

NOVARTIS FAQ Document for Supplier's

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Frequently Asked Questions (FAQ's)

Sr no	Questions	Answers
1	Do I need any special software to use SAP Business Network (SBN)?	No, SBN is a cloud-based platform accessible through a standard internet browser.
2	How will I receive purchase orders (POs) from Novartis?	You will receive POs through SAP Business Network (SBN)
3	What information will be included in a PO?	A typical PO will include details like item descriptions, quantities, pricing, delivery dates, and payment terms.
4	What if I have questions about a specific PO?	Please contact your Business Point of contact at Novartis.
5	Will I get email notifications?	Yes, you need to update your email preferences in your account settings. Please see this article, if you are not sure how to set notifications: https://help.sap.com/docs/business-network-for-trading-partners/seller-account-settings-and-profile-configuration/notifications?version=2402
6	Can I receive the revised order under the same PO number?	Yes, Orders can be changed under the same PO number.
7	Can I Reject a PO?	No, rejecting a PO is not currently available on the network. Please contact your Novartis business contact for further information.

8	How do I enter delivery date on order confirmation if I only know shipping date?	Delivery date is a mandatory field. It is recommended to add the Estimated (Est.) Delivery Date same as the Need by date on the PO.
9	What's the acceptable window for delivery dates on order confirmation?	It is +/- 5 days from the "Need by Date" on the PO.
10	What to enter in the supplier reference field during Order Confirmation?	It is an optional field for your internal reference number.
11	Do I need approval to change a delivery date?	You can create an order confirmation with a different delivery date, but the new date must fall within the acceptable tolerance (see tolerance at point 9).
12	What is an Advanced Shipping Notification (ASN)?	An ASN electronically informs us about your shipment details before it arrives. This gives visibility to Novartis about the delivery
13	When should I submit an ASN?	Please submit the ASN ASAP prior to your shipment departs.
14	Are ASNs mandatory for all shipments?	Yes
15	How do I create partial shipments?	Partial shipments can be created during ship notice, but the new quantity must fall within the tolerance limit.
16	What can I attach to ASN' s?	Please confirm with your Novartis contact.

17	How will Novartis prefer to receive transport documents in the future?	For now, continue sending as usual (. e.g. via email)
18	How will Novartis prefer to receive Certificate of Analysis (COA) documents in the future?	For now, continue sending as usual (. e.g. via email)
19	When is the order status updated to "received"?	The order status is updated to "received" when Novartis performs a goods receipt.
20	When can I send my invoice?	For Invoice process continue to follow the as usual process. Please confirm with your Novartis contact for specific details.
21	Is there a way to download a full forecast report?	Yes, you can download the report via creating a job and downloading. Please refer to the Forecast Collaboration training guide.