provided, please sign the filled in form digitally or manually & send it back to rtp.phcbs@novartis.com in PDF Format. Please send the signed form along with the first invoice once changes to vendor master data apply.

Signature: [Text Field] **ONLY SIGNED FORMS WILL BE ACCEPTED**

Novartis Requester: [Text Field] **Date**

(Name/Business Function)



Contact us.

For invoice-related inquiries, please contact the Finance Service Center Switzerland on +30 210 289 71 34 or send your question to the dedicated e-mail address: ap-followup.gr@novartis.com