



## Novartis Procure-to-Pay

Onboarding Package  
UK

Contact P2P Solution Center:

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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.



# 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 the UK Novartis Company Codes, Procure to Pay is a process operated by a Novartis Global Service Center, who handles supplier invoices and supports the Procure to Pay end-to-end processes. Payments may also be 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

### PURCHASE ORDER

A Purchase Order in P2P is a document that is issued by Novartis to a Supplier, indicating types, quantities, and agreed prices for products or services. In P2P, a Purchase Order is automatically generated after a Shopping Cart is fully approved. A PO is a commitment from Novartis to pay a supplier upon agreed terms mentioned at the PO confirmation and once delivery of goods/services has been confirmed/recorded.

### PROOF OF DELIVERY FOR GOODS/SERVICES

If you are required to provide proof of delivery for any goods or services, please ensure these are communicated to your local business contact prior to invoice generation, in order to avoid any payment delay.

Examples of proof of delivery include time sheets, delivery notes and work schedules.

### INVOICE PROCESSING

Novartis offers two invoice processing options:

- 1 Ariba Network – an e-invoicing platform which allows our partners to benefit from:
  - Secure and guaranteed invoice delivery
  - Timely payment ensured by cost-efficient end-to-end process
  - Environment friendly solution (paperless)
- 2 Manual invoice processing

### PAYMENT STATUS

Invoices are paid within the agreed payment terms outlined in your Purchase Order and they are calculated from the date when invoice was received in our mailroom. To ensure proper payment, please provide your full bank data containing

Bank account holder name

Bank name

Bank address

Bank account

IBAN (wherever mandatory)

Bank code/branch code

SWIFT

ABA number (mandatory for USA)

# 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**

**Vendor Address:**  
 Company Name  
 Street, City  
 Country

**Invoicing Address:**  
 Novartis company name  
 Street, City  
 Country

Phone: xxx  
 Fax: xxx  
 eMail: xxx

invoices.frimley@novartis.com  
 VAT NO: xxx  
 Company Reg No.: xxx

**PAYMENT TERMS:** Within 60 days due net  
 Authorized Economic Operator (AEO) certificate number GB/AEO/F/ 00113/10 for Novartis Pharmaceuticals should be referenced on all shipping/invoicing documentation for CUSTOMS CLEARANCE.

**PO Creation Date :** xx xx xxxx

**Purchase Order No. 300xxxxxx**

**Delivery Address:**  
 Novartis company name  
 Street, City  
 Country

**Novartis Contact:**  
 Phone: Fax:  
  
**Requester/Receiver:**  
 eMail: xxx

#	Part Number(SKU)	Quantity	U/M	Description	Unit Price	Value w/o VAT	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. VAT : Total currency** 0.00

\*\*\*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 PRINTED HEREFTER APPLY TO THIS PURCHASE ORDER. PLEASE THAT THE STANDARD TERMS AND CONDITIONS WERE LAST UPDATED ON JULY 2022.  
 Unless a separate signed contract which addresses this order is in place between the parties it is subject to the attached 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

# Invoice Requirements



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

Invoice								DOCUMENT TYPE
Invoice no. XXX				Invoice date: xx.xx.xxxx				INVOICE NUMBER AND DATE
<b>Vendor:</b> Company name Company address Postal code, Country VAT registration no.				<b>Purchase Order/          Cost Object*/          Novartis employee name</b>				PO, CC OR NOVARTIS EMPLOYEE NAME
<b>Invoicing:</b> Company name <b>Address:</b> Company address Country VAT registration no.				<b>Delivery address:</b> 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	
<b>TOTAL</b>				0.00		0.00	0.00	
To be paid: 0.00 <b>CURRENCY:</b> XXX								BILLING CURRENCY
Bank account: IBANXXXXXXXXXX								BANK DETAILS TO ENABLE PAYMENT
Delivery date								MANDATORY IF DELIVERY DATE IS DIFFERENT FROM INVOICE DATE
<i>*Cost Object: Cost Center/Project code          WBS/Internal Order</i>								

# Invoicing Guidelines

## Invoicing address

Novartis Pharmaceuticals UK Ltd;  
2nd Floor, The Westworks Building, White City Place, 195 Wood Lane, London W12 7FQ, UNITED KINGDOM

Novartis UK Ltd  
2nd Floor, The Westworks Building, White City Place, 195 Wood Lane, London W12 7FQ, UNITED KINGDOM

Europarm Ltd;  
2nd Floor, The Westworks Building, White City Place, 195 Wood Lane,  
•London W12 7FQ, UNITED KINGDOM

Novartis Grimsby Ltd, C/O Novartis Pharmaceuticals UK Ltd,  
2nd Floor, The Westworks Building, White City Place, 195 Wood Lane, London W12 7FQ, UNITED KINGDOM

The Novartis standard Payment Terms is 60 days, or according to the agreement stated on PO confirmation.

Invoicing should occur no later than three months after the delivery date indicated on the Purchase Order line items.

## Invoice content

- Name and address of the correct Novartis legal entity
- Name, address and VAT ID of supplier (for VAT registered)
- Invoice number and invoice date and tax point date (date of supply of goods or services)
- Purchase Order number (10 digit number)
- Description of goods or services delivered
- Place of delivery of goods or services
- Invoice breakdown has to be in line with the Purchase Order (line item and unit of measure, quantity, description, unit price, total price and VAT per line, currency etc.)
- Name of the Novartis contact person, and Cost Centre if Purchase Order number is not available
- VAT amount and VAT rate (%)
- Grand total of invoice
- Bank account, SWIFT and IBAN
- For intra-community transactions:
  - VAT ID of Recipient
  - Invoice legend regarding reverse charge tax in relation to the supply of goods or services

The invoice receipt date is considered as baseline date for Payment Terms calculation.

# 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/Cost object or 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.

# Communication sent to you

In order to inform you which invoices have been received and posted, we will send out a list of open items and a remittance advice each week.

## Open items

This is the list of all the documents that have been registered in Novartis Accounting systems but that are not included in the payment run due to possible reasons:

- Blocked for payment – invoice is posted but it is awaiting confirmation of services/goods receipt.  
*Please refer to your Novartis contact directly for more details.*
- Manual block – document cannot be paid, please contact us for clarification
- Pending posting – document received but not yet posted
- BLANK – document posted but not yet due

## 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

# Invoice submission options

Two channels are available for submitting invoices:



[Invoices.frimley@novartis.com](mailto:Invoices.frimley@novartis.com)



**Ariba Network**  
(e-invoicing solution)

Before an invoice is submitted to [Invoices.frimley@novartis.com](mailto:Invoices.frimley@novartis.com), below requirements need to be met:

- Accepted documents formats:
  - PDF (embedded files not accepted)
  - TIFF format (resolution 300 DPI fix)
  - Format of the invoice must be A4
- One e-mail can include only one attachment with one invoice  
(one e-mail = one invoice)



# 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](mailto:contact.elink@novartis.com)

# How to get onboarded to Ariba

1. Visit [supplier.ariba.com](https://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](mailto: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](mailto: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 in the following formats:

- [Supplier Update Form](#)

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.



## Supplier Update Form

Supplier's Name \*

Supplier's Type

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

VENDOR FULL LEGAL NAME

SELECT FROM SCROLL DOWN LIST

### Address

Country

Street

City

City Postal Code

ADDRESS DETAILS

### Legal Information

VAT Number

Company Registration Number

VAT ID IS MANDATORY (IF VAT REGISTERED)

### Communication

Email Address- Ordering Address

Email Address- Accounts Receivables

### Bank Details \*

Bank Name

Bank Address

IBAN (if mandatory)

ABA CODE (for US suppliers only)

SWIFT CODE

Account Holder Name:

Account Number

Currency of bank account

FULL BANK DETAILS ARE MANDATORY

\*Note: Always provide your instructions for domestic Payments

### Invoicing Method

☐ Novartis Preferred Electronic Invoicing Method(Ariba Network)

☐ PDF 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:

Novartis Requester:

(Name/Business Function)

Date

ONLY SIGNED FORMS WILL BE ACCEPTED





## Where to get support

For invoice-related inquiries, please contact the Novartis Global Services Center on +44 8448920147 or send your question to the dedicated e-mail address: [r2p.uk@novartis.com](mailto:r2p.uk@novartis.com).