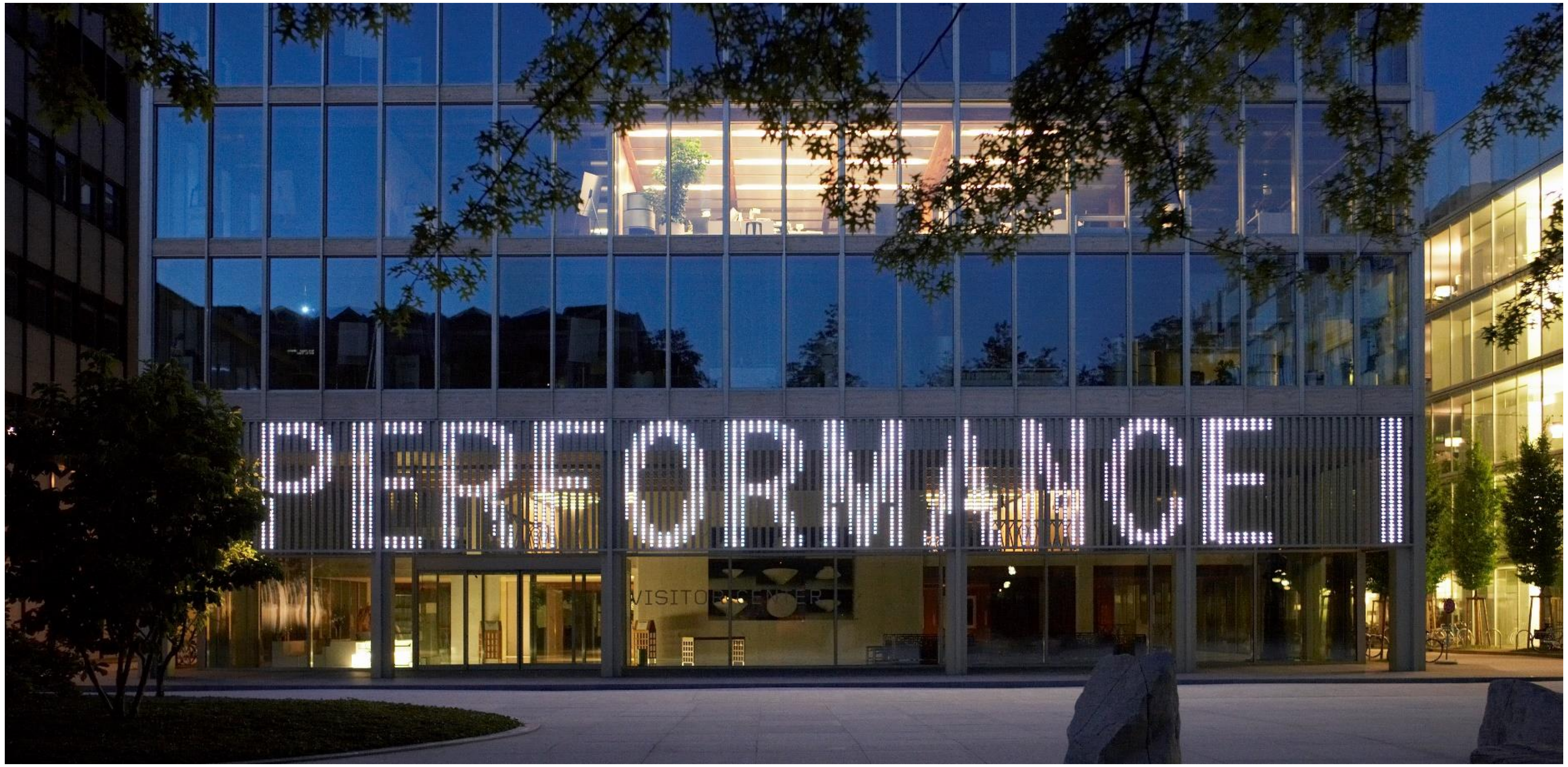


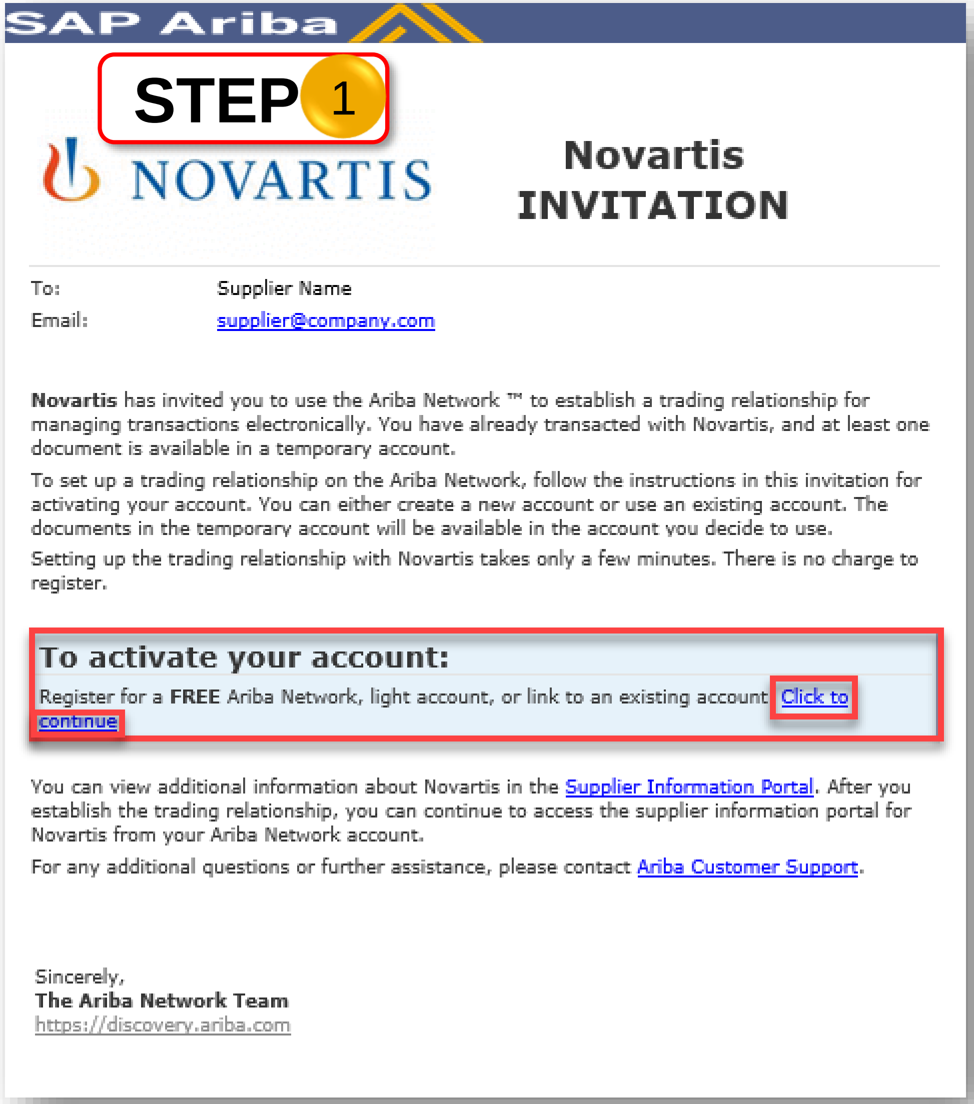
Novartis Supplier Info Pack

Guide to SAP Ariba Invoicing

NOVARTIS

Content

How to take ownership of my Ariba Standard Account?


SAP Ariba

STEP 1

NOVARTIS

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.

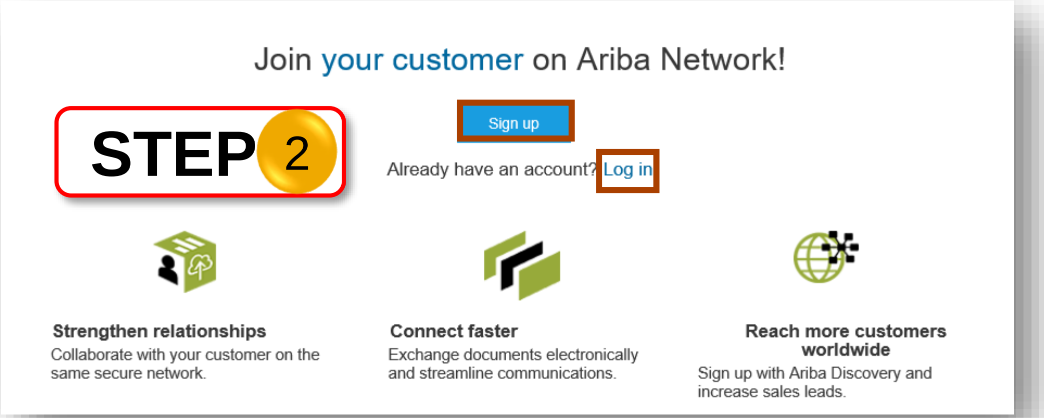
Sincerely,
The Ariba Network Team
https://discovery.ariba.com

STEP 1 - Accept Trading Relationship Request

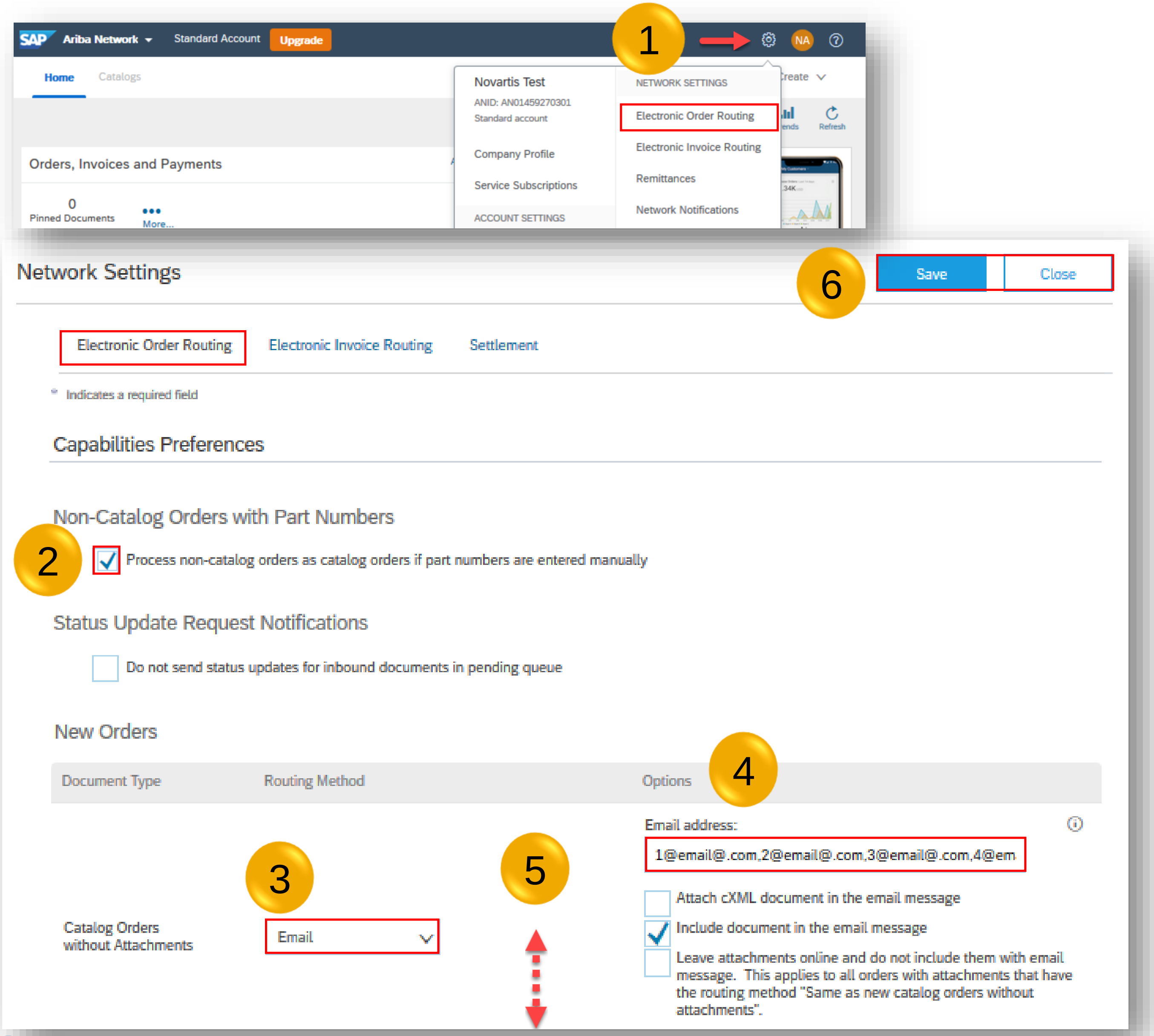
- Locate the Email you have recently received from: ordersender-prod@ansmtp.ariba.com
- (Reach out to contact.elink@novartis.com if you cannot locate this email)
- Within the Email, select Click to continue

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



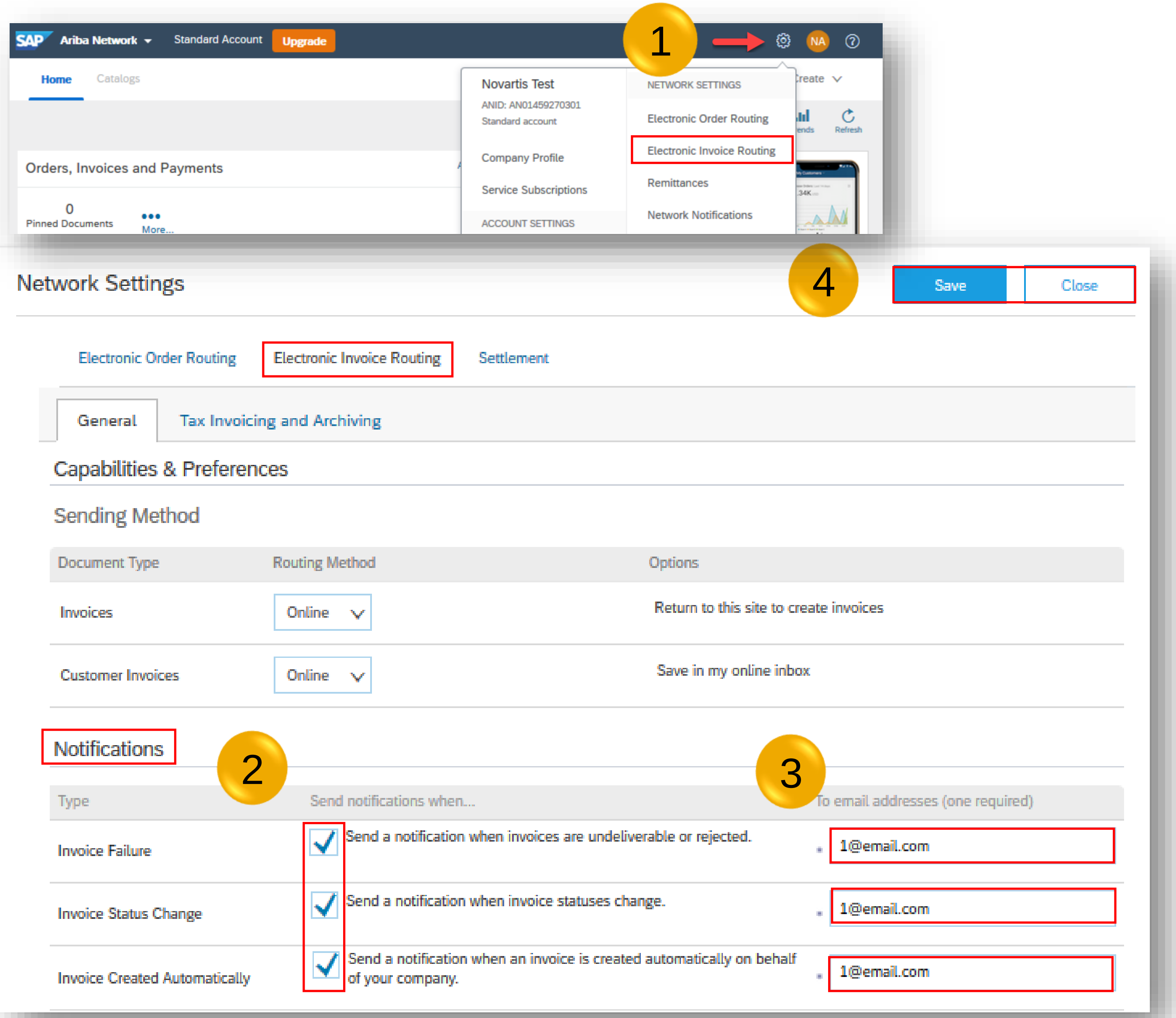
In this section, you can set up which Email addresses should be notified about newly placed POs by Novartis/Sandoz

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

NOVARTIS

Invoice Routing Notifications

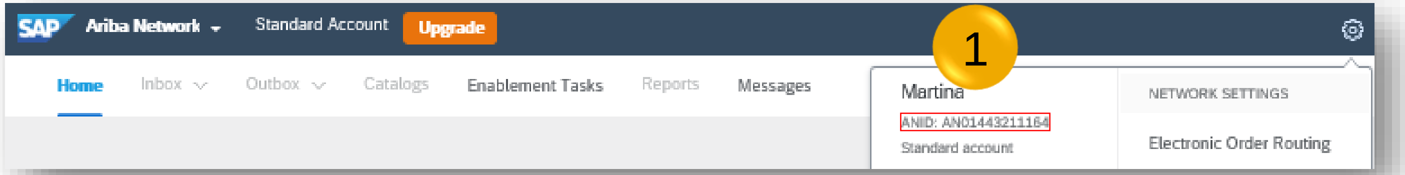


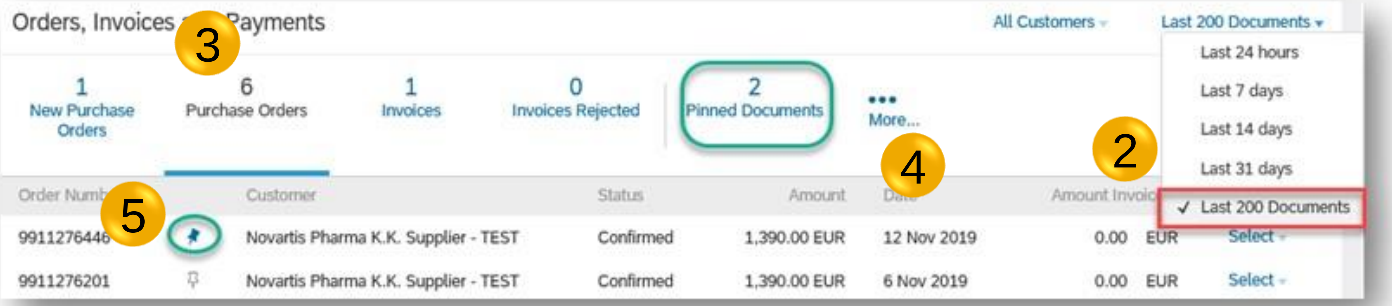
In this section, set up which Email addresses should be notified about invoice status changes

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?



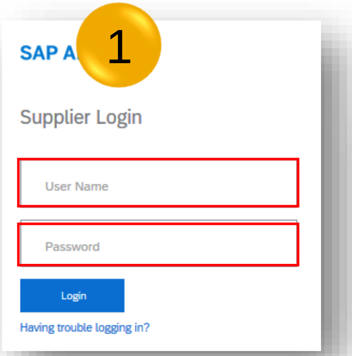


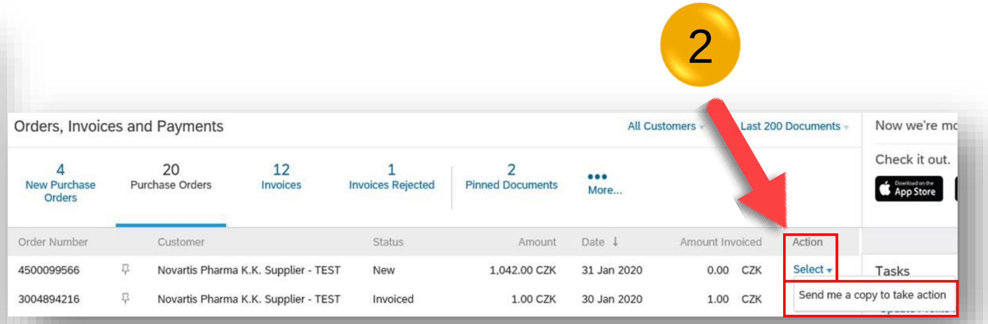
DASHBOARD FEATURES:

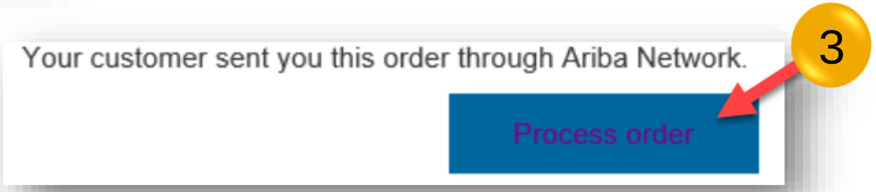
1) In order to find your account ID „ANID“, click on Company Settings in the right corner of the homepage
2) To locate your orders, select Last 200 Documents from the drop down menu
3) Choose Purchase Orders in order to see all orders with the statuses
4) You can sort the documents by the number, date, 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

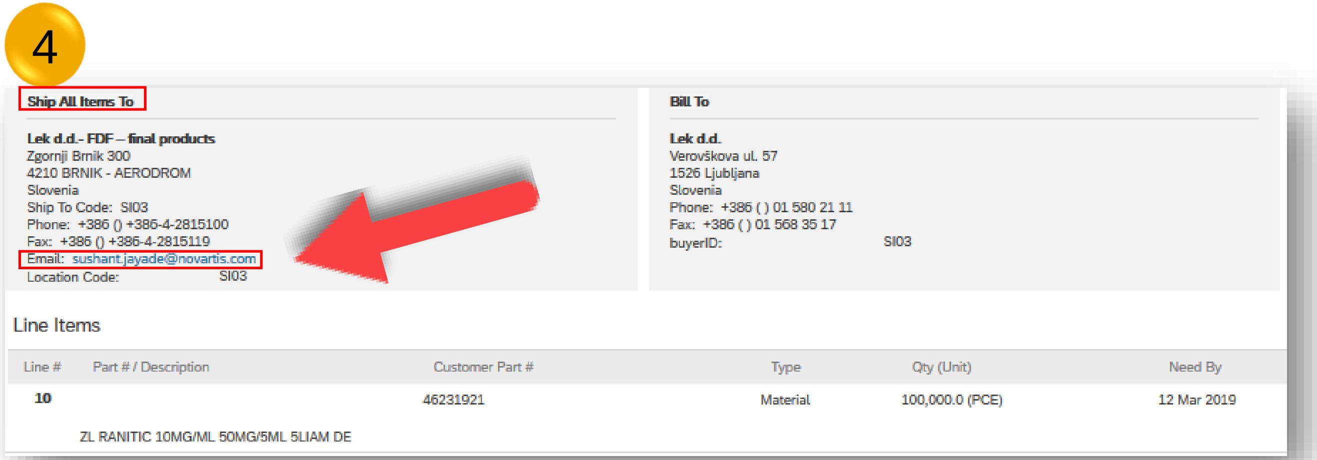
Note: In case you still miss any purchase order please reach out to contact.elink@novartis.com and provide your ANID

How to locate my PO creator?









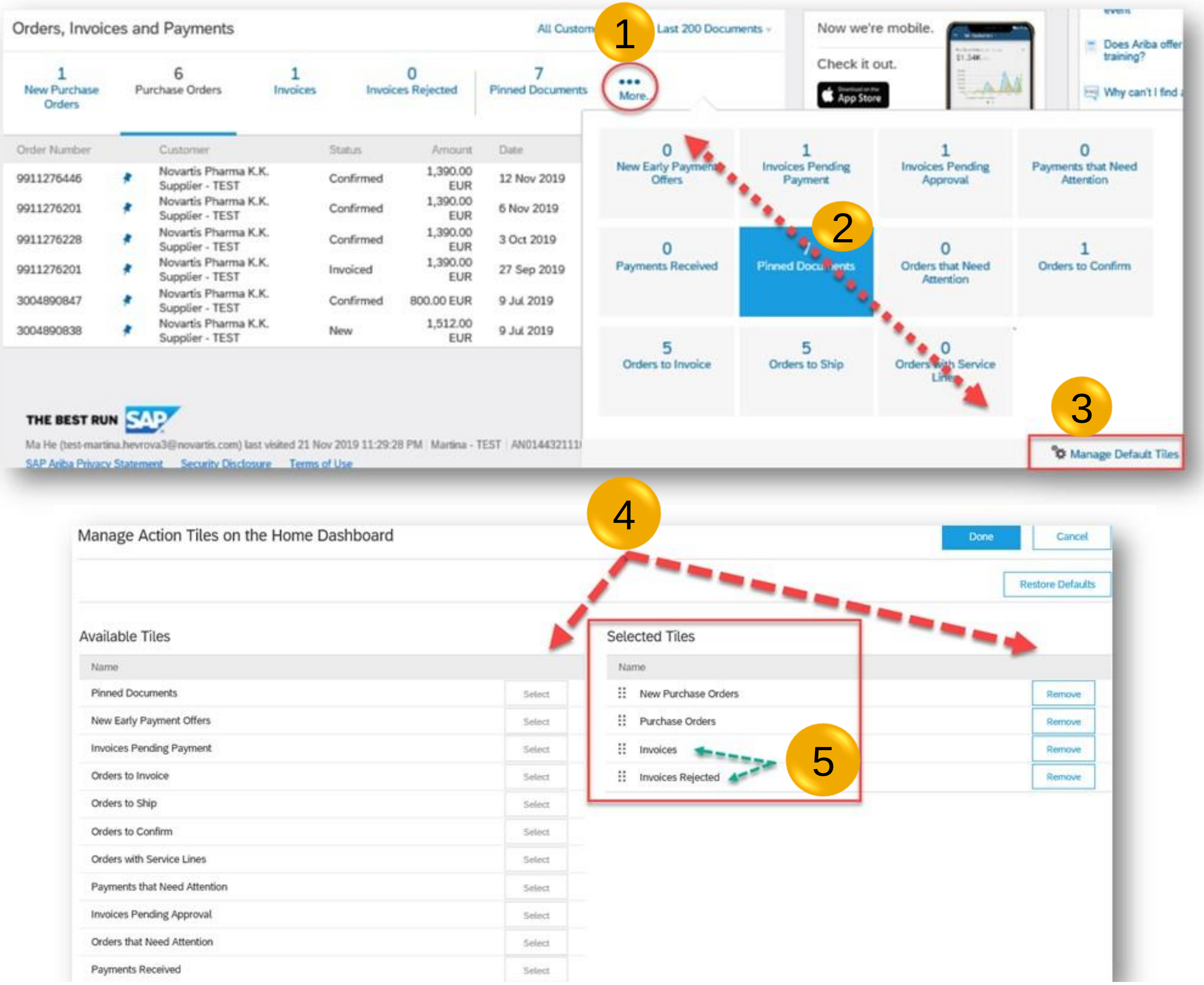
In case you don't agree with your PO content, it is important to know how to contact your PO creators, so that the PO can be modified by them.

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.

<u>Please follow these steps to locate your PO creator</u>:

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

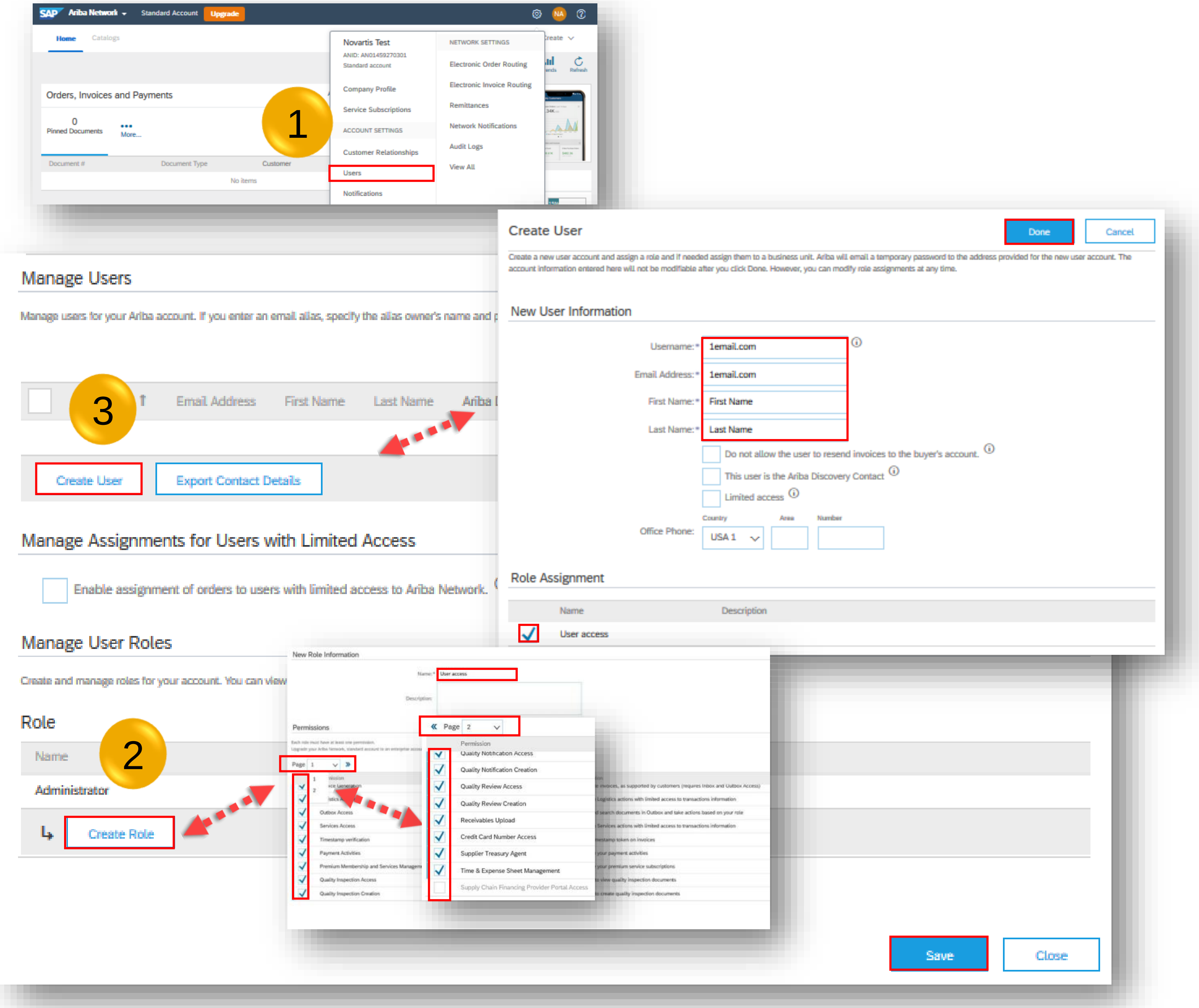
How to personalize the dashboard?



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

Roles & Users



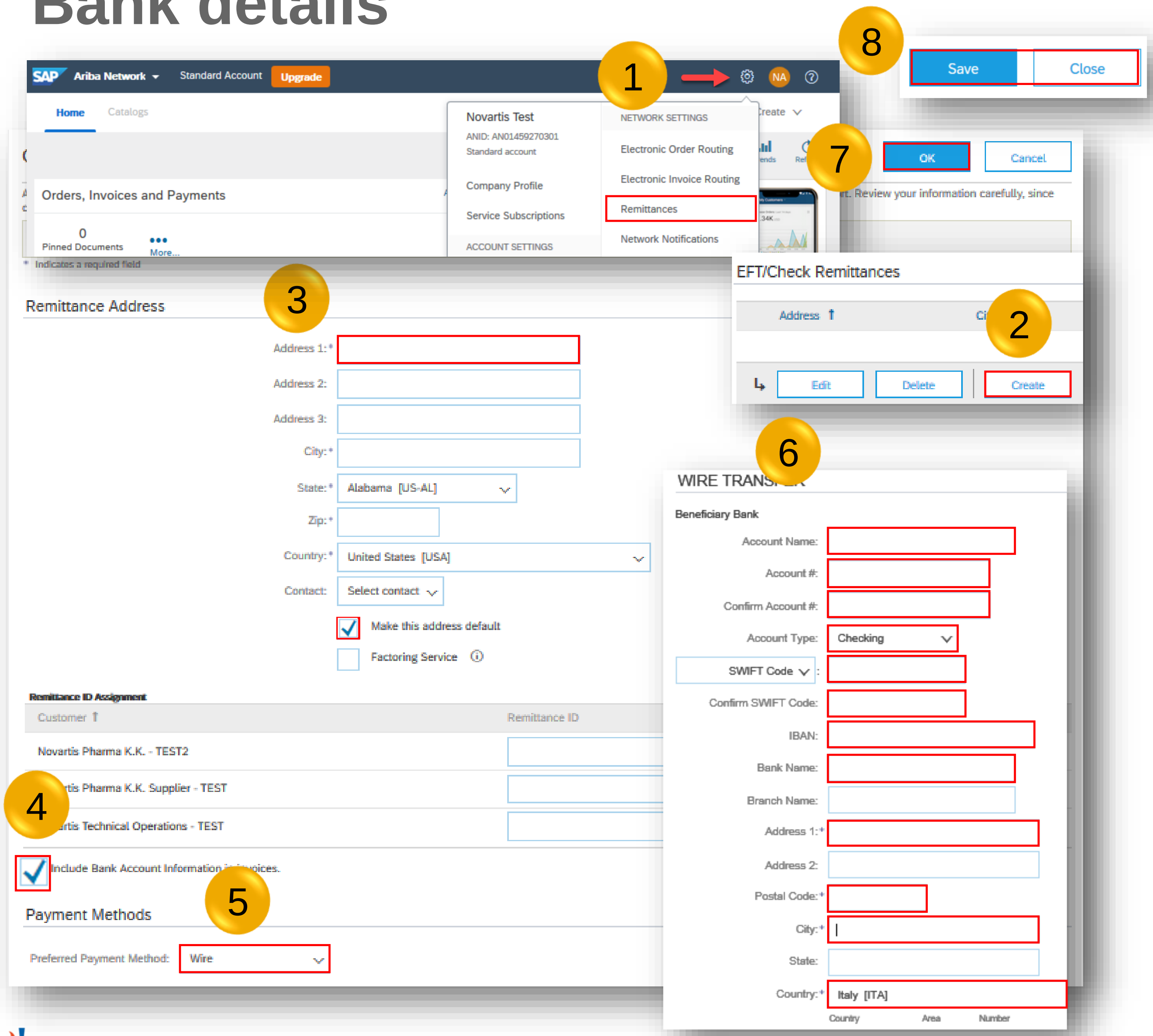
You can allow other users to login to your Ariba Network Account and give them permission for specific account areas based on their job function. Follow these steps:

1) Click on Company Settings and select Users
2) Click on Create Role
   - 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
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

Bank details

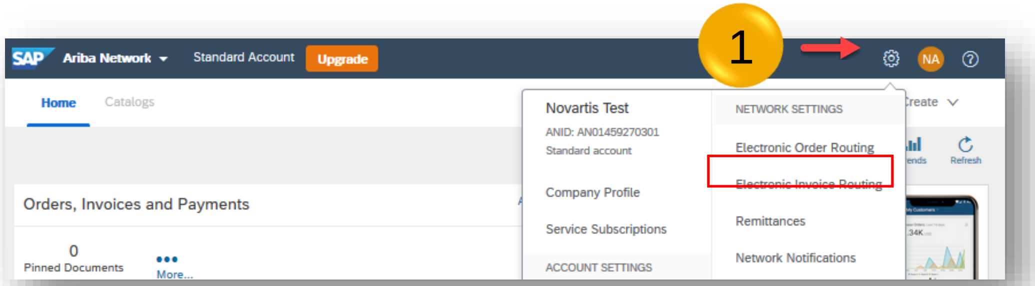


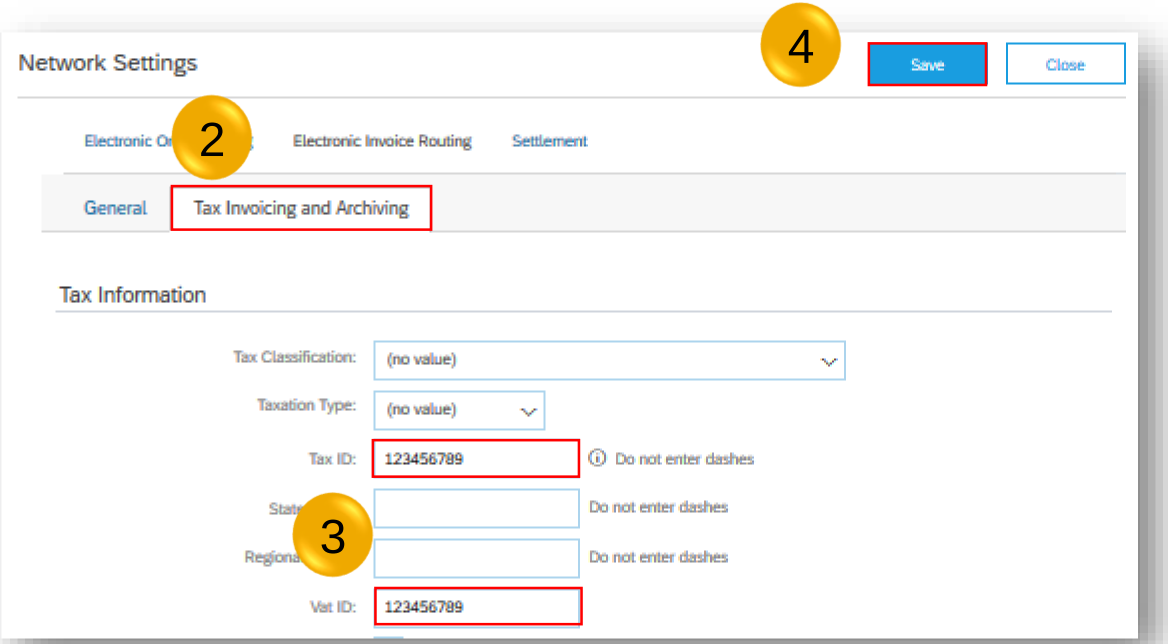
In order to have your bank details automatically populated on your Ariba invoices, please follow these steps:

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**

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





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.

<u>Please follow these steps</u>:

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

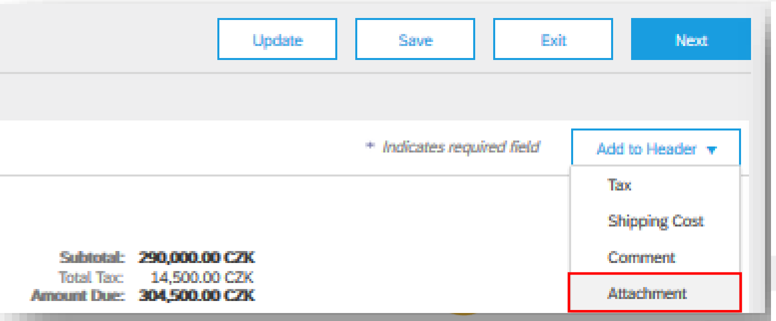
Note: Your VAT ID (and/or) Tax ID number will be automatically populated on your next invoices.

How to submit invoices? (Video Tutorials)

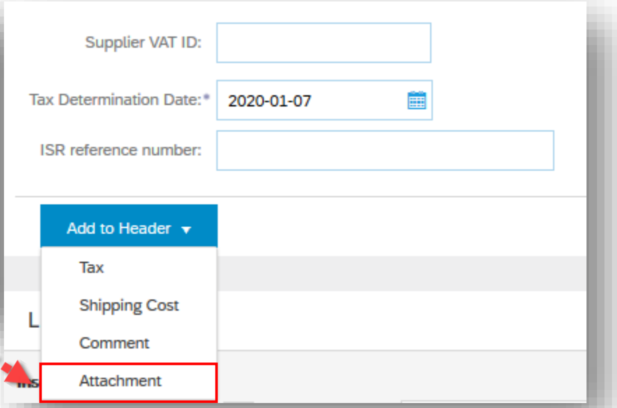
- To send an invoice from your Standard account, watch the video How to invoice via Standard Account and start sending your invoices via Ariba Network.
- To send an invoice from your Enterprise account, watch the video How to invoice via Enterprise account and start sending your invoices via Ariba Network.
- 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?

Top of the page



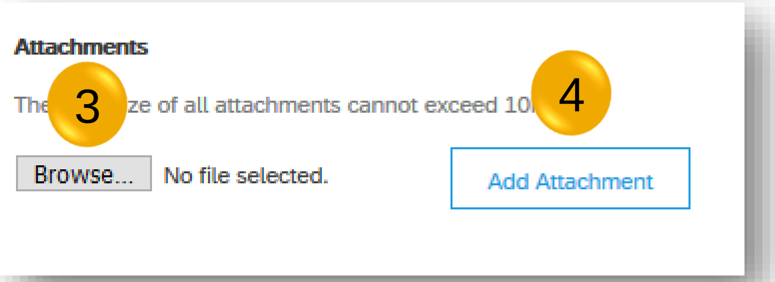
Bottom of the page



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

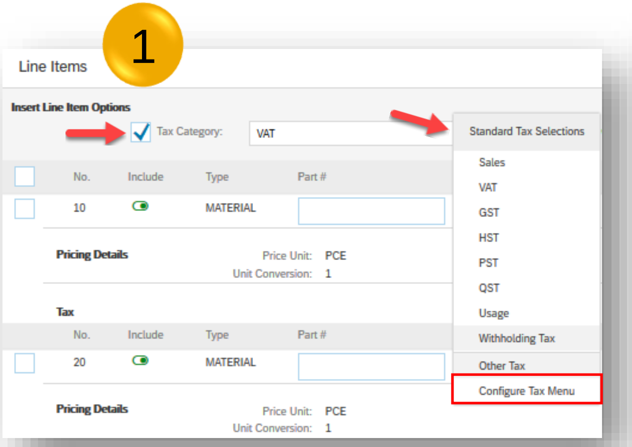
Please follow these steps:

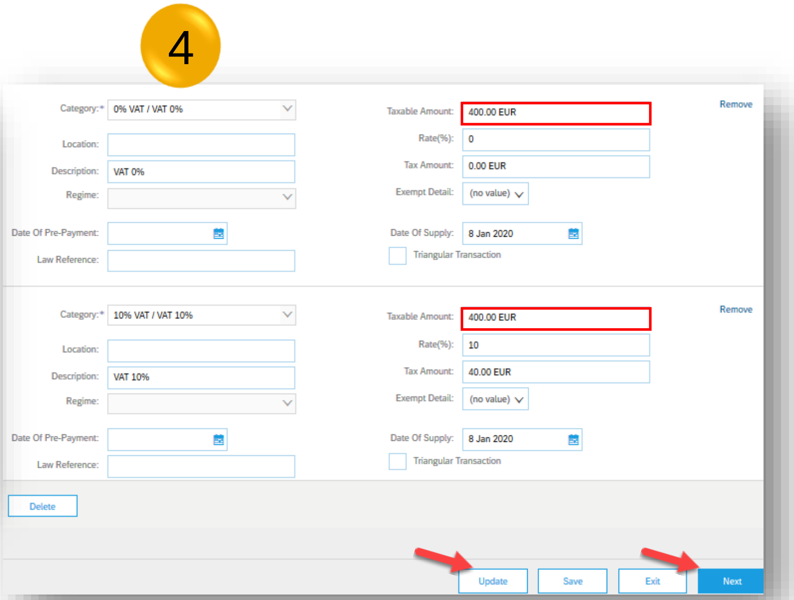
1) During the invoice creation click on Add to header (From the top or the bottom of the page)
2) Click on Attachment
3) Browse your file
4) Click on Add Attachment

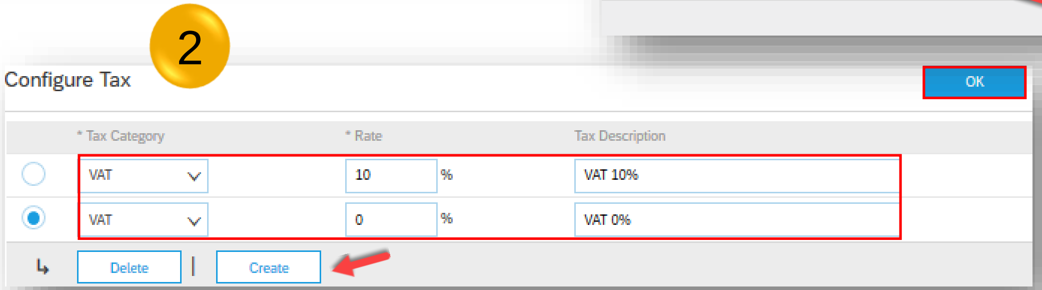


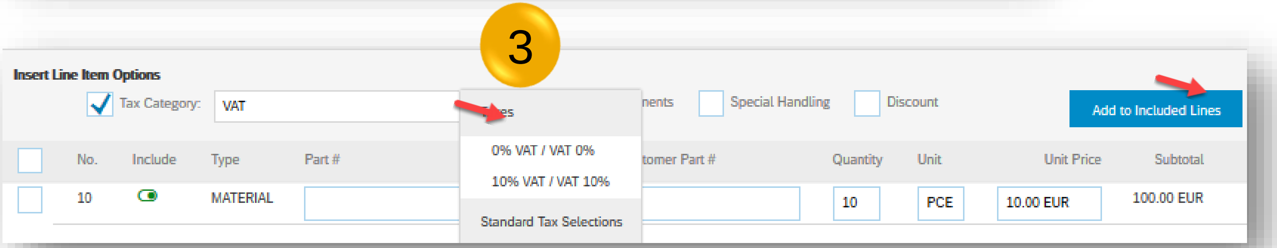
Note: Only PDF format is available. Use only letters and digits in the name of the PDF file. Always use different name of the PDF file than invoice number. Never use the same name of the PDF file as invoice.

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) 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

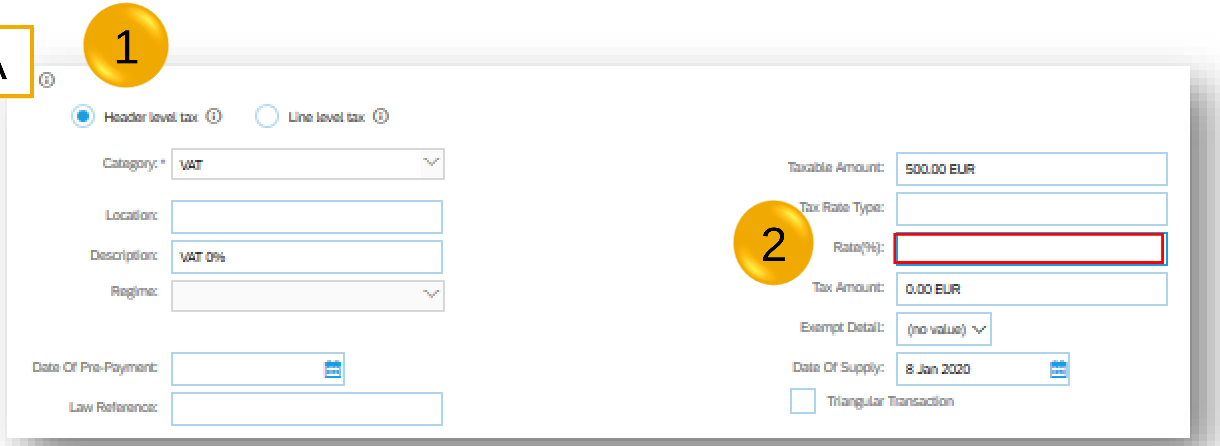
3) Open Tax Category Drop Down Menu and choose the Tax you want to use, then click on Add to included lines

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

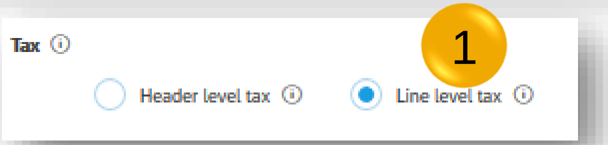
Note: From now on you can simply use the Tax Categories you created in your next invoices.

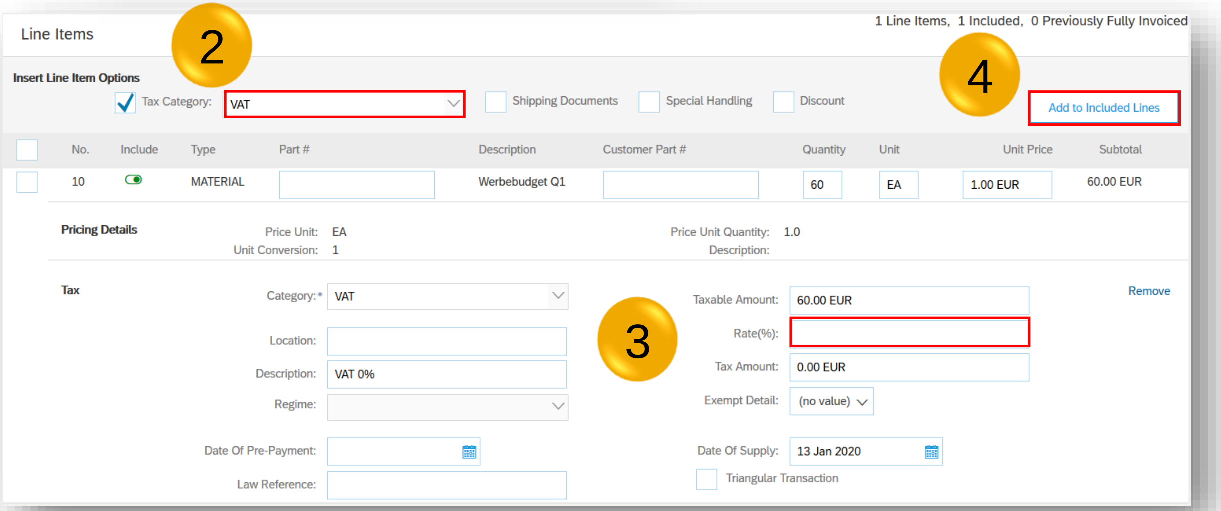
How to add taxes?

A



B





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

<u>A) Add tax on Header level:</u>

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

OR

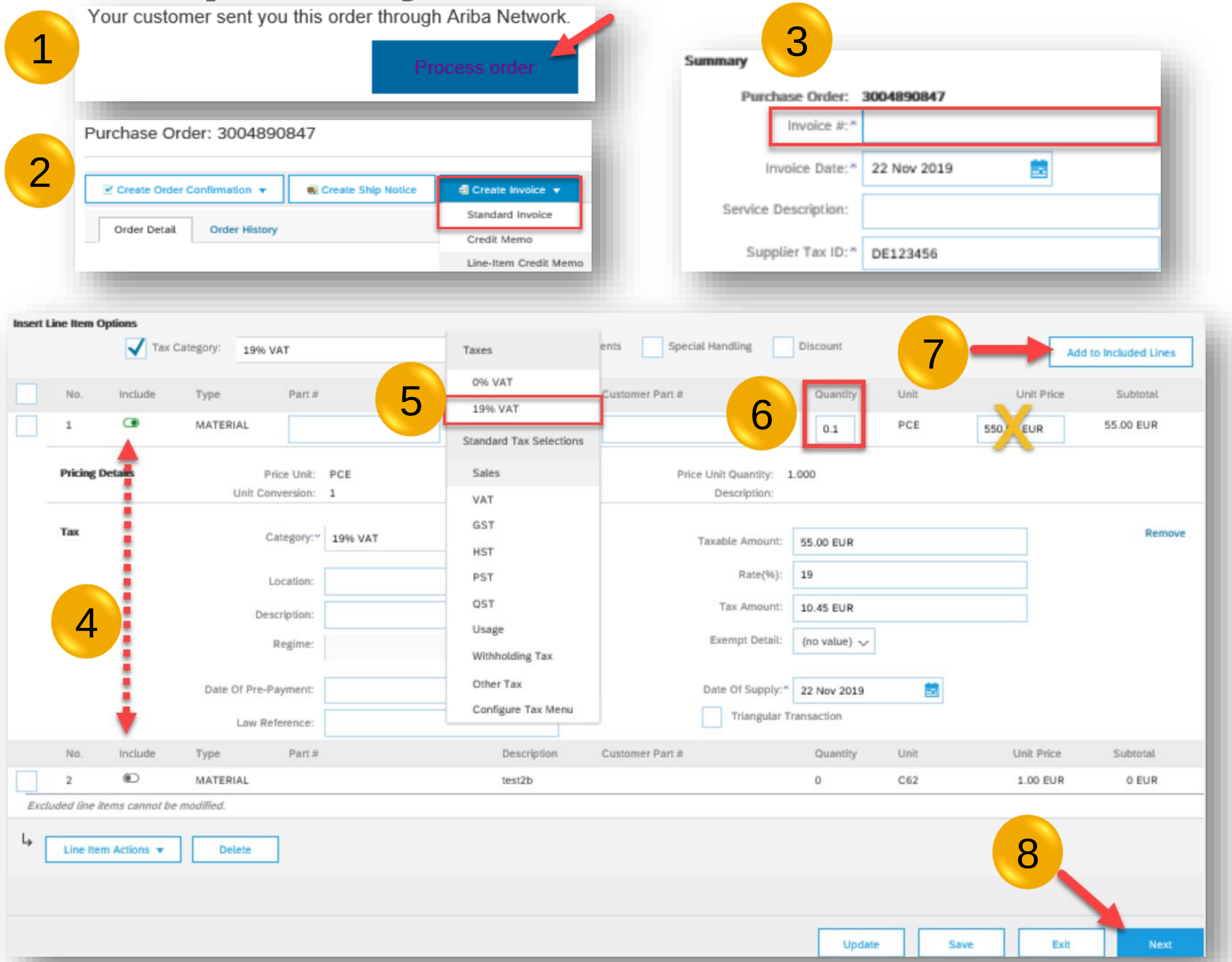
<u>B) Add tax on Line item level:</u>

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.

NOVARTIS

How to create a partial invoice 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) 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:

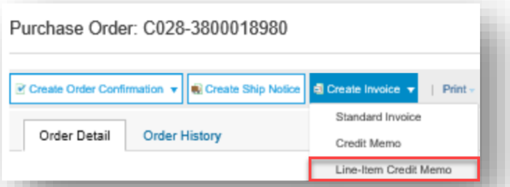
Net amount you want to invoice / divide by the Unit Price = You will get the Quantity proportion to insert in Quantity field

NOVARTIS

How to create a Line-item credit memo?

1

2



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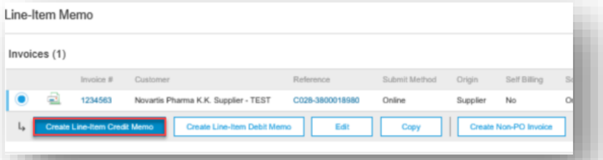

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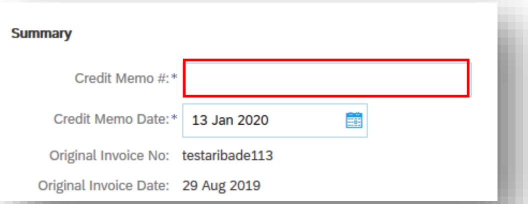
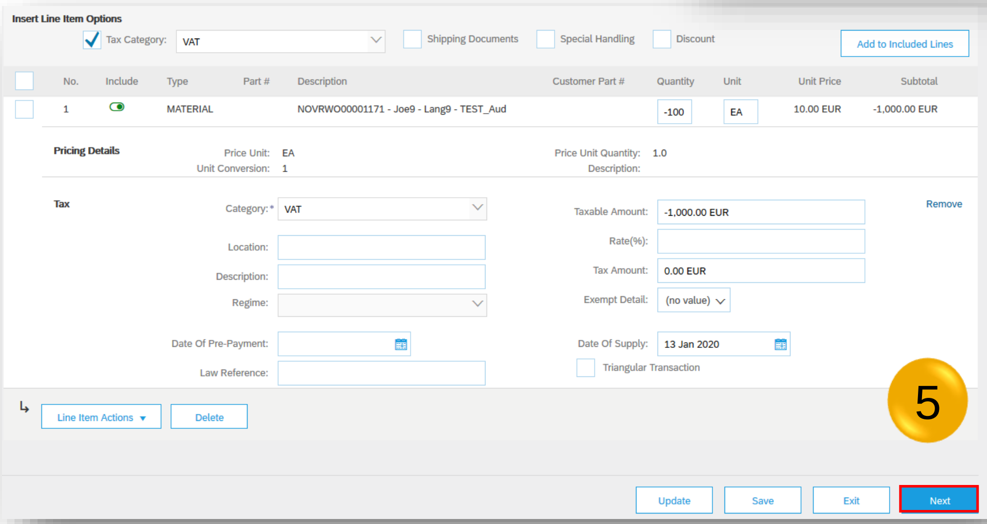




5

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.

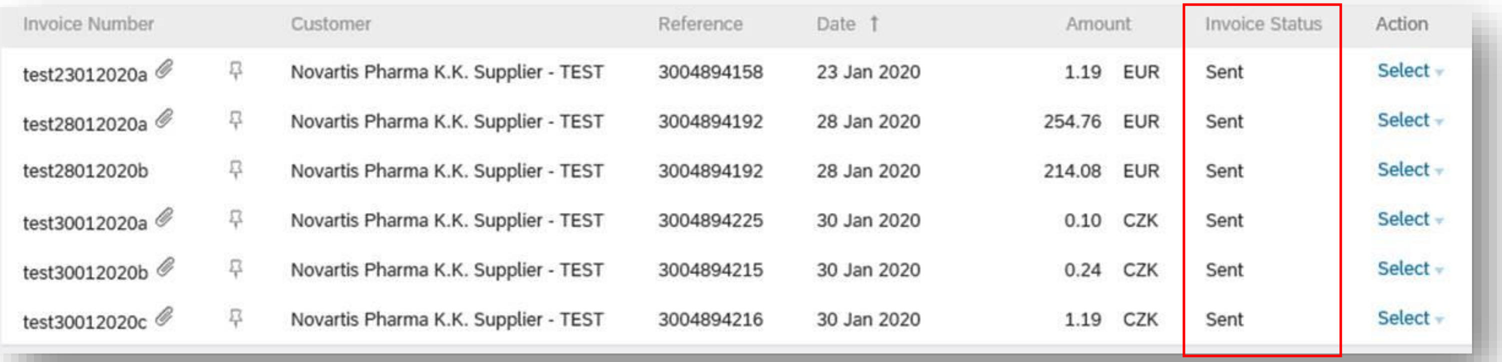
<u>Few simple steps</u>

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

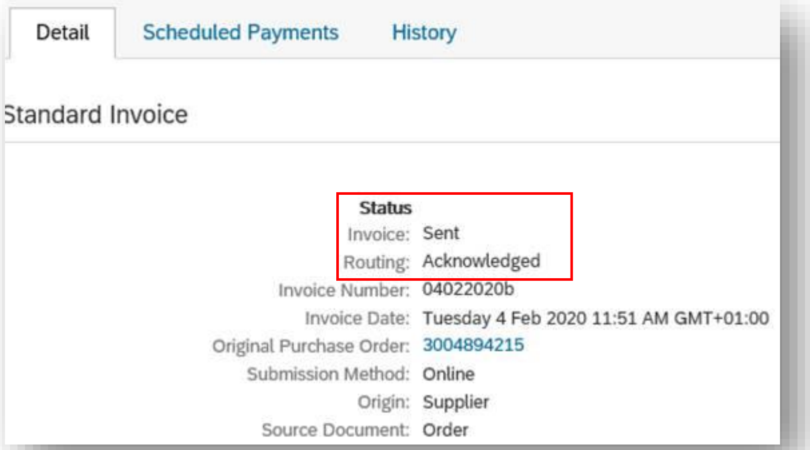
Note:

- 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

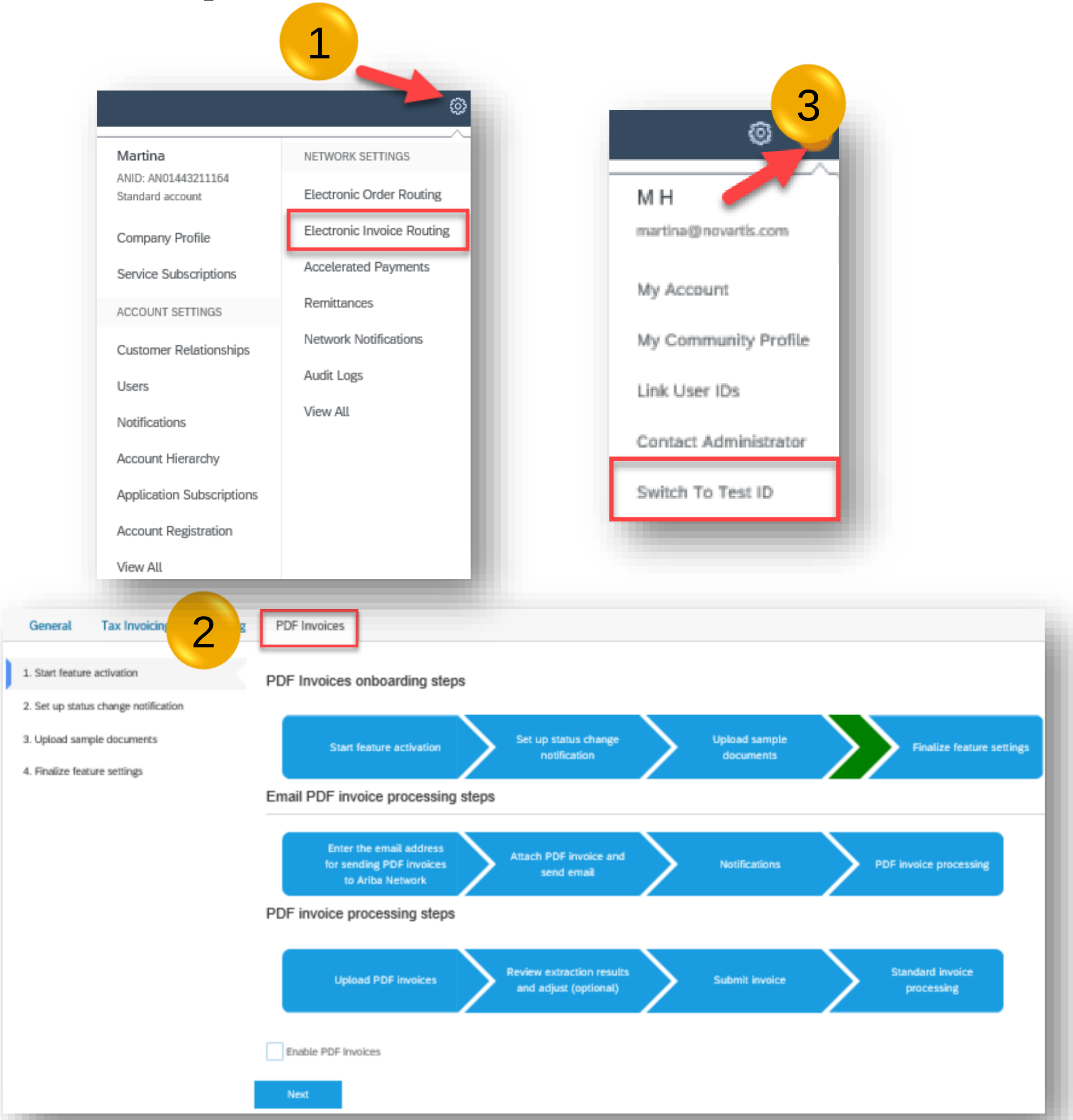
Invoice document status levels:

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



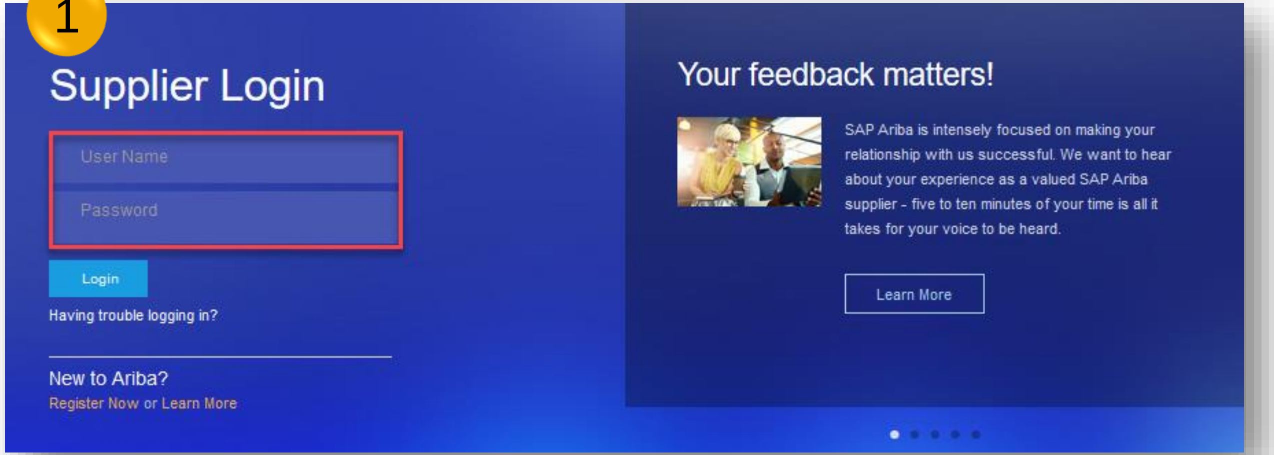
If you would like to transact via PDF Uploader functionality, please first align with Novartis on contact.elink@novartis.com. Then complete the onboarding in your Ariba account:

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
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.

How to get support from a Standard Account ?

1



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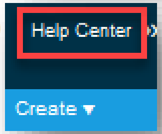

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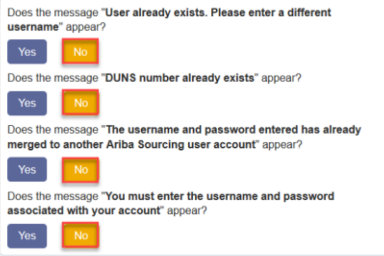
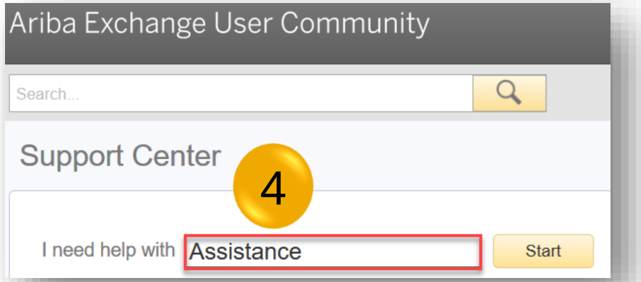
5





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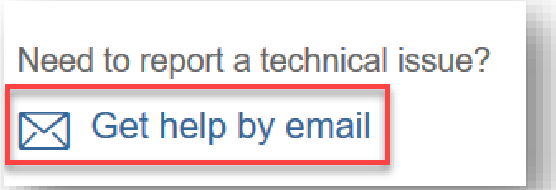


Few simple steps:

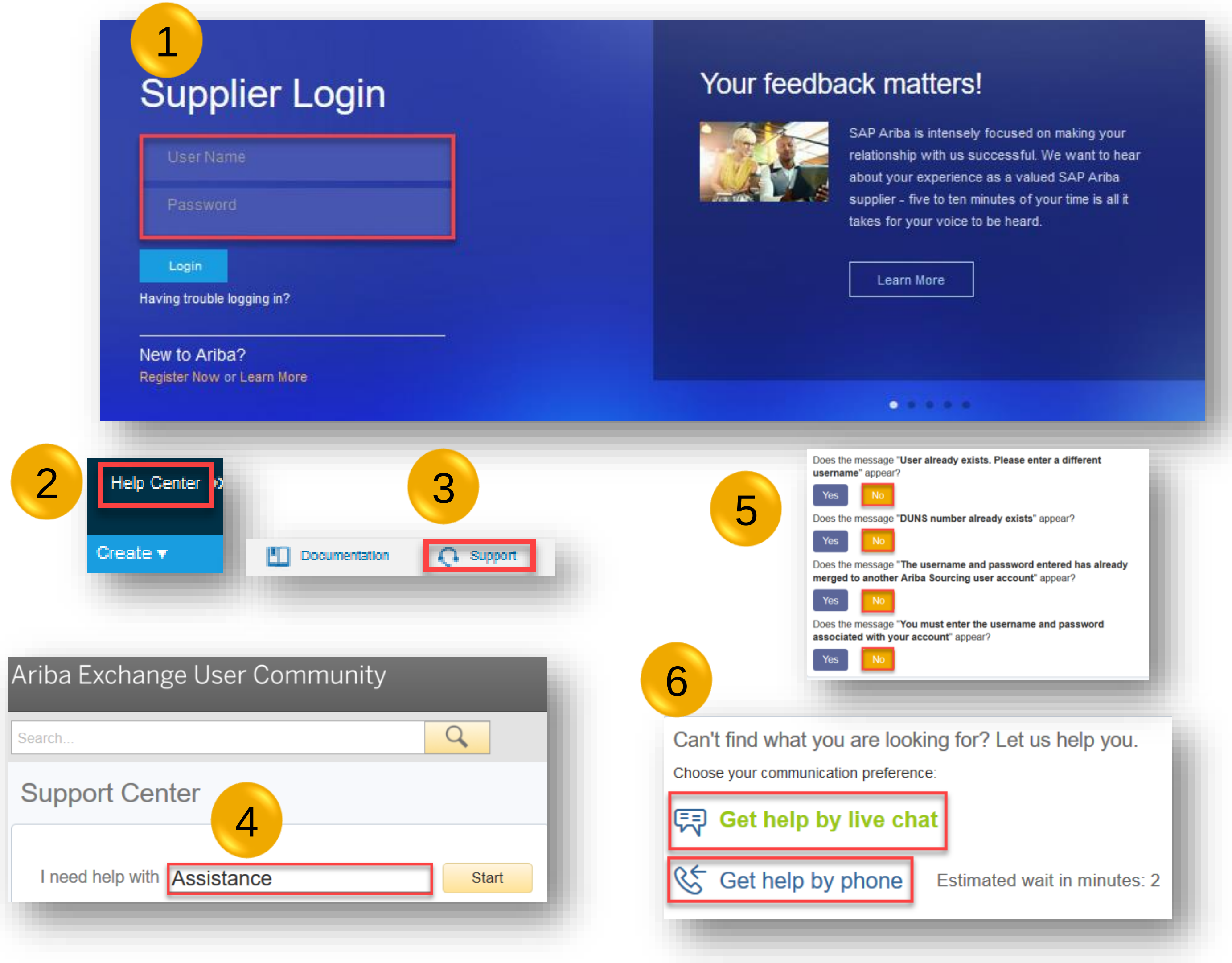
1) Log in to your account at supplier.ariba.com
2) Click on the Help center on the top right corner
3) Click on Support on the bottom right corner
4) Type “Assistance” in the second tool bar
5) Select NO 4 times in the drop down menu
6) Get help by Email

Note: For business related questions please reach out to: contact.elink@novartis.com

Get assistance from enterprise account on next slide

NOVARTIS

How to get support from an Enterprise Account



Few simple steps:

1) Log in to your account at 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

Note: For business related questions please reach out to: contact.elink@novartis.com

Payment and invoice status: R2P local teams

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

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

When to reach out to 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)

- 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
- x Invoice went to incorrect invoice approver – RTP contacts