Novartis Supplier Guide to SAP Ariba

PO & Invoice Management

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How to set up Ariba account

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How to send invoice via Ariba: Different Invoicing Scenarios

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Training materials and support

- Support for Ariba at Novartis – **slide 36**
- Technical support from Ariba customer support – **slide 37**
- Payment and invoice status: R2P local teams – **slide 38**
- When to reach out to contact.elink@novartis.com? – **slide 39**
- Trainings and useful information – **slide 40**

Types of Ariba account

- There are two account types available on Ariba Network which suppliers can choose from:

- STANDARD SAP Ariba Account
- STANDARD X ENTERPRISE SAP Ariba Account types comparison
- STANDARD X ENTERPRISE SAP Ariba Account types comparison with details

- **Standard account**: this account type is completely free of charge regardless of the volume of transactions. The POs are sent per E-Mail and the invoices submitted via Ariba Network online
- **Enterprise account**: this account type offers additional means of integration (EDI, CSV, XML). The fees are calculated based on the transaction volumes

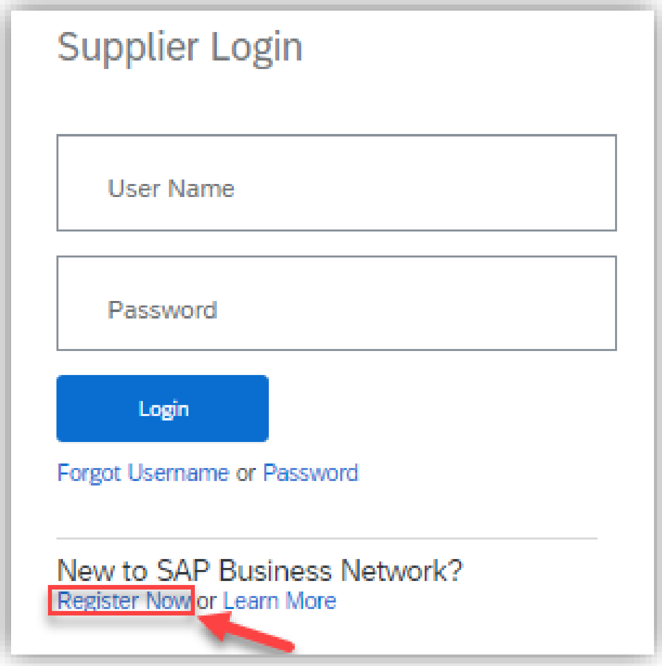
- It is completely up to the supplier, which account type they choose. Novartis cannot make any modifications on behalf of supplier to their Ariba account.

- Suppliers can upgrade to the Enterprise version at any time directly from their Standard account or request the downgrade to the Standard account via ticket to Ariba customer support.

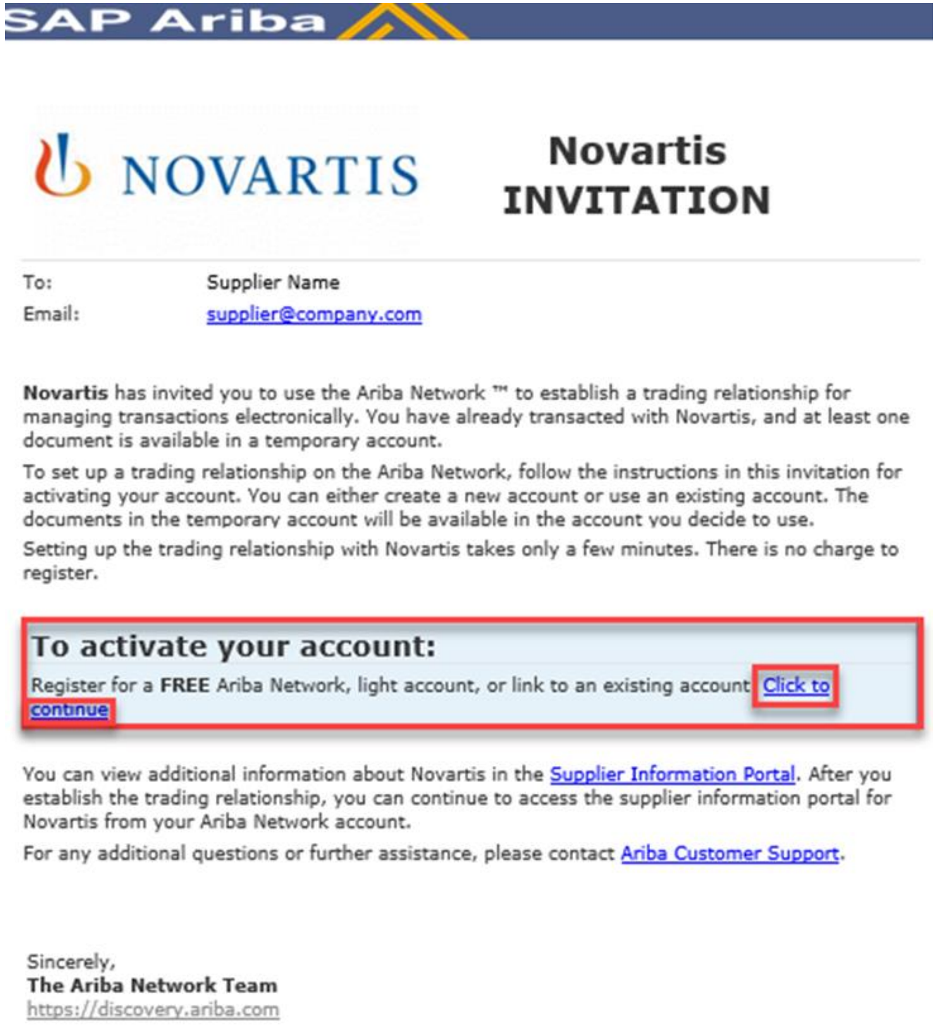
Account set-up on Ariba

- Ariba Standard account registration - click on register now and complete the registration.

- Once the registration is done, send us your **ANID** – Ariba account number to **contact.elink@novartis.com** so that we can request the connection and start sending the POs electronically. The orders will be sent via an e-mail with pdf attached. For invoicing, see slide 24



How to accept the invitation received via email sent by Novartis


SAP Ariba

Novartis INVITATION

To: Supplier Name
Email: supplier@company.com

Novartis has invited you to use the Ariba Network ™ to establish a trading relationship for managing transactions electronically. You have already transacted with Novartis, and at least one document is available in a temporary account.

To set up a trading relationship on the Ariba Network, follow the instructions in this invitation for activating your account. You can either create a new account or use an existing account. The documents in the temporary account will be available in the account you decide to use.

Setting up the trading relationship with Novartis takes only a few minutes. There is no charge to register.

To activate your account:
Register for a **FREE** Ariba Network, light account, or link to an existing account Click to continue

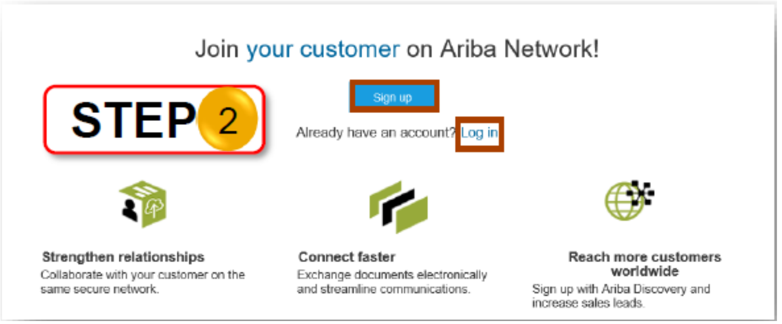
You can view additional information about Novartis in the Supplier Information Portal. After you establish the trading relationship, you can continue to access the supplier information portal for Novartis from your Ariba Network account.

For any additional questions or further assistance, please contact Ariba Customer Support.

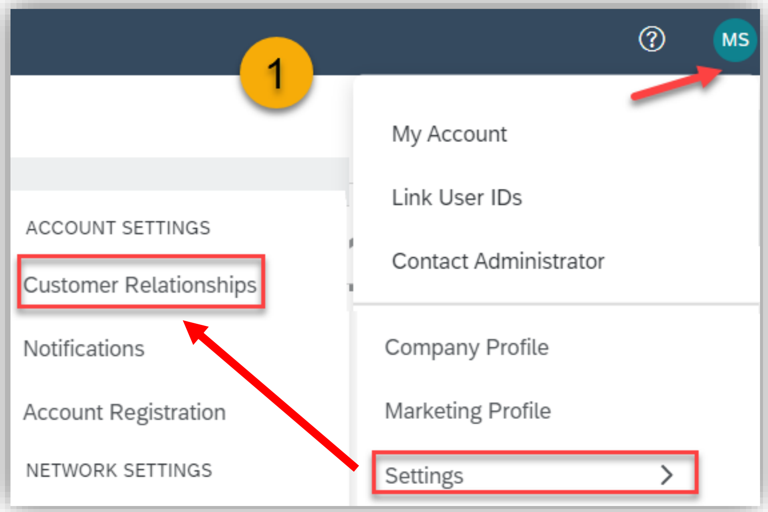
Sincerely,
The Ariba Network Team
https://discovery.ariba.com

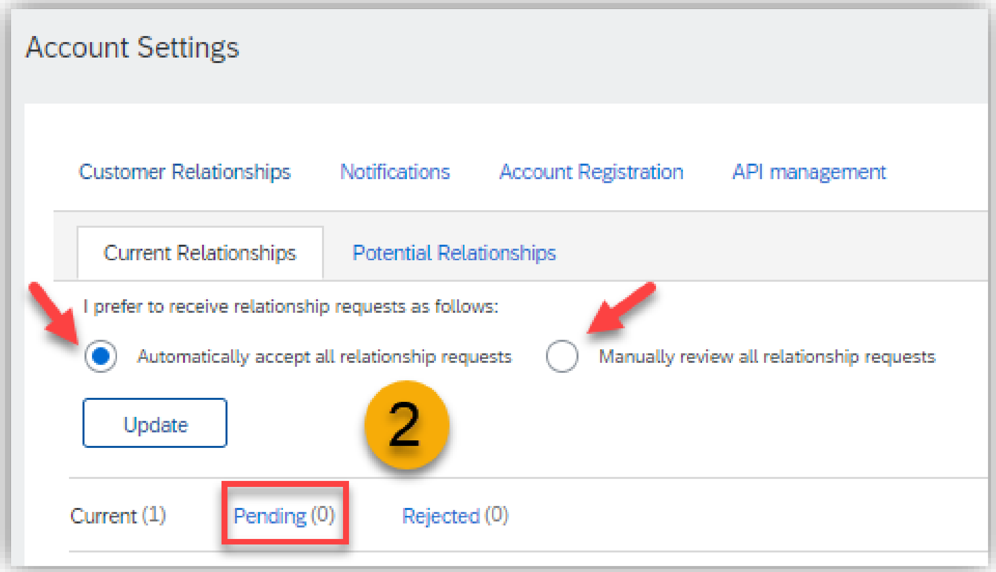
1) Locate the Email you have recently received from: **ordersender-prod@ansmtp.ariba.com** (Reach out to contact.elink@novartis.com if you cannot locate this email). Within the Email, select **Click to Continue.**

2) Accept Novartis Trading Relationship Request by **Signing** up OR **Login** as an existing user with your credentials.



How to accept the invitation sent by Novartis on your existing account





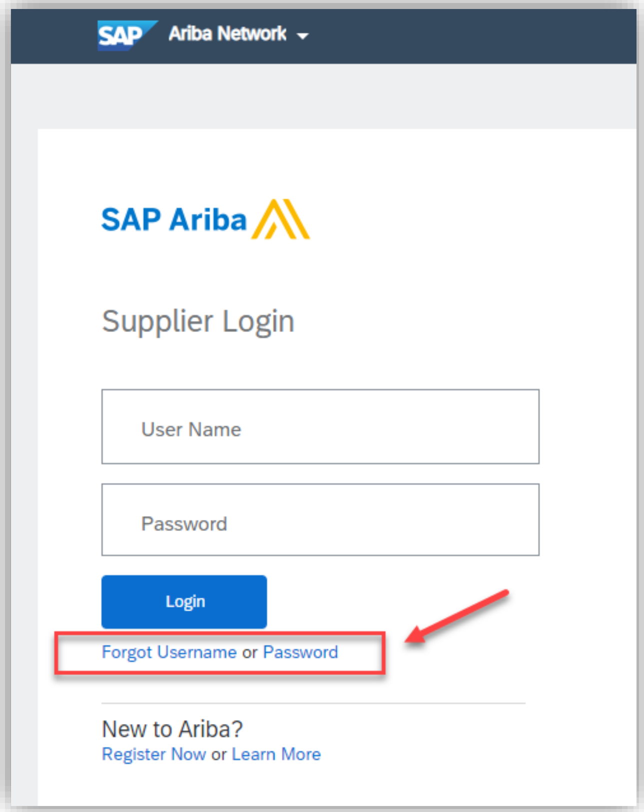
To accept an invitation (TRR - Trading Relationship Request) please follow these steps:

1) Click on your **Initials**, **Settings** and select **Customer relationships**.

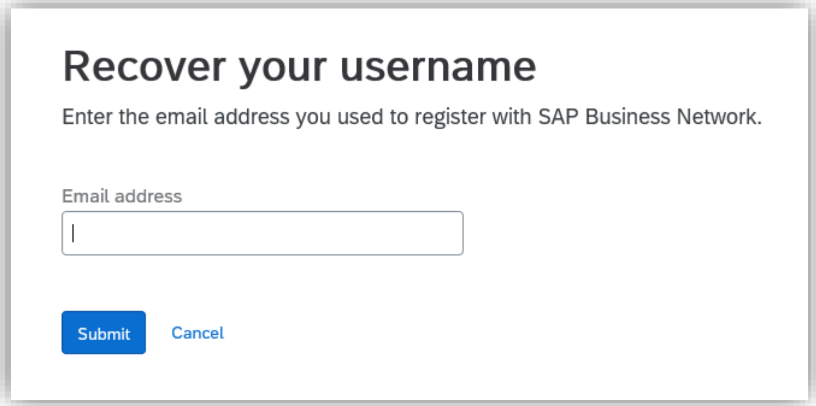
2) Click on **Pending** requests.

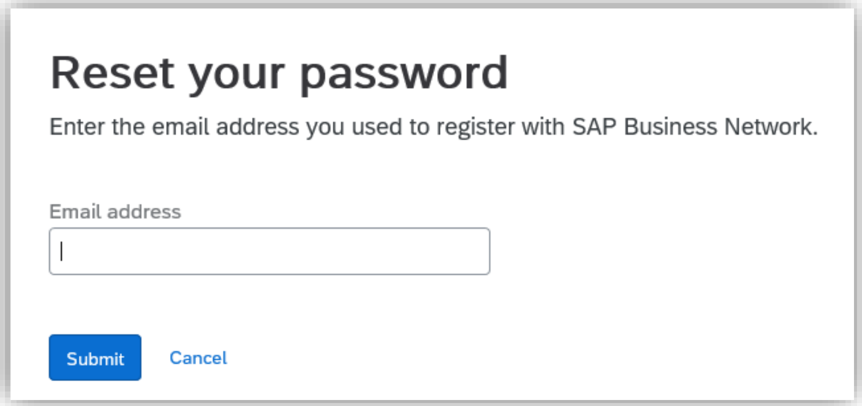
You can also choose if you would like to review incoming invitations, or if these will be accepted automatically.

Forgot username or password



In case you forgot your Username and/or Password use the following options to recover your **Username** and/or reset your **Password.**





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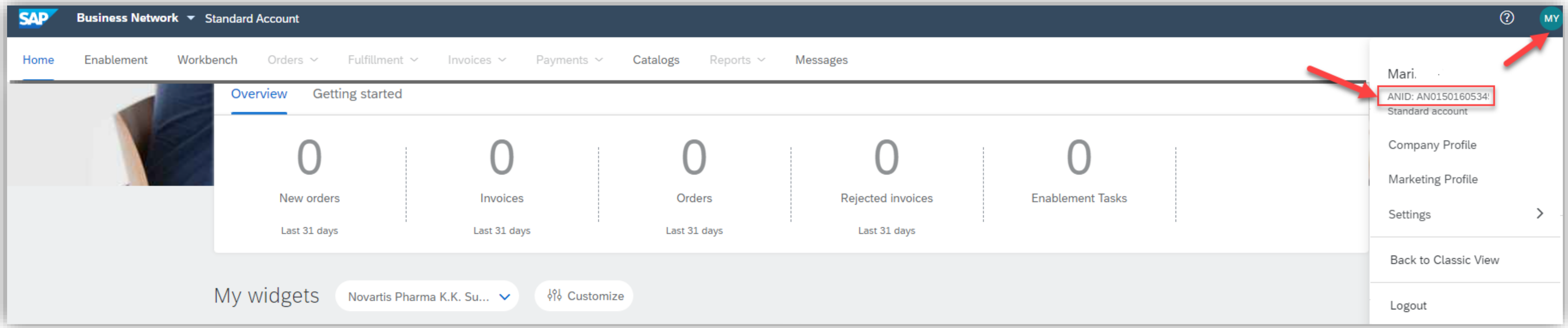
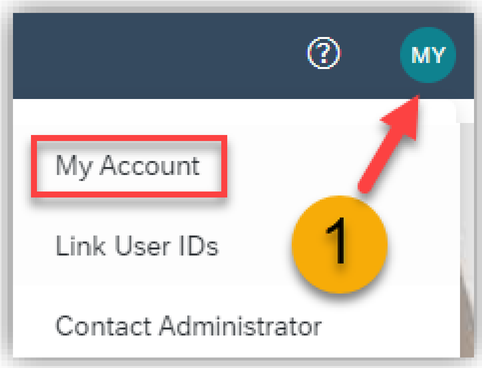
How to find your ANID (Ariba Network ID)

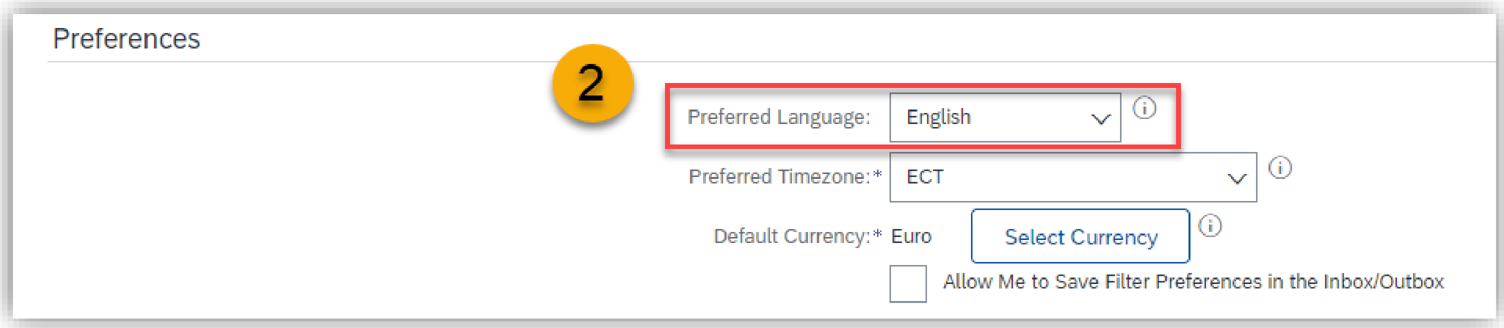
In order to find your supplier Ariba account ID „ANID“, click on your **Initials** in the top right corner of the homepage.

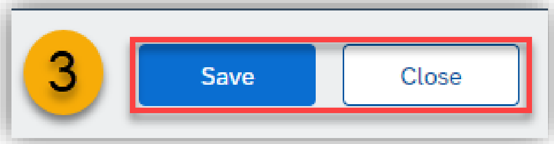


Language settings of Ariba account, notifications and documents



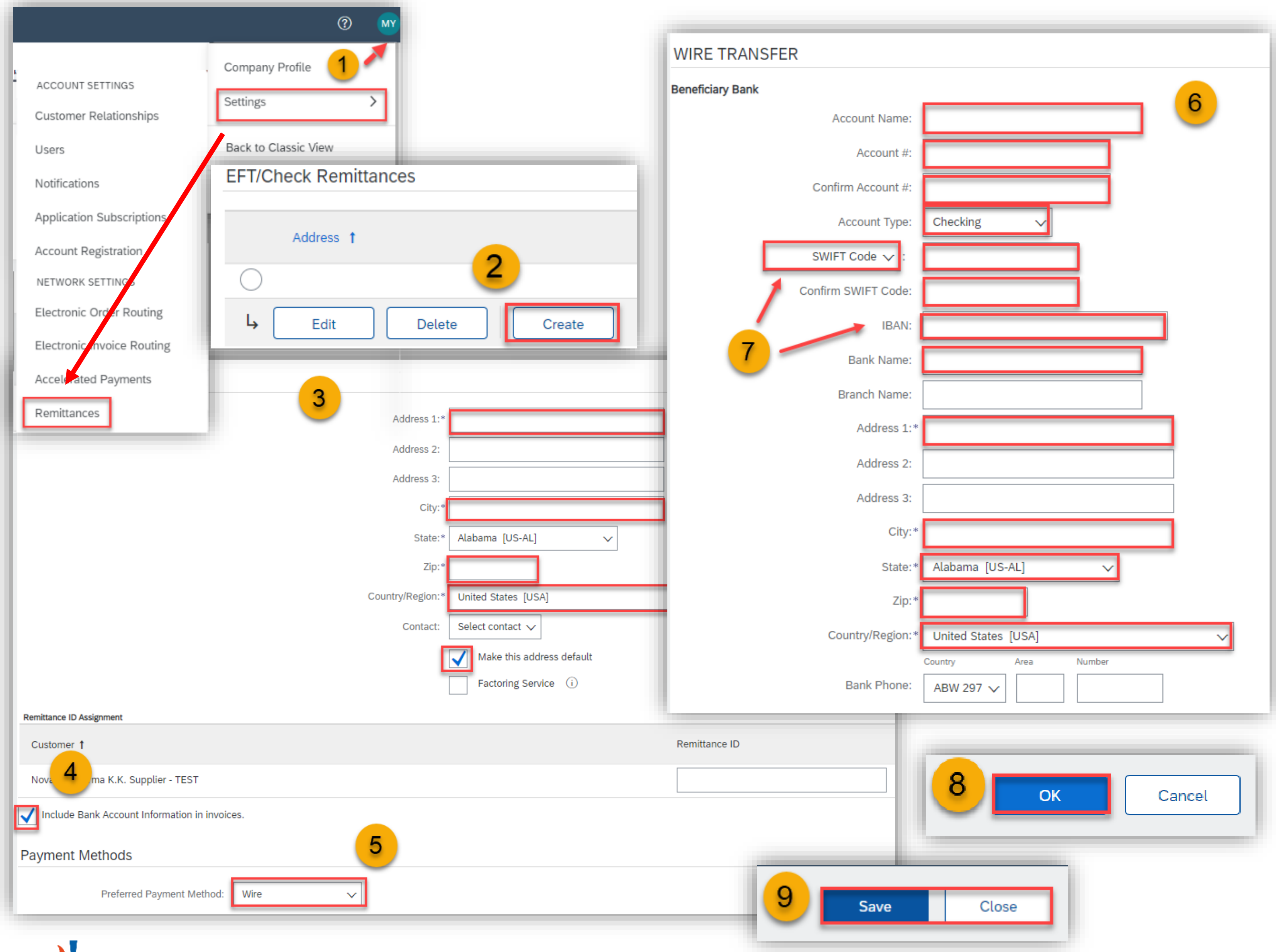
- Please note that Ariba portal is appearing always in the language of your browser.
- The language of the notifications and documents you can choose if you click on your **Initials** and **My Account** settings.





Bank details

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



1) Click on **Initials** in the right top corner on the homepage of your account then click on **Settings** and select **Remittances.**

2) Click on **Create** (you can create multiple bank accounts) or **Edit** the existing one.

3) Fill your company address and tick **Make this address default.**

4) Tick **Include Bank Account Information in invoices.**

5) Select **Wire** as preferred payment method.

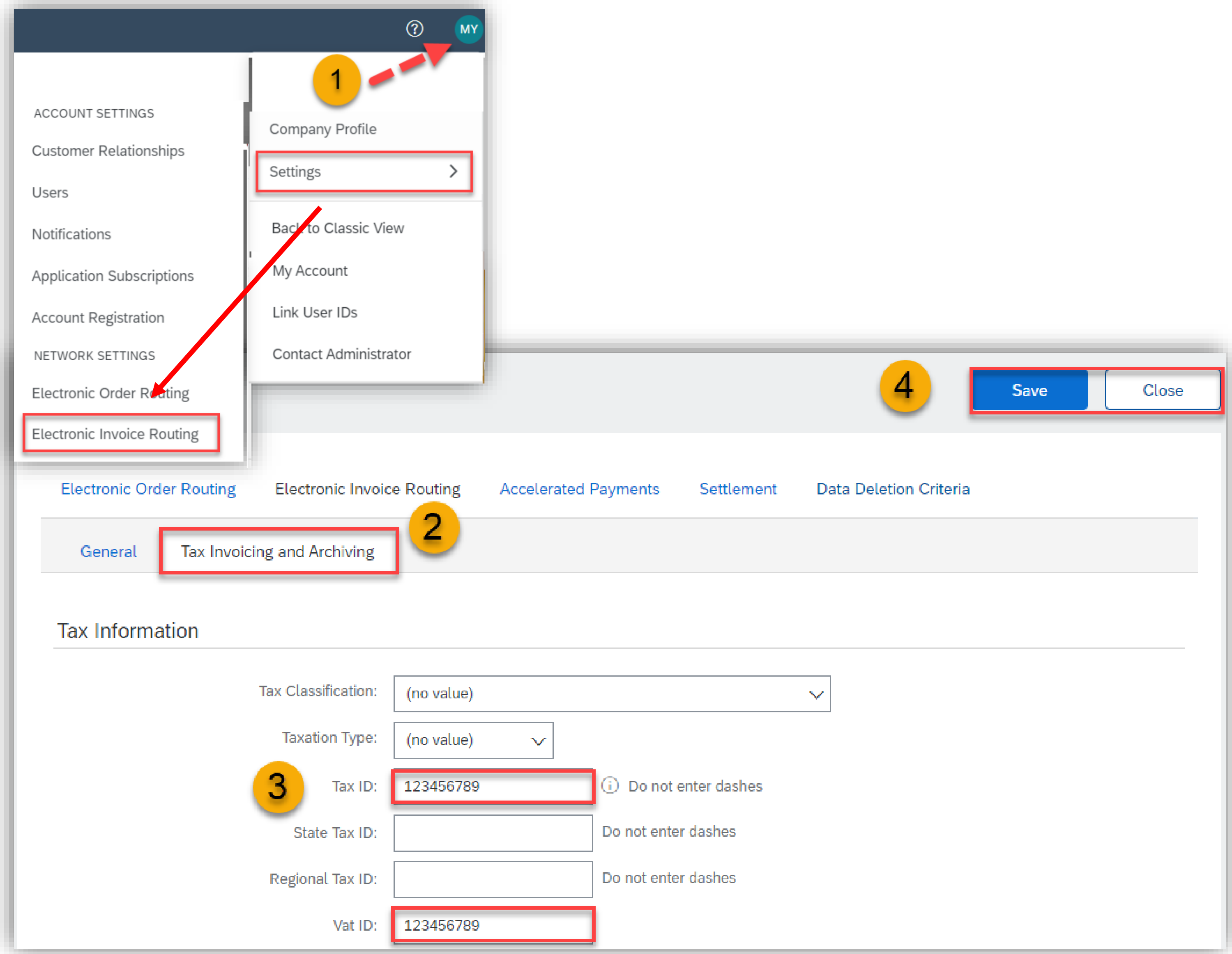
6) Fill in bank details in all red marked fields.

7) Remember to select Account type, **BANK ID** as **SWIFT Code** and fill **IBAN**

8) Click on **OK** on the top right corner.

9) On the next window, don't forget to **Save and Close.**

VAT ID / Tax ID configuration



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 **Settings** so it gets automatically added on the Invoice.

Please follow these steps:

1) Go to **Initials** in the top right corner of the homepage, then click on **Settings** and select **Electronic Invoice Routing.**

2) Click on **Tax Invoicing and Archiving.**

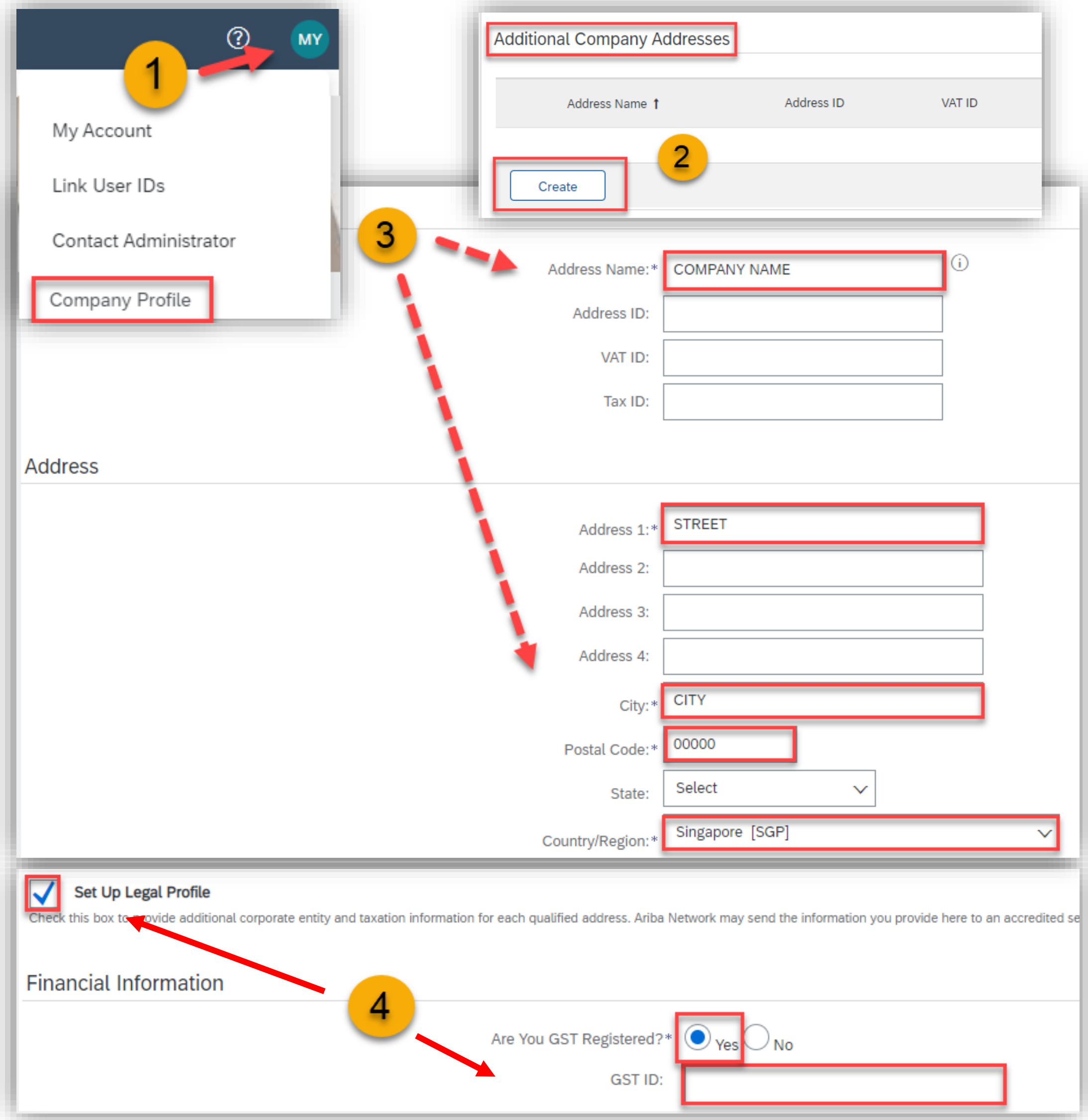
3) Fill in your VAT ID and Tax ID.

4) Click on **Save** in the right up or down corner.

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

GST Profile

If you are located in **Singapore, UAE** or **India** you need to set up a legal profile.



To set up a legal profile as a supplier in **Singapore, UAE** or **India**, follow these steps:

1) Click on **Initials** on the right up corner and choose **Company Profile**.

2) Go to **Additional Company Addresses** section and click Create.

3) Enter the Company Name in the Address Name field section and the following required fields in the Address section:

- Address 1 - Your company's additional branch address in SG/UAE/IN.
- City.
- Postal Code.
- Country.

4) Select the **Set Up Legal Profile** check box. In the Financial Information section, select your option for the question **Are You GST Registered**?

The field **GST ID** is mandatory if you are **GST Registered**.

Click Save.

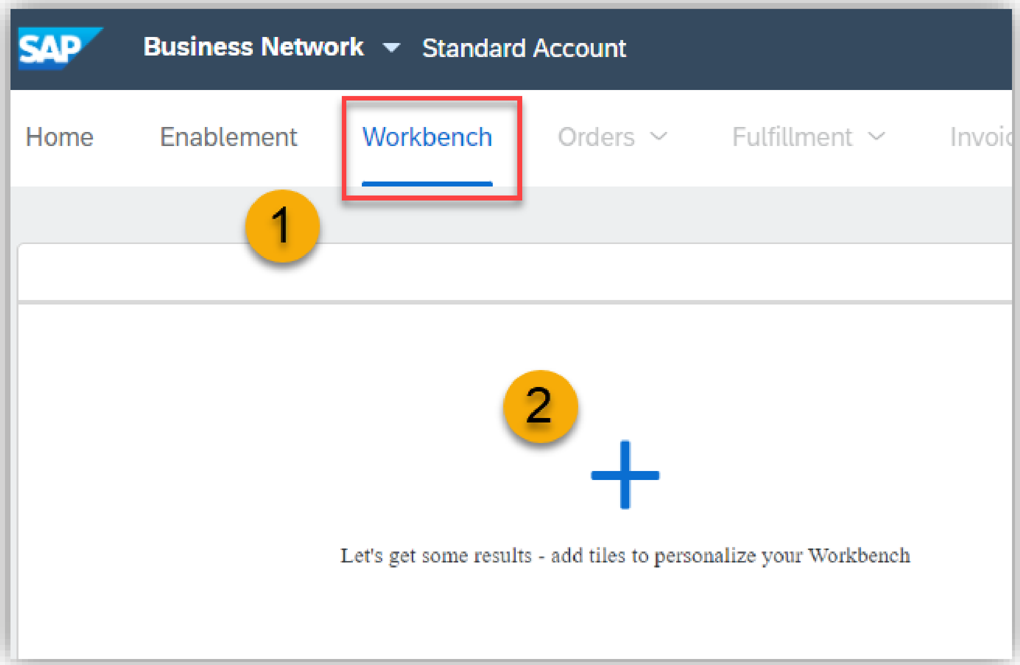
How to set-up an overview of orders and invoices

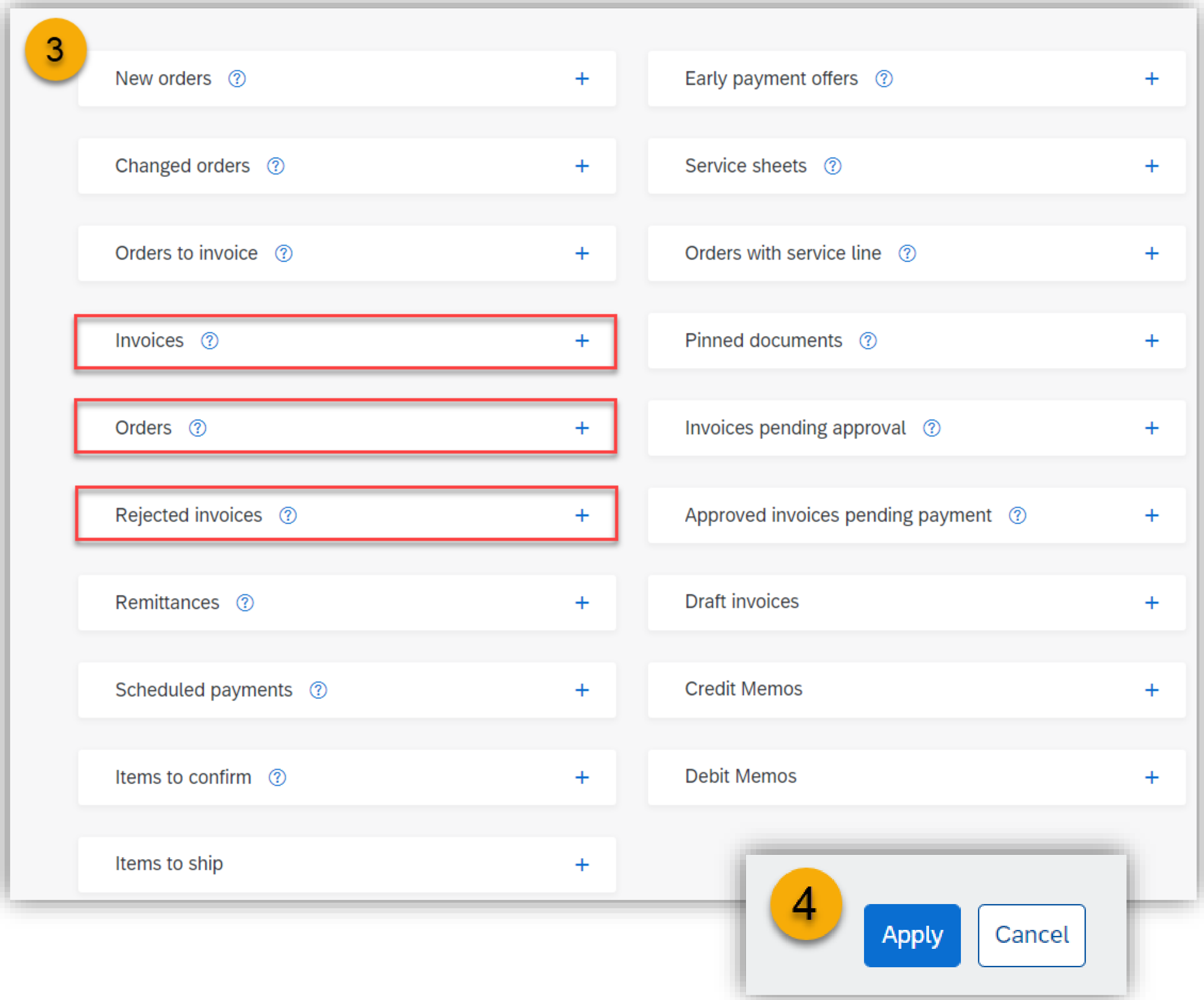
1) Click on **Workbench.**

2) Click on **"+".**

3) Choose tiles you wish to keep on your dashboard (workbench): remember to select **Orders**, **Invoices** and **Rejected Invoices.**

4) Click on **Apply.**





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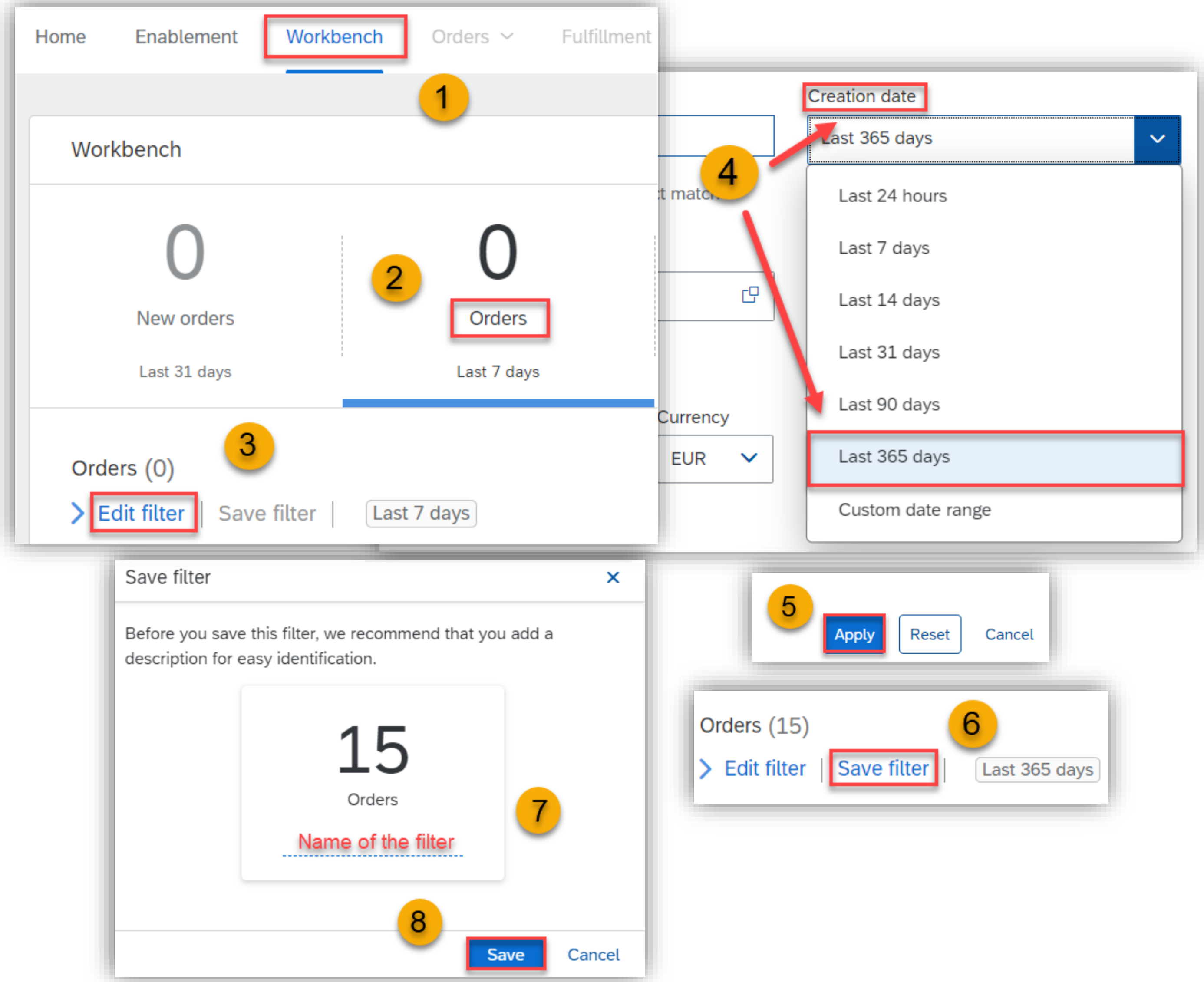
How to find all your orders on Ariba



1) In order to locate your orders, click on **Workbench.**

2) Click on **Orders.**

3) Choose **Edit filter.**

4) In Orders filter click on **Creation date** and choose preffered creation date range from drop-down menu (best option is 365 days).

5) Click on **Apply** filter.

6) Click on **Save filter.**

7) Rename your filter.

8) Click on **Save.**

Note: In case you still miss any purchase order please reach out to contact.elink@novartis.com and provide the PO number and your ANID (Ariba Network ID).

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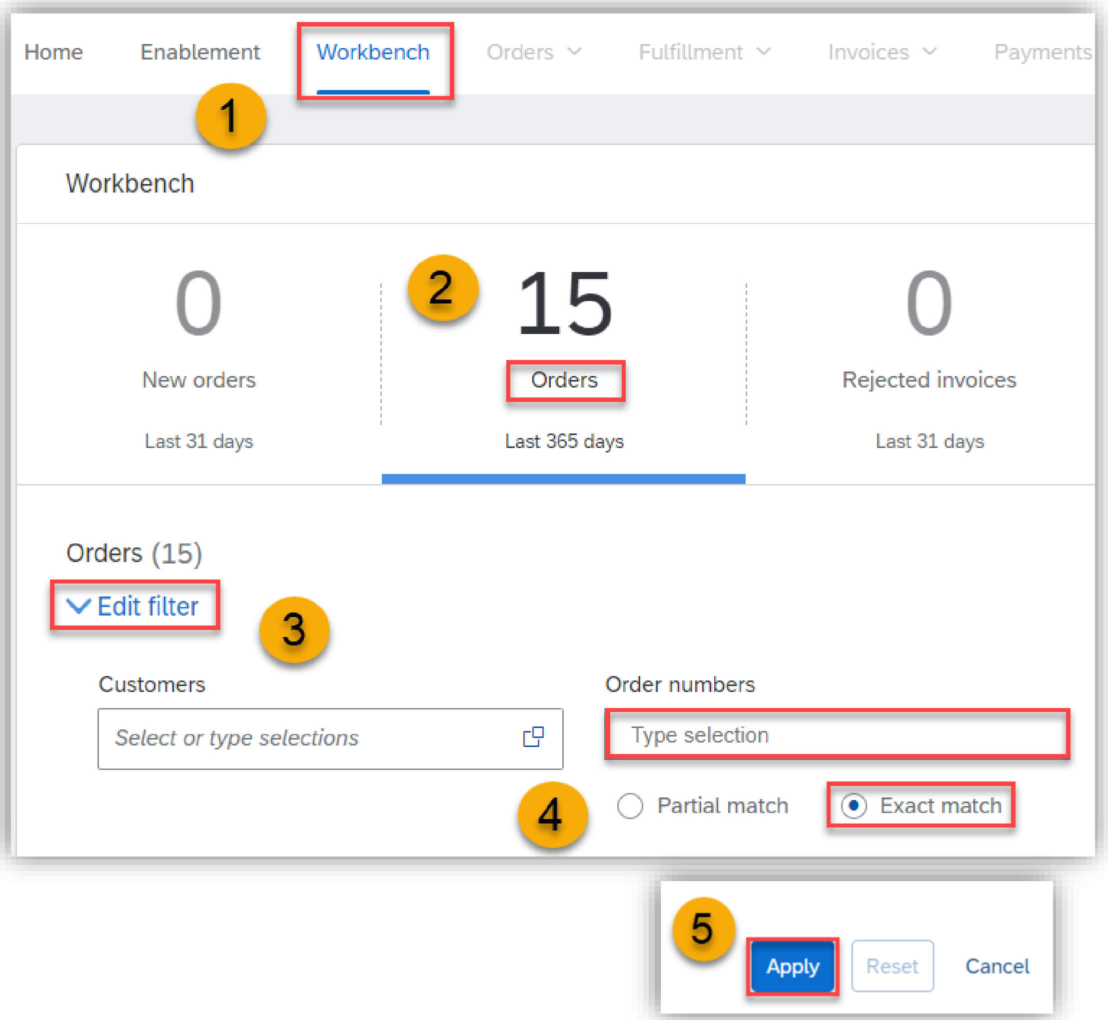
How to find exact PO number on Ariba



To find PO exact PO number on Ariba, please follow these steps:

1) Click on **Workbench**.

2) Click on **Orders**.

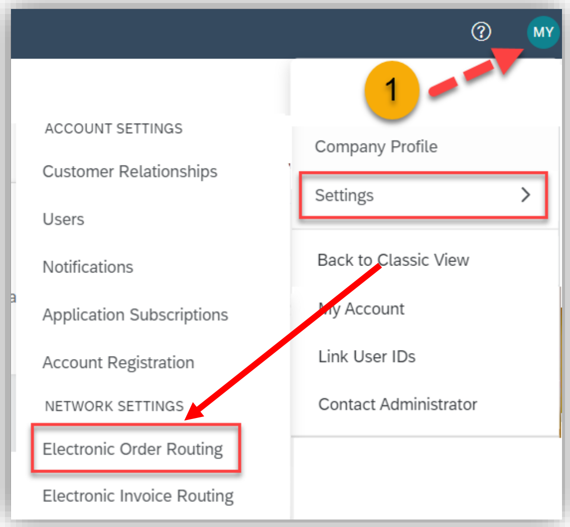
3) Click on **Edit filter**.

4) Type PO number and choose **Exact match**.

5) Click on **Apply**.

Please do not forget to put a prefix (C028-, C018- or C010-) before PO number for Swiss orders.

How to receive POs via email



In this section, you can set up to which Email addresses POs will be sent.

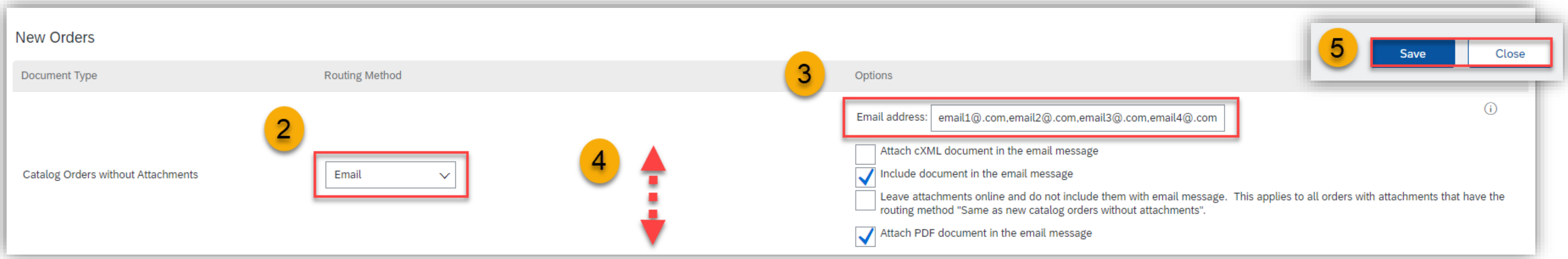
1) Click on **Initials** in the right top corner, then click on **Settings** and select **Electronic Order Routing.**

2) Select Email as your preferred method.

3) Fill in the email addresses to receive orders. Include document in the email message and select to receive the orders attached as PDF.

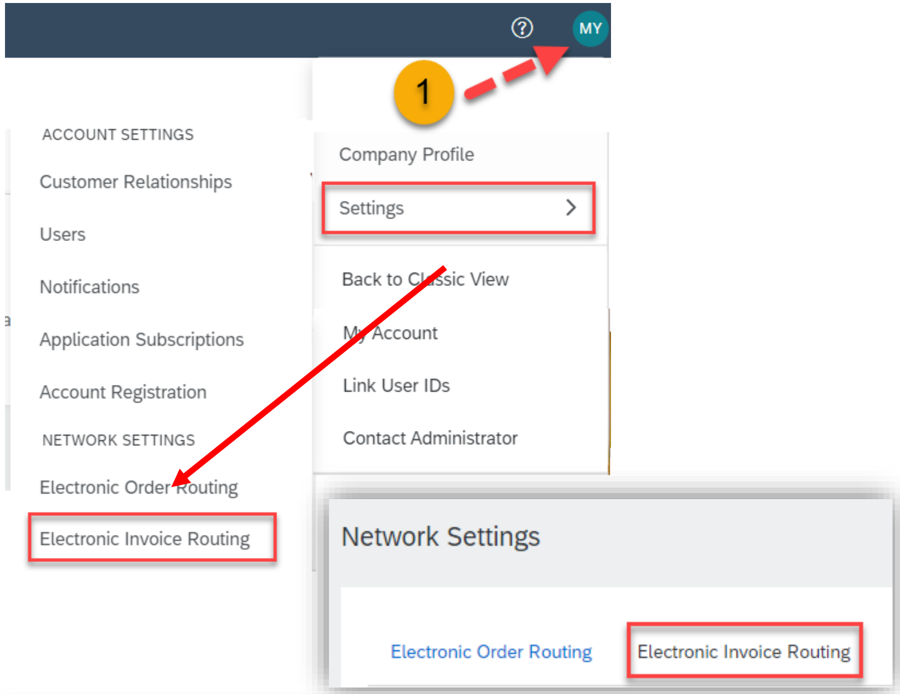
4) Scroll down and fill in all mandatory fields.

5) Click on **Save** in the right top or bottom corner, then **Close** once the note, that the profile has been updated appears.



Note: You can save up to 5 Email addresses to get Email notifications about POs separated by a comma and no spaces.

E-mail notifications for Invoices

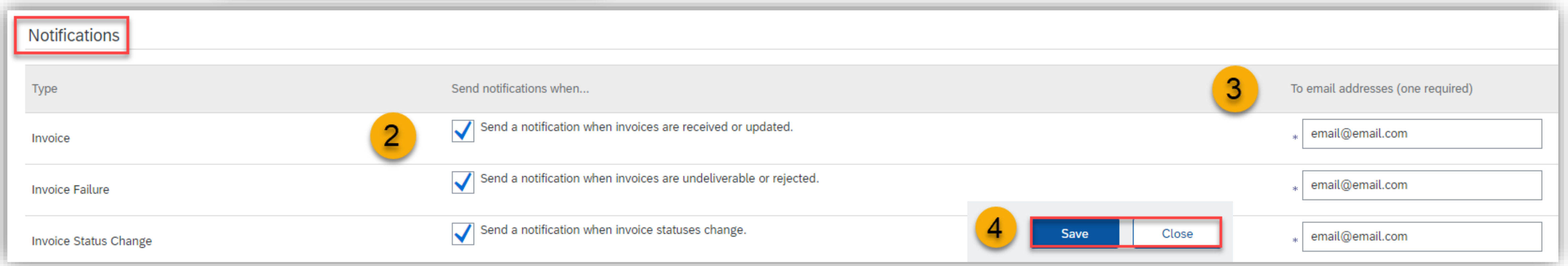


1) Click on the **Initials, Setting** and choose **Electronic invoice routing**.

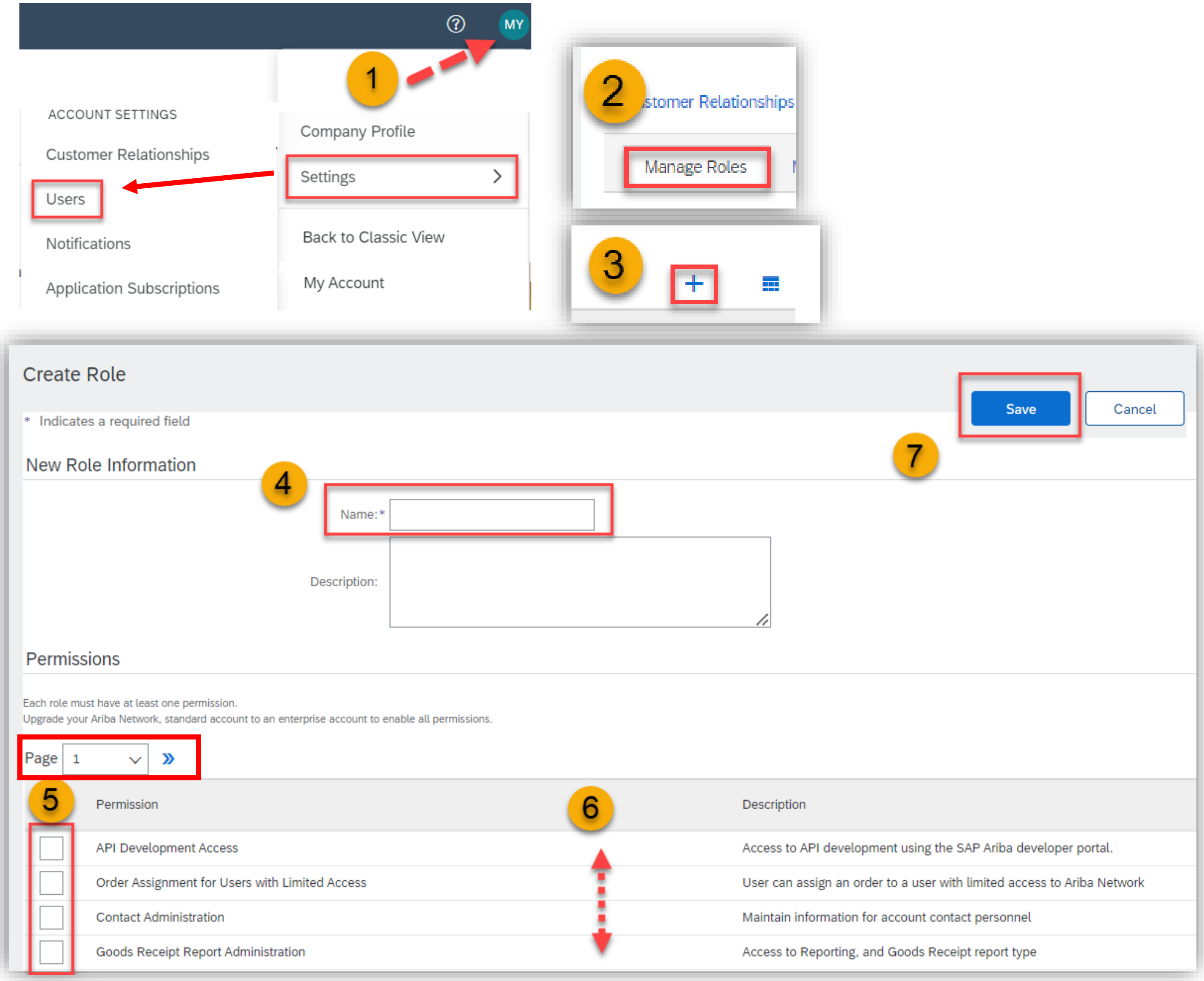
2) Tick notifications that you would like to receive.

3) You can add up to 3 e-mail addresses with comma (no spaces) in between to receive different notifications. **Please always keep notifications for the rejected and failed invoices.**

4) Click on **Save** in the right top or bottom corner, then **Close** once the note, that the profile has been updated appears.



Roles and Users: How to create a Role



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. There can be up to 250 users on one account. First, a **Role** needs to be created.

Follow these steps:

1) Click on Initials in the right up corner and then click on **Settings** and select **Users.**

2) Click on **Manage Roles.**

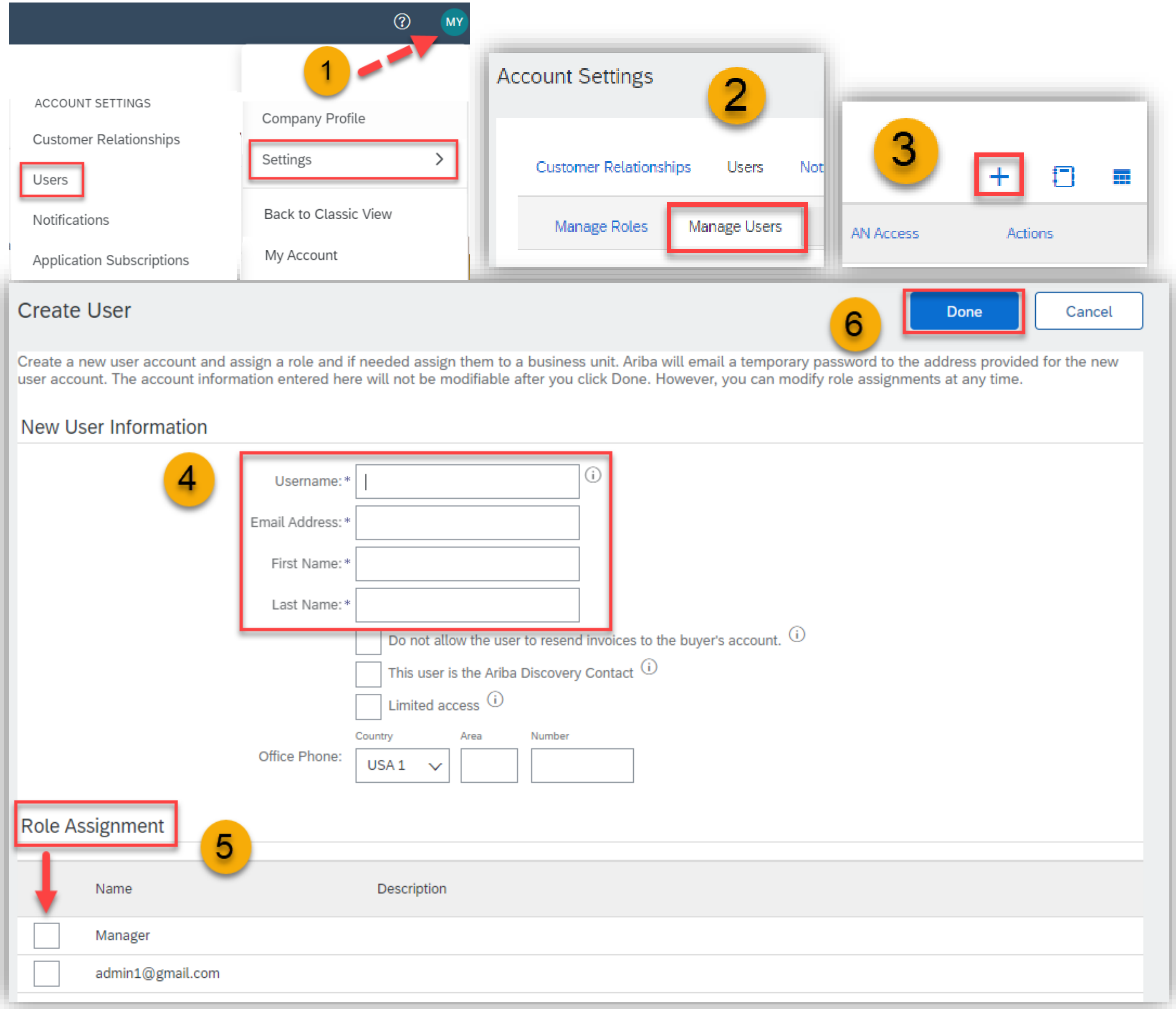
3) Click on **"+"** on the right side down on the page.

4) Enter the title of the role you are about to create.

5) and 6) Assign permissions to allow users with this role to perform their tasks. **Note there are two pages where you need to select the permissions.**

7) Click on **Save.**

Roles and Users: How to create a User



Follow these steps:

1) Click on Initials in the right up corner then click on **Settings** and select **Users.**

2) Choose **Manage Users.**

3) Click on **"+"** on the right side down on the page to create a new user.

4) Fill the Username (Email address format is required but it doesn´t need to be a valid Email), Email address, Name and Surname of the new user.

5) Assign the role you previously created.

6) 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

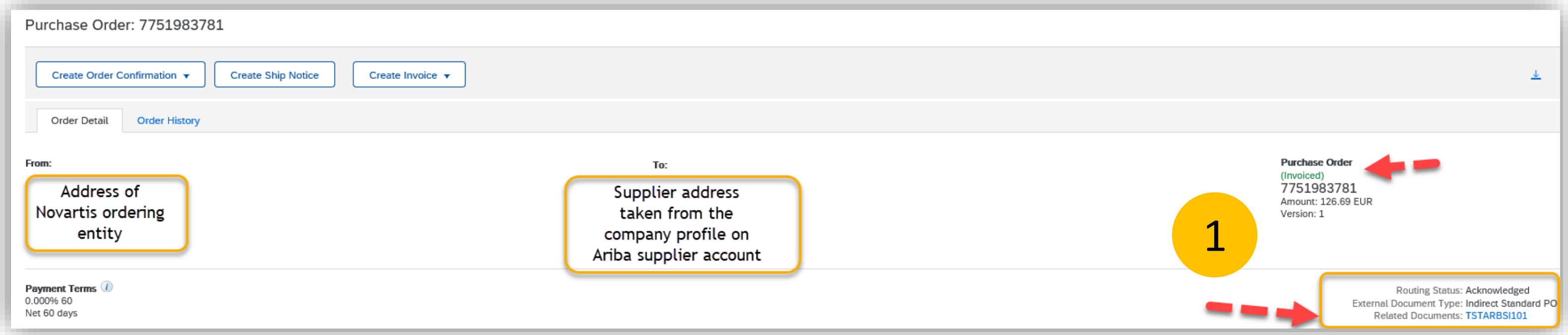
Purchase Order details and status

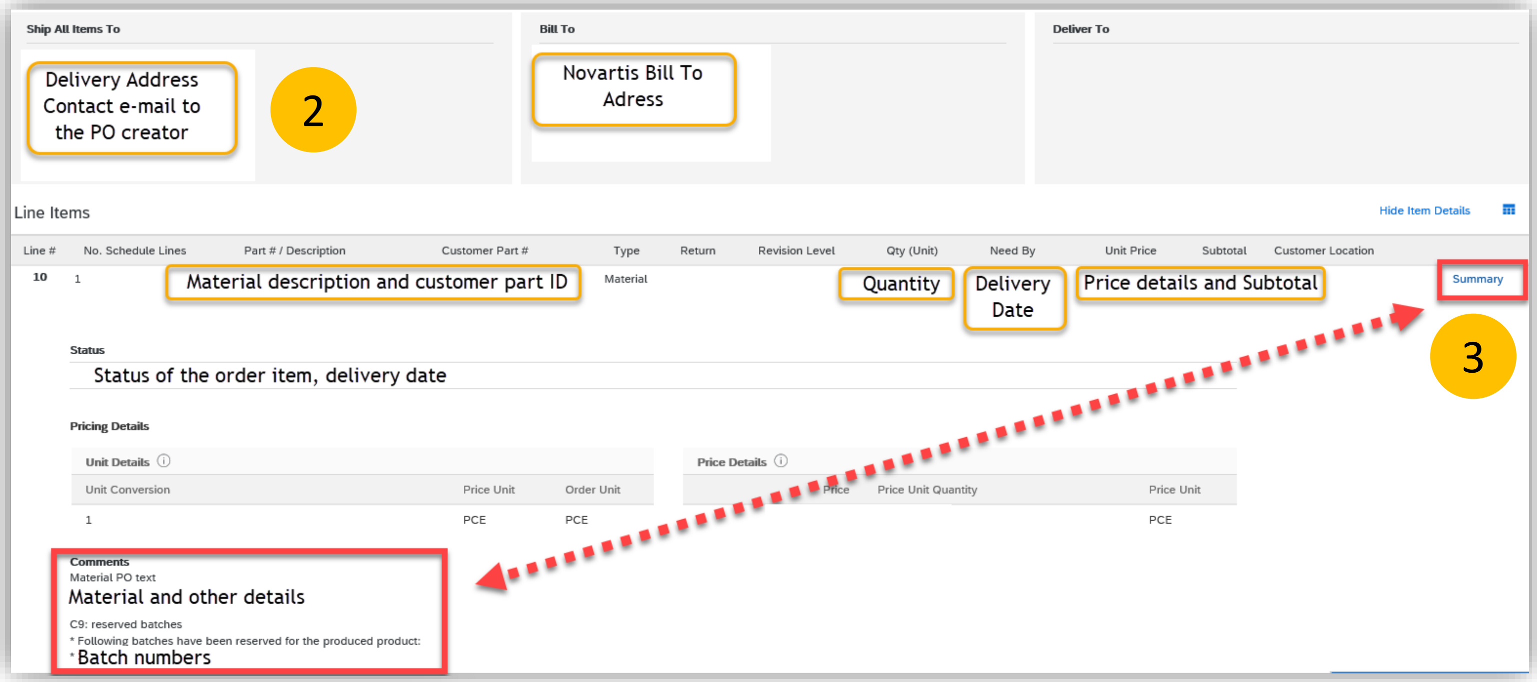
Note: Always use the latest PO version for invoicing.
Note: PO with status „failed“ can be processed and invoiced as usually. The status „failed“ indicates only, that there was probably an automated e-mail reply from the mailbox to which the PO was sent.

1) On the top of the order you will find the ordering entity, order status and related documents already sent for the order. To open these, you can click on the document number.

2) Above the line items you will find the delivery address with the contact to the PO creator.

3) By the line item you will find all item details, please click on Details - Summary to find further details such as Batch numbers under the Comments.





See the explanation of the PO statuses below:

Routing Status	PO Status	Explanation & Action to take
Sent / Acknowledged	New	New order available to be processed.
Sent / Acknowledged	Obsoleted	Old version of the order, PO was changed and there is a new PO version to be processed.
Sent / Acknowledged	Changed	Changed PO version to be processed. See detailed changes insight the PO document.
Sent / Acknowledged	Partially invoiced	Partially invoiced PO.
Sent / Acknowledged	Invoiced	Completely invoiced PO.
Sent / Acknowledged	Confirmed / shipped	Confirmed PO. Note: for most of the PO order confirmation is not needed, follow the business agreement.
Failed	Failed	PO is available to be processed. The status „failed“ indicates, that there was probably an automated reply sent from the mailbox to which PO was sent via e-mail.

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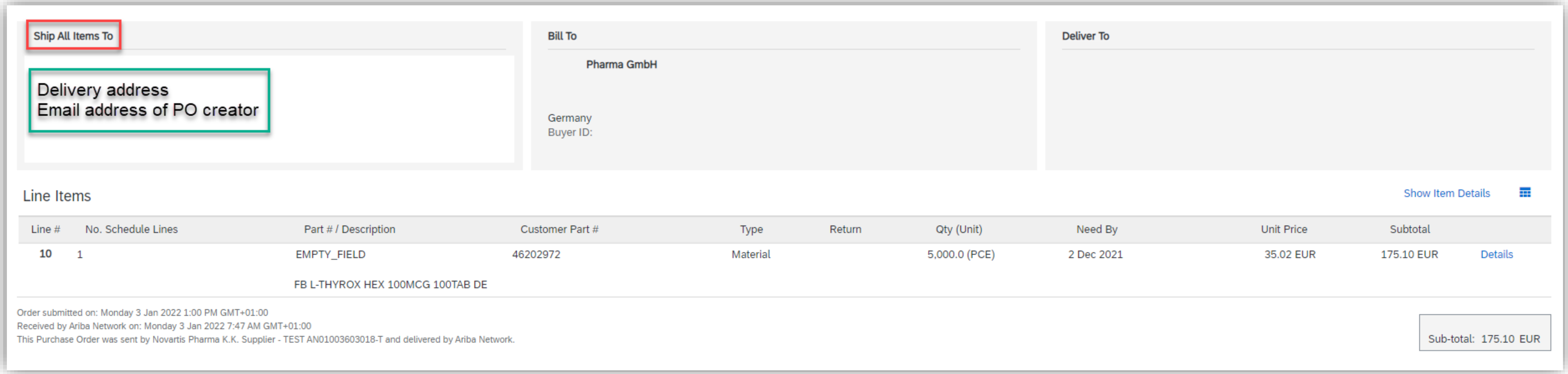
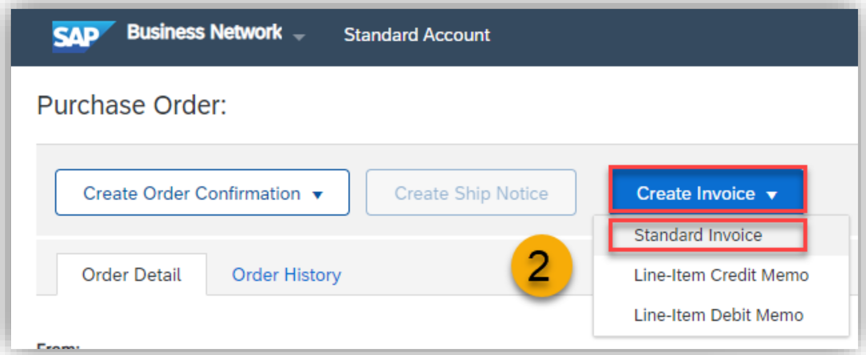
How to request a PO change

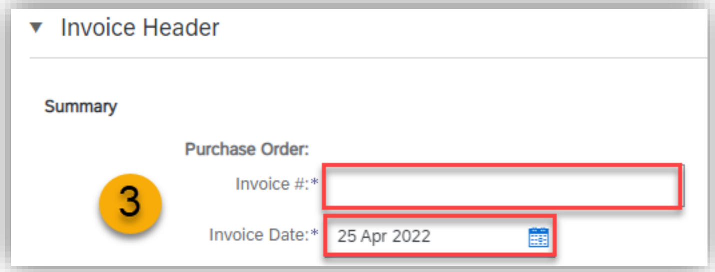
If you need a PO to be changed (quantity, price, addition of extra line), please contact the **PO creator**. The email to the **PO creator** can be found in Delivery address (Ship all items to) section of every PO.

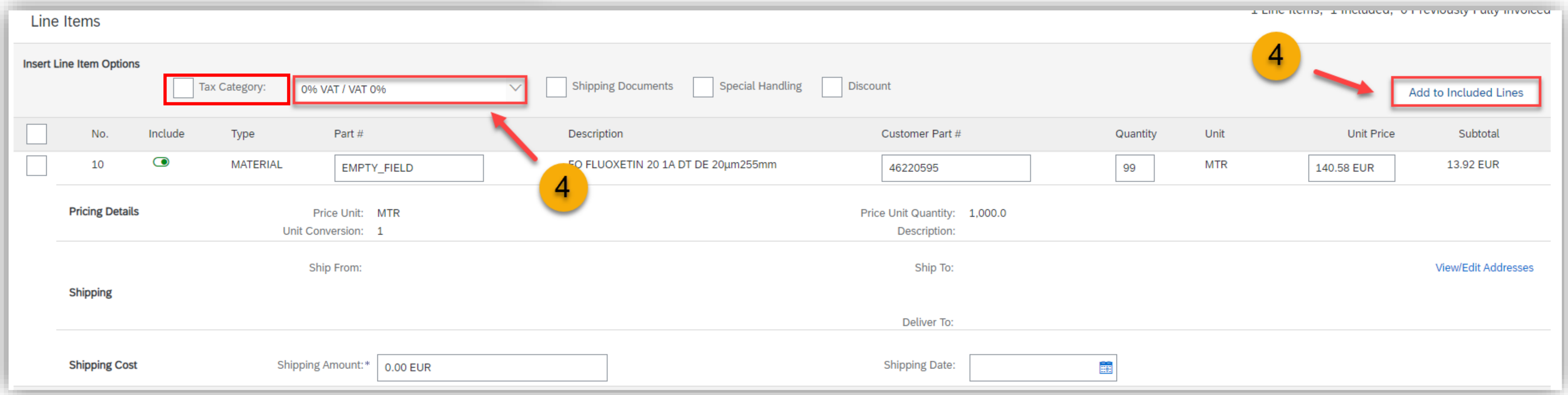


How to send invoice via Ariba: Different Invoicing Scenarios

Simple Invoice Upload







1) Find the PO for invoicing on your Ariba account, slide 17 or exact PO number:

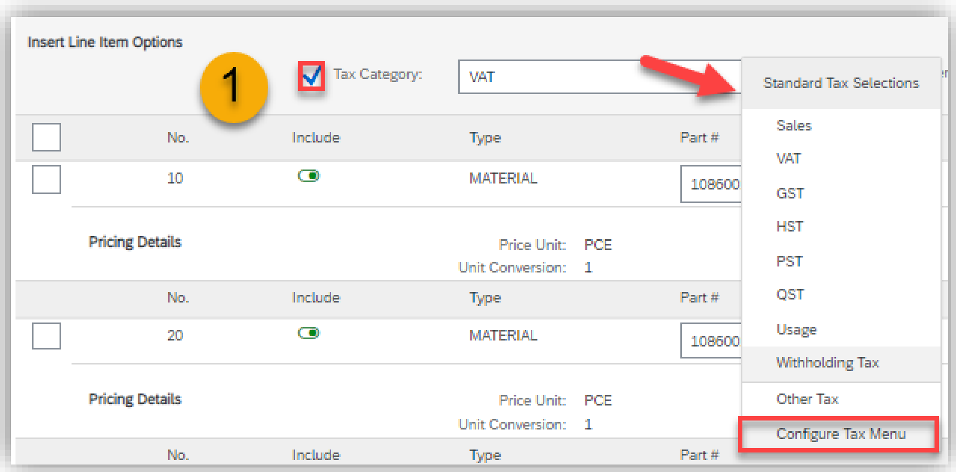
2) Open PO and select **Create invoice – Standard Invoice**

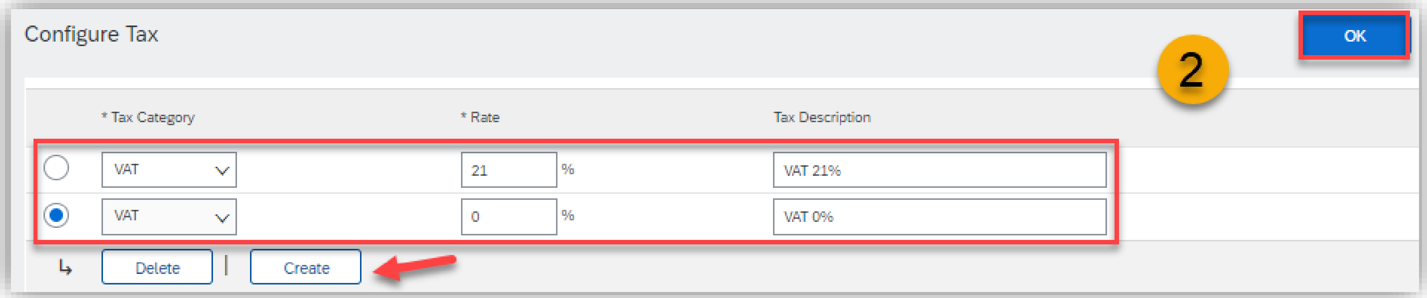
3) Fill in the Invoice number and the right invoice date.

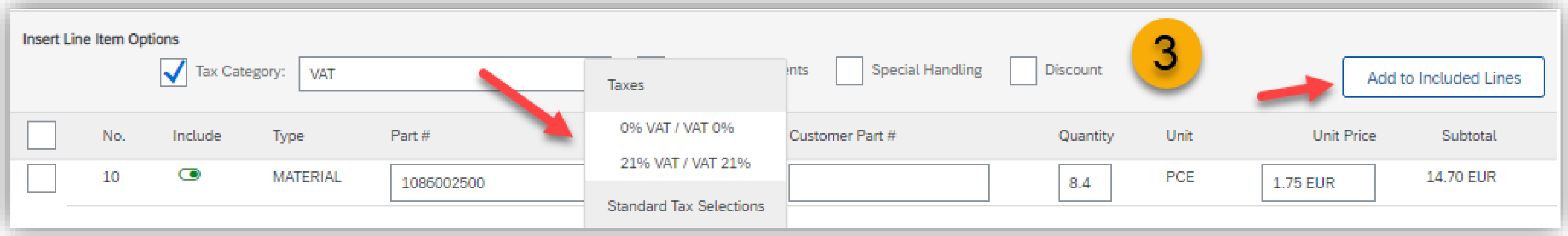
4) Scroll to the line items, select **Tax Rate** from the **Tax Category menu** and **Add to included lines.** For the configuration of the tax category menu, see the next slide. For invoice attachment, shipping cost, partial invoicing and other, see next slides.

5) Click on **Next**, carefully check the Invoice summary and **Submit**.

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) 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 countries, 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.**

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

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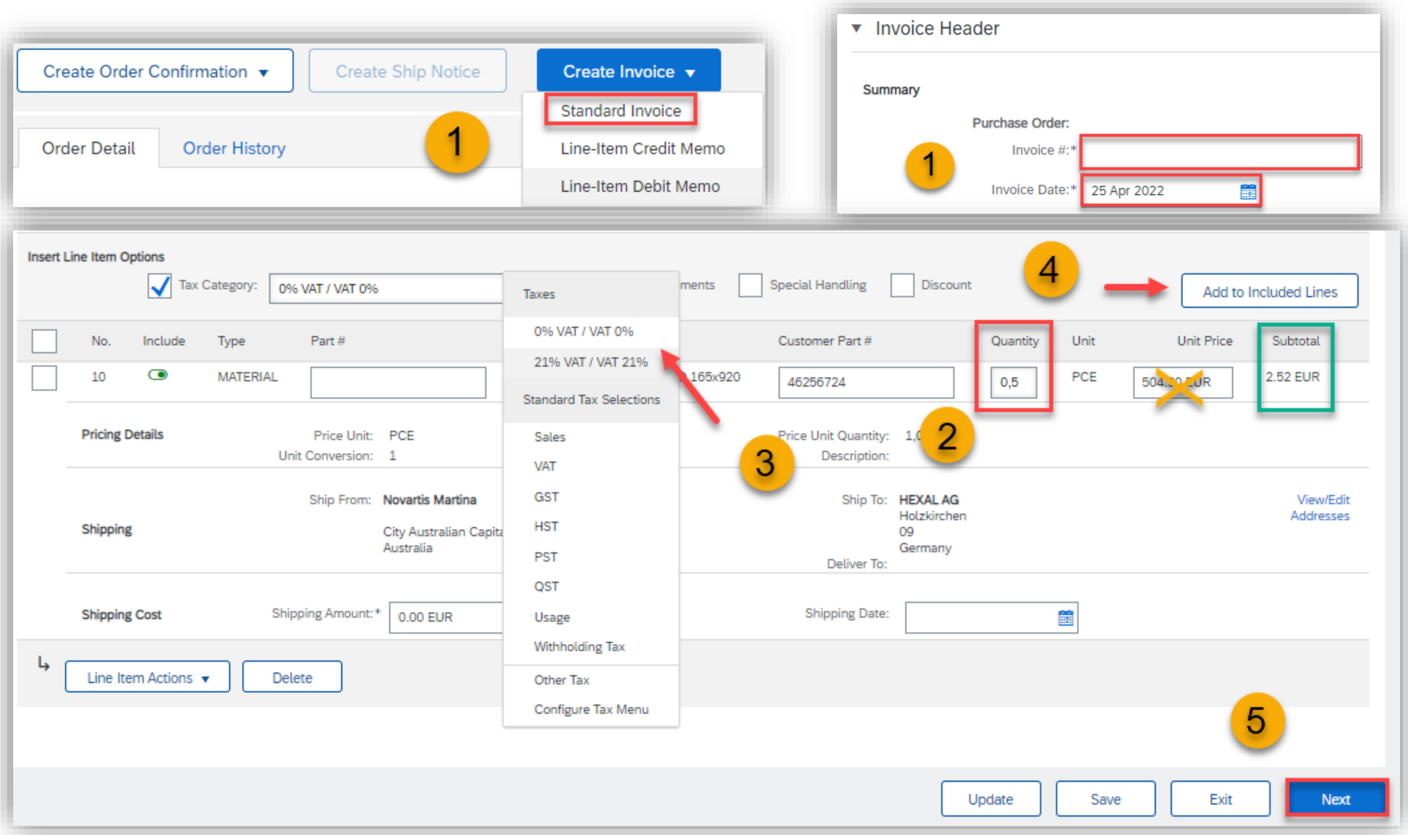
How to create a partial invoice for the PO with quantity 1



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) Open PO and select **Create invoice – Standard Invoice,** fill in the Invoice number and the right invoice date

2) Adjust the <u>quantity proportionally (not the price)</u>.

3) Select **Tax Rate** from the **Tax Category** menu and **Add to included lines**.

4) Click on **Add to included lines.**

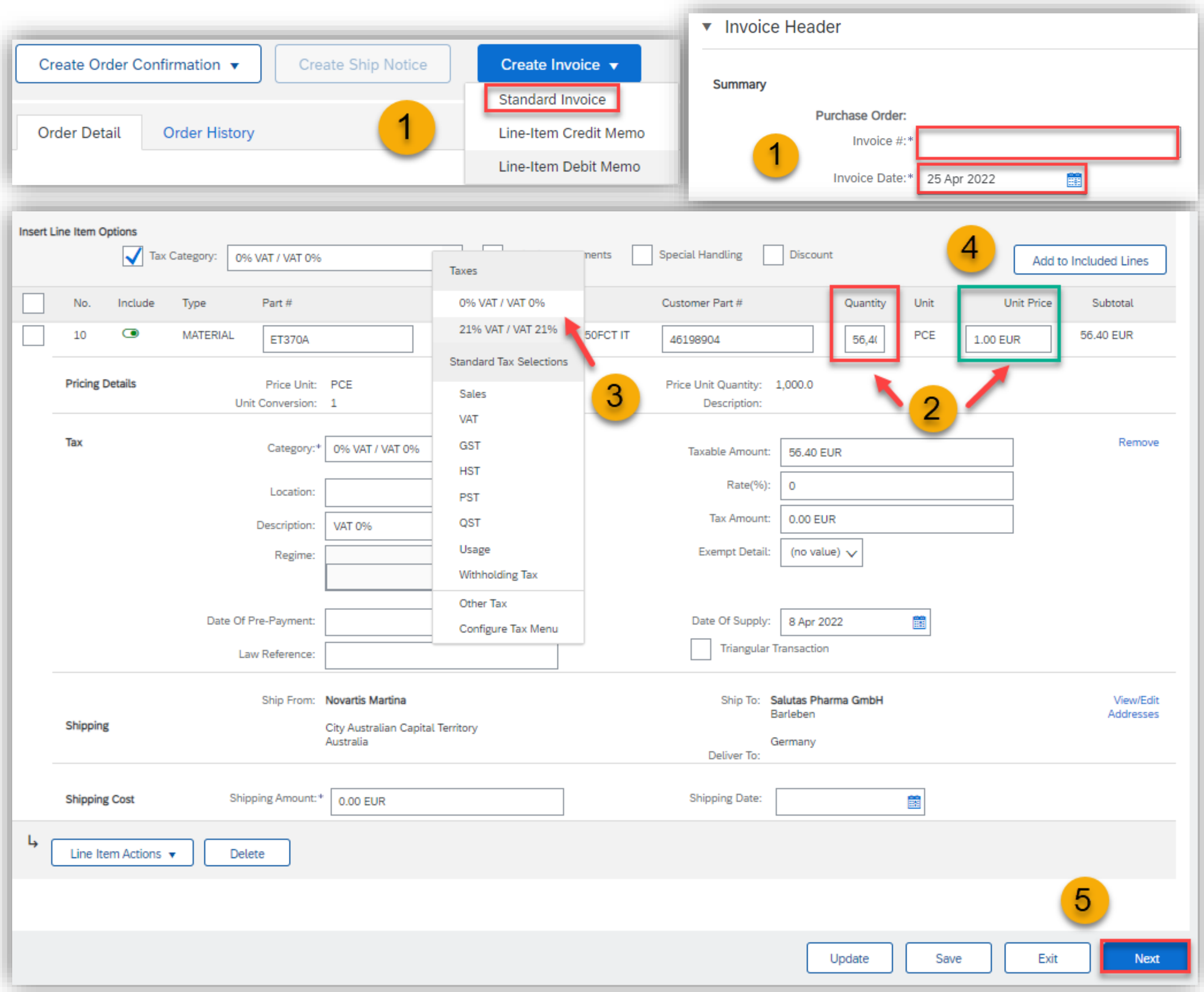
5)To continue to the invoice summary click **Next**.

How to calculate the correct quantity proportion:

Net amount you want to invoice	/	Divide by the Unit Price	=	You will get the Quantity proportion to insert in Quantity field: **0.XXXXXX**

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 invoice PO with the Unit Price 1



When creating invoice with the Unit price 1, only the field QUANTITY needs to be adjusted.

1) Open PO and select **Create invoice – Standard Invoice,** fill in the Invoice number and the right invoice date.

2) Enter the **Net amount** in the **Quantity field** (leave the Unit price as 1).

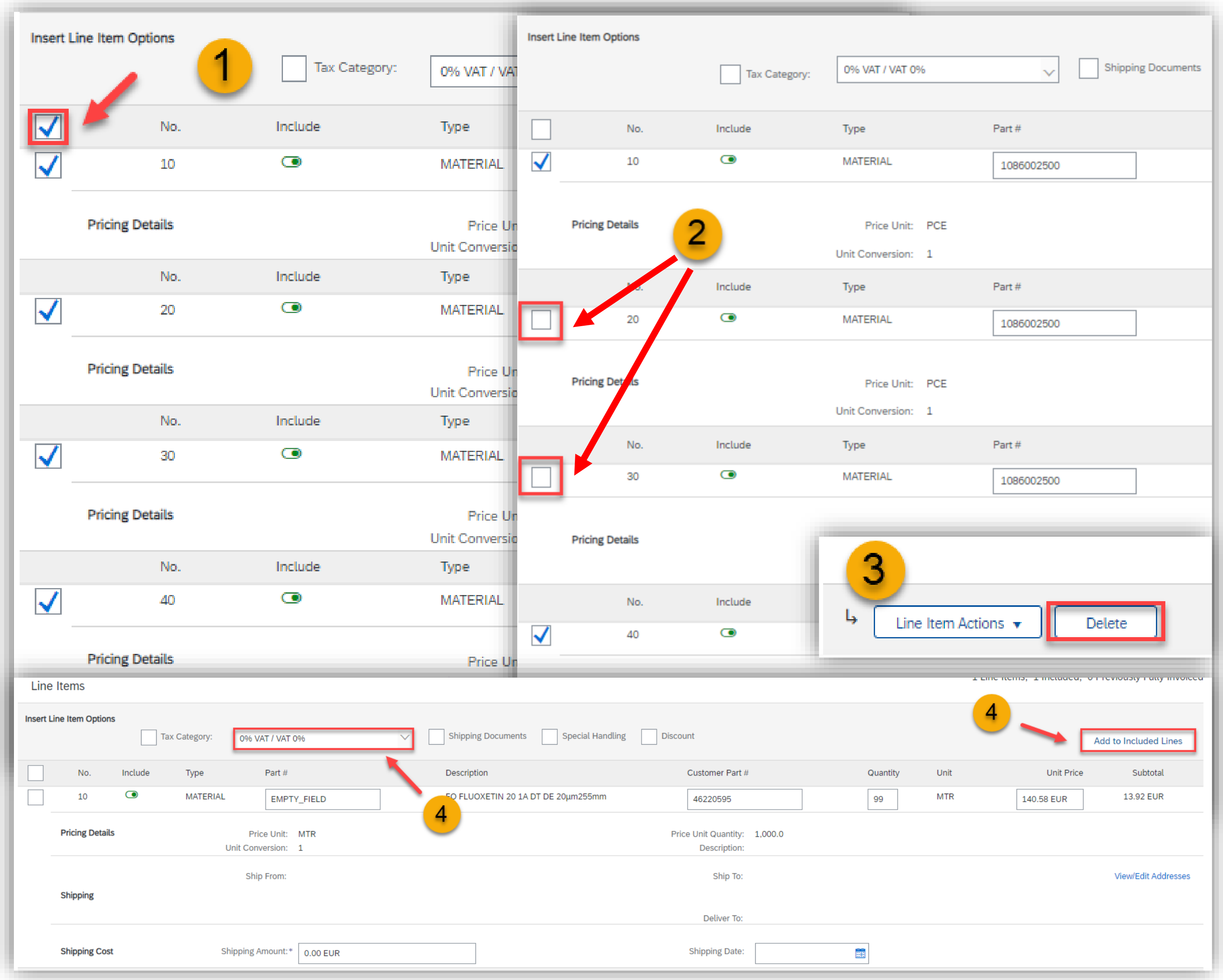
3) Select **Tax Rate** from the **Tax Category** menu and **Add to included lines**.

4) Click on **Add to included lines.**

5) To continue to the invoice summary click **Next**.

Note: Whenever invoicing partially, always adjust only the value in the QUANTITY field, never the Unit Price.

How to choose lines for invoicing



1) If you have many lines in PO and you need to invoice only some of them, first tick the box above the first line item of your PO. By this all lines will get ticked.

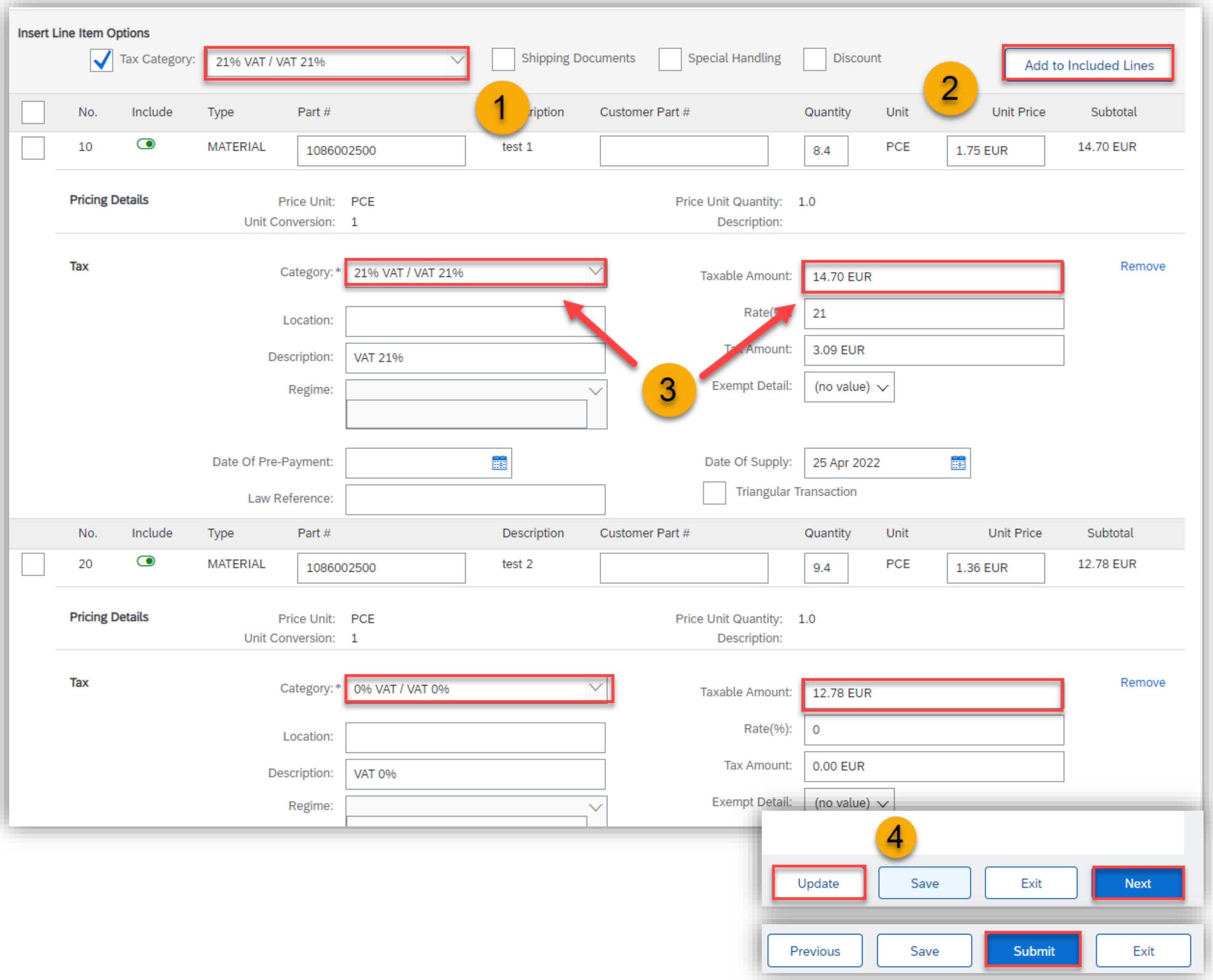
2) Then untick lines that you would like to invoice.

3) Click on **Delete** to remove lines that you do not need.

4) Select **Tax Rate** from the **Tax Category menu** and **Add to included lines.**

Note: All lines you haven´t used for invoicing will be again available for the next invoice.

How to add Multiple Tax Rates



1) Tick the **Tax Category** field and choose the Tax rate you want to use.

2) Click on **Add to included lines.**

3) You can select multiple tax rates, add them in to the lines and adjust the taxable amounts.

4) Click on **Update**, **Next** and **Review the invoice**, then **Submit**.

Note: You can select multiple tax rates, then add this to the included lines and eventually adjust the taxable amounts.

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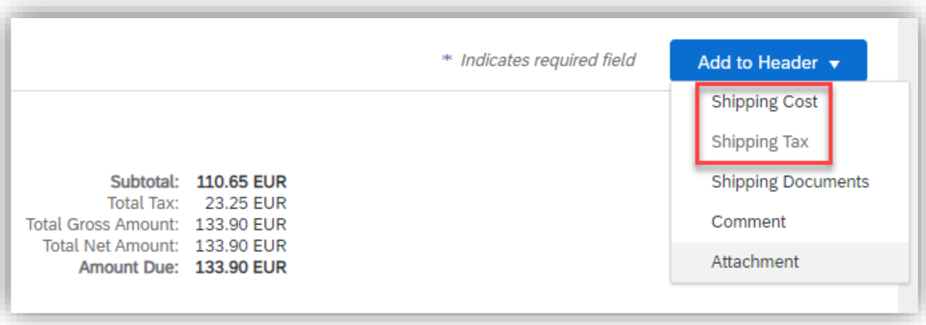
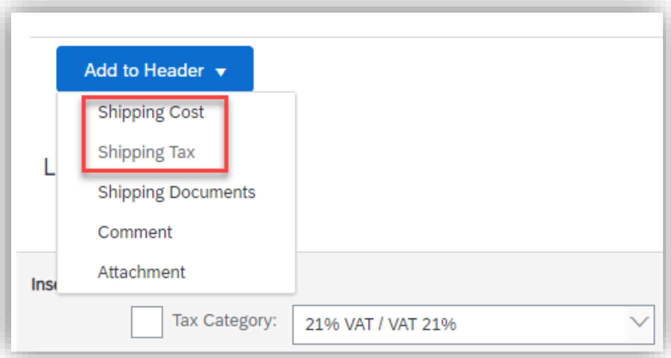
How to add Shipping cost

Top of the page



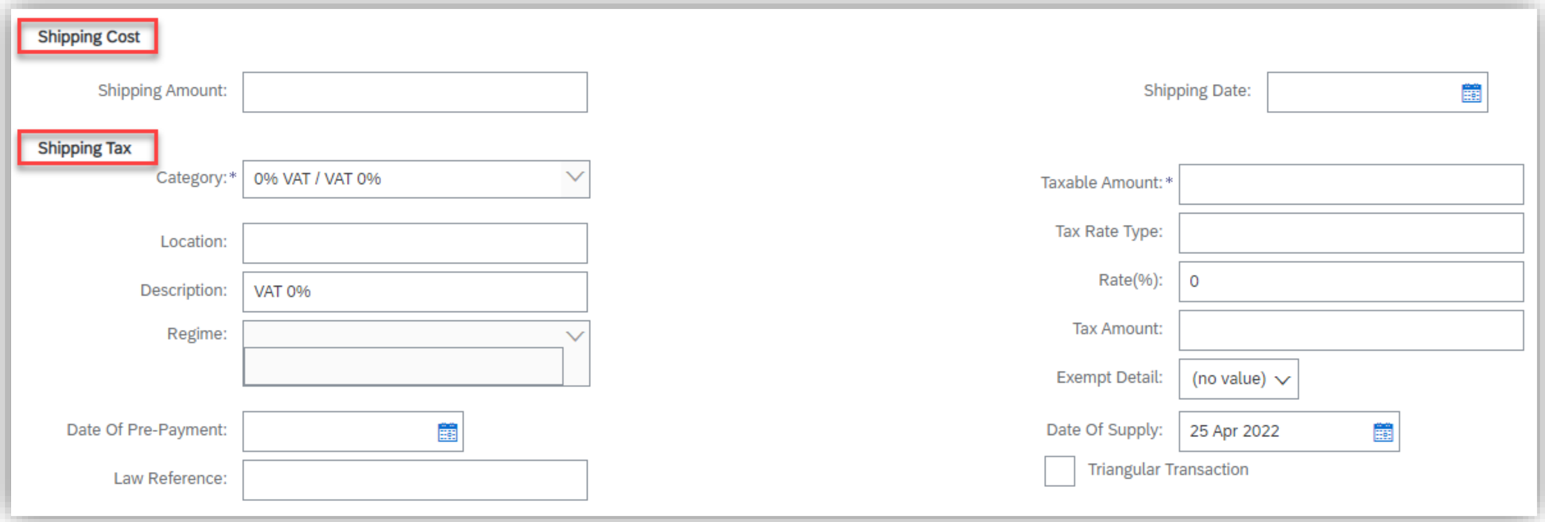
Middle of the page



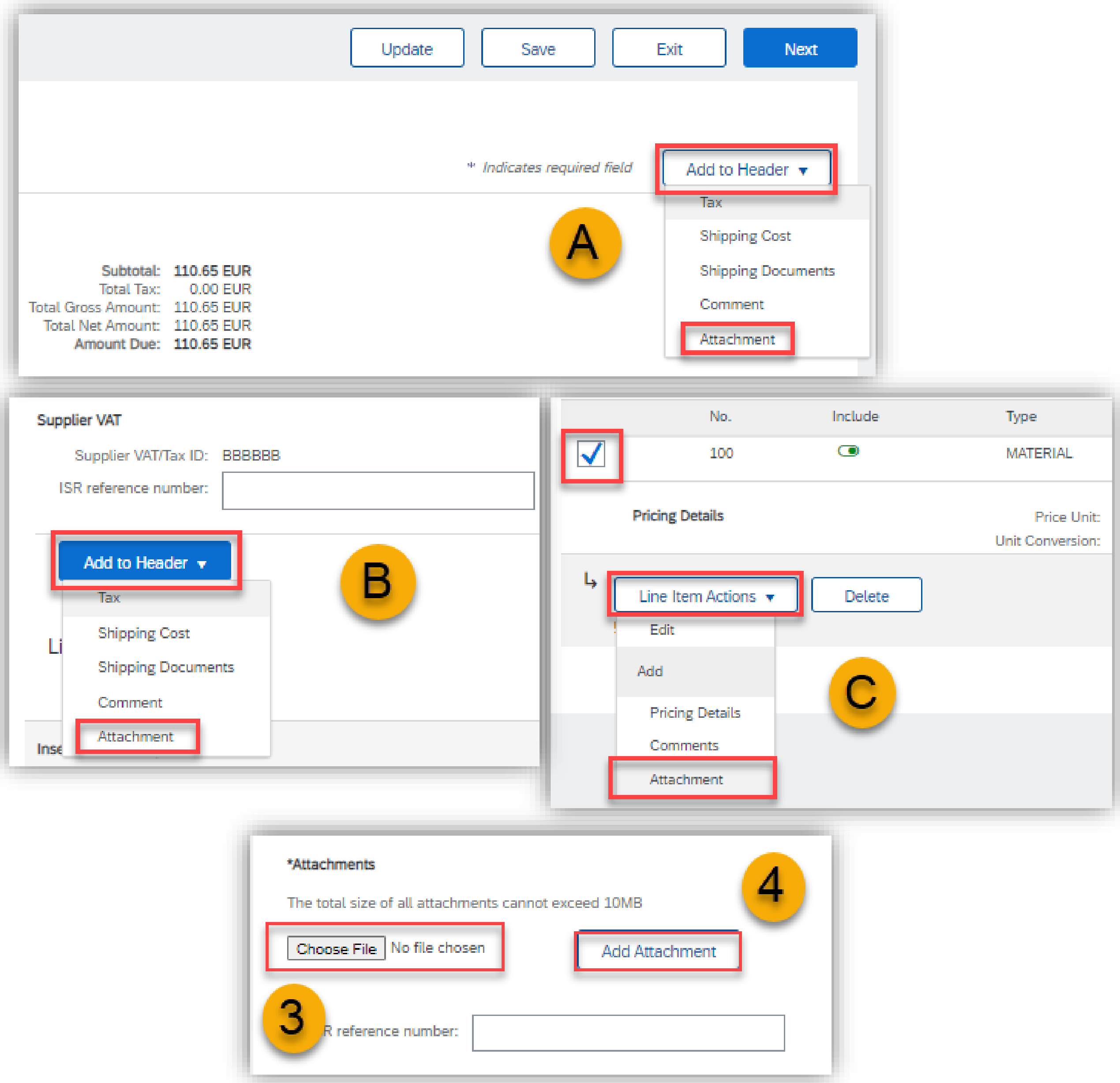
1) During the invoice creation click on **Add to header** (From the top or middle of the page) and select **Shipping Cost.**

2) Once done, select **Shipping Tax** from the same menu.

3) Fill in the details in the section **Shipping costs** and **Shipping Tax**.



How to add PDF attachment 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 (**A**), middle (**B**) or the bottom of the page (**C**)).

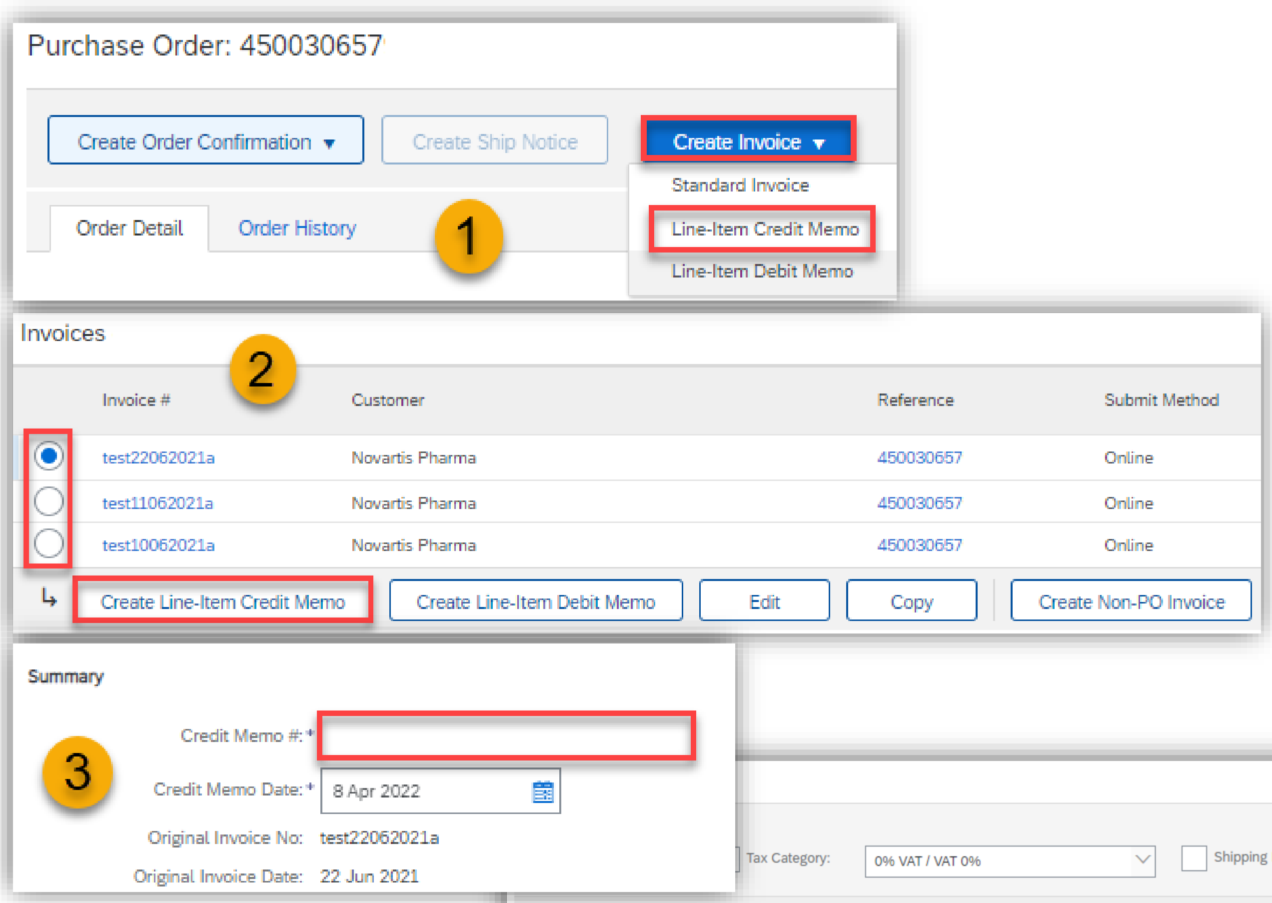
2) Click on Attachment.

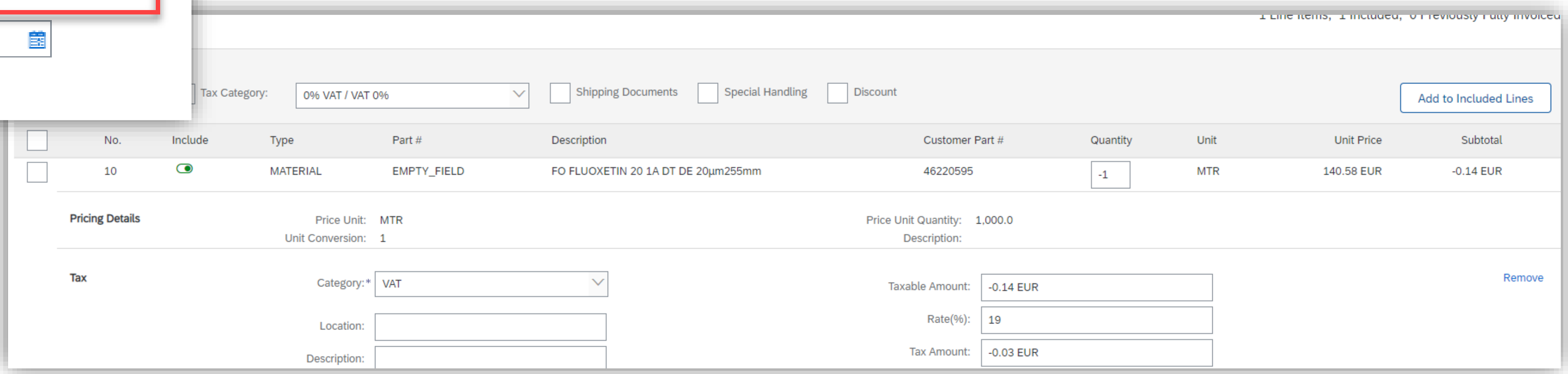
3) Choose your file from the computer.

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 create a Line-Item Credit Memo





It is not possible to cancel already submitted invoice.

In case you need to cancel your invoice please submit a Line-item credit memo and resubmit the invoice accordingly if needed.

Few simple steps:

1) Select the order or the invoice and click on **Create Invoice** - **Line-item credit memo.**

2) Select the invoice you want to credit.

3) Fill only the credit memo number, other details will be prepopulated automatically.

4) Click on **Next**, review and **Submit.**

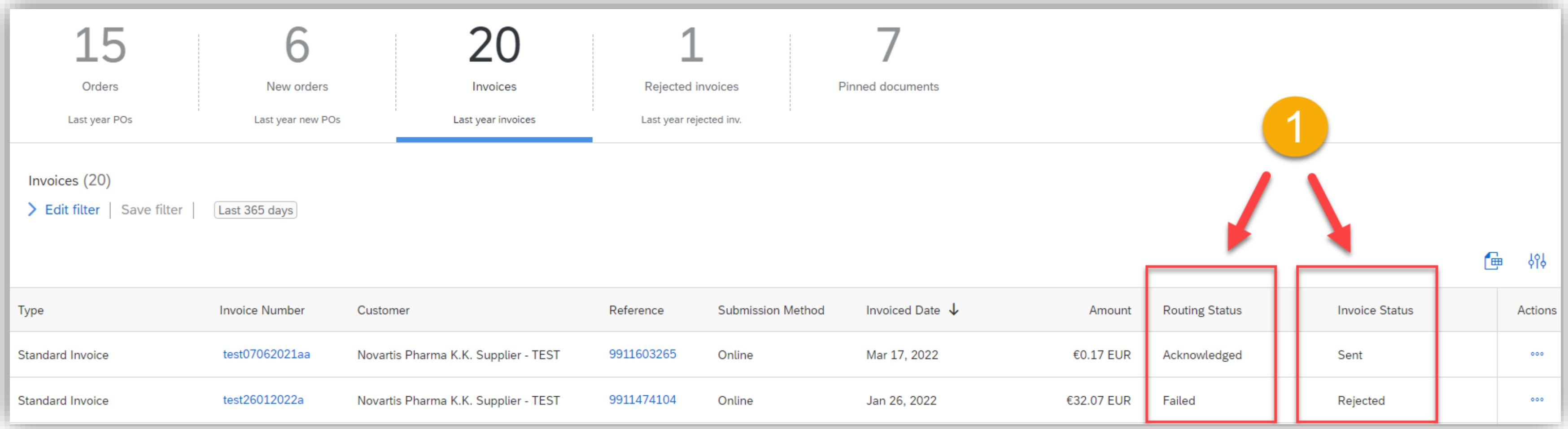
NOVARTIS

Invoice statuses & how to handle a rejected invoice

1) There are two statuses for each invoice: **Routing status** & **Invoice status**. Routing status reflects the check on Ariba, Invoice status is transmitted from Novartis system.

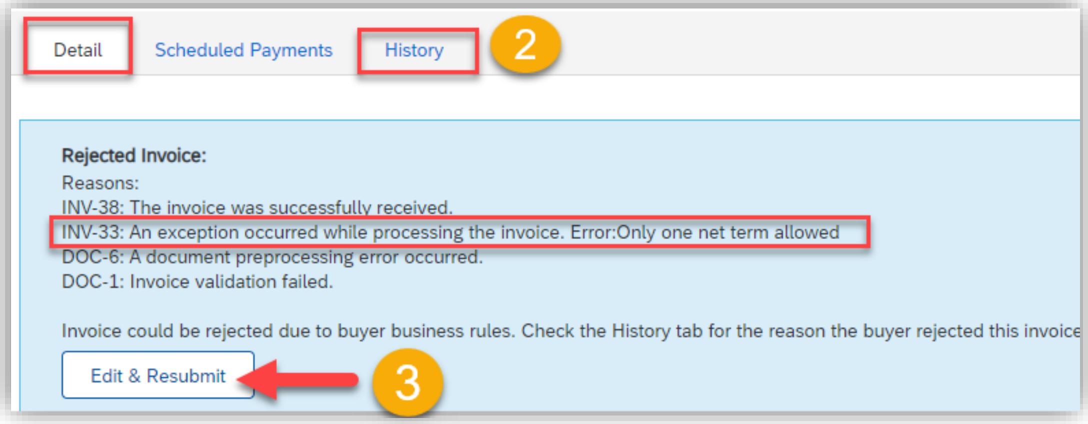
2) In the history of every invoice, you can find what happened with the document.

3) If the invoice is rejected, you can correct the error and resend by clicking on **Edit & Resubmit.**



See the explanation of the statuses below:

Routing Status	Invoice Status	Explanation & Action to take
Sent / Queued	Sent	Invoice was successfuly sent and should reach Novartis system soon.
Acknowledged	Sent	Invoice was successfuly sent and reached Novartis system.
Failed	Rejected / Failed	Invoice contains errors, needs to be corrected and resubmited. Novartis did not receive the invoice. Please see in Details of the invoice.
Acknowledged	Rejected	Invoice reached Novartis but was rejected by AP Team. AP / R2P Team should be contacted for further details.
Obsoleted	Canceled	Invoice reached Novartis but was cancelled by AP Team. AP / R2P Team should be contacted for further details.
Acknowledged	Approved	Invoice needed an approval and was approved by Novartis.
Acknowledged	Paid	Invoice was successfully processed and paid.



Training materials and support

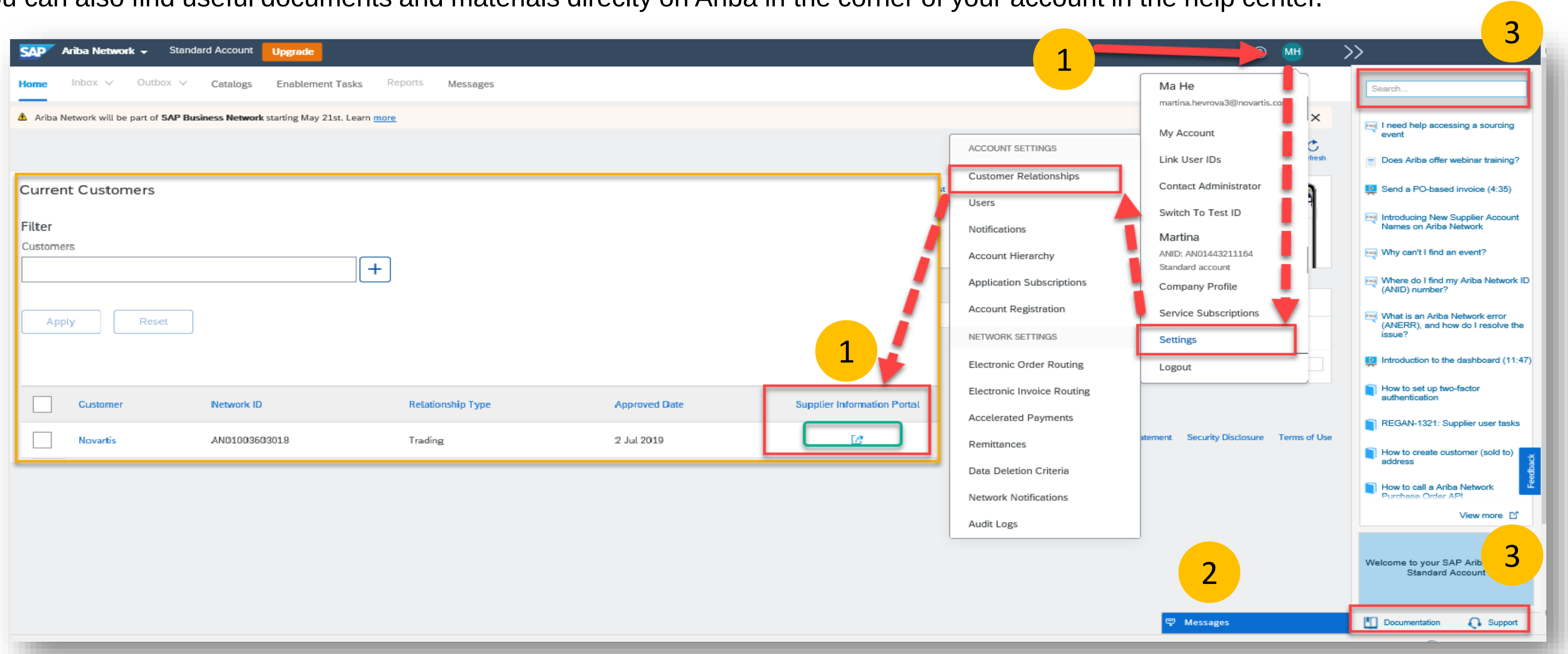
- Support for Ariba at Novartis – **slide 36**
- Technical support from Ariba customer support – **slide 37**
- Payment and invoice status: R2P local teams – **slide 38**
- When to reach out to contact.elink@novartis.com? – **slide 39**
- Trainings and useful information – **slide 40**

Support for Ariba at Novartis

1) Under your initials, Customer relationship and Novartis, you will find our Novartis Supplier Information Portal with guides and trainings in multiple languages.

2) If you have questions related to Ariba, you can reach directly to Novartis e-invoice team on: contact.elink@novartis.com. You can also reach Novartis e-invoice team via chat box on your Ariba account. If you have questions related to payment details, please reach out to the local R2P Team, the details are on the next page. If you need to align on any order details, change an order or get further information, contact the PO creator – see **slide 23**.

3) You can also find useful documents and materials direclty on Ariba in the corner of your account in the help center.

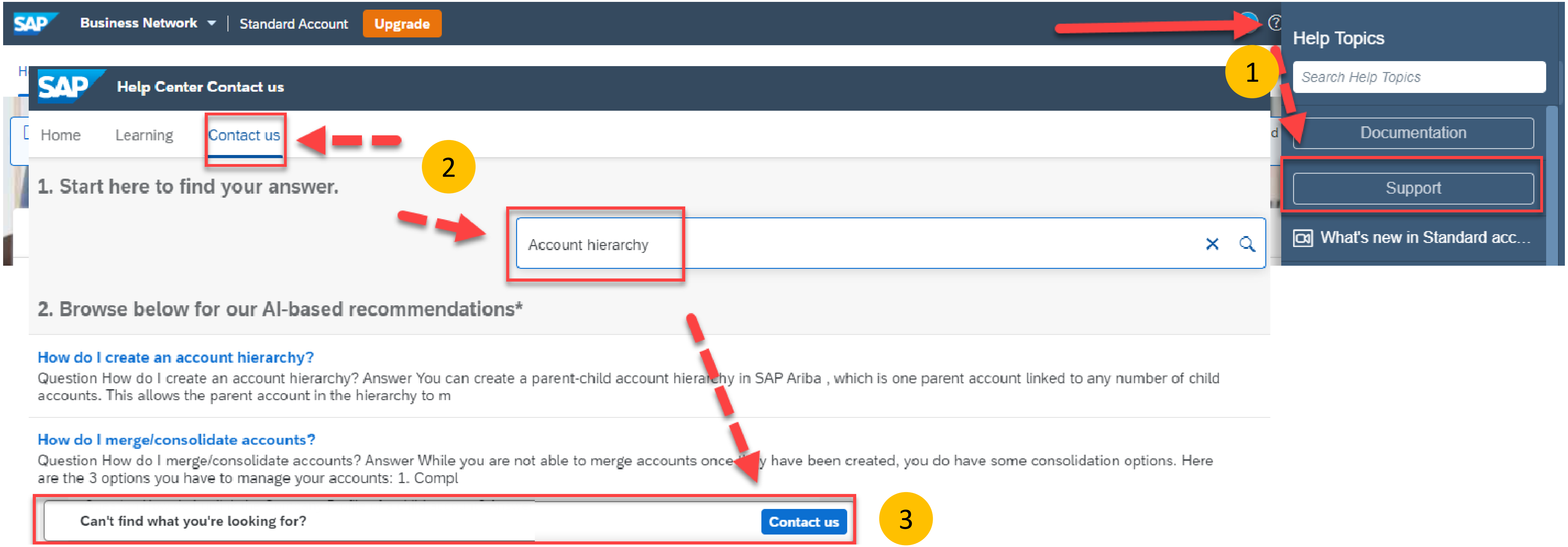


Technical support from Ariba customer support

1) You can raise a ticket to Ariba customer support by clicking on ? in the right up corner of your homepage in your Ariba account and choosing **SUPPORT**.

2) This will lead you to the Help Center, where you can choose CONTACT US, write your enquiry and click on Enter.

3) You will receive some suggested articles and down on the page an option to click on CONTACT US again, which will guide you to open a ticket.



Payment and invoice status: R2P local teams

Novartis Country	R2P Contact Details	Novartis Country	R2P Contact Details	Novartis Country	R2P Contact Details
Australia	invoices.aunz@novartis.com payables.aunz@novartis.com	**Hungary**	r2p.hu@novartis.com	**Poland**	r2p.pl@novartis.com
Austria	r2p.at@novartis.com	**India**	nvs.invoice@novartis.com	**Romania**	r2p.ro@novartis.com
Belgium	finance.pharmabe@novartis.com finance.sandozbe@novartis.com	**Ireland**	r2p.uk@novartis.com	**Singapore**	payables.sg@novartis.com
Canada	payable.pharmacanada@novartis.com	**Italy**	cofo.phitor@novartis.com	**Slovakia**	r2p.sk@novartis.com
Czech Republic	r2p.czech@novartis.com	**Japan**	p2p.jp@novartis.com	**Slovenia**	lek.si@novartis.com
Estonia	invoices.ee@novartis.com	**Latvia**	invoices.lv@novartis.com	**South Africa**	apqueries.za@novartis.com
Denmark	r2p.dk@novartis.com Sandoz.finance@sandoz.com	**Lithuania**	invoices.lt@novartis.com	**Spain**	r2p.espana@novartis.com
Finland	r2p.fi@novartis.com	**Malaysia**	payables.my@novartis.com invoices.my@novartis.com	**Sweden**	r2p.se@novartis.com
France	relance.fournisseur@novartis.com compta.fournisseursandoz@novartis.com	**Mexico**	mex_fra_ngsc.solutioncenter@novartis.com	**Switzerland**	rtp.phchbs@novartis.com +41 6132 48811
Germany	ssc-kreditoren.de@novartis.com ssc-kreditoren.de@sandoz.com ap.phdenu@novartis.com	**Netherlands**	ap.nl@novartis.com accounting.sandoz-nl@sandoz.com	**United Kingdom**	r2p.uk@novartis.com
Greece	ap-followup.gr@novartis.com	**New Zealand**	invoices.aunz@novartis.com payables.aunz@novartis.com	**USA**	rtp.customercare@novartis.com +1 866 240 3191
Hong Kong	xuefeng.su@novartis.com	**Norway**	r2p.no@novartis.com	**Utd.Arab Emir.**	payables.ae@novartis.com fra.gulf_levant_uae@novartis.com

When to reach out to contact.elink@novartis.com?

- ✓ Purchase orders are missing in my Ariba Account
- ✓ Cannot locate invitation email from Novartis
- ✓ Errors when submitting invoice(s) you are unable to solve
- ✓ Change of ANID
- ✓ Invoice is visible on Ariba Network, but not received by Novartis
- ✓ Willingness to integrate (cXML, CSV, EDI, PDF Uploader)

- x You are not satisfied with the content in the PO – please contact PO creator
- x Increase PO value – please contact PO creator
- x PO created for wrong entity – please contact PO creator
- x Missing PO lines – please contact PO creator
- x PO was canceled – please contact PO creator
- x Invoice payment date and status – RTP contacts

Trainings and useful information

Novartis Supplier Information Portal

Online guides for suppliers on Ariba Network (multiple languages)

SAP training videos for Standard Ariba Account

SAP training videos for Enterprise Ariba Account

STANDARD ACCOUNT ARIBA

STANDARD X ENTERPRISE ACCOUNT ARIBA

R2P Team