



Novartis Procure-to-Pay

Novartis Supplier Guide for Singapore

Contact P2P Solution Center:
payables.sg@novartis.com
+65 6722 6036



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.

Procure to Pay (P2P) overview

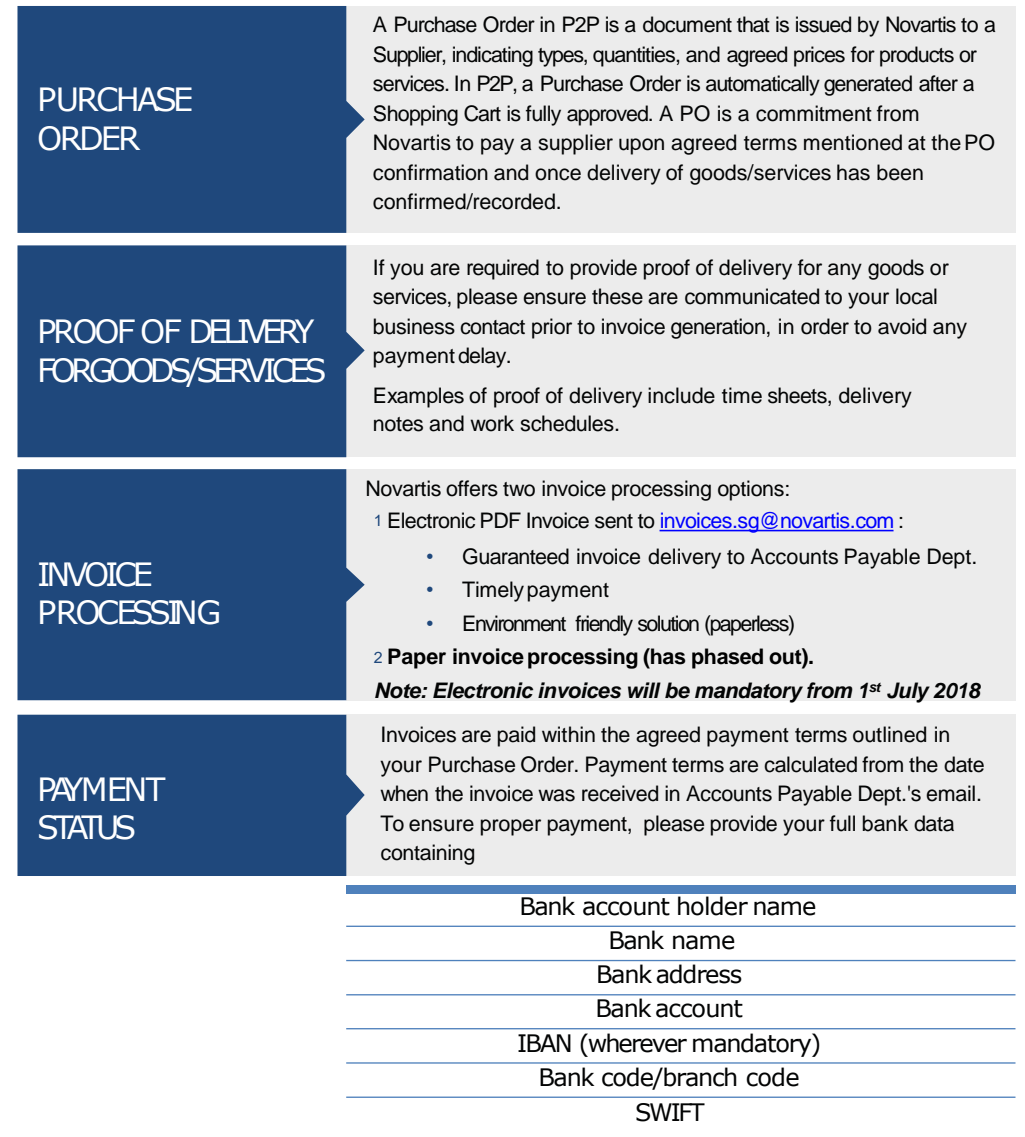
Our Procure to Pay Process

The Procure 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 Novartis Company Codes in Singapore, Procure to Pay is a process operated by our Novartis Global Service Center, based in Malaysia, who handles supplier invoices and supports the Procure to Pay end-to-end processes.

More detailed end-to-end Procure to Pay Process




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 or fax.

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



Purchase Order No : 300XXXXXX/400XXXXXX

SUPPLIER ADDRESS: Company Name Street, City Country Supplier No.: xxx	INVOICING ADDRESS: Novartis company name Street, City Country
ISSUED DATE : xx.xx.xx	PAYMENT TERMS: Within 90 Days Due Net
DELIVERY ADDRESS: Novartis company name Street, City Country	CONTACT PERSON: xxx Job Title: xxx Department: xxx e-Mail : xxx Tel : xxx

#	Part Number(SKU)	Quantity	U/M	Description	Unit Price	Value w/o GST	Delivery Date
1		0.00	EA	Goods/services A	0.00	0.00	xx.xx.xxxx
2		0.00	EA	Goods/services B	0.00	0.00	xx.xx.xxxx

All prices excl.GST : Total	currency	0.00
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***This is a computer generated PO, hence no manual signature is required.

IMPORTANT :

Please indicate the Purchase Order number on all invoices and documents failure to do so may result in payments being delayed.

THE PURCHASE ORDER STANDARD TERMS AND CONDITIONS (CONDITIONS OF PURCHASE JULY 2015 VERSION 3) PRINTED HERE-AFTER APPLY TO THIS PURCHASE ORDER. PLEASE NOTE THAT THE STANDARD TERMS AND CONDITIONS WERE LAST UPDATED JULY 2015

Unless a separate signed contract which addresses this order is in place between the parties it is subject to the attached Standard Terms and Conditions.

INVOICE MUST REFERENCE INVOICING ADDRESS

PAYMENT TERMS

INVOICE MUST REFERENCE PURCHASE ORDER

DELIVERY ADDRESS

INVOICE MUST REFERENCE LINE ITEMS

LEGAL TERMS AND CONDITIONS

Invoicing Guidelines

To ensure the smooth receipt, processing and payment of invoices, please observe the following requirements.

Send invoice to:

invoices.sg@novartis.com

The Novartis standard Payment Terms is 60 days from invoice receipt date by Accounts Payable, or according to the agreement stated on PO.

When changing the bank details, get in touch in advance (before invoicing) with the appropriate contact person in Novartis.

Invoice content

- Name and address of Novartis bill to entity
- Supplier name, address, Company/ GST registration number
- Unique invoice number
- Invoice date
- Description of goods or services delivered
- Unit price, net price and GST amount
- Standard or reduced GST rate, or statement that it is "exempt from GST", and statement "not registered for GST" if applicable.
- Purchase Order number (10 digit number for Novartis starting with 3*./4*..) is obligatory.
- Name of the Novartis contact person (requester) and department (in case no Purchase Order number is available) also Plant name e.g. SOLIDS or SGB0 for Novartis Singapore Pharmaceuticals Manufacturing Pte. Ltd. (NSPM) entity
- Invoicing in foreign currency – GST calculation in SGD
- Bank account information for prompt payment
- Email address for remittance advise



Required format: Only ONE pdf or tiff file including attachment for each invoice

Invoice Requirements



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

Novartis (Singapore) Pte. Ltd.

20, Pasir Panjang Road,
#10-25/28 Mapletree Business City,
Singapore 117439

Novartis Asia Pacific Pharmaceuticals Pte. Ltd.

20, Pasir Panjang Road,
#10-25/28 Mapletree Business City,
Singapore 117439

Novartis Singapore Pharmaceuticals Manufacturing Pte. Ltd.

10 Tuas Bay Lane,
Singapore 637461

*please specify the Plant Name
i.e. SOLIDS or SGBO

Invoice / Tax Invoice / Credit Note / Debit Note								DOCUMENT TYPE
Invoice no. XXX				Invoice date:xx.xx.xxxx				INVOICE NUMBER AND DATE TAXABLE DATE
Vendor: Company name Company address Postal code, Country GST registrationno.				Purchase Order/ Cost Object */ Novartis Requester Name				PO,CCOR NOVARTIS REQUESTER NAME
Bill To : Company name Address : Company address Country				Delivery address: Ship To address Country				ALL MANDATORY ADDRESSES
Item no.	Description	Qty	Unit Price	Net Amount	GST Rate	GST Amount	Gross Amount	LINE ITEM DETAILS FROM PO INCLUDING GST INFORMATION
1	Good/service A	0.00	0.00	0.00	7%	0.00	0.00	
2	Good/service B	0.00	0.00	0.00	7%	0.00	0.00	
TOTAL				0.00		0.00	0.00	
To be paid: 0.00 CURRENCY: XXX								BILLING CURRENCY
GST Amount: SGD XXX								TOTAL GST AMOUNT IN SGD
Bank account: XXXXXXXXXX								BANK DETAILS TO ENABLE PAYMENT
DeliveryPlace								MANDATORY IF DELIVERY DATE IS DIFFERENT FROM INVOICE DATE
<small>*Cost Object: Cost Center/Project code WBS/Internal Order</small>								

Returning an Invoice

Why was my invoice sent back?

Main Reason	Description and detailed reasons	What you should do?
Issue with paper invoice	Send all the invoices to generic email box in PDF format. Each invoice together with supporting document should be in one PDF. Other related documents can be in XLS format. We don't accept any paper documents. Paper documents are not tracked and can be lost.	To provide evidence of delivery, only send invoice documents in electronic format directly to invoices.sg@novartis.com.
Issue with delivery confirmation related documents	Delivery confirmation or other goods / service receipting documentation should be sent to the requester, not to invoices.sg@novartis.com	1. Send delivery confirmation or other supporting documentation to the requestor separately from the invoice. 2. Copy the requester when sending invoice documents in electronic format to invoices.sg@novartis.com.
Issue with Purchase Order (PO) Or Non-PO invoice requester information	1. PO number is incorrect or deleted. 2. The PO cannot be matched to invoice because the individual line item detail is not stated on the invoice. 3. Novartis contact person and department are missing or incorrect.	1. Provide the correct PO number and the correct line item detail that matches to the PO. Please refer to the detailed information received on PO. 2. Please contact the requester, if any information or clarification is needed.
Issue with invoice address	1. Invoice is billed to wrong/ incomplete Novartis entity name. 2. Invoice has wrong Novartis address.	Please use the correct Novartis address for the correct bill-to entity: Refer to table below.
Issue with GST information	1. Unit price, net amount, GST amount or rate is missing or incorrect. 2. Supplier's GST number is missing. 3. GST amount in SGD missing. 4. Missing statement that supplier is "not registered for GST".	Please provide the correct and complete information.

Novartis (Singapore) Pte. Ltd.	Novartis Asia Pacific Pharmaceuticals Pte. Ltd.	Novartis Singapore Pharmaceuticals Manufacturing Pte. Ltd.
20, Pasir Panjang Road, #10-25/28 Mapletree Business City, Singapore 117439	20, Pasir Panjang Road, #10-25/28 Mapletree Business City, Singapore 117439	10 Tuas Bay Lane, Singapore 637461
		*please specify the Plant Name i.e. SOLIDS or SGBO

Main Reason	Description and detailed reasons	What you should do?
Issue with document	1. Vendor address missing or incorrect 2. Invoice date missing or incorrect 3. Invoice currency / unit of measure 4. Service period 5. Incorrect calculation	Please add the missing information or correct the wrong information.
Issue with bank details (in case no bank details exist for your company in our system)	1. Bank details are completely missing. 2. Bank code or bank account is missing. 3. No payment remit-to email address.	Please provide the missing information.
Missing document type	1. Document type not stated (Invoice, Tax invoice, Credit note, Debit note). 2. Unique invoice number is missing 3. Unique invoice number of original invoice is missing for corrective tax.	Please provide the missing information.

What is the invoice rejection process?

Invoices are reviewed by our processing team for compliance.

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

Once a 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 Accounts Payable email address .

Non-acceptable invoice types:

- Quotes
- Estimates

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)
- GST registration number
- Payment details

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

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

Where to get support

For invoice-related inquiries, please contact the Novartis Global Services Center on +65 6722 6036 or send your question to the dedicated e-mail address: payables.sg@novartis.com

Communication sent to you

Remittance advice

A remittance advice includes the list of all invoices that were included in the latest payment. We provide you with:

- An invoice number
- The amount
- The payment date

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 the Ariba team for more details: contact.elink@novartis.com

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](#)