



# Novartis Supplier Info Pack

Guide to **SAP Ariba**  Invoicing



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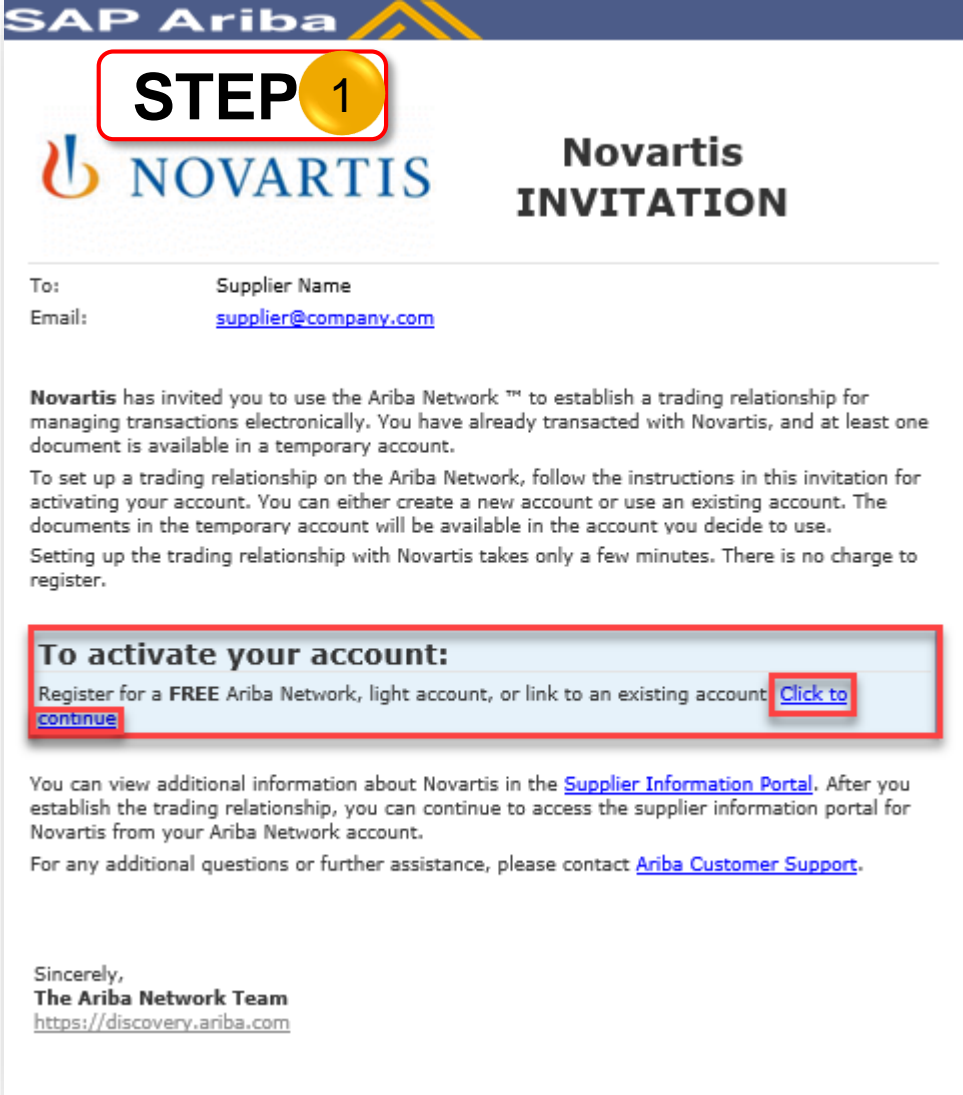
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# How to take ownership of my Ariba Standard Account?

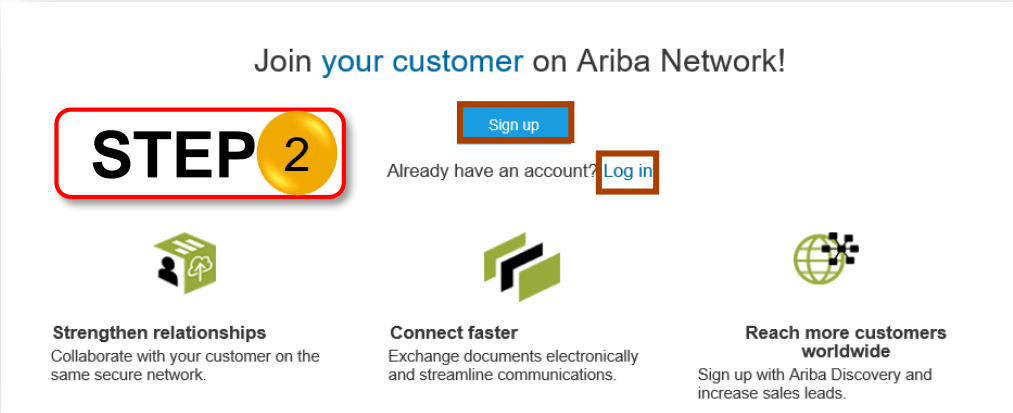


## STEP 1 - Accept Trading Relationship Request

- Locate the Email you have recently received from: [ordersender-prod@ansmtp.ariba.com](mailto:ordersender-prod@ansmtp.ariba.com)
- (Reach out to [contact.elink@novartis.com](mailto:contact.elink@novartis.com) if you cannot locate this email)
- Within the Email, select Click to continue

## STEP 2 – Take ownership of your account

- Accept Novartis Trading Relationship Request by Signing up OR Login as an existing user with your credentials



# Order Routing Notifications

The screenshot shows the SAP Ariba Network interface for 'Novartis Test' (ANID: AN01459270301). A dropdown menu is open, showing 'Electronic Order Routing' selected. Below, the 'Network Settings' page is shown with 'Electronic Order Routing' selected. The 'Capabilities Preferences' section includes 'Non-Catalog Orders with Part Numbers' (checked) and 'Status Update Request Notifications' (unchecked). The 'New Orders' table has columns for Document Type, Routing Method, and Options. The 'Email address' field is filled with '1@email.com,2@email.com,3@email.com,4@email.com'. The 'Include document in the email message' checkbox is checked.

In this section, you can set up which Email addresses should be notified about newly placed POs by Novartis/Sandoz

- 1) Click on Company Settings and select Electronic Order Routing
- 2) Tick Non-Catalog Order with Part Numbers
- 3) Select Email as your preferred routing method
- 4) Fill the email address that will receive notifications
- 5) Scroll down and fill in email addresses for another scenarios as well.
- 6) Save and close

Note: You can save up to 5 Email addresses to get Email notifications about POs – separate them with a comma and no spaces



# Invoice Routing Notifications

The screenshot shows the SAP Ariba Network interface for a 'Novartis Test' account. A yellow circle with the number '1' points to the settings icon in the top right. A red arrow points to the 'Electronic Invoice Routing' option in the 'NETWORK SETTINGS' dropdown menu. A yellow circle with the number '4' points to the 'Save' button at the bottom right of the settings panel.

The 'Network Settings' panel is open, showing the 'Electronic Invoice Routing' tab. Under 'Capabilities & Preferences', the 'Sending Method' section is visible. Below it, the 'Notifications' section is highlighted with a red box and a yellow circle with the number '2'. A yellow circle with the number '3' points to the 'Send notifications when...' column in the notification table.

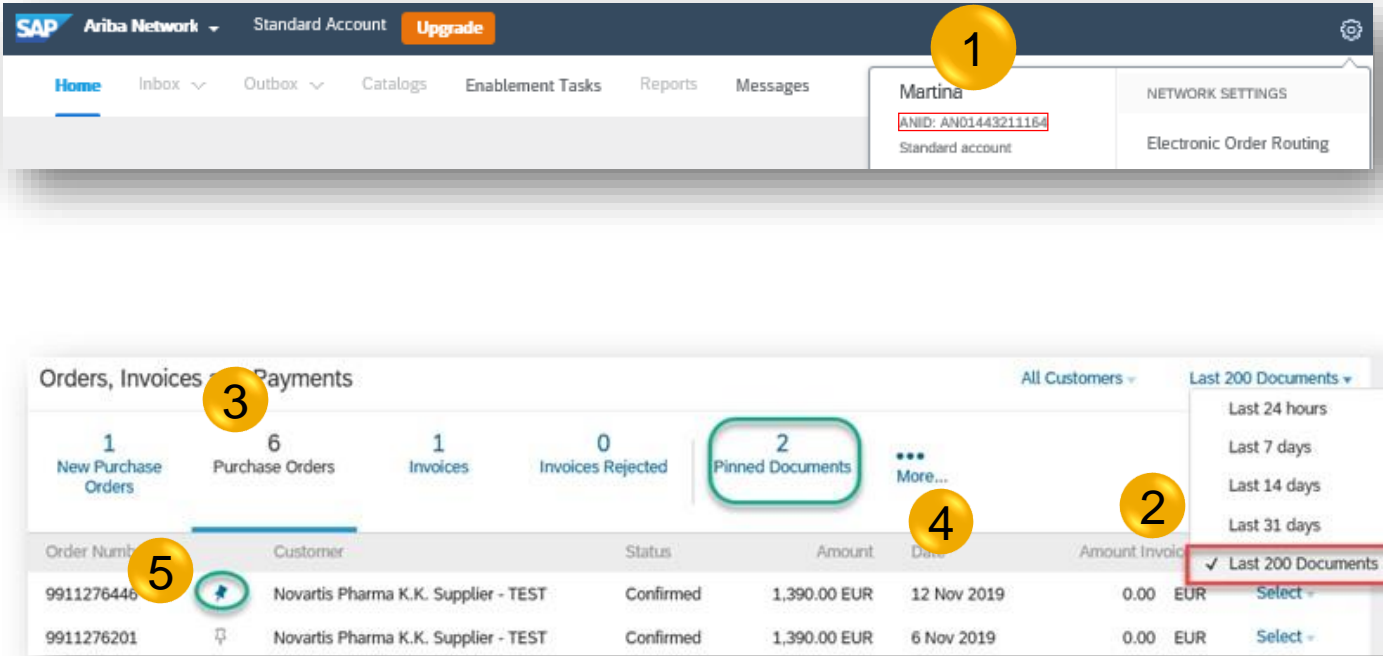
Type	Send notifications when...	To email addresses (one required)
Invoice Failure	<input checked="" type="checkbox"/> Send a notification when invoices are undeliverable or rejected.	1@email.com
Invoice Status Change	<input checked="" type="checkbox"/> Send a notification when invoice statuses change.	1@email.com
Invoice Created Automatically	<input checked="" type="checkbox"/> Send a notification when an invoice is created automatically on behalf of your company.	1@email.com

In this section, set up which Email addresses should be notified about invoice status changes

- 1) Click on Company Settings and select Electronic Invoice Routing
- 2) In the notifications section select the invoice notifications you wish to receive
- 3) Fill-in your Email address
- 4) Save and close

Note: Make sure to always follow up on failed and rejected invoices as Novartis didn't receive them. See [slide 17](#) for more info

# How to locate my Purchase order?



## DASHBOARD FEATURES:

- 1) In order to find your account ID „ANID“, click on Company Settings in the right corner of the homepage
- 2) To locate your orders, select Last 200 Documents from the drop down menu
- 3) Choose Purchase Orders in order to see all orders with the statuses
- 4) You can sort the documents by the number, date, status, amount etc simply by clicking on the name of the column
- 5) Pin any document to keep it always on the dashboard under Pinned Documents

Note: In case you still miss any purchase order please reach out to [contact.elink@novartis.com](mailto:contact.elink@novartis.com) and provide your ANID

# How to locate my PO creator?

**1**

SAP Ariba Supplier Login

User Name

Password

Login

Having trouble logging in?

**2**

Orders, Invoices and Payments

4 New Purchase Orders | 20 Purchase Orders | 12 Invoices | 1 Invoices Rejected | 2 Pinned Documents | More...

Order Number	Customer	Status	Amount	Date	Amount Invoiced	Action
4500099566	Novartis Pharma K.K. Supplier - TEST	New	1,042.00 CZK	31 Jan 2020	0.00 CZK	Select -
3004894216	Novartis Pharma K.K. Supplier - TEST	Invoiced	1.00 CZK	30 Jan 2020	1.00 CZK	Send me a copy to take action

**3**

Your customer sent you this order through Ariba Network.

Process order

**4**

Ship All Items To

**Lek d.d. - FDF - final products**  
Zgornji Brnik 300  
4210 BRNIK - AERODROM  
Slovenia  
Ship To Code: SI03  
Phone: +386 ( ) +386-4-2815100  
Fax: +386 ( ) +386-4-2815119  
Email: sushant.jayade@novartis.com  
Location Code: SI03

**Bill To**

**Lek d.d.**  
Verovškova ul. 57  
1526 Ljubljana  
Slovenia  
Phone: +386 ( ) 01 580 21 11  
Fax: +386 ( ) 01 568 35 17  
buyerID: SI03

Line Items

Line #	Part # / Description	Customer Part #	Type	Qty (Unit)	Need By
10	ZL RANITIC 10MG/ML 50MG/5ML 5LIAM DE	46231921	Material	100,000.0 (PCE)	12 Mar 2019

In case you don't agree with your PO content, it is important to know how to contact your PO creators, so that the PO can be modified by them.

Simply send an Email with your PO number and the modifications needed to the PO creator, and you will receive an updated version of your PO to be invoiced.

Please follow these steps to locate your PO creator:

- 1) [Log in](#) to your Ariba Account
- 2) Locate your purchase order and click on Select → "Send me a copy to take action" button to receive your PO in your mail box
- 3) Open the Email you receive and click on Process Order
- 4) Scroll down above the first line item and locate your PO creator in the "Ship all Items to" section

# How to personalize the dashboard?

## PERSONALIZED DASHBOARD:

- 1) Click on More...
- 2) Click on Pinned Documents if you would like to move this tile to your dashboard
- 3) Click on Manage Default Tiles to choose and sort your tiles
- 4) You can choose up to 4 tiles to keep them on your dashboard (in addition to the Pinned Documents)
- 5) You can also drag and drop the selected files to sort them in the order you would like to have on the dashboard

Orders, Invoices and Payments

1 New Purchase Orders | 6 Purchase Orders | 1 Invoices | 0 Invoices Rejected | 7 Pinned Documents

Order Number	Customer	Status	Amount	Date
9911276446	Novartis Pharma K.K. Supplier - TEST	Confirmed	1,390.00 EUR	12 Nov 2019
9911276201	Novartis Pharma K.K. Supplier - TEST	Confirmed	1,390.00 EUR	6 Nov 2019
9911276228	Novartis Pharma K.K. Supplier - TEST	Confirmed	1,390.00 EUR	3 Oct 2019
9911276201	Novartis Pharma K.K. Supplier - TEST	Invoiced	1,390.00 EUR	27 Sep 2019
3004890847	Novartis Pharma K.K. Supplier - TEST	Confirmed	800.00 EUR	9 Jul 2019
3004890838	Novartis Pharma K.K. Supplier - TEST	New	1,512.00 EUR	9 Jul 2019

Dashboard Tiles:

- New Early Payment Offers: 0
- Invoices Pending Payment: 1
- Invoices Pending Approval: 1
- Payments that Need Attention: 0
- Payments Received: 0
- Pinned Documents: 1
- Orders that Need Attention: 0
- Orders to Confirm: 1
- Orders to Invoice: 5
- Orders to Ship: 5
- Orders with Service Lines: 0

Manage Default Tiles

Manage Action Tiles on the Home Dashboard

Available Tiles:

- Pinned Documents
- New Early Payment Offers
- Invoices Pending Payment
- Orders to Invoice
- Orders to Ship
- Orders to Confirm
- Orders with Service Lines
- Payments that Need Attention
- Invoices Pending Approval
- Orders that Need Attention
- Payments Received

Selected Tiles:

- New Purchase Orders
- Purchase Orders
- Invoices
- Invoices Rejected



# Roles & Users

You can allow other users to login to your Ariba Network Account and give them permission for specific account areas based on their job function. Follow these steps:

- 1) Click on Company Settings and select Users
  - Enter the title of the role you are about to create.
  - Assign permissions to allow users with this role to perform their tasks on page 1 and 2
  - Click on Save
- 2) Click on Create Role
  - Create a new username (Email address format required, doesn't need to be a valid Email)
  - Fill the Email address of your new user
  - Fill the Name and Surname
  - Tick the role you previously created
  - Click on Done
- 3) Click on Create User
  - Create a new username (Email address format required, doesn't need to be a valid Email)
  - Fill the Email address of your new user
  - Fill the Name and Surname
  - Tick the role you previously created
  - Click on Done

Note: New users will receive two email messages:

- The first message contains the new username
- The second one contains a temporary password. When they log in for the first time, they must change their password

The screenshots illustrate the process of creating a user and role in SAP Ariba Network. Step 1 shows the 'Users' option highlighted in the 'Company Settings' menu. Step 2 shows the 'Create Role' dialog where permissions are selected. Step 3 shows the 'Create User' dialog where user details like email and name are entered.

# Bank details

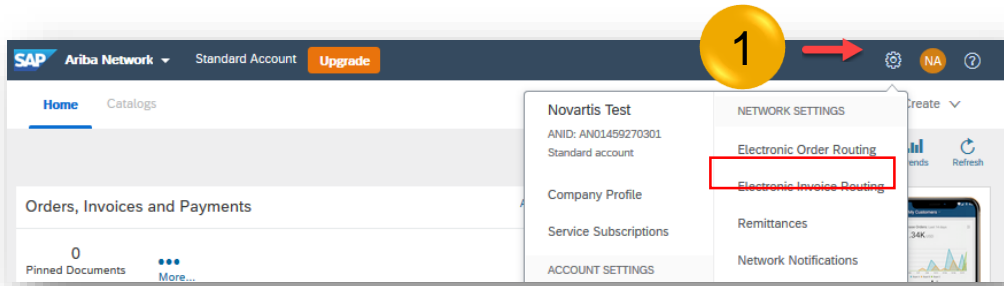
In order to have your bank details automatically populated on your Ariba invoices, please follow these steps:

- 1) Click on Company Settings and select Remittances
- 2) Click on Create (you can create multiple bank accounts)
- 3) Fill your company address and make this address default
- 4) Tick Include Bank Account Information in invoices
- 5) Select Wire as preferred payment method
- 6) Fill in bank details.
- 7) Click on OK on the top right corner
- 8) On the next windows, don't forget to **Save and Close**

The screenshot displays the SAP Ariba Network interface for a 'Novartis Test' account. The main navigation menu includes 'Home', 'Catalogs', 'Orders, Invoices and Payments', and 'Pinned Documents'. The 'Remittance Address' form is visible, with fields for Address 1, Address 2, Address 3, City, State (Alabama [US-AL]), Zip, Country (United States [USA]), and Contact. A checkbox for 'Make this address default' is checked. Below this, the 'Remittance ID Assignment' table shows a list of customers with their respective Remittance IDs. The 'Payment Methods' section shows 'Wire' selected as the preferred payment method. The 'WIRE TRANSFER' form is also visible, with fields for Beneficiary Bank details: Account Name, Account #, Confirm Account #, Account Type (Checking), SWIFT Code, Confirm SWIFT Code, IBAN, Bank Name, Branch Name, Address 1, Address 2, Postal Code, City, State, and Country (Italy [ITA]). The 'EFT/Check Remittances' dialog box is open, showing the 'Create' button. The 'Save' and 'Close' buttons are highlighted in the top right corner.

Note: IBAN format should not include special characters and spaces. Make sure to select correct remittance during the invoice creation from a drop down menu

# VAT ID / Tax ID configuration



This screenshot shows the 'Network Settings' form. The 'Tax Invoicing and Archiving' tab is selected and highlighted with a red box, with a yellow circle containing the number '2' next to it. Under the 'Tax Information' section, the 'Tax ID' field contains '123456789' and is highlighted with a red box. The 'Vat ID' field also contains '123456789' and is highlighted with a red box. A yellow circle containing the number '3' is positioned next to the 'Tax ID' field. In the top right corner of the form, the 'Save' button is highlighted with a red box, with a yellow circle containing the number '4' next to it.

It may be mandatory to insert VAT ID / Tax ID on every invoice depending on the location of your company. It is recommended to save the VAT ID / Tax ID in the Company Settings, so it gets automatically added on the invoice.

Please follow these steps:

- 1) Go to Company Settings in the top right corner of the homepage and select Electronic Invoice Routing
- 2) Click on Tax Invoicing and Archiving
- 3) Fill in your VAT ID and/or Tax ID
- 4) Click on Save in the right up or down corner

Note: Your VAT ID (and/or) Tax ID number will be automatically populated on your next invoices.

# How to submit invoices? (Video Tutorials)

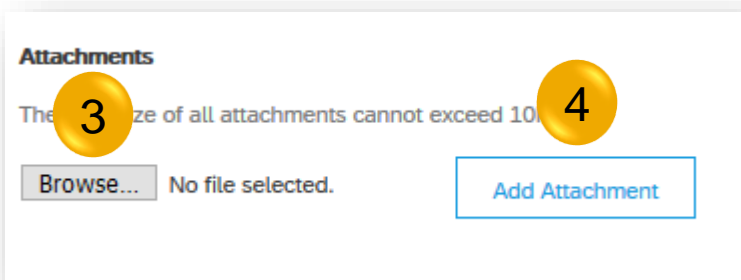
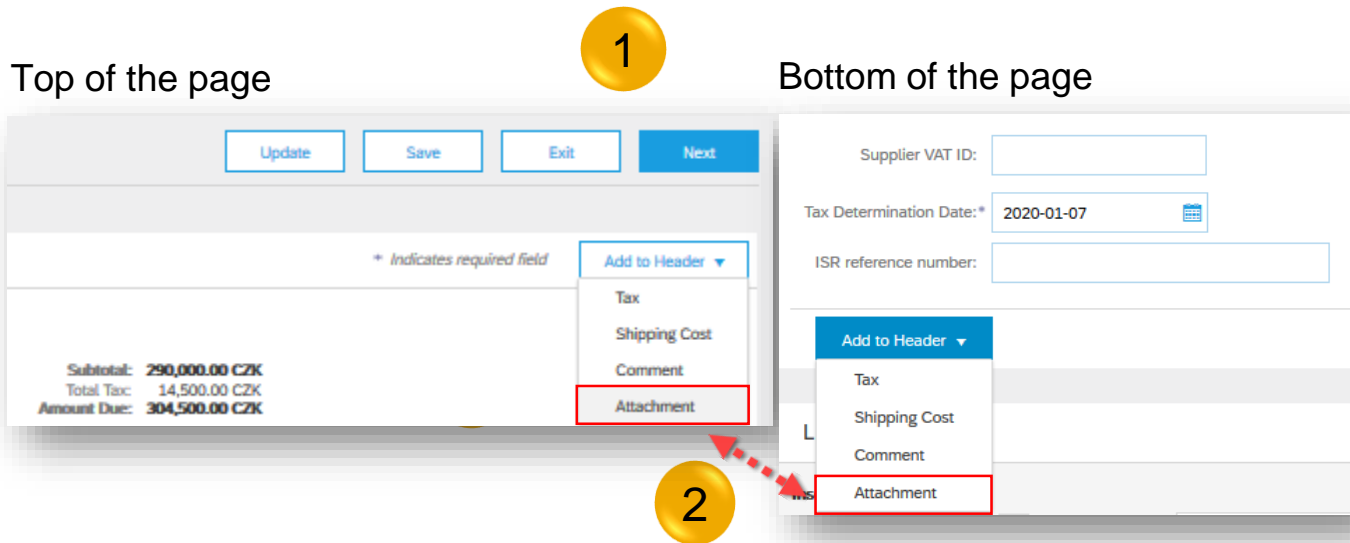
- To send an invoice from your Standard account, watch the video [How to invoice via Standard Account](#) and start sending your invoices via Ariba Network.
- To send an invoice from your Enterprise account, watch the video [How to invoice via Enterprise account](#) and start sending your invoices via Ariba Network.
- To send a line-item credit memo from your Enterprise account, watch the video [How to create Line-item credit memo via Enterprise account](#) and start sending your invoices via Ariba Network.

# How to add attachments to your invoice?

Certain Novartis approvers require PDF attachment with additional information to approve your invoice

Please follow these steps:

- 1) During the invoice creation click on Add to header (From the top or the bottom of the page)
- 2) Click on Attachment
- 3) Browse your file
- 4) Click on Add Attachment



Note: Only PDF format is available. Use only letters and digits in the name of the PDF file. Always use different name of the PDF file than invoice number. Never use the same name of the PDF file as invoice.



# How to configure a tax menu?

When creating an invoice, you can set up different tax rates in the Tax Category Menu

Please follow these steps:

**1** Line Items

Insert Line Item Options

Tax Category: VAT

Standard Tax Selections

Sales

VAT

GST

HST

PST

QST

Usage

Withholding Tax

Other Tax

Configure Tax Menu

**2** Configure Tax

* Tax Category	* Rate	Tax Description
VAT	10 %	VAT 10%
VAT	0 %	VAT 0%

Delete | Create

**3** Insert Line Item Options

Tax Category: VAT

Standard Tax Selections

0% VAT / VAT 0%

10% VAT / VAT 10%

**4** Taxable Amount

Category: 0% VAT / VAT 0%

Location:

Description: VAT 0%

Regime:

Date Of Pre-Payment:

Law Reference:

Taxable Amount: 400.00 EUR

Rate(%): 0

Tax Amount: 0.00 EUR

Exempt Detail: (no value)

Date Of Supply: 8 Jan 2020

Triangular Transaction

Update | Save | Exit | Next

- 1) During the invoice creation, open the Tax Category Drop Down Menu and choose Configure Tax Menu
- 2) Click on Create, then insert the Rate and click on OK. For **EU countries** always keep the Tax Category type as **VAT**. For non-EU, use local tax category
- 3) Open Tax Category Drop Down Menu and choose the Tax you want to use, then click on Add to included lines
- 4) You can also choose multiple Tax rates and adjust the amount for each of them. Once adjusted, click on Update and Next to continue to invoice summary

Note: From now on you can simply use the Tax Categories you created in your next invoices.

# How to add taxes?

**A** 1

Header level tax *i*  Line level tax *i*

Category: VAT *i*

Location:

Description: VAT 0%

Regime:

Date Of Pre-Payment:

Law Reference:

Taxable Amount: 500.00 EUR

Tax Rate Type:

Rate(%):

Tax Amount: 0.00 EUR

Exempt Detail: (no value) *v*

Date Of Supply: 8 Jan 2020 *c*

Triangular Transaction

**B** 1

Tax *i*

Header level tax *i*  Line level tax *i*

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

2

4

3

Insert Line Item Options

Tax Category: VAT *i*  Shipping Documents  Special Handling  Discount

No.  Include  Type Part # Description Customer Part # Quantity Unit Unit Price Subtotal

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
10	<input checked="" type="checkbox"/>	MATERIAL		Werbebudget Q1		60	EA	1.00 EUR	60.00 EUR

Pricing Details

Price Unit: EA Price Unit Quantity: 1.0

Unit Conversion: 1 Description:

Tax

Category: VAT *i*

Location:

Description: VAT 0%

Regime:

Date Of Pre-Payment:

Law Reference:

Taxable Amount: 60.00 EUR

Rate(%):

Tax Amount: 0.00 EUR

Exempt Detail: (no value) *v*

Date Of Supply: 13 Jan 2020 *c*

Triangular Transaction

Remove

You can either add taxes on Header level or Line item level

## A) Add tax on Header level:

- 1) Click on Header level tax
- 2) Fill your Tax rate %

OR

## B) Add tax on Line item level:

- 1) Click on Line number where you want to apply Line level tax
- 2) Click on VAT or apply other tax if applicable
- 3) Fill your Tax rate %
- 4) Click on Add to Included Lines

Note: If you created Tax Category as advised in previous slide, you can simply choose it from the Tax Category Menu and have the amounts calculated automatically.

# How to create a partial invoice with quantity 1?

1 Your customer sent you this order through Ariba Network. **Process order**

2 Purchase Order: 3004890847

3 **Summary**  
 Purchase Order: 3004890847  
 Invoice #:   
 Invoice Date: 22 Nov 2019  
 Service Description:  
 Supplier Tax ID: DE123456

4 **Insert Line Item Options**  
 Tax Category: 19% VAT  
 No.  Include  Type: MATERIAL Part #   
 Pricing Details: Price Unit: PCE Unit Conversion: 1  
 Tax: Category: 19% VAT Location: Description: Regime: Date Of Pre-Payment: Law Reference:  
 Taxes: 0% VAT, 19% VAT, Standard Tax Selections, Sales, VAT, GST, HST, PST, OST, Usage, Withholding Tax, Other Tax, Configure Tax Menu  
 Price Unit Quantity: 1.000 Description:  
 Taxable Amount: 55.00 EUR  
 Rate(%): 19  
 Tax Amount: 10.45 EUR  
 Exempt Detail: (no value)  
 Date Of Supply: 22 Nov 2019  
 Triangular Transaction

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL				0.1	PCE	550.00 EUR	55.00 EUR
2	<input type="checkbox"/>	MATERIAL		test2b		0	C62	1.00 EUR	0 EUR

8

When creating partial invoice, the field **QUANTITY** needs to be adjusted. If the Quantity is 1, it needs to be adjusted to the proportion you want to invoice.

- 1) Access the order via Process order button in the Email
- 2) Click on Create Invoice and Standard Invoice
- 3) Insert your Invoice number, VAT ID will be copied from your Company Settings if you saved it.
- 4) You can include or exclude any line item.
- 5) Choose Tax Category from the drop down menu.
- 6) Adjust the quantity (not the price) you want to invoice. If quantity is 1, calculate corresponding proportion.
- 7) Click on Add to included lines
- 8) To continue to the invoice summary click Next

Note: Always make sure you set the right quantity proportion according to the amount you want to invoice, so that you will have enough quantity for next partial invoices.

**How to calculate the correct quantity percentage:**

$$\text{Net amount you want to invoice} / \text{divide by the Unit Price} = \text{You will get the Quantity proportion to insert in Quantity field}$$

# How to create a Line-item credit memo?

1 Novartis Pharma K.K. Supplier - TEST sent a new order

Your customer sent you this order through Ariba Network.

Process order

2 Purchase Order: C028-3800018980

Create Order Confirmation Create Ship Notice Create Invoice Print  
Order Detail Order History Standard Invoice Credit Memo Line-Item Credit Memo

3

Line-Item Memo

Invoices (1)

Invoice #	Customer	Reference	Submit Method	Origin	Self Billing
1234563	Novartis Pharma K.K. Supplier - TEST	C028-3800018980	Online	Supplier	No

Create Line-Item Credit Memo Create Line-Item Debit Memo Edit Copy Create Non-PO Invoice

4

Summary

Credit Memo #:\*  
Credit Memo Date:\* 13 Jan 2020  
Original Invoice No: testaribade113  
Original Invoice Date: 29 Aug 2019

Insert Line Item Options

Tax Category: VAT Shipping Documents Special Handling Discount Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL		NOVRW000001171 - Joe9 - Lang9 - TEST_Aud		-100	EA	10.00 EUR	-1,000.00 EUR

Pricing Details Price Unit: EA Price Unit Quantity: 1.0  
Unit Conversion: 1 Description:

Tax Category: VAT Taxable Amount: -1,000.00 EUR  
Rate(%):  
Tax Amount: 0.00 EUR  
Exempt Detail: (no value)  
Date Of Pre-Payment: Date Of Supply: 13 Jan 2020  
Law Reference: Triangular Transaction

Line Item Actions Delete

Update Save Exit Next

Novartis doesn't allow you to cancel invoices created via Ariba Network. In case you need to cancel your invoice please submit a credit note and resubmit the invoice accordingly if needed.

## Few simple steps

- 1) Go back to the original Email and click on Process order
- 2) Click on Line-item credit memo
- 3) Select the invoice and click on Create line-item credit memo
- 4) Fill your credit memo number
- 5) Click on Next, then Submit

## Note:

- After you created your line-item credit memo you can resubmit your invoice correctly (funds will be available)
- Always make sure you credit the invoice fully. Partial line-item credit memos are not supported.

# Invoice statuses – what does it mean and how does it work?

Invoice Number	Customer	Reference	Date ↑	Amount	Invoice Status	Action
test23012020a	Novartis Pharma K.K. Supplier - TEST	3004894158	23 Jan 2020	1.19 EUR	Sent	Select ▾
test28012020a	Novartis Pharma K.K. Supplier - TEST	3004894192	28 Jan 2020	254.76 EUR	Sent	Select ▾
test28012020b	Novartis Pharma K.K. Supplier - TEST	3004894192	28 Jan 2020	214.08 EUR	Sent	Select ▾
test30012020a	Novartis Pharma K.K. Supplier - TEST	3004894225	30 Jan 2020	0.10 CZK	Sent	Select ▾
test30012020b	Novartis Pharma K.K. Supplier - TEST	3004894215	30 Jan 2020	0.24 CZK	Sent	Select ▾
test30012020c	Novartis Pharma K.K. Supplier - TEST	3004894216	30 Jan 2020	1.19 CZK	Sent	Select ▾

Detail | **Scheduled Payments** | History

Standard Invoice

**Status**  
 Invoice: Sent  
 Routing: Acknowledged

Invoice Number: 04022020b  
 Invoice Date: Tuesday 4 Feb 2020 11:51 AM GMT+01:00  
 Original Purchase Order: [3004894215](#)  
 Submission Method: Online  
 Origin: Supplier  
 Source Document: Order

## Invoice document status levels:

- 1) Sent: Novartis received the invoice, but have not yet approved or rejected it.
- 2) Approved: Novartis matched all amounts in the invoice against amounts in an order or a contract or are in the process of issuing payment.
- 3) Paid: Novartis paid the invoice.
- 4) Rejected: The invoice failed validation by Ariba Network.
- 5) Failed: Ariba Network experienced a problem routing the invoice.
- 6) Canceled: Novartis canceled the invoice

## Invoice routing status levels:

- 1) Obsoleted: Novartis canceled the invoice.
- 2) Queued: Ariba Network received the invoice but has not processed it.
- 3) Sent: Ariba Network sent the invoice to a queue. The invoice is awaiting pickup by Novartis.
- 4) Acknowledged: Novartis has acknowledged the receipt of the invoice.



# PDF uploader instructions

The image shows three screenshots illustrating the steps to enable PDF Invoices in an Ariba account:

- Step 1:** A screenshot of the account settings page for 'Martina'. A yellow circle with the number '1' and a red arrow points to the gear icon in the top right corner. The 'Electronic Invoice Routing' option is highlighted with a red box.
- Step 2:** A screenshot of the 'PDF Invoices' onboarding page. A yellow circle with the number '2' and a red arrow points to the 'PDF Invoices' tab. The page shows a progress bar for 'PDF Invoices onboarding steps' with four steps: 'Start feature activation', 'Set up status change notification', 'Upload sample documents', and 'Finalize feature settings'. Below this are sections for 'Email PDF invoice processing steps' and 'PDF invoice processing steps', each with their respective workflow diagrams. At the bottom, there is a checkbox for 'Enable PDF Invoices' and a 'Next' button.
- Step 3:** A screenshot of the user profile page for 'MH'. A yellow circle with the number '3' and a red arrow points to the gear icon in the top right corner. The 'Switch To Test ID' option is highlighted with a red box.

If you would like to transact via PDF Uploader functionality, please first align with Novartis on [contact.elink@novartis.com](mailto:contact.elink@novartis.com). Then complete the onboarding in your Ariba account:

- 1) Go to Company Settings in the top right corner of the homepage and select Electronic Invoice Routing
- 2) Click on PDF Invoices and follow all steps including upload of the invoice samples. You might upload invoices you sent to Novartis in the past. For detailed guides for the onboarding, please reach out to [contact.elink@novartis.com](mailto:contact.elink@novartis.com)
- 3) Create a test account.

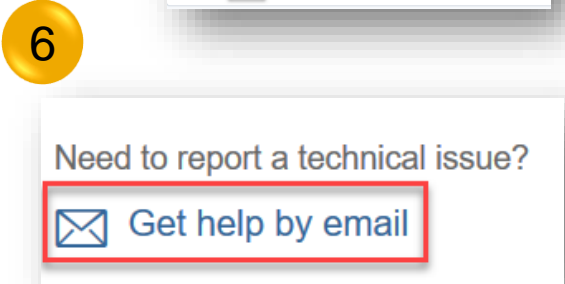
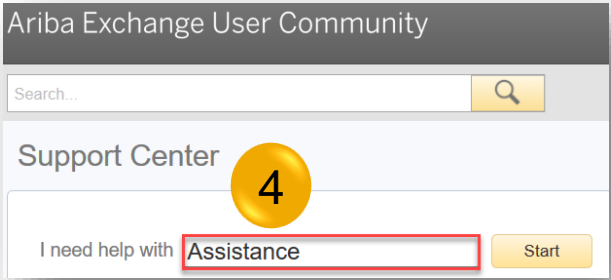
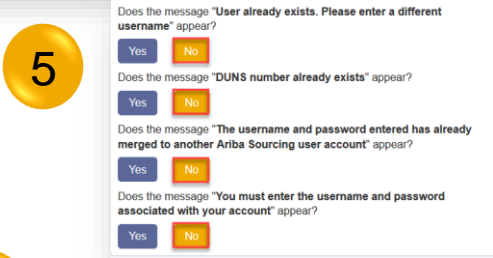
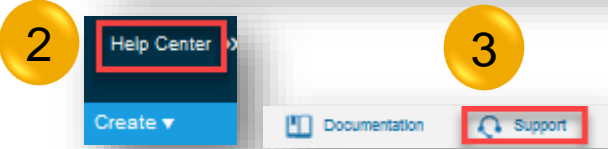
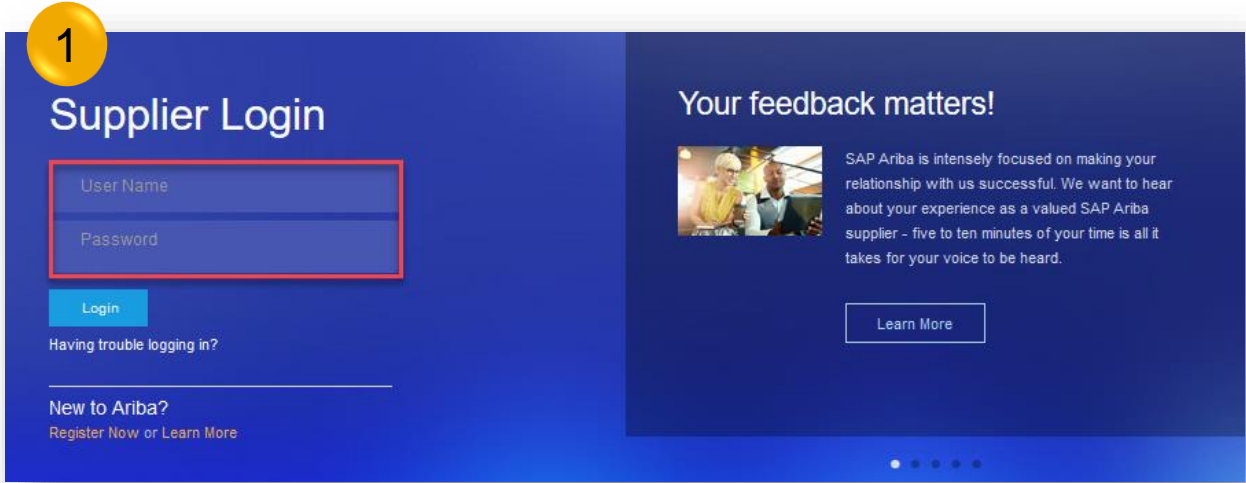
Note: Once you receive the confirmation that the onboarding has been completed, please revert back to Novartis on [contact.elink@novartis.com](mailto:contact.elink@novartis.com).

# How to get support from a Standard Account ?

Few simple steps:

- 1) Log in to your account at [supplier.ariba.com](https://supplier.ariba.com)
- 2) Click on the Help center on the top right corner
- 3) Click on Support on the bottom right corner
- 4) Type "Assistance" in the second tool bar
- 5) Select NO 4 times in the drop down menu
- 6) Get help by Email

Note: For business related questions please reach out to: [contact.elink@novartis.com](mailto:contact.elink@novartis.com)



# How to get support from an Enterprise Account

Few simple steps:

- 1) Log in to your account at [supplier.ariba.com](http://supplier.ariba.com)
- 2) Click on the Help center on the top right corner
- 3) Click on Support on the bottom right corner
- 4) Type "Assistance" in the second tool bar
- 5) Select NO 4 times in the drop down menu
- 6) Decide to get help by live chat or phone

**1** Supplier Login

User Name  
Password  
Login  
Having trouble logging in?  
New to Ariba?  
Register Now or Learn More

Your feedback matters!

SAP Ariba is intensely focused on making your relationship with us successful. We want to hear about your experience as a valued SAP Ariba supplier - five to ten minutes of your time is all it takes for your voice to be heard.

Learn More

**2** Help Center

Create ▾ Documentation Support

**3** Support

**4** Support Center

I need help with Assistance Start

**5** Does the message "User already exists. Please enter a different username" appear?  
Yes No  
Does the message "DUNS number already exists" appear?  
Yes No  
Does the message "The username and password entered has already merged to another Ariba Sourcing user account" appear?  
Yes No  
Does the message "You must enter the username and password associated with your account" appear?  
Yes No

**6** Can't find what you are looking for? Let us help you.  
Choose your communication preference:  
Get help by live chat  
Get help by phone Estimated wait in minutes: 2

Note: For business related questions please reach out to: [contact.elink@novartis.com](mailto:contact.elink@novartis.com)

# Payment and invoice status: R2P local teams

Country	R2P Contact Details
Australia	<a href="mailto:invoices.aunz@novartis.com">invoices.aunz@novartis.com</a> ; <a href="mailto:payables.aunz@novartis.com">payables.aunz@novartis.com</a>
Austria	<a href="mailto:r2p.at@novartis.com">r2p.at@novartis.com</a>
Belgium	<a href="mailto:r2p.be@novartis.com">r2p.be@novartis.com</a>
Canada	<a href="mailto:payable.pharmacanada@novartis.com">payable.pharmacanada@novartis.com</a>
Czech Republic	<a href="mailto:r2p.czech@novartis.com">r2p.czech@novartis.com</a>
Denmark	<a href="mailto:r2p.dk@novartis.com">r2p.dk@novartis.com</a> ; <a href="mailto:Sandoz.finance@sandoz.com">Sandoz.finance@sandoz.com</a>
Finland	<a href="mailto:r2p.fi@novartis.com">r2p.fi@novartis.com</a>
France	<a href="mailto:relance.fournisseur@novartis.com">relance.fournisseur@novartis.com</a> ; <a href="mailto:compta.fournisseursandoz@novartis.com">compta.fournisseursandoz@novartis.com</a>
Germany	<a href="mailto:ssc-kreditoren.de@novartis.com">ssc-kreditoren.de@novartis.com</a> ; <a href="mailto:ap.phdenu@novartis.com">ap.phdenu@novartis.com</a>
Hungary	<a href="mailto:r2p.hu@novartis.com">r2p.hu@novartis.com</a>
Italy	<a href="mailto:cofo.phitor@novartis.com">cofo.phitor@novartis.com</a>
Netherlands	<a href="mailto:r2p.nl@novartis.com">r2p.nl@novartis.com</a>

Country	R2P Contact Details
New Zealand	<a href="mailto:invoices.aunz@novartis.com">invoices.aunz@novartis.com</a> ; <a href="mailto:payables.aunz@novartis.com">payables.aunz@novartis.com</a>
Norway	<a href="mailto:r2p.no@novartis.com">r2p.no@novartis.com</a>
Poland	<a href="mailto:r2p.pl@novartis.com">r2p.pl@novartis.com</a>
Romania	<a href="mailto:r2p.ro@novartis.com">r2p.ro@novartis.com</a>
Singapore	<a href="mailto:payables.sg@novartis.com">payables.sg@novartis.com</a>
Slovakia	<a href="mailto:r2p.sk@novartis.com">r2p.sk@novartis.com</a>
Spain	<a href="mailto:r2p.espana@novartis.com">r2p.espana@novartis.com</a>
Sweden	<a href="mailto:r2p.se@novartis.com">r2p.se@novartis.com</a>
Switzerland	<a href="mailto:rtp.phchbs@novartis.com">rtp.phchbs@novartis.com</a> +41 6132 48811
United Kingdom	<a href="mailto:r2p.uk@novartis.com">r2p.uk@novartis.com</a>
USA	<a href="mailto:rtp.customercare@novartis.com">rtp.customercare@novartis.com</a> +1 866-240-3191

# When to reach out to [contact.elink@novartis.com](mailto:contact.elink@novartis.com)?

- ✓ Cannot locate activation email
- ✓ Purchase orders are missing in your Ariba Account
- ✓ Errors when submitting invoice(s)
- ✓ Additional supplier entity should be mapped to current Ariba account (also remapping of entities)
- ✓ Change of ANID
- ✓ Invoice is visible on Ariba Network, but not received by Novartis
- ✓ Willingness to integrate (cxml, EDI, pdf uploader)
  
- ✗ You are not satisfied with the content in the PO – please contact [PO creator](#)
- ✗ Increase PO value – please contact [PO creator](#)
- ✗ PO created for wrong entity – please contact [PO creator](#)
- ✗ Missing PO lines – please contact [PO creator](#)
- ✗ PO was canceled – please contact [PO creator](#)
- ✗ Invoice payment date and status – [RTP contacts](#)
- ✗ Invoice went to incorrect invoice approver – [RTP contacts](#)