



Vendor SAP Stabilization Letter

SUBJECT: Update on Elanco's New ERP Platform

DATE: August 2021

Dear valued supplier

Earlier this year, we implemented a new Elanco enterprise resource planning (ERP) platform as a final step in our separation from Eli Lilly and Company. This brings benefits to both you and Elanco as we work together to better innovate and deliver for farmers, veterinarians and pet owners as an independent animal health company.

While our new ERP will ultimately enable us to work together more efficiently and effectively, we appreciate that you may have experienced invoicing and payment difficulties as we made the transition. The majority of these issues are now either resolved or are in the process of being resolved. We apologize for this inconvenience and are deeply appreciative of your cooperation and support through these first few months of operation.

In an effort to help identify challenges and improve your experience, we've conducted an analysis of delayed payments and found two factors that represent the largest root cause of the problems:

- Missing or incorrect information in invoices submitted creating issues in aligning invoices to Purchase Orders.
- invoices that are sent to the wrong processing center, were not received by Elanco, or were received by Elanco after significant delay.

To help us improve our timely processing of invoices, please ensure that all future invoices contain the following information:

- Purchase Order number with the numbering in 4500XXXXXX, 48000XXXXX or 49000XXXXXX. If the PO number is not known, the invoice must include the name of the purchase requisitioner.
- Any invoices sent via email must be sent as a pdf document. An email may include multiple pdf files (invoices) but cannot include multiple invoices in one pdf file nor invoices in another format (word document, zip file, etc.).
- Any invoices that do not contain this information or are sent in a different format to pdf and/or contain multiple invoices in one pdf file, will be rejected and returned to you.

To continue to streamline how we do business and avoid payment processing delays, Elanco vendors are encouraged to join us on SAP Ariba as our preferred method of issuing purchase orders and enabling you to post invoices electronically. If you haven't already, please establish a trading relationship with Elanco on the [Ariba Network](#).

If you choose not to, or are unable to transact through SAP Ariba, please ensure you send invoices to the relevant address identified on your purchase order or in the attached list.

If you have any questions in relation to where to send an invoice you can contact us at VMD@elancoah.com and include in the subject "Invoice Remittance Questions" and we will provide you further guidance. For any other Purchase to Pay enquiries, please visit www.elanco.com/suppliers or reach out to the following contacts:

- APAC region: P2P_ESC_APAC@elancoah.com
- All other countries: P2P_VQ@elancoah.com

We value our relationship with you and appreciate that our changes also have an impact on your processes. We hope this information is helpful to you, and thank you again for your support during this transition. For any questions about the above information, please contact us directly.

Sincerely,

Elanco Procurement & Purchase to Pay Team

Note: If you are also a supplier of Bayer Animal Health, which Elanco acquired in August 2020, please continue following our separate invoicing processes until we begin integrating our systems; the process and contacts can be found on www.elanco.com/suppliers under "supplier information on acquisition of Bayer Animal Health". We will notify you in advance of any changes. For ease of reference, heritage-Bayer Animal Health Purchase Orders begin with the numbering 450XXXXXXXXXX. 451XXXXXXXX. 453XXXXXXXX. 455XXXXXXXX. 458XXXXXXXX and 46XXXXXXXX.

Invoice Email & Address Appendix:

Region	Countries	Email	Courier Invoices to
LATAM	Argentina	ARinvoices@elancoah.com	ELANCO SRL Offices 316, 317 and 318 Colectora 12 de Octubre Ruta Panamericana Ramal Pilar Km 42,5. Comlex Office Park , Building Quatro, Municipality/Town de Del Viso, Provincia 1429, Buenos Aires, Argentina
	Brazil	BRinvoices@elancoah.com	Elanco Saude Animal Ltda. Avenida das Nações Unidas, 14.401, Torre Jequitibá, 13o Andar, Chácara Santo Antonio - São Paulo - SP - Brasil CEP 04730-090
	Chile	CLinvoices@elancoah.com	Elanco Chile SpA Rosario Norte 615, of 1502, Las Condes, Santiago, Chile. Código Postal 7561211
	Colombia	COinvoices@elancoah.com	Elanco Colombia SAS Calle 98 9 a 41 Oficina 601 111511, Bogota Colombia
	Mexico	MXinvoices@elancoah.com	Elanco Salud Animal SA de CV Torre Andares Corporativo Paseo" Boulevard Puerta de Hierro 5153, Piso 18 Fraccionamiento Plaza Andares, CP 45116, Zapopan, Jalisco.
APAC	Australia	AUinvoices@elancoah.com	Elanco Australasia Pty Ltd Level 3, 7 Eden Park Drive, 2113, Macquarie Park NSW, Australia
	China	CNinvoices@elancoah.com	礼蓝（上海）动物保健有限公司 上海市奉贤区五四农场场中路1号 Elanco AH Co. Ltd. No 1 changzhong road, WUSI Farm, 200031 Shanghai-Fengxian District, China
	Japan	JPinvoices@elancoah.com	エランコジャパン株式会社 107-0052 東京都港区赤坂4-15-1赤坂ガーデンシティ15F
	New Zealand	NZinvoices@elancoah.com	Elanco New Zealand Unit A, 123 Ormiston Road, Flat Bush, Auckland, 2019, NZ
	South Korea	KRinvoices@elancoah.com	Elanco Animal Health Korea Ltd. 3F CM Building, 274, Seokchonhosu-ro, Songpa-gu, Seoul, 05623, Korea

	Taiwan	TWinvoices@elancoah.com	ELANCO (TAIWAN) ANIMAL HEALTH CO., LTD. 9F, No. 156, Sec. 3, Minsheng E. Road, Songshan Dist., Taipei 105, Taiwan, R.O.C.
	Bangladesh	BDinvoices@elancoah.com	Elanco Bangladesh Limited 11th Floor, Praasad Trade Center, 6 Kemal Ataturk Avenue, Banani, Dhaka 1213, Bangladesh
	India	INinvoices@elancoah.com	Elanco India Private Ilmited Unit 201, Western Edge 1, Western Express Highway, Borivali (East), Mumbai 400066, Maharashtra, India
	Indonesia	IDinvoices@elancoah.com	Elanco Animal Health Indonesia Alamanda Tower Fl.17th Jl. TB. Simatupang Kav.23-24 12430, Jakarta Indonesia
	Malaysia	MYinvoices@elancoah.com	Elanco Animal Health Unit 5.04, Level 5, Nucleus Tower, 10 Jalan PJU 7/6, Mutiara Damansara, 47800 Petaling Jaya, Selangor, MALAYSIA
	Philippines	PHinvoices@elancoah.com	Elanco Philippines Inc. Ortigas Center 12th floor Unit 1202 Podium West Tower 12 ADB Ave 1550, Manadaluyong City Philippines
	Thailand	THinvoices@elancoah.com	Elanco (Thailand) Ltd. 689, Bhiraj Tower at EmQuartier 17th/1,9-14 Floor Sukhumvit Road North Klongton Sub-Dist., Vadhana Dist. 10110, Bangkok, Thailand
	Vietnam	N/A	THE REPRESENTATIVE OFFICE OF ELANCO TIERGESUNDHEIT AG IN HO CHI MINH CITY Unit #24-111, Floor 24, E.Town Central, 11 Doan Van Bo Street, Ward 12, District 4, HCMC, Viet Nam
Europe & Middle East & South Africa	Ireland	IEinvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa
	Switzerland	CHinvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa
	Great Britain	GBinvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa
	Austria	ATinvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa
	France	FRinvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa
	Germany	DEinvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa

Italy	ITinvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa
Belgium	BEinvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa
Denmark	DKinvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa
Netherlands	NLinvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa
Norway	NOinvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa
Portugal	PTinvoices@elancoah.com	Elanco AH Portugal Ltda piso 4, Amoreiras Plaza - Rua Carlos Albertoda Mota Pinto nº9, 02-092, Lisbon, Portugal
Russia	RUinvoices@elancoah.com	Elanco Russia Ltd. 10 Presnenskaya embankment Premesis 1B, Office 13, Floor 16 123112, Moscow, Russia
South Africa	ZAINvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa
Spain	ESinvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa
Sweden	SEinvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa
Turkey	TRinvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa
Czech Rep	CZinvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa
Poland	PLinvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa
Slovenia	Slinvoices@elancoah.com	Elanco Animal Health d.o.o. Dunajska 167, 1000 Ljubljana, Slovenia
Egypt	N/A	Elanco Animal Health Inc - Scientific Office Building 4, 4th floor, Arkan Plaza, Plot 31 in front of Zayed 2000 Compound, Elsheikh Zayed, Giza, Egypt
Tunisia	N/A	Elanco Tunisie Rue 8366 – Espace Aziz – Bureau n°1-1 - 1073 Tunis Montplaisir - TUNISIA
Lebanon	N/A	Elanco Animal Health Inc - Lebanon Office Fouad Ammoun Street, Plot #2252, Mezzanine Floor, Jisr El Wati, Sin El Fil, Beirut, Lebanon
Saudi Arabic	N/A	Branch of Elanco Tiergesundheit AG Akaria Plaza, North Wing, 6th floor, Gate D, Olaya Street, P.O.Box 86334, Riyadh 11622 KSA

North America	Canada	CAinvoices@elancoah.com	Elanco Polska Spółka z o.o. ul. Rondo Daszyńskiego 2B, 00-843 Warszawa
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